

New Faculty and Staff Portal Offers Customized Convenience

Following the success of the student portal, OTS continues its support of the "Learning College" with the new faculty and staff portal that offers convenience and ease of access to online resources any-way, anytime and anyplace.

"The new MySJC portal for faculty and staff offers several service enhancements and improvements in addition to hosting all the content and services previously available in the SJC employee intranet website," explains Charles Woodall, San Juan College web technician. "Along with being user friendly, one of the more popular benefits is the fact that it will be much easier to access services such as your College e-mail account, H drive contents and WebCT – from any location – your office, lab, classroom or home."

Adding to that benefit, the new portal provides a single sign-on feature, which means that users don't have to log-in more than once to use multiple services.

The portal also offers staff and faculty the ability to customize their individual layout by adding, removing or renaming their tabs. The tabs are basically the buttons users click to access certain programs such as the web, calendar or e-mail.

Faculty who utilize WebCT are sure to appreciate the "Faculty Resources for Online Learning" site, which contains a collection of links for distance learning. This new service, accessible from the portal, provides WebCT tipsheets and tutorials that will help faculty perform common tasks in the WebCT application.

The portal can be accessed by either going to portal.sanjuancollege.edu or clicking on "Faculty & Staff Portal" currently located in the red oval in the upper right hand corner of the page from both the

intranet and internet sites. Then users simply enter the same name and password that they apply when logging in at their desk or other College computers.

Betsy Castle, assistant professor of English, echoes the benefits of the new portal saying, "I found the portal quite easy to navigate, and I especially like the fact it is easier to access the online services from home."

Demonstrations of the new portal will be provided on the first Tuesday of each month in room 7220 between 3 and 4 p.m. as part of the Technology Open Forum. There are online tutorials located in the portal under the heading "About the SJC Portal," where staff and faculty can learn to customize their portal layouts.

Users will find individual sections such as "In the News," "Campus Announcements," "F & S Portal News," as well as a "Tell it to the..." option, where staff and faculty can offer comments to the College president, and vice presidents of technology, student services,

learning and business services. On the "SJC Employee Intranet" tab, users can obtain information about the portal and other College website links.

While the intranet website and portal will both continue to contain information through December of this year, the portal will replace the intranet site following Christmas break.

"Our goal is to continue improving the portal, and we would like faculty and staff to give us their suggestions," Woodall says. "They can do this by either clicking on "Feedback" in the navigation bar at the top of the portal or by calling the OTS Help Desk at ext. 3266.



Charles Woodall shows Betsy Castle, assistant professor of English, the many benefits offered by the new faculty and staff portal.

Technically Speaking

Protect Your Identity

There's no doubt identity theft is on the rise, often causing people to question everything from opening an e-mail to ordering items online. Over the next three issues, TECH Update will provide you with information on how you can protect your identity as well as how to spot situations that could be potentially harmful to you and College resources.

ARE YOU A PHISH?

Phishing is the act of sending an email (or popup message) to a user (the phish) falsely claiming to be an established legitimate business such as your bank. Phishing scams the user into surrendering private information that will be used for identity theft. The email directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

To protect your identity from theft:

- ♦ If you get an email or pop-up message that asks for personal or financial information, do not reply. Don't click on the link in the message, either.
- ♦ Use anti-virus software and a firewall -- keep them up to date.
- ♦ Don't e-mail personal or financial information.

- ♦ Review credit card and bank account statements as soon as you receive them.
- ♦ Be cautious about opening any attachment or downloading any files from e-mails.
- ♦ Forward spam that is phishing for information to spam@uce.gov.
- ♦ If you believe you've been scammed, file your complaint at ftc.gov, and visit the FTC's Identity Theft website at www.consumer.gov/idtheft.

A Big Thank You!

OTS extends a special thanks to everyone who assisted in implementing the Datatel financials application and FRx, a financial reporting tool – especially those in Finance, Purchasing, and Shipping and Receiving.

"This was a very involved process and took a great deal of team work from everyone," says Lawrence Jones, OTS director of administrative systems. "From Finance setting up the new procedures and processes to Purchasing encouraging staff, helping train and making the changes with requisitions and approvals, along with Shipping and Receiving ensuring that the products were received and delivered – everybody jumped in and got the job done."

Summer Update

On behalf of the entire Office of Technology Services (OTS) staff, it is my pleasure to welcome our faculty and students back.

This summer was full of activities and accomplishments for OTS. Our focus remained on our vision and mission of serving you and leading our community. Here's an update on the top 10 projects we completed this summer:



- Technology Leadership Conference – This was the first of its kind at SJC, and was very successful with more than 120 attending.
- Datatel Finance – Implemented on time and on budget.
- MS Exchange 2003 – Installed and available campus wide.
- Communication Plan – Updated and is now available on OTS Web page.
- Plasma screens – Installed two in high-traffic areas on campus.
- FRx Financial Reporting, a software package that runs in conjunction with Datatel – Installed and tested.
- Faculty and Staff Portal – Completed on time with many new online services.
- Faculty Web page hosting – Available to all faculty to develop their personalized web pages.
- Published nationally – San Juan College OTS was featured in many local and national journals and magazines.
- Video on demand – Video on IP went live by recording and broadcasting president's address during convocation.

Additional information about some of these projects is provided in this issue of TECH Update, as well as on our web site. In next month's edition, we'll discuss the top 10 new projects for this year. Along with reading TECH Update, I invite you to join me and the OTS management team during our monthly Technology Open Forums to learn more about these new services and many others that are planned. The forums are held on the first Tuesday of every month, from 3 to 4 p.m., in room 7220, located in the copper-top building. There will be technology demos, Q&As, refreshments, and much more.

Again, welcome back – I look forward to serving you and hearing from you.

Respectfully,

Shah S. Ardalan

Vice President for Technology Services

Major Projects Status

Datatel:

Implementation of the Datatel ERP system is progressing with just the student module left to complete. Recent and upcoming milestones:

- Curriculum module setup: September '05
- Academic Records / Registration module setup: November '05
- Financial Aid module setup: November '05
- Admissions module setup: November '05

Annual PC Refresh:

The annual PC refresh replaces ¼ of all College PC's every year. Recent and upcoming milestones:

- New lab PC's installed: August '05
- Faculty and staff cascaded PC's: September '05

Network Redundancy:

The network redundancy project provides alternate paths for data across the network, greatly reducing the risk of the network being down.

- All equipment placed on order: September '05
- First building (QCB) installation: November '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 more than 13 years of information technology experience, Joe Michini joins San Juan College as the new assistant chief information officer (CIO), responsible for all of OTS's day-to-day

operational activities.

Prior to coming to the Four Corners, Joe served as the technical director for startups with SunGuard Collegis in Houston, Texas. There, he served as interim technical director at colleges and universities throughout the United States. His career also includes serving as project manager with IBM, information technology manager with the State of North Carolina, as well as CIO for a small medical firm and information technology consultant.

He earned a bachelor's degree in business management in 1989, and a master's in business administration in 1991 – both from Coast University in Santa Ana, Calif. He also holds multiple technology certifications from Microsoft and Cisco. Prior to completing his education, he served a three-year term in the Army's 82nd Airborne as a paratrooper and helicopter crew chief, and a four-year term in the Army National Guard.

Joe says there are several aspects of his new job at San Juan College that he especially appreciates. "I'm really looking forward to being a part of the College, which is highly advanced in its technological capabilities," he says, "and I'm enjoying working with people who are helpful as well as friendly and open."

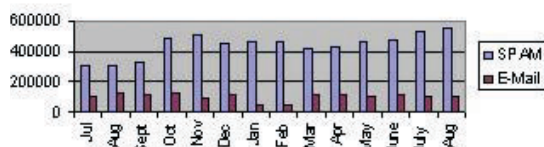
He and his wife of 26 years, Angie, have two grown daughters and three grandsons. During their off hours the couple enjoys snow skiing, golfing, bowling, softball and volleyball.



When it comes to needing technical services, look for the new OTS logo.

Did you know...

The Office of Technology Services uses a variety of tools to "clean" e-mail addressed to the College. In August, the College received 653,009 e-mails, and of those 548,528 (84%) were spam e-mails.



The chart shows three trends:

1. The amount of spam received is much greater than the amount of email that is actually allowed to pass to the user.
2. The amount of spam received each month since March has increased while regular mail levels have stayed the same.
3. Spam increases during the holidays so we can expect the volume of spam to increase through December.

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.