

New Software Means Faster E-mail at SJC

Faculty and staff who utilize the web to access their college e-mail accounts will soon notice some changes. Not only will e-mail have a new look, but it also will operate faster and more efficiently.

In early April, the Office of Technology Services installed a new server that has double the memory and processor speed to run Exchange 2003 e-mail software.

"The number of college e-mail accounts for faculty and staff has surpassed 800," explains Shelley Mulligan, San Juan College network services coordinator. "That, along with the fact that we have a standard four-year replacement cycle on equipment, presented us with the need to upgrade both the software program and server."

"One of the primary benefits faculty and staff will soon notice when accessing their e-mail via the web, is the fact that it will look and operate very similar to Microsoft Outlook, making it more user friendly," adds Debbie Limback, computer network specialist.

OTS has "test driven" the new e-mail software and is confident that staff and faculty will appreciate the new look and feel of the program.

They will soon begin the process of moving mailboxes campus-wide to the new server. To make the transition as seamless as possible, the OTS team plans to perform the switch during the

evenings and weekends or schedule appointments that are convenient for individual departments. The process takes about 15 minutes per mailbox, and will require staff to refrain from using their e-mail accounts for that short period of time.

While the advantages are most visible when using the e-mail web access, Exchange 2003 and the new servers also will help to make the campus e-mail operate more efficiently. However, both Limback and Mulligan offer some tips employees can also incorporate to help



Shelley Mulligan and Debbie Limback configure the new Exchange 2003 e-mail server.

both their individual and campus network systems operate more efficiently.

"Keeping your e-mail cleaned out is a great place to start," Mulligan says. "This includes deleting items that are in the inbox, and removing entries in the sent and deleted item sections. This frees up a great amount of space."

"Many people are afraid that if they delete an item from their Microsoft Outlook, they may end up needing it later," Limback continues. "Each employee can simply create a personal folder in their H drive to save those 'might need later' e-mails."

Mulligan added that in most cases, deleted items are saved on the server for seven days.

For questions or help with cleaning out old e-mails, contact the Help Desk at ext. 3266.

Technically Speaking

Avoid Viruses and Protect Your Identity

In today's world, ordering products and obtaining a majority of our information online is as common as buying a gallon of milk at the grocery store. Unfortunately, access to these sites means an increase in the chances for computer viruses and even worse – identity theft. Here are five simple tips to protect you and your computer:

1. At work and home, be very careful when sharing your password with others. Also refrain from e-mailing any personal information to others such as credit card and telephone numbers.
2. Be cautious when registering for contests on line. If it seems too good to be true, it probably is – giving your e-mail address to these deceptive companies opens you up for increased SPAM and viruses.
3. When you receive a pop-up prompt, don't automatically click "OK" just to get the advertisement off your screen. Close the prompt by clicking on the "X."
4. Use caution when downloading games or products. While they may look harmless, many are designed to look reputable and fun, but are actually infecting your computer with viruses.

5. When ordering products online, always look for a "lock" symbol, which secures and encrypts information such as your credit card number, address and phone number. Good rule of thumb – If it doesn't lock – don't place the order.

A Big Thank You!

This month, OTS sends a Big Thank You to Jana Wallace, assistant professor of math. OTS especially appreciates her coordination for San Juan College to become a pilot test site for the ICT test, which measures students' critical thinking and technology skills for the Education Testing Service. San Juan College became one of approximately 50 colleges in the nation willing to ascertain the quality of the new test. In turn, Wallace extends her thanks to the 38 participating students and OTS for their collaborative work on the project. "Everyone was awesome," Wallace says.



SJC Honored Among Top 10 Digital Community Colleges for 2005!

I would like to congratulate San Juan College for being recognized among the top 10 digital community colleges by the Center for Digital Education and American Association of Community Colleges.



The groups performed a survey examining how colleges deploy technology to streamline operations and better serve their students, faculty, and staff. We responded to a set of 24 questions that addressed online capabilities, such as admission, registration, and grades. Other criteria focused on the availability of technology tools and training for teachers and faculty, along with strategic plans across departments and within curriculum planning. Colleges were grouped into three categories based on city and student population. San Juan College ranked seventh in the mid/suburban category.

Earning this top-ranking is a clear win-win situation. Our customers (faculty, staff, and students) win for having access to such service and resources; and our OTS team wins for doing such a great job and being recognized for it.

Frankly, our ranking seventh among the nation's top digital-savvy community colleges for 2005 was not a big surprise to me. It was a reassurance that our strategies and investments in building a strong infrastructure are on target and effective. With your support and the hard work of our OTS team, our goal is to aim higher and compete for the top three in 2006.

Congratulations to you and our dedicated OTS team!

Respectfully,

Shah S. Ardalan
Vice President for Technology Services

Major Projects Status

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

Financials Module:

- Parameter/code setup: Done
- 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 upgrading our servers to Windows 2003 and Exchange 2003 with Outlook Web Access.

Milestones include:

- Migrate E-Mail: May '05 - August '05

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

Design: Due May '05

Pilot: Due June '05

Rollout: Due August '05

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.

With a bachelor's degree in business administration and emphasis in information and decision systems from San Diego State University, Tiffany Kimball is a perfect fit as an

administrative assistant for the OTS department.

She joined the OTS team just two months ago and is responsible for a variety of duties including offering professional support to staff, ordering equipment for the department and obtaining quotes. One of her most recent duties is helping to organize and plan the OTS conference this June.

"I'm enjoying so many aspects of my job," Tiffany says. "I especially appreciate working for an organization that is community focused. And, the people I work with are incredible – there's great camaraderie and teamwork among our staff."

Tiffany began her career in technology services as an implementation coordinator at Data Strategies in San Diego, a company that provides physician practice management software. She assisted clients nationwide in setting up database systems that included patient information, billing and scheduling programs.

Tiffany and her husband, Bobby, recently moved back to the Four Corners to be closer to family, and are planning to build a new home. During their off-hours, the couple enjoys outdoor activities such as hiking, camping and playing tennis. Tiffany also takes time out for scrap-booking.

Just so you know...

With many staff and faculty being gone throughout the summer, OTS will not host any open forums between May and August. The meetings, which are held the first Tuesday of each month, will resume in September.

We want to hear from you...

OTS is seeking your input. Please check your e-mail and give us your thoughts by filling out the online customer satisfaction survey.

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.