

Office of Technology Services

The mission of the Office of Technology Services (OTS) at San Juan College is to provide the leadership, guidance and technical skills required to establish and support an information technology architecture and accompanying services that support the vision, mission and goals of the College.

OTS Team Responsibilities

Administrative Services provides support—including modifications, maintenance and troubleshooting—for all College administrative applications; installs all new updates to the administrative software and adds new elements for increased functionality. Maintaining SJC's Enterprise Resource Planning (ERP) systems and migrating from the old system (POISE) to the new system (Datatel) is the responsibility of this team

Media Services manages and maintains all multimedia equipment in the classes and conference rooms. They also provide audio and video services for SJC special functions, satellite and IP teleconferencing and videoconferencing, production of promotional videos in support of SJC mission, and programming over cable channel 27.

Online Services is a collaboration between OTS and the Office of Extended Learning. They are responsible for maintaining the college's web site and portal as well as providing online resources to faculty and staff.

Network Services provides support for all network infrastructures. This team installs, implements, maintains and supports network equipment, servers, video over the network, phone systems and other server based applications such as WebCT and Email. Data and voice infrastructure services include planning, installing and maintaining the College's cabling plant.

User Services provides technical support and consultation on a wide range of subjects related to PC and computer peripheral operations. Through the Help Desk, on-site technicians are dispatched to resolve hardware and software problems, installations and repairs for all College computers including off-campus SJC facilities. Shift Leaders and student workers provide first-line assistance to all Campus Computer Labs. The Help Desk is a 24x7x365 single point of contact that assists faculty, staff, and students with resolving their first-level technical needs, problems, and requests. The Help Desk also documents, tracks, and reports all OTS requests and projects to better serve the College.

Computer Labs

San Juan College provides instructional labs and designated open computing areas in a variety of locations on Campus. For more information, please call 566-3007 or visit the **SJC Portal**.

GENERAL USAGE LABS

Keyboarding	1200A	566-3330
Word Processing	1200B	566-3330
Writing Development	1215	566-3439
Internet	7133	566-3599
HHPC	55346	566-3779
SJC West Campus (3 labs)	Kirtland	566-3598
SJC East Campus	Aztec	334-3831

OPEN USE AREAS

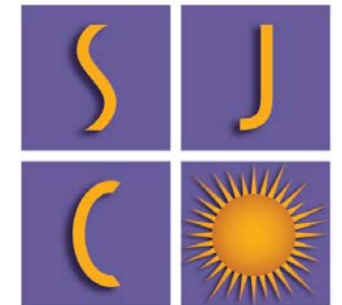
IT Upper Commons	7200	566-3586
IT Lower Commons	7100	566-3599
Humanities Commons	1901	566-3614
Library Pod	6204	566-3249
Student Union Building	SUB	No phone

SPECIALIZED COMPUTER CLASSROOMS

CAD	1415	566-3473
Drafting	1413	566-3473
EDGE	1416	566-3147
Intel	1514	566-3228
IPOP	30th Street	566-3885
Physics	1733	566-3379
Biology	1736	566-3230
CAAT	1921	566-3614
Developmental Math	1922	566-3614
PC Technician	7126	566-3599
Networking	7127	566-3599
Cisco	7128	566-3599
Operating Systems	7129	566-3599
Robotel	7237/38	566-3586
Dental	55347	566-3642
Nursing	55350/54	566-3224
SMART/Language Lab	1611T	566-3270

Faculty & Staff

Technology Services Guide



Fall 2006

San Juan College

Office of Technology Services

Information Technology Building
Room 7204

(505) 566-3266 or 566-HELP

Faculty and Staff Portal (SJC Portal)

<http://portal.sanjuancollege.edu>

Like the Student Portal, the Faculty and Staff Portal (SJC Portal) provides centralized and secure access through the Internet from home or on campus to most online resources at the College with one single log-on. A partial list of offerings include: information about SJC and different units, email, news and events, calendars, personal files (H Drive), personnel directory, WebCT and online resources, computer station availability in the labs, and much more.



Acceptable Use Policy

San Juan College provides State-of-the-Art technology tools for education, research, and public service. This equipment and software is to be used for educational purposes as it relates to official San Juan College business, student studies, course delivery, employees' duties and any other activities sanctioned by the College.

This use is a privilege and is accompanied by responsibilities that are important for all SJC users to understand and accept. For details and the required form, please visit the **SJC Portal** at:

<http://portal.sanjuancollege.edu>

OTS Communicates

The OTS communicates in many ways and invites input and feedback from all users. A Technology Open Forum is hosted by OTS the first Tuesday of every month at 3:00 PM in room 7226. These open forums offer a short demo of the newest technology offerings and encourage engaging in direct interaction with the OTS managers. OTS also communicates with the user community through the TECH Update newsletter that provides project updates and much more. OTS Updates and OTS Alerts are sent out by the Help Desk to keep the SJC community informed about virus attacks, scheduled maintenance, and other important information that might affect you and your work. To learn more about OTS services and planned activities please log on to the **SJC Portal** or visit:

<http://www.sanjuancollege.edu/pages/2428.asp>

SJC Passwords

Your San Juan College passwords give you access to your files, email, your shared drives and student records. No one, including Office of Technology Services, has access to these passwords unless you give it to them. Since student records are highly confidential, your passwords should be kept secure. If at any time you believe your password security has been jeopardized, you should change your password. For more information on security and passwords, log into the **SJC Portal**, go to SJC Employee Intranet tab—>Campus Resources—>Documents & Resources—>How do I...? *Passwords and Security*

Network File Storage

As a San Juan College employee you will receive 1 Gigabyte of network storage space commonly referred to as your “H” drive. This space is to be utilized for college business. In addition to the “H” drive each division is allocated a network shared drive commonly referred to as the “F” drive. Storing music files such as MP3s requires proper authorizations. For more information log into the **SJC Portal**, go to SJC Employee Intranet tab, Campus Resources, Documents & Resources, How do I...?, *Network File Storage*

Campus Domain Accounts

Individual campus domain accounts are created for all faculty and staff currently employed at San Juan College. Each individual is assigned a unique domain username and password. Your Username usually consists of your last name and first initial. Your default password is the first two letters of your first name and the last four digits of your social security number.

Example:

Bob A Jones - SS# 999-99-1234

Username: jonesb

Password: bo1234

The first time you login to your domain account, you will be asked to change your password.

Campus Email

Microsoft Outlook is the SJC standard email application. It provides the end-user not only *Email*, but is designed to facilitate information exchange and group collaboration throughout the organization.

Email Web Access

The Outlook Web Interface provides basic functions such as email and calendars. The Outlook Web Interface is accessible from the **SJC Portal** or this URL:

<https://email.sanjuancollege.edu/>

When logging in using the URL, you will be prompted for your SJC username and password. This is the same information that you use to log in to any SJC Personal Computer.

WebAdvisor for Faculty

All full-time and adjunct faculty have access to our **WebAdvisor for Faculty** (through the SJC Portal) system which has a wealth of information available to assist with classes, grading, and student advisees. If you have problems with your password, please call the Help Desk at 566-3266.