



## ANGEL Learning Management System – Great for Classroom and Office

As San Juan College moves from Web CT to the ANGEL learning management system (LMS), many may not yet be aware of all the capabilities and benefits this new system offers.

Like most learning management systems, ANGEL is a web based tool that manages and delivers learning content and resources to students.

“LMS programs are available through the internet to facilitate ‘anytime, anywhere’ access to learning content,” explains David Penrose, online services manager. “The software systems allow faculty with a way not only to create and deliver content, but also to monitor student participation and assess student performance utilizing quizzes and/or assignments.”

Penrose says ANGEL offers a perfect venue to place handouts for face-to-face classes. It also provides a framework to deliver online courses.

From a student’s perspective, LMS programs provide interactive features such as threaded discussions, blogs, a wiki, online chatting as well as private or public discussion forums.

Along with providing a system for the classroom, ANGEL can deliver training to staff, faculty and work-study students. Managers

will have the ability to post discussion boards for frequently asked questions. ANGEL also offers a repository to place employee training videos, BREEZE presentations, or just simply a place to post a comment.

“Managers and supervisors also can add quizzes in ANGEL to test employees’ knowledge and understanding of the trainings,” Penrose adds.

“This just touches the surface of ANGEL’s capabilities,” he continues. “I think once everyone has an opportunity to begin using it, they’ll appreciate the idea that there is something for everyone.”

Earn your ‘ANGEL Wings’ when Lynn Lane,



*Technology Trainer Lynn Lane (far right) looks on with Dean Patscheck, safety instructor with the School of Energy, and Judy Hudson, director of Early Childhood Education, during an ANGEL training session held this summer.*

OTS technology trainer, offers a one-credit online class (COSC 299-001), beginning Friday, October 17, through Friday, December 5. In the class, Lane will cover topics including an introduction to ANGEL; adding content, discussions and assignments to the program; exporting quizzes from WebCT and importing into ANGEL; developing a course orientation, as well as a review of SJC policies and procedures of ANGEL.

To sign up for the class, or for further information about other ANGEL trainings, contact Lane via e-mail at [lanel@sanjuancollege.edu](mailto:lanel@sanjuancollege.edu).

### Who ya gonna call?



#### **Ashley Huntsman at the OTS Help Desk!**

When it comes to assisting people at the OTS Help Desk, Ashley Huntsman is perfect for the job.

No stranger to San Juan College, Huntsman has had a good deal of experience helping others understand various subjects and situations. While she was earning her associate’s degree in computer science, she worked in the Student Success Center as a student tutor. When she graduated in 2005, she took the job as a master tutor in the Student Success Center just before accepting the Help Desk position in OTS in September.

“This is the perfect opportunity for me to utilize my degree, while still getting the opportunity to use my tutorial skills,” Huntsman says.

Huntsman takes care of everything from resetting passwords to answering questions about various computer programs. Customer service is at the top of her priority list. When Huntsman is unable to answer the calls, they automatically are transferred

to the call center in Florida. But Huntsman says that you can rest assured that all calls transferred to Florida are followed up on locally. Once a ticket originating in Florida is closed for a repair or question, Huntsman does a follow-up, making sure that the person being helped is satisfied with the result.

While Huntsman works the Help Desk, Monday through Friday, from 8 a.m to 5 p.m, computer assistance is available 24/7 by calling extension 3266.

## Project Updates



It's hard to believe that it's almost time for midterms! Can you believe the semester is going by so fast? I hope everyone's semester is going well.

As an ongoing commitment to exceptional customer service and support, OTS is currently managing several projects designed to increase the efficiency of technology services on campus. Below, I have briefly outlined the status of each:

**ANGEL** – After a rocky start with unexpected delays, ANGEL is now operating effectively and efficiently. OTS had difficulty with a load balancer, a device that, as the name implies, balances the load of users between multiple servers and increases usage. If you haven't already, read more about the program on the cover of this month's issue.

**VoIP** – The replacement of the outdated 3Com Voice over Internet Protocol telephone system is currently underway. OTS has successfully tested the system and you can expect a replacement soon. Please check the OTS website for an approximate time that your building or department will receive the service. Anticipated completion is mid-December.

**SJC Website Redesign** – A committee is currently meeting with web design experts from SunGard to refresh the look, feel and functionality of the current SJC website. Focus groups will be held with students, faculty and staff to collect feedback. Anticipated completion for this project is also mid-December.

**Active Campus Portal** – A portal that provides seamless integration with WebAdvisor, Exchange, and other college applications is currently being implemented with testing to begin soon. Again, focus groups will be held with students, faculty and staff to gain feedback about the design and functionality. In order to coincide with the Website redesign, anticipated completion is mid-December.

Thank you for your support, and please let us know how we can improve our communications to best serve you.

Tim Warren

Vice President for Technology Services

### Tech Tips

#### *Where is my file menu in office 2007?*

When you first start using Microsoft Office 2007, you will notice that there is no menu or toolbars. So without a familiar icon to click on, how do you open and save a document? It's simple – just click on the office button. Once you click on it, you'll notice that the information is similar to the file menu in Office 2003. The Office button is located in the upper left corner of your window and looks like the Microsoft logo:



## Finding Your "On-line" Voice

When Kate Leach, math instructor, began developing an online statistics class, she was intrigued to find out there was an opportunity to add a verbal component to the course.

Laura Kerr, CTX coordinator, introduced Leach to Voicethread.com. Kerr had experimented with the communication tool in a summer anthropology class.

"While online courses certainly have advantages, the students often have few opportunities to verbally speak about the subject, and Voicethread.com provided a perfect environment for that," Leach explains.



Kate Leach

Voicethread.com is an interactive website that allows members to post images and videos, and then allows others to respond with audio and webcam comments. Leach felt this was the perfect way to get students to verbalize their ideas on a regular basis. During this semester she plans to post 10 different visual images and questions related to the current class content. Students then visit the website and post an audio or video answer to the questions.

The process is user friendly – students can use a telephone, microphone or webcam. The telephone feature prompts the user to simply type in their phone number, and within seconds the service calls back and explains the next step.

"Voicethread is also fun to use," Leach adds. "For instance, students can create an image of themselves and then upload it on the site. I've also posted an image of myself, so students can see my face while listening to my voice."

The class is now on its fifth Voicethread assignment, and Leach says her students are doing an excellent job. "So far the trend has been that the more advanced students post first," she says. "Then the students who are struggling have the opportunity to listen to their classmates' comments before posting their own. I love that the students are teaching and learning from each other!"

Those interested in learning more about Voicethread, can visit the site at [www.voicethread.com](http://www.voicethread.com). Leach also will provide a CTX presentation titled *Talkin' Math on Voicethread.com*, on Tuesday, December 2, from 2:30 to 3:30 p.m.

**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](mailto:TECHUPDATE@sanjuancollege.edu) or call 566-3166.**