OTS Quarterly

POWER-UP @ SAC

Charge your mobile devices (phones, tablets) with the recently installed KwikBoost Floorstand charging stations! Available for students, faculty, staff and visitors, KwikBoost Floorstands provide convenient charging solutions for mobile devices while on the go. Currently, charging stations are located at the Moody Learning Center 2nd Floor Lobby, SLAC Lab, Loftin Student Center, Student Mega Lab and the Instructional Innovation Center. OTS is working on placing more charging stations around the campus.

STUDENT MEGA LAB EXPANDS HOURS

Due to popular demand, starting this fall, our college Student Mega Lab will expand the operation hours to include evening and weekend hours. The Lab will be open Monday-Friday from 8:00 a.m. – 8:00 p.m. and on Saturday from 8:00 a.m. – 12:00 Noon. The Student Mega Lab is conveniently located in the Moody Learning Center, Room 502.

Wireless Access Gets a Boost at SAC

As a result of student, faculty and staff feedback and general technology refresh cycle, OTS is happy to announce that District Information Technology Services (ITS) department has upgraded the San Antonio College wireless network. The goal is to provide the best possible wireless experience for our students, faculty and staff. The upgrade provides several benefits, including:

- Increased opportunity to use wireless network
- Improved wireless experience
- Enhanced connectivity speed
- More users can access wireless at once

Alamo Colleges installed its first wireless equipment in 2006 using the ACCD Bond Capital Improvement Program funds. The original project placed approximately 200 wireless access point at SAC. During the past few years, due to growth in mobile devices and video streaming, wireless usage at SAC has increased several fold. The SAC Wifi network has been improved in several ways.

In September 2013, fourteen access points were added to improve wireless coverage in external gathering areas.

The number of available IP address has been increased to allow for more wireless devices to be on the wireless network at any given time.

February 2014, ITS initiated a project to upgrade all the wireless access point devices across San Antonio College to the newly available 802.11ac protocol. 802.11ac is a new generation of high-throughput, 5 GHz Wi-Fi network. This new environment offers more than double the bandwidth of our current wireless standard. The project involved configuration and replacement of 240 wireless access points around San Antonio College. The project was successfully completed early April 2014.

As next steps, both District Information Technology Services and College Office of Technology Services (OTS) will continue to assess evolving user needs and develop plans to support the robust growth in mobile devices and Wi-Fi traffic. Feel free to test wireless connectivity at San Antonio College and share your experience. If you have questions or feedback, please call OTS at (210) 486-0777 or send us an email to sac-helpdesk@alamo.edu.

Internet Students Get Free Online Orientation!

San Antonio College is now offering FREE Orientation to Online Learning (OLRN 0001). If students are new to online courses, this orientation will serve as their roadmap to success. The Orientation will guide students and include topics on successful Computer Skills, Learning Styles, Time Management, and Study Habits.

How do Students Register?

Log into ACES and select **Student** tab. Select the **Web Services** channel. Navigate to **Student & Financial Aid** link. Select the **Registration** link. From the list of menu items, select **Add or Drop Classes** option. Select the term from the drop down menu. Use the **Search by College** option and in the subject, choose "Orientation to Online Learning". For **College**, choose San Antonio College and select the **Section Search** button. From the list displayed, choose the appropriate section that best fits your schedule.

Feedback

We hope you find the orientation to be a valuable resource for students. As always, we are interested in your comments and feedback. Please feel free to contact sac-megalab@alamo.edu with any suggestions.

ALAMO COLLEGES
SAN ANTONIO COLLEGE

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Featured Projects in Motion

Additional Information Kiosks @ SAC

SAC OTS is planning to add 15 kiosks throughout the college by August 2014. The goal is to have a kiosk in each building to help enhance the quality of student experience by providing easy access to college information. The touchscreen interactive kiosks provide easy access to campus-wide information and services including ACES Username and Banner ID Lookup, Class Schedule, Academic Calendar, Campus Maps, News and more.

Start: 4/2014
Expected Completion: 8/2014
Status: In Progress

BioSig-ID (Student Authentication to Online Exams)

To increase academic integrity, BioSig-ID will be integrated to online courses by Fall 2014. BioSig-ID will help verify the identity of online students before they start an exam. Instead of asking a student to enter in a series of letters and numbers, biometrics technology is reliant on a student's hand movements and writing patterns that cannot be duplicated by another person.

Start: 11/2013
Expected Completion: 8/2014
Status: In Progress

KACE Systems Management Software for Techs

SAC Office of Technology Services is planning to implement KACE by August 2014. This software will empower technicians to perform technical tasks remotely and at a quicker speed. As a result, techs will respond to work orders faster. Technicians will be able to do computer imaging, deploy software and patches, and improve the management of software and hardware inventory.

Start: 1/2014
Expected Completion: 8/2014
Status: In Progress

BIOMETRIC SIGNATURE ID

Take Our Technology Poll - *Use Link or Scan QR Code*

What is your favorite classroom communication tool?

- Email
- Facebook
- Google Docs
- Blackboard Collaborate
- Canvas
- Twitter
- Skype
- Other

https://www.polleverywhere.com/multiple_choice_polls/7U9eBsKnIyxOz9B/web

Eye-Catching eClips

eClips are short instructional videos that describe how to use various systems and services available at San Antonio College. eClips are available at any time, any place. Check out these featured eClips brought to you by your Technology friends in OTS! For a full listing of videos, visit the eClips website: http://www.alamo.edu/sac/OTS/eClips/

How to Configure Alamo Guest Wi-Fi Access
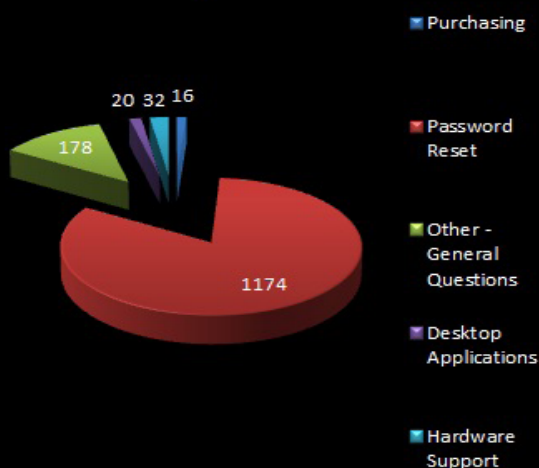
How to Reset Your ACES Password
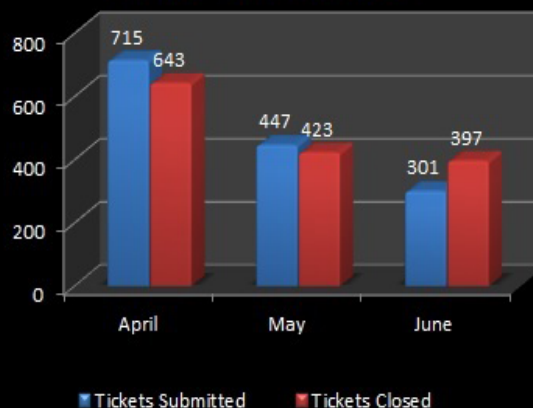
How to View and Sign Up For Training in AlamoLearn

How to Use eFax

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Top Five Services

- Purchasing
- Password Reset
- Other - General Questions
- Desktop Applications
- Hardware Support

20 32 16
178
1174

Help Desk Service Tickets 2014

	April	May	June
Tickets Submitted	715	447	301
Tickets Closed	643	423	397

- Tickets Submitted
- Tickets Closed

BEWARE OF PHISHING SCAMS

Phishing scams are one of the most popular types of cybercrime where hackers create misleading websites and emails in order to obtain an individual's personal data, such as passwords and credit card information. This is typically carried out by mass email or instant messaging, directing users to enter details at a fake website, such as bank providers or social networks, whose look and feel are almost identical to the legitimate one. Financial institutions, organizations, or Alamo Colleges **will never** request private information through email. This method of online identity theft, in addition to stealing personal and financial data, can infect computers with viruses and convince people to unknowingly participate in money laundering.

PREVENTION
Follow These Simple Rules:
- Never submit private information by email or click on links within emails
- Type the URL in the address bar manually
- Contact businesses directly to confirm any email request
- Do not fall for scare tactics or be pressured into providing private information

Additional Information Regarding IT Security
http://share.alamo.edu/securityawareness/default.aspx

Report SPAM/Phishing to Abuse@alamo.edu

"Flipped Classroom"

A trend that is gaining popularity in Educational Technology is the Flipped Classroom. A flipped classroom is a pedagogical method in which lessons are delivered online via vodcasts, podcasts, and screencasts so that students can access course content at home. With pre-recorded lessons, lectures can be viewed more than once, students can stop and rewind recordings to listen to a point that was missed, or they can stop a recording to reflect on the information. Since most of the instruction occurs at home, class time is free to use for discussions, projects, concept mastery and enrichment activities.

At SAC's Instructional Innovation Center (IIC), we have several resources and tools to help faculty "flip" their classrooms. MediaSite can capture live full-length lectures, SWIVL allows instructors to use their iPhone 4 (or newer) to capture video in the classroom. Free Softchalk software can be used to create interactive lessons that can be integrated into Canvas. Instructors can even create a vodcast using the media comment tool within Canvas. If you would like to learn more about the tools available at SAC, contact the IIC at (210) 486-0030 or stop by MLC 712 for more information.

Planning an Event?

Office of Technology Services is pleased to provide technology equipment and related services to support San Antonio College campus events. Please submit a Footprints Service Management request at least 10 working days before the event to adequately plan for the service.

Need to borrow a laptop or audio-video equipment? The OTS Service Center lends several types of computer equipment *for free*. Click on www.alamo.edu/sac/ots and select **Equipment Checkout,** then **Available Loan Equipment** links to view the catalog. Reservations are made on a first-come/first-served basis to faculty and staff. For more information, visit us @ Moody Learning Center, Room 710 or call 210-486-0030.

OFFICE OF TECHNOLOGY SERVICES

CONTACT INFORMATION

Helpdesk 210-486-0777
OTS Phone 210-486-0030
www.alamo.edu/sac/ots
sac-helpdesk@alamo.edu

UPCOMING INSTRUCTIONAL TECHNOLOGY TRAINING -- Register Today!

To register: Login to ACES > Employee tab > AlamoLearn > 🔍 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

Adobe X
Mon, 8/4, 11:00 AM
Fri, 9/26, 10:00 AM

BB Collaborate
Wed, 8/6, 11:30 AM
Fri, 8/15, 10:00 AM
Thurs, 9/4, 9:30 AM
Mon, 9/8, 3:00 PM
Wed, 9/17, 2:00 PM
Thurs, 9/25, 9:30 AM

BioSig
Fri, 8/8, 11:00 AM
Mon, 8/11, 1:00 PM
Wed, 9/10, 12:00 PM
Thurs, 9/18, 8:30 AM
Wed, 9/24, 9:00 AM

Canvas 1
Mon, 7/28, 4:00 PM
Mon, 8/11, 10:00 AM
Mon, 9/8, 10:00 AM
Mon, 9/22, 12:00 PM

Canvas 2
Tues, 7/29, 4:00 PM
Tues, 8/12, 10:00 AM
Tues, 9/9, 10:00 AM
Tues, 9/23, 12:00 PM

Canvas 3
Wed, 7/30, 4:00 PM
Wed, 8/13, 10:00 AM
Wed, 9/10, 10:00 AM
Wed, 9/24, 12:00 PM

Canvas 4
Thurs, 7/31, 4:00 PM
Thurs, 8/14, 10:00 AM
Thurs, 9/11, 10:00 AM
Thurs, 9/25, 12:00 PM

Concourse
Thurs, 7/31, 10:30 AM
Wed, 8/6, 1:00 PM
Fri, 8/15, 9:30 AM
Fri, 9/12, 2:00 PM

Concourse
Mon, 9/15, 3:00 PM
Tues, 9/23, 2:00 PM

Intro to Windows 7
Tues, 8/5, 10:15 AM
Tues, 9/9, 1:45 PM

Intro to Windows 8
Mon, 8/11, 2:00 PM
Thurs, 9/11, 2:00 PM
Wed, 9/24, 10:00 AM

iPad Apps for Education
Mon, 8/4, 3:00 PM
Mon, 9/22, 10:00 AM

iPad Navigation
Thurs, 8/7, 12:30 PM
Tues, 9/30, 10:30 AM

iPad Pages & Keynote
Wed, 8/13, 12:30 PM
Wed, 9/17, 12:30 PM

Prezi
Wed, 8/6, 10:30 AM
Tues, 8/12, 1:30 PM
Tues, 9/16, 1:00 PM
Mon, 9/29, 10:00 AM

SmartDraw Training
Mon, 8/4, 12:30 PM
Thurs, 8/14, 1:00 PM
Thurs, 9/18, 12:00 PM

Unless noted, workshops are one hour in duration and are conducted at the MLC 712 Instructional Innovation Center (IIC). Additional times and dates are listed in AlamoLearn.

Direct Link: AlamoShare - http://share.alamo.edu/sac/ots/SitePages/Course%20Catalog.aspx