OTS Quarterly

Affordable Internet Service for Students and Employees!

Alamo Colleges has partnered with a national nonprofit organization called Connect2Compete (C2C). Their mission is to help Americans access technology through free digital literacy training, discounted high-speed Internet, and low-cost computers.

Through this offer, Alamo Colleges' students and employees may qualify for:

- low-cost computers
- free or low cost Internet service
- how-to training
- cyber safety awareness training

Each of the programs offered has specific eligibility requirements depending on home location. To see if you are eligible, go to http://cox.connect2compete.org/welcome.aspx

Active Learning Classrooms Pilot Evaluation

Since the Fall of 2013, the Office of Technology Services (OTS) has been researching the use of Active Learning Classrooms (ALCs), formerly referred to as "Classrooms of the Future". The pilot project included re-design and development of two general-purpose classrooms at San Antonio College.

The goal was to create a student-centered interactive and collaborative learning environment utilizing comfortable and flexible furniture and innovative technology. The two ALCs are located at the Moody Learning Center, 5th floor, Rooms 524 (30 seats) and 547 (15 seats). The ALCs feature different tiers of comfortable and innovative student furniture, laptop carts, interactive projection systems, mobile marker boards and whiteboard wall panels. In addition, both classrooms are fully Wi-Fi enabled and feature laptop charging towers. Alongside these standard features, MLC Room 547 includes a mobile video conferencing unit to allow students to interact with other students at a remote location.

OTS, Instructional Technology unit continually conducts research about instructor and student use of these facilities. Each term, students and faculty are surveyed on benefits and expectations regarding teaching and learning in these new cutting-edge spaces. Overall, the data so far suggests that the Active Learning Classrooms are well received by both faculty and students. For more information or to schedule a tour of one of the available ALC rooms, contact our Student Mega Lab staff at (210) 486-0160.

To schedule a Course…	Availability…	Contact…
MLC 524 (30 Seats)	Currently courses are taught in this room	Email jfuentes@alamo.edu, include a small description about the use and beginning and ending dates in your request.
MLC 547 (15 Seats)	Room available only after Fall Flex II, 2014	Email sac-megalab@alamo.edu or call (210) 486-0160. Include a small description of use and beginning and ending dates in your request.

Featured Projects in Motion

OTS Service Catalog Project

OTS is working to create a web-based IT Service Catalog to improve User experience by providing a one-stop site with information regarding all Information Technology key systems and services. The service catalog will provide our employees and students with a clear view of the technology services OTS offers, including standard and optional services, service details and goals, availability, support options and steps to acquire services.

Start: 9/2014

Expected Completion: 1/2015

Status: In Progress

Standard Desktop Project

OTS is working to simplifying desktop navigation by promoting consistency of a standard desktop (common user interface) for all open computer lab workstations. The "Standard Desktop" includes wallpaper design, security policy alert and rotating screensavers that promote SAC services.

Start: 9/2013

Expected Completion: 12/2014

Status: In Progress

ALAMO COLLEGES
SAN ANTONIO COLLEGE

4DX Pushing OTS to New Heights!

During Summer of 2014, Office of Technology Services (OTS) units collaborated as a team to come up with measurable sub-WIGS to address the college's Wildly Important Goal of increasing Persistence. As a result, each unit tracks lead measures weekly on a theme-designed scoreboard. OTS is a proud host to six 4DX scoreboards. The initiative has proven to be significant and has had a profound impact on the improvement of technology processes at San Antonio College. OTS Teams are now focused on results, feedback and are realizing the importance of working as a team to achieve common goals. During the Spring/Summer 2014 4DX Summit, OTS Team was recognized for their participation with this important result-oriented initiative.

Fall 2014 OTS Sub-WIG Goals

Heather Cura, IIC/Service Center	Increase the number of completers registered for Canvas workshops from 310 to 400 by Dec.5, 2014.
Irene Sanchez, Tech Support	Maintain Helpdesk Efficiency rate at 85% until Dec. 31, 2014
Manny Rosado, Network Services	Improve network infrastructure reliability at all SAC IDF Rooms from 0 to 70 by Dec. 19, 2014
Yescenia Flores, OTS Projects	Increase % of OTS Projects Completed on-time from 50% to 80% by Dec. 19, 2014.
Terry Loomis, IT Assets	Maintain SAC IT inventory at a level of 100% until Dec. 19, 2014.
Melinda Lopez, Student Mega Lab	Increase awareness of Mega Lab training services available to students from 0 to 1500 students by Dec. 5, 2014.

Technology Manuals & Guides Available for Your Use

The OTS Instructional Technology unit maintains a collection of training manuals, video tutorials and reference guides on many of the software systems and services. These are great reference tools for you and will guide you step-by-step through the use of software packages. All training guides and manuals are located within Alamo Share, OTS site. Select http://share.alamo.edu/sac/ots and click Training Guides and Videos link.

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

Do you think that San Antonio College should embrace "Bring Your Own Device" (BYOD) programs?

- Yes
- No
- Undecided

https://www.polleverywhere.com/multiple_choice_polls/QeMk4ms012Wwhvu/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/

Mega Lab
Virtual Tour

Instructional
Innovation Center
Virtual Tour

OTS Service Center
Virtual Tour

Blackboard
Collaborate -
Create a Session

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Top Five Services

- Desktop Applications
- Hardware Support
- Network Accounts
- Printing Services
- ACES Password Resets

625, 57, 102, 40, 98

Help Desk Service Tickets 2014

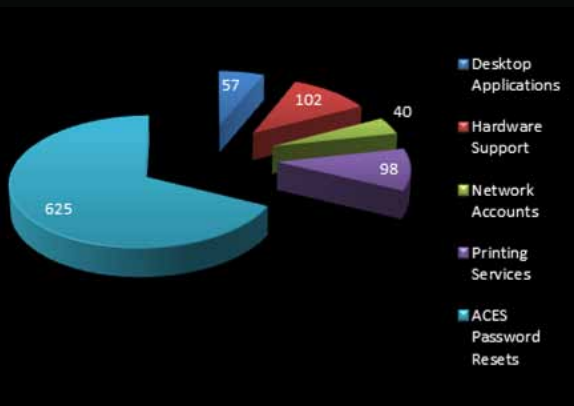|	July	August	September	October
Tickets Submitted	310	312	203	207
Tickets Closed	227	351	227	227

SOCIAL ENGINEERING

Don't be a target! One of the most common types of security threats involves social engineering, where attackers attempt to trick users into providing confidential information. For example, someone may claim they are new to the IT department at your place of employment and need access to your computer because it has been reported that your computer is infected with a virus. Once they have access to your system they can install malicious software that can assist them in retrieving personal information as well as being able to control your system remotely without your knowledge or consent. Social Engineering is used because it is often easier to fool someone into giving up their information than to use hacking software programs to obtain it. To avoid being a target, never let someone's sense of urgency coerce you into providing the information they seek.

Outside the workplace, always reject unsolicited requests for assistance. Companies and organizations will not contact you to ask for your password or other personal information. A legitimate company can access your account information without your assistance.
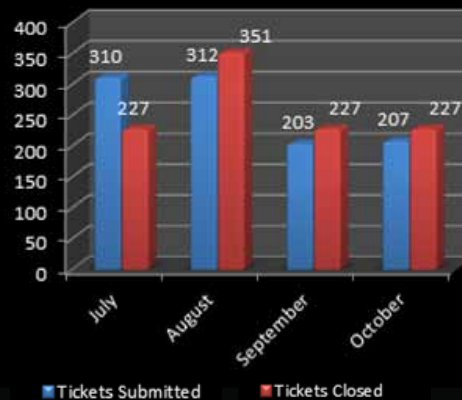
Report Abuse to
Abuse@alamo.edu

iPad in the Classroom

One of the latest trends in education is mobile learning and the tool most utilized by educators for mobile learning is the iPad. With the iPad, faculty can create hands-on, customizable learning experiences with the help of specialized apps, many of which are free. There are apps available for any subject or discipline and there are apps designed to help faculty and students get organized. One of the most exciting things about the iPad is the high level of engagement and interactivity among students and faculty enabled by this device. Students can record lectures, take and share notes, and instant message classmates or instructors. Students and faculty also have access to the internet, e-textbooks, and e-resources such as a dictionary or a thesaurus. The possibilities are endless.

The Instructional Innovation Center (IIC) at San Antonio College has several iPad trainings available, ranging from very basic *iPad Navigation* to more advanced training on specific apps such as *Pages*, *Keynote*, *Numbers* and *The Best iPad Apps for Education*. Please login to AlamoLearn for iPad training schedules.

OFFICE OF TECHNOLOGY SERVICES

CONTACT INFORMATION

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

National Distance Learning Week Nov.10-14, 2014

Faculty and staff are invited to an open house hosted by OTS to celebrate National Distance Learning Week (NDLW) on Wednesday, November 12, from 2-4 p.m., at the Instructional Innovation Center, MLC 712. Join a team of experienced online educators as they share innovative uses of technology while enjoying refreshments and giveaways. NDLW was initiated by the United States Distance Learning Association (USDLA) to acknowledge the growth and advancements in the field of distance education. Visit NDLW site and register for free webinars available on various distance learning topics.

INSTRUCTIONAL TECHNOLOGY TRAINING
Register Today in AlamoShare!

Adobe Professional
Fri, 11/14, 1:30 PM
Wed, 12/10, 3:00 PM

BB Collaborate
Fri, 11/7, 2:00 PM
Fri, 12/19, 9:00 AM

BioSig ID
Mon, 11/17, 2:00 PM
Mon, 12/1, 2:00 PM
Mon, 12/15, 2:00 PM

Canvas 1 Overview
Mon, 11/17, 11:30 AM
Mon, 12/15, 10:30 AM

Canvas 2 Assignment and Quizzes
Tues, 11/18, 11:30 AM
Tues, 12/16, 10:30 AM

Canvas 3 Communication & Collaboration
Wed, 11/19, 11:30 AM
Wed, 12/17, 10:30 AM

Canvas 4 Outcomes and Rubrics
Thurs, 11/20, 11:30 AM
Thurs, 12/18, 10:30 AM

Canvas For Faculty Online Course
Fri, 11/7
Fri, 12/5

Canvas Pedagogy Online Course
Mon, 12/1

Concourse
Mon, 11/10, 1:00 PM
Wed, 12/17, 2:00 PM

Intro to Windows 7
Wed, 11/12, 11:30 AM
Tues, 12/16, 1:00 PM

Intro to Windows 8
Thurs, 11/13, 11:00 AM
Mon, 12/8, 2:00 PM

iPad Navigation
Mon, 11/24, 10:30 AM
Thurs, 12/11, 10:30 AM

iPad Apps for Education
Wed, 11/26, 11:00 AM
Fri, 12/12, 12:00 PM

iPad Pages and Keynote
Wed, 12/3, 10:30 AM

Prezi
Tues, 11/4, 1:30 PM
Wed, 12/10, 11:30 AM

SmartDraw
Tues, 11/11, 11:30 AM
Tues, 12/9, 12:30 PM

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

CLASSROOM INTEGRATED TECHNOLOGY WORKSHOPS

Student Mega Lab staff members are available to assist students with technology integrated classroom assignments. Faculty members at San Antonio College can take advantage of this free service by bringing the entire class to the Student Mega Lab located at the Moody Learning Center, Room 502. Each workshop is 50 minutes in length and can be repeated as many times as you wish. Currently the following workshops are available for your students:

- Computer Basics
- Introduction to ACES/Canvas
- Introduction to MS Word
- Introduction to MS PowerPoint
- Digital Camera Basics
- iPads 101
- Introduction to Windows 8
- Computer Security 101

To request a workshop, submit a "Workshop Request Form" located on the Student Mega Lab homepage. For more information about the classroom integrated workshops, contact: (210) 486-0160 or email us at sac-Megalab@alamo.edu