



Classroom Policies and Procedures

To maintain system reliability and stability, faculty are advised not to change or reconfigure computer system settings. Changes may impact

computer use by other faculty members in the classroom.

- Computers should be restarted at least once a week within a classroom to allow installation of automatic updates and to prevent delays in computer start-up time.

- Users are advised not to move computer equipment or disconnect cables in the classroom.

- Computers in the classroom are completely wiped on a regular basis. Do not save important files on a local classroom computer as they will be deleted without notice.

Instead, users are advised to use network drives or portable storage options to save files.

This Issue

MS Office 365/Swivl **P.1**

Projects in Motion **P.2**

Eye-Catching eClips **P.3**

Quality Matters **P.4**

Microsoft Office 365 Suite - Now Available!

District Information Technology Services and Office of Technology Services at San Antonio College are happy to announce the availability of Office 365 ProPlus, cloud-based productivity tools to all Alamo Colleges users, at no additional cost. The new program allows students and employees to use the latest version of Microsoft Office on as many as 5 personal devices, such as Windows computers, Mac computers, laptops, tablets and smartphones. In addition to using Microsoft Word, PowerPoint, Excel and Access, Outlook, OneNote and Publisher, students and employees can use this tool to create websites, share calendars, conduct online meetings, collaborate on documents and more.

Implementation of Office 365 also provides students and employees with OneDrive access which allows up to 1 TB of storage. OneDrive @ Alamo Colleges can be used to store and share

documents with others across our college. Active students and

employees will be able to download and use Microsoft Office applications. Once students and employees leave Alamo Colleges, the Microsoft subscription will automatically end.

To get started, logon to ACES and select the Employee or Student tab. Select the Microsoft 365 information channel and follow sign up and easy to use download instructions. For technical assistance, contact our District Helpdesk at (210) 485-0555 or our College Helpdesk at (210) 486-0777. For training assistance, employees at San Antonio College can visit the Instructional Innovation Center at MLC 712 and students can visit the Student Mega Lab at MLC 502.



TECHNOLOGY SPOTLIGHT-SWIVL

Swivl is a device that allows faculty to record videos in their classroom during a lecture using an iPhone and can serve as a great flip classroom resource. Once the Swivl Legacy app is downloaded to an iPhone, the device allows faculty to attach an iPhone to the Swivl device. A Swivl remote (marker) will be carried by the faculty and the system's motion-tracking feature

will record and follow every move of the faculty as they lecture. If you would like to try Swivl, visit the OTS Service Center at MLC 710. **To watch the eClip video on the use of the Swivl tool, click on the picture above.**



Featured Projects in Motion

Problem Management Project

OTS is creating a formal method to identify and manage recurring IT service problems. Implementing this will allow OTS to be more proactive in researching the root-cause of recurring technical issues. As a result, OTS will be able to put solutions into action before Users are impacted.

Start: 3/2014

Expected Completion: 5/2015

Status: In Progress

IT Metrics Project

OTS is developing a standard set of metrics to help make IT and capacity planning decisions. This will allow OTS to make informed decisions which are based on available metrics and key performance indicators. Having metrics will also allow OTS to be more focused on important IT goals, as well as more effective in driving performance of technical services.

Start: 2/2015

Expected Completion: 8/2015

Status: In Progress

Do I Need to Register my New ID Badge to be able to print to Xerox?

Yes, use the steps noted below. These steps are also posted by the SAC Xerox printers.



How do I login to a Xerox printer using my DPS ID Badge?

Utilizing your DPS issued ID badge requires a one-time registration process:

1. Waive your badge over the card reader, until the red light turns green. The card reader is the device that looks like a computer mouse. This action will bring you to the Pin Registration page.
2. Touch "Yes" to Register the Pin.
You will be prompted to enter your SAC network user name and password (this is the username and password that you use to login to your SAC work computer).
3. Type your user name, then press "Enter."
4. Type your password, then press "Enter."
The Home screen will display.

You can also use Xerox printers by typing your Banner ID number (this is helpful if you forget your ID badge).

How do I login to a Xerox printer using my Banner ID number?

1. Press the "Keyboard Access" or "Keyboard" button on the touch screen.
2. Type your 9-digit Banner ID number using the touch screen or the number pad.
3. Press "Enter" on the touch screen. The Home screen will display.

For technical assistance, please contact the SAC Helpdesk @ 486-0777.

Spring 2015 OTS Sub-WIG Goals

Heather Cura, IIC/Service Center
Irene Sanchez, Tech Support
Manny Rosado, Network Services
Melinda Lopez, Student Mega Lab

Improve Office of Technology Services client satisfaction rating from 69% to 75% by May 15, 2015

Yescenia Flores, OTS Projects

Increase % of OTS Projects completed on-time from 50% to 60% by June 30, 2015



WIG Board - Technical Support Team

Take Our Technology Poll - Use Link or Scan QR Code

Do you think online courses can achieve student learning outcomes that are at least equivalent to those of in-person courses at our institution?

- Agree
- Strongly Agree
- Disagree



https://www.polleverywhere.com/multiple_choice_polls/5d36KpdcmxFOecg

PCI Compliance at San Antonio College

All card payments at Alamo Colleges must adhere to the Payment Card Industry Data Security Standard (PCI-DSS) which is a set of standards that was developed to protect the card holder's information during and after a financial transaction. To stay in compliance, our college is required to do the following:

- **Protect card holder data**
- **Build, monitor, and maintain a secure network**
- **Implement strong access control measures**
- **Maintain secure systems and applications**
- **Regularly keep security software updated**
- **Maintain an up-to-date security policy**

Security is everyone's responsibility. Credit card fraud takes place every day in a variety of ways. Protect credit card numbers, account numbers, and expiration dates in a safe place. Do not lend credit cards to anyone and do not leave your receipts or statements around your home or office. Shred data before throwing it away. Check your credit card statements regularly and reconcile them with purchases. Notify card issuer when you are travelling. Report questionable charges, losses, or fraud to the card issuer immediately.

REPORT ABUSE TO:
abuse@alamo.edu

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/>



*Virtual Tour –
Base Technology
Classroom*



*Wisetrack – How to
Change an Assets
Location*



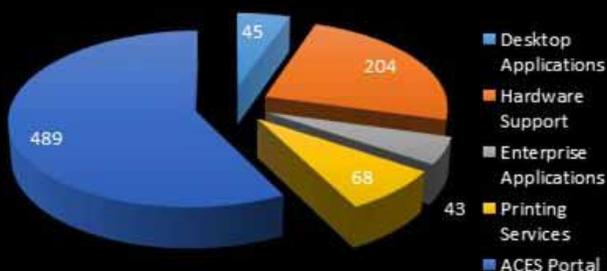
*Wisetrack - How to
Transfer Assets to a
Different Department*



*WiseTrack – How to
Accept Assets*

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Top Five Services



Help Desk Service Tickets 2015





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

Quality Matters for Online Learning

One of the more trending issues in online learning and teaching is the question of whether or not students in an online course are receiving the same quality of education as students in face-to-face courses. Alamo Colleges has adopted Quality Matters to help ensure the quality of online and blended courses at San Antonio College.

Quality Matters (QM) is a nationally recognized process for ensuring the quality of online courses. There are three primary components in this program: the QM Rubric,

the Peer Review Process and QM Professional Development. The QM rubric is a diagnostic tool to help faculty determine to what extent the design of his or her course promotes student success. The rubric uses 8 general standards that are broken down into 43 specific review standards. The peer review process is faculty driven, encourages continuous improvement, is centered in research, and conducted among faculty peers. The focus of the process is on the overall design of the course and

NOT on how the course is delivered or the teaching style of individual instructors. San Antonio College is offering informational sessions on Quality Matters via AlamoLearn and will be offering "Applying the QM Rubric" training workshops.

For more information:

Contact the Instructional Innovation Center (IIC) at 210-486-0030 or our College QM Institutional Representative – Ms. Lisa Ratliff-Villarreal at lvillarreal@alamo.edu

INSTRUCTIONAL TECHNOLOGY TRAINING

Register Today in AlamoShare!

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 of your choice

01 Faculty Online Certification

Mon, 6/1, 8:00 AM
 Wed, 7/1, 8:00 AM

Canvas 0: Canvas for Faculty (Online)

Tues, 6/2, 9:00 AM
 Wed, 7/1, 9:00 AM

Adobe Professional

Wed, 6/17, 1:00 PM
 Mon, 7/20, 5:00 PM

BioSig ID Training

Mon, 6/15, 11:00 AM
 Mon, 6/29, 3:00 PM

Blackboard Collaborate

Mon, 6/22, 3:30 PM
 Thurs, 7/23, 9:00 AM

Canvas 1 Overview

Mon, 6/8, 8:30 AM
 Tues, 7/14, 1:00 PM
 Mon, 8/3, 10:00 AM

Canvas 2 Assignments and Quizzes

Mon, 6/8, 10:30 AM
 Tues, 7/14, 3:00 PM
 Mon, 8/3, 12:00 PM

Canvas 3 Communication and Collaboration

Wed, 6/10, 12:00 PM
 Thurs, 7/16, 3:00 PM

Canvas 4 Outcomes, Rubrics & Reporting

Wed, 6/10, 2:00 PM
 Thurs, 7/16, 5:00 PM

Concourse: Faculty & Adjunct Faculty

Thurs, 6/11, 1:00 PM
 Wed, 6/24, 5:00 PM
 Tues, 7/28, 4:00 PM
 Fri, 8/7, 8:30 AM

Part 2: eLumen Assessment Workshop

Tues, 6/16, 2:00 PM
 Tues 6/30, 8:30 AM
 Thurs, 7/9, 4:30 PM
 Mon, 7/27, 10:30 AM

iPad Apps for Education

Tues, 6/23, 10:00 AM
 Wed, 7/22, 3:30 PM

iPad Pages & Keynote

Thurs, 6/18, 9:00 AM
 Wed, 8/26, 1:00PM

iPad Navigation

Tues, 6/9, 10:00 AM
 Wed, 7/15, 2:00 PM

Intro to Windows 7

Thurs, 6/25, 11:00 AM
 Thurs, 8/27, 1:00 PM

Intro to Windows 8

Mon, 7/6, 5:00 PM

My4DX.com

Wed, 6/3, 10:00 AM
 Thurs, 6/11, 4:00 PM

4DX Overview

Thurs, 6/4, 9:30 AM
 Wed, 7/8, 4:30 PM

Prezi Presentation Software

Wed, 6/3, 9:00 AM
 Tues, 7/21, 2:00 PM

SmartDraw

Thurs, 6/4, 2:00 PM
 Mon, 7/13, 9:00 AM
 Thurs, 8/13, 1:00 PM