

Employee Spotlight



Marques Minor

OTS is excited to announce the hire of Marques Minor, who joins our team as an Information Systems Specialist. Previously, he worked on a part-time capacity, assisting with asset management responsibilities. In his new full-time position, he is assuming the role of IT Asset Specialist; processing daily software and hardware asset management requests. He will also be responsible for supporting desktop refresh rollouts, annual inventory reconciliation, surplus management and providing Go Print program support. Outside of work, Marques enjoys volunteering at community events and spending time with friends and family. We welcome him and wish him much success in this new endeavor.

A BRAND NEW ALAMO.EDU

Alamo Colleges Unveils Brand New Website!

San Antonio College is pleased to announce the new and improved SAC website. A district-wide project, the SAC Office of Technology Services (OTS) team worked with SAC Public Relations (PR) to transition the former site to a new platform. The site, which still resides at alamo.edu/sac, consists of a clean layout, enhanced navigation, and easier access to essential campus resources for all future and current students. The new site is now mobile responsive, allowing the site to be viewed on any electronic device with ease. The improved structure and content provides viewers with comprehensive resources and information about the Alamo Colleges District and the San Antonio College community.

The former web content management system, Ektron, has been replaced with a new EPiServer platform. A migration team at San Antonio College successfully migrated content from the older management system to the new system, however, Content Editors will be assigned within each department by Directors and Department Chairs to help maintain the new site. While EPiServer provides a more robust management system with ease of use, training

on the new software platform is imperative for all Content Editors to ensure these individuals become familiar and comfortable with the new system in a timely manner. The Instructional Innovation Center will continue to partner with the WCMS Migration Team in offering Content Editor Training. Training dates and times are posted in AlamoTalent for Content Editors. We will continue to enhance the San Antonio College website, incorporating more resources and providing the most up-to-date information about the programs and activities offered at our college.

“This new site really highlights our college . . . Plus, it is extremely user-friendly and is mobile responsive.”

“I am extremely proud to launch the new SAC website,” said Vanessa C. Torres, Director of Public Relations at SAC. “This new site really highlights our college and showcases the unique aspects of

our many departments and programs. Plus, it is extremely user-friendly and is mobile responsive.” If you have any questions regarding the new content management system and how to make changes to your new site, please contact the Instructional Innovation Center at 210-486-0044. To stay connected on social media for important updates, follow us on Facebook at [SacTechConnect](https://www.facebook.com/SacTechConnect).

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Featured Projects in Motion

Laptop Encryption Process

SAC Office of Technology Services is developing an encryption process to help secure data on laptops containing sensitive information. Encryption is beneficial in the event that a laptop with confidential data is misplaced.

Start: 6/2018

Expected Completion: 12/2018

Status: In Progress

Virtual Reality Technology

SAC Office of Technology Services will explore the potential of Virtual Reality (VR) Technology. The purpose is to determine if San Antonio College can better serve our students by using VR.

Start: 9/2018

Expected Completion: 5/2019

Status: Not Started

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Follow us
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Switch Upgrade Update

Recently, there was a District Technology Bond initiative set in place to upgrade all Alamo Colleges network switches. Always striving to keep up with technology demands, Alamo Colleges IT and San Antonio College IT worked collaboratively to upgrade 260 switches that needed to be replaced on campus. The Network infrastructure is responsible for the high-speed management and performance of information and digital activity. Growth of active user devices affects the overall

performance and the end-user experience, making network switches the foundation of the network infrastructure and allowing for management of services. This upgrade helped to optimize the use of network segmentation in being able to support the Internet of Things (IoT) technology strategy, as well as ensured that network performance will maintain the highest level standard of system services and will be able to support the current and future needs of San Antonio College.

San Antonio College Named 'Top 10 Digital College' for 3rd Consecutive Year

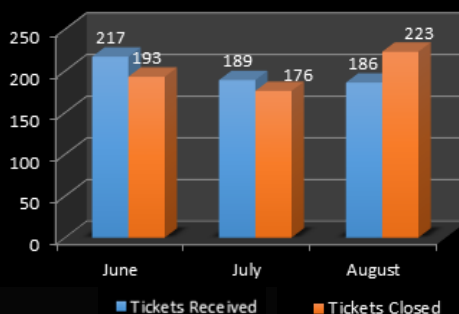
The Center for Digital Education announced the winners of 2017-18 Digital Community Colleges Survey Awards which honor community colleges utilizing technology to engage students, collaborate with K-12 and other educational institutions, and improve learning. San Antonio College has been named one of the top digital community colleges in the nation. Now in its 13th year, the CDE Digital Survey analyzes how community colleges use a range of technologies to improve services to students, faculty, staff and the community at large. This year, SAC tied with Houston Community College for sixth place among large colleges, rising in the ranks from ninth place in 2017 and 10th in 2016. Read more about the award at alamo.edu/sac/Digital-Survey-Award/.



Usha Venkat accepts the Digital Community Colleges Survey 2017 Award in Dallas, TX

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Help Desk Service Tickets JUNE 2018 - AUGUST 2018



Top Five Services JUNE 2018 - AUGUST 2018



WHAT ARE eCLIPS?

SAN ANTONIO COLLEGE
OFFICE OF TECHNOLOGY SERVICES

They are short instructional videos that describe how to use various systems and services available at San Antonio College. eClips are available any place at any time.

CHECK OUT THESE FEATURED ECLIPS BROUGHT TO YOU BY YOUR FRIENDLY OTS STAFF!

How to Submit a Timesheet

<http://bit.ly/SubmitTimesheet>

How to Operate a Classroom Projector

<http://bit.ly/ClassProjector>

FOR A FULL LIST OF VIDEOS, VISIT THE ECLIPS WEBSITE: www.alamo.edu/sac/OTS/

ITSA Summer Internships at San Antonio College

This summer, the Office of Technology Services (OTS) welcomed a new group of interns who were eager to begin what may become their lifelong career in the field of technology. The students were mentored and supervised by full-time OTS staff members. In addition to assisting or supporting day-to-day technology projects, they also participated in a technology planning focus group and a training workshop. At the end of the program, students received certificates of completion and were recognized for their hard work and commitment.



Social Media

Did you know that you can find the Office of Technology Services on Facebook? Like us on Facebook to receive up-to-date information, helpful technology tips & tricks, training events, and more. You can also let us know what trainings you would like offered or what innovations you would like to see brought to San Antonio College. Join us today at <https://www.facebook.com/SACTechConnect/> and help create an even more amazing technology experience at SAC.

**DID
YOU
KNOW**

Dumpster Diving

With the new school year underway, documents and/or files need to be disposed of in order to make room for new student files. It might seem easy just to throw these files away in the trash can, but in doing so, you might be throwing away important information that needs protection. In the world of information technology, dumpster diving is a security threat that involves getting information by looking through someone's trash in order to steal information. Once obtained, the information could be used to carry out an attack on a computer network or to allow individuals to pose as an employer, coworker, or a student. The U.S. Supreme Court has already ruled that it is legal to dumpster dive. It is important to shred sensitive papers containing any information that can be harmful.

IT SECURITY

To report misuse of online data, please contact our helpdesk or send an email to abuse@alamo.edu.



OFFICE OF TECHNOLOGY SERVICES

CONTACT INFORMATION

Helpdesk 210-486-0777

OTS Phone 210-486-0030

www.alamo.edu/sac/ots

sac-helpdesk@alamo.edu

1819 N. Main Avenue

San Antonio, Texas 78212

San Antonio College on iTunes U Channel

iTunes U at San Antonio College will provide another supplemental way to distribute digital lectures, music, videos and other digital collections. iTunes U is a free service for higher education from Apple that provides a means for managing, delivering, and accessing college-related content to all, whether on or off campus to the local and global community. iTunes U portal will not replace Canvas but will offer an additional method of managing, delivering and accessing quality educational content.

iTunes U is a completely free medium where colleges and universities can offer courses at no charge, to anyone who wants to take them. Currently, over 800 colleges and universities from across the globe provide content to iTunes U for post-secondary learning. With San Antonio College on iTunes U, you will have access to free educational content, Anytime, Anywhere.

At present, San Antonio College has two courses that are live on the Alamo Colleges Channel. Mrs. Ann Weesner from the English Department and the OTS Department have made contributions to the channel. We are also working with Mr. Charles Crowley from the Writing Center on a Copyright Course for everyone to view.

Apple's iTunesU provides access to a wealth of course materials and audio/video recordings through either a specialized iTunesU app (iOS device) or iTunes. iTunesU is different from iTunes in that it allows instructors to create and collect materials into a cohesive package for students.

If you would like to learn more about building a course in iTunes U, please contact the Instructional Innovation Center staff at sac-it@alamo.edu or 210-486-0044.

OTS TECH BYTES Issue 13 SEPTEMBER 2018

INSTRUCTIONAL TECHNOLOGY TRAINING - Register Today in AlamoTalent!

Login to ACES > Employee tab > AlamoTalent > Search for the training title > Click desired title to view available sessions > Scroll down to view dates > Click Request to the right of the date and time of your choice

Accessibility Tips & Tools

Mon, 10/15, 10:30 AM
Tues, 10/30, 3:30 PM
Mon, 11/12, 10:30 AM
Tues, 11/27, 2:30 PM

Applying the Quality Matters Rubric

Fri, 10/12, 8AM to 5PM (F2F)
Tue, 10/30 to 11/13 Online
Fri, 11/16, 8AM to 5PM (F2F)

BioSig ID Training

Wed, 10/3, 10:30 AM
Thurs, 10/25, 1:00 PM
Tues, 11/6, 9:00 AM
Wed, 11/28, 1:00 PM

Canvas Tools - Pick Your Topics

Tues, 10/2, 1:00 PM
Tues, 12/4, 1:00 PM

Closed Captioned Video

Tues, 10/9, 9:00 AM
Wed, 11/7, 10:00 AM

Excel Training

Thur, 10/11, 10:00 AM
Mon, 11/5, 10:00 AM

SAC Website Content Author Training

Thurs, 10/4, 9:30 AM
Fri, 10/5, 2:30 PM
Tues, 10/16, 9:30 AM or 2:00 PM
Wed, 10/24, 10:00 AM or 3:00 PM

Prezi Basics

Wed, 10/3, 2:00 PM
Wed, 10/10, 10:00 AM
Thurs, 11/1, 10:00 AM
Thurs, 12/6, 10:00 AM

SAC Online Teaching Certification - 8 Wk

Mon 10/22 – 12/15, 8:00 AM

Word 2016–The Basics

Mon, 10/8, 9:30 AM
Tues, 11/13, 9:30 AM

For more information or to request a training, contact Yvonne Galindo: ygalindo2@alamo.edu 210-486-0044

SAC TECH STORE
Your One-Stop Shop For All Your Technology Needs

SALES

TRAININGS

REPAIRS

SAC Tech Store
1515 N. Main Ave. San Antonio, TX 78212
(In-between N. Main and W. Park Ave.)
(210) 486-0942

Shop Online
sactechstore.org @sactechstore

Low Education Pricing
*Faculty, staff or student ID required to obtain education pricing.

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