

Computer Labs and SJC Portal Offer More Than You May Know

While most students, faculty and staff know that there are computers on campus for students to use, what many are not aware of is the fact that there are more than 800 of them in more than 40 labs. These computers provide access to a broad range of application software and to the Internet.

“Of the six colleges and universities that I’ve worked at, two of which were four-year institutions, San Juan College has the highest percent of computers per student. On average, the others had between 300 and 600 computers available for student use,” says Joe Michini, assistant chief information officer.

Managing the labs and assisting the students is a huge undertaking that requires the work of four shift leaders and close to 40 students. The students are employed as student workers each semester. They serve as lab aids to assist others with such things as logging into email, finding files on personal drives, printing, calling for support if things break, and finding available computers. They are students helping students.

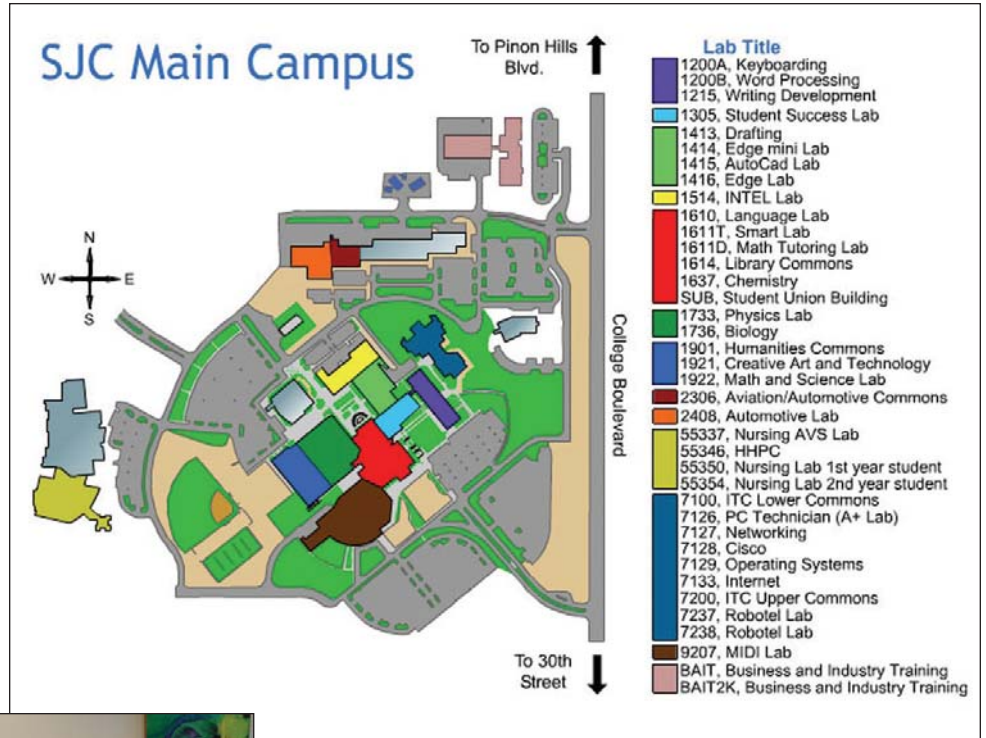
The shift leaders provide a second level of support to the lab aids. They assist with solving problems, provide guidance to the lab aids, create work schedules, fill in if someone is gone, and assist with time sheets.

“OTS is grateful to the students who assist us in managing the labs and to the shift leaders who guide them,”

Michini says.

“They provide a valuable service to our students.”

The labs are located throughout campus. Some are easy to spot like the main lab in humanities and the commons in the ITC building,



More than 40 student lab aids are among the OTS team, and are trained to assist fellow students with basic tasks. Above: Lab aid Desiree Jordan helps a student find a file.

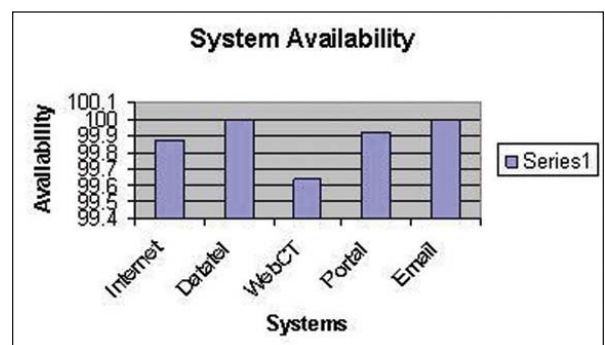
while others may be slightly harder to find. The OTS staff, however, has made locating the labs easier via the portal. Users simply click on the SJC Employee Intranet tab, then click on Tools and the Lab Availability. Application. The map can also be accessed at <http://www.sanjuacollege.edu/LabUtil/LabUtilMap.htm>. Both options take users directly to the online computer lab availability utility (see graphic above).

By simply moving the mouse over a building, a magnifying glass highlights the building and gives the name of it. Click on the building, and it opens to show the room number and location of the labs within its walls. Select a lab along the right hand side of the screen, and the site displays the number of available PCs and the software programs that are loaded on the computers.

While lab hours vary, most are open during regular College hours. For further information, call 566-3007.

Operational Stats – Server Uptime

The systems that support the College run 24 hours a day, seven days a week, 365 days a year. The chart to the right shows the percentages of system availability. OTS continually monitors these systems for problems and, as the chart shows, SJC students, faculty and staff can rest assured that the server is up and running between 99.6 and 100 percent of the time.



OTS Further Aligns Goals

Information technology has been integral to the support of the San Juan College's mission for many years. The role of technology at SJC is also evident in the strategic initiatives for a community of learners, recently approved by the Board. These were derived from the work and suggestions of many internal and external key players. In order for the technology strategic plan to be an effective tool for directing the acquisition and use of technology, it must be aligned with the four College-wide strategic initiatives. Therefore, the six OTS goals that were previously developed will be merged into the following four to help refine the focus and further the alignment:



1. Valuing Education Access and Student Success

OTS Goal 1: Technology in Teaching and Learning

2. Valuing Information and Market Realities

OTS Goal 2: Accountability

3. Valuing Partnerships

OTS Goal 3: Community Service

4. Valuing People

OTS Goal 4: Professional Development

The updated technology strategic plan, integrated into the institution's strategic initiatives and goals, will be available on the OTS web page in spring '06. This also will initiate the final stage of the 2006 tactical plan, including projects that support these strategic directions and related goals. I have shared the top 10 of these initiatives in past *TECH Updates*.

On behalf of the entire OTS team, I appreciate your continued support in 2005 and look forward to an even stronger 2006. Happy holidays to you and yours!

Respectfully,



Shah S. Ardalan
Vice President for Technology Services

A Big Thank You!



OTS staff extends a special thanks to Gayle Dean, director of the San Juan College Foundation.

"From generously providing refreshments for special events to offering its support to the Office of Technology Services and the entire institution, the Foundation continually dedicates its efforts to ensure and recognize success among students,

faculty and staff," says Shah Ardalan, vice president for Technology Services.

Major Projects Status

Datatel:

The Datatel ERP system will be completed in the spring of 2006. The project is progressing well with only the Student Module left to complete. Recent and upcoming milestones:

- Financial Aid module setup: November '05
- Admissions module setup: November '05
- Mock student enrollment: February '06

Network Redundancy:

The network redundancy project provides alternate paths for data across the network greatly reducing the risk of the network being down. The project is due for completion in spring of 2006.

- First building (QCB) installation: Completed
- Rooms 1313, 1901 and 1403: Completed
- HHPC, BLDG 2, 1636: January '06

Smart Card:

The Smart Card project will provide new ID cards, door access and printer control in labs. The project is due for completion in spring of '06.

- Kickoff meeting: October '05
- Installation Training and Assistance: December '05
- Door Access: February '06

OTS Staff Profile

The OTS staff would like to introduce you to members of our team. Each month, TECH Update features an employee based on their seniority, with the most recently hired employees being introduced first.



Heather James is likely to become a familiar, friendly voice to students, staff and faculty when they call the OTS Help Desk.

A 2005 summa cum laude graduate of Ft. Lewis College, Heather is the newest member of the OTS team. She's no stranger to San Juan College, however, as she began her education at SJC where she studied computer science before transferring to Durango.

"I'm excited to be back," Heather says. "After being a student here, it's great to have the opportunity to experience SJC as an employee. I feel like my education and career have come full circle."

While attending Ft. Lewis, she gained work experience in her field as an intern at the Four Corners Power Plant, and worked at the Farmington Public Library where she monitored computer use and provided assistance to customers.

Along with being skilled in computer science, Heather also has a great deal of other creative talents. She plays the guitar both by ear and by reading music, enjoys photography, sand painting, and also helping her parents with a variety of home improvement projects.

TECH Update is the monthly newsletter of OTS. Our goal is to keep our customers informed and seek input. If you have questions or comments, please write to: TECHUPDATE@sanjuancollege.edu or call 566-3166.