



New Year's Resolution -- Get Techno-Fit!

While many of us may have made New Year's resolutions to drop a few pounds and get physically fit, Lynn Lane, OTS technology trainer, is making herself available to serve as a personal trainer/coach for those who would like to shape up their "technology muscles."

Over a four-month period, Lane will work individually with 10 employees who want to increase their technology skills. This may include everything from enhancing skills that will help them advance in their job, to learning new ways technology can help them tackle daily work tasks more efficiently.

Similar to how a person's physical fitness goals are individualized, Lane will approach her clients with the same insight – "We'll assess what each individual wants to learn or accomplish and then determine the best way to achieve that within a four-month time frame," she explains. "While I won't follow them around day after day, I will take a few hours to job shadow and observe them in their individual work environments, and then suggest the technology tools or processes that will help them."

Lane will put together a training plan that may include an online resource, or a step-by-step book, and the client will then be responsible for following the plan.

"I'll certainly always be available to lend support or help them with

any challenges," Lane adds. "As a matter of fact, communication is key to their success. I want them to contact me so they will continue progressing and achieve their goals."

Just as the goals are individualized, Lane's technology fitness camp

also will offer plenty of flexibility in scheduling "work-out sessions." She will work with participants individually to schedule assessments, trainings and follow-up coaching opportunities that will best meet their time frames and schedule.

Lane also has incorporated a "value add-in" to the program. Once participants have completed their training, they also will be asked to share their knowledge with others in some way. They may choose something as simple

as mentoring another employee, presenting information at a technology forum or writing an article for *Tech Update*.

"The point is, we just want them to share the information with others, so the learning continues," Lane says.

More than one four-month training opportunity will be offered throughout the year. Regular benefited full-and part-time employees are eligible to apply for the college-provided trainings. Applications are due by Friday, February 29. For further information or an application, contact Lynn Lane at lanel@sanjuancollege.edu or 566-3304.



Lynn Lane, OTS technical trainer, is pumped and ready to assist San Juan College employees get "techno-fit" in 2008. She will personally coach participants on an individual basis and help them achieve their technology goals.

Ah-hah! So, that's how you do it!

Monica Beavers, Technology Boot Camp cadet, shares a quick tip:

Did you know you can import address lists or data from a Word file to Excel without cutting and pasting a million times?

Example: Mary Poppins, 5469 Sunset Ave., Anaheim, CA, 90210

Here's how: Select and copy the text in the document. Then paste into a new Excel worksheet.

In the Excel menu bar choose: **Data menu; Text to columns.** You will get a Convert Text to Columns Wizard.

In the wizard choose: **Delimited**, Click on **Next**, check the delimiter that is separating the information. (In the example, the info is separated by commas). Check the **commas** box, click on **Next** again.

The final dialogue box will show a preview of how the data will look when you're finished. Click **Finish**.

The data between the commas should now be in individual cells.

Tech Tip

Zero in on Learning Through the Arts

Project Zero's mission is to understand and enhance learning, thinking, and creativity in the arts, as well as humanistic and scientific disciplines, at the individual and institutional levels. Founded at the Harvard Graduate School of Education in 1967 by the philosopher Nelson Goodman to study and improve education in and through the arts, Goodman believed that arts learning should be studied as a serious cognitive activity, but that "zero" had been firmly established about the field; hence, the project was given its name. Follow the link at <http://www.pz.harvard.edu/index.cfm> to check out some of the following research projects: Arts Projects, Assessment Projects, Learning Out-of-School Settings Projects, Multiple Intelligences Projects, School Change/School Improvement Projects, Thinking Projects, Understanding Projects, and Visible Thinking Projects.

2008 Technology Projects



Welcome back from winter break, I hope the semester is going smoothly for everyone. As an ongoing commitment to exceptional customer service and support, OTS will be undertaking several projects this semester designed to increase the efficiency of technology services.

First on the agenda is a complete redesign of the SJC website. Early this semester, a web advisory committee will be formed and composed of faculty, staff, and students who will oversee the redesign process. Other responsibilities of the committee will be to develop college-wide strategic and tactical plans for SJC's web services that are linked to the College's strategic plans as well as its overall mission and goals; overseeing the development and maintenance of a uniform "look and feel" as well as uniform navigational elements to the main page levels of the College's web environment; and establishing policies and procedures to govern content management and information ownership on the College's web pages.

Second, it's time to update the IT Strategic Plan for San Juan College. This process also will involve a committee composed of faculty, staff, and students to help strategically align information technology with the mission of the College. A strategic technology plan provides technology direction and a management strategy within the context of changing internal and external environments while it sets the philosophy and direction for the use of technology with the College.

Subject matter experts from SunGard Higher Education will provide help for both of these projects. I also will be counting on many of you to serve on one of these important committees.

Thank you for your support, and please let us know how we can improve our services to best suit your needs.

Tim Warren

Vice President for Technology Services

Who Ya Gonna Call?

Do you need to order new tech equipment, but aren't sure who to call or what to do?

First, call or email Gaylyn Harris at ext. 4321 or Harrisg@sanjuancollege.edu with your request. Depending on your order, she will request a quote from a vendor, research the best price and compatibility, and email a copy to you for your approval.

To expedite your request, give Gaylyn the account number that your purchase will be charged to, as well as general information about the product that you would like to order.

The request will be processed as a requisition in Datatel. Once all approvals have been completed, a PO will be sent to Gaylyn, and she will fax the order to the vendor. Your new equipment will soon be delivered to you!

Back to the Future

Effective E-mailing

Dr. Andi Penner, associate professor of English, shares ideas to help communicate more effectively through e-mail.

At one time or another, we all have most likely had the experience of crafting an email message, sending it, and realizing later that what we typed was not actually what we meant to say. This may have included anything from leaving out important information (like the date or time of a meeting), to sending a private message to a public listserv. These types of problems affect how our words are received.



Dr. Andi Penner

Email is not the best medium for communicating confidential or proprietary messages, nor should it be used to deliver bad news or highly emotional content. However, it is great for quick, cost-effective, direct messages. Here are some guidelines to help you communicate more effectively with workplace email:

1. Write a specific subject line. The email recipient appreciates knowing exactly what the message is about so she can determine if it applies to her at all, and, if so, what action she might need to take. A well-crafted subject line saves time and is the first line of defense against having your message deleted before it is even read. For example, instead of writing a subject line that simply says "Update," write "1/22/08 XYZ Meeting Minutes Update." Or, instead of writing "Check this out!," provide a more detailed line that reads, "Important Website Link for our Project."

2. Limit the message to one subject. Whenever possible, limit your message to the topic identified by the subject line so that the reader can act on the message and/or delete it right away, or return to it later knowing exactly which message to open.

3. Limit the message to one screen. Your message is more likely to be read in full if the recipient does not have to scroll down to get to the end. This may mean that you have to revise and edit your message, possibly change the font size, so that it contains all the necessary information, and no more, on one screen.

4. Keep the message clear. Anticipate and answer the reader's questions: Who, me? What? When? Where? Why? How? So what? How much? By when? What if? Use sub-headings and/or bold to highlight the important points or necessary steps.

5. Send it to yourself first. Before sending out an email announcement, request for information, or other type of workplace notification, send it to yourself. Notice how it appears in your inbox—is the subject line clear? Is the text neat and easy to read? Does it fit on one screen? Does it answer all your questions? Finally, try to hear the tone, and consider ways to be more tactful and pleasant. If you need a second or third opinion, email the message to a trusted colleague.

While it seems quick and easy, sending good email messages actually takes time and effort. You will reap the benefits of better workplace relationships and productivity by carefully crafting your messages. Happy e-mailing!

TECH Update is the bi-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.