

The Raiser's Edge Provides Foundation with Cutting Edge Technology

With help from the OTS staff, the San Juan College Foundation (SJCF) now has a more efficient database to house information on approximately 7,500 donors and 35,000 gift records.

"The Raiser's Edge is known to be a premier product in fund raising database management," explains Lowell Parrish, Foundation fund accountant and database administrator. "It not only will offer benefits to our Foundation staff but to our donors as well."

Replacing the former system that the Foundation has utilized since 1998, the program has the capability of keeping track of donors' biographical information such as their names, addresses, gift histories, businesses information and fraternal organizations.

While the former system, known as *Paradigm*, housed the same type of information, it didn't offer many of the time-saving features that The Raiser's Edge provides. Now, the Foundation staff can execute several letters containing varied information within minutes, where before it might have taken an entire day. The new system will integrate information directly from SJC's student and alumni records for a potential donor list –

an extremely time-consuming process that was previously prepared manually.

Processes for donors also will be made easier and more convenient. "The Raiser's Edge program provides donors with an option to utilize a web link for an automatic direct deposit of

their contributions, which we plan to implement into our system in the future," says Gayle Dean, Foundation executive director.

Foundation staff say another aspect they appreciate is the support they have received from not only OTS, but from Blackbaud Inc., the maker of The Raiser's Edge. The company develops new products for its existing technology and has a top-notch web and telephone software support system.

"We spent a great deal of time and effort studying the advantages of The Raiser's Edge," Dean continues, "and we're confident that this software has the capabilities of

taking us well into the next decade. We are especially appreciative to the OTS department for their hard work in helping us find and implement a program that will grow with us and meet our needs for years to come."



Standing: Lowell Parrish, Gayle Dean, Alex Struck. Seated: Lisa Hunter and Debbie Limback

Technically Speaking....

Worried that your computer might be infected with adware or spyware?

Free resources are available online for checking a computer utilizing Microsoft Windows. Experts recommend using at least two products because each detects different types of infections. Below are some of the top Windows-based resources:

Ad-Aware SE Personal – (www.lavasoft.com) This free program, which is distributed by Lavasoft Inc., can be used by professors and staff members on their home computers, however, it does not allow its use on computers owned by businesses or colleges.

Microsoft AntiSpyware – (www.microsoft.com/spyware) Microsoft recently acquired this program and offers a free test-version of the software. It has the capabilities to detect and remove spyware and adware, can be scheduled to scan your computer regularly, as well as be set to block new infections.

Pest Patrol anti-spyware – (www.pestpatrol.com) The web site offers a free online scan that detects spyware and adware, but will not remove the infections.

Spy Audit – (www.webroot.com) This free web-based scan by Webroot Software, does not require any software to be downloaded. The company also sells Webroot Spy Sweeper, which finds and removes spyware and adware.

Spybot Search and Destroy (www.safer-networking.org)

This program detects and removes adware and spyware on Windows computers, as well as blocks new adware or spyware from being downloaded. Unlike Ad-Aware SE, Spybot can be used on both personal computers and those owned by a college.

A Big Thank You!

A Big Thank You is extended to **Elaine Benally**, director of San Juan College West. OTS is especially appreciative to her for helping determine the technological needs at the west campus. In turn, Benally, along with the staff and faculty at SJC West, extend gratitude to OTS for installing new wireless components in two additional classrooms. The new technology allows faculty to utilize state-of-the-art multimedia equipment. "They were so expedient in meeting our needs," Benally says. "We simply asked, and OTS made it happen."



A Message from the CIO

As I've mentioned in my previous TECH Update editorials, we place a great deal of emphasis on customer service, and that entails staying in touch with those we serve. This includes enhancing our communication initiatives. One of the primary components of this initiative involves forming new advisory groups, allowing us to gain valuable insight from our diverse customer base. Beginning this month, the following groups will be formed, replacing former technology councils:



Technology Advisory Group (TAG) – will consist of faculty and staff members. They will advise me on the overall technological priorities and strategic directions of the College.

Web Advisory Group (WAG) – will consist of representatives from academic and functional units. They will advise me on all aspects related to the College's main web pages (www.sanjuancollege.edu).

Datatel Users Group (DUG) – During the implementation phase of Datatel, we will continue with the following groups: Executive Leadership, Datatel Action, and System Implementation. Once in production, we will form the Datatel Users Group, consisting of representatives from academic and administrative departments affected by Datatel. They will ensure all functions are integrated, serve as departmental liaisons to OTS, and make sure system upgrades are functional.

Members of these groups do not have to be technical experts. Each group will be comprised of a student member, an appointed co-chair and an OTS representative. To increase representation while maintaining continuity, half of the members will serve for one year and the other half for two years. Additional details and precise charters of these groups will be determined during their first meeting and be publicized via email and the web.

Due to the importance and the role of these advisory groups, I have dedicated a lot of time and thought in nominating each member. I look forward to their acceptance in helping me serve the College with a cohesive and comprehensive leadership style.

Respectfully,



Shah S. Ardalan
Vice President for Technology Services

Operational Statistics

OTS continually monitors its level of customer service. Of the nearly 450 tickets generated during February, this dashboard shows that the customers who completed the work-order surveys, rate OTS customer services at 4.83. The scale ranges from "0" (no comment) to "5" (best possible service).



Major Projects Status

Datatel: Implementation of the Datatel ERP system is going well. Recent and upcoming milestones include:

Financials Module:

- Parameter/code setup: March '05
- Test setup: May '05
- Fixed Assets module setup: July '05
- AP/Purchasing processing: July '05
- Projects accounting: July '05

Student Module:

- Curriculum management and faculty info: October '05
- Admissions: October '05
- Financial Aid: January '06
- Accounts receivable and cash receipts: March '06
- Mandatory placement/prerequisite: March '06
- Degree audit/advisement: October '06

E-mail service upgrades: In order to accommodate the higher utilization of e-mail services by the community, we are significantly upgrading our servers. Milestones include:

- Specify and purchase hardware and software: Completed
- Build and test new servers: Completed
- Migrate E-Mail: March '05

Faculty and Staff Portal: Following the student portal, a single-sign-on portal is being developed for faculty and staff at SJC.

Design: Due March '05

Pilot: Due May '05

Rollout: Due August '05

OTS Staff Profile



The OTS staff would like you to get to know the members of our team, which will help you to know who to call should you need our services. Each month, TECH Update features an employee based on their seniority, with the newest employees being introduced first.

Helping students reach their educational goals is the focus behind Ian Walker's job as a shift leader/instructional aide.

Ian joined the OTS team in March, 2004. He monitors computer labs and lab assistants; ensures that laptop carts are delivered and set up for instructors; and lends a hand in repairing PCs.

"Some of the most enjoyable aspects of my job are knowing that I'm not only playing a part in helping students reach their goals, but also working with a group of professionals who are very dedicated to making a difference for the students, faculty and staff at San Juan College."

Along with working in OTS, Ian is a student at SJC, where he is working toward a liberal arts degree with an emphasis in mathematics. He plans to transfer to a four-year school within the next few years to study mechanical engineering.

Ian's creative side is evident in his hobby as a drummer. He plays in SJC's Jazz Combo and in Country Company. He also enjoys target shooting and reading science fiction and philosophy.

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.