



A Message from the CIO

I'm hoping you all had a smooth start to the semester. As an expression of our support and appreciation to students, faculty and staff, the Office of Technology Services team made a special effort to extend a warm and enthusiastic welcome to everyone.

We personally visited faculty in their offices and provided adjunct faculty with a presentation regarding the services our department offers, as well as OTS's current and future initiatives. We also made posters and set up stations on campus, where we personally greeted students and assisted them by answering any of their questions. This was a first at SJC and resulted in tremendous feedback, invaluable experience for my staff and left me with a great feeling of gratitude for SJC family.

In this month's TECH Update, we'll continue to bring you up-to-date on the status of our current projects. Our Voice over IP (VoIP) project finished on schedule and final tests of the system indicate excellent implementation by OTS experts and vendor engineers.

Basically, VoIP places our telephone system (or voice) on the same network as our computers. The latest technology innovations and roadmaps dictate the migration of all telephone systems transitioning to VoIP. It is not only cost-effective, but provides us with the latest and greatest technological offerings and features. Implementing this advanced technology required a very stable network infrastructure as well as strong leadership and technical expertise -- from both campus staff and our vendor partners. In support of our mission and demonstrated leadership, we are fortunate to be one of few colleges in the country that made VoIP a reality sooner than later.

On another note, please plan to attend our Technology Open Forum that is scheduled for the first Tuesday of every month from 3 to 4 p.m., in room 7225 (Coppertop Building). I expect and value your input and participation.

Respectfully,

Shah S. Ardalan
Chief Information Officer

New Student Portal Offers One-Click Access

San Juan College's OTS department has raised the bar by taking San Juan College's student portal to a higher level with one-click access.

At portal.sanjuancollege.edu, students are sure to appreciate the advances being made on the web-based information site, which is expected to go live in February. The new portal will continue to provide access to various campus resource links that the previous site offered such as Financial Aid, Counseling and Advisement, Registration and the Library -- just to name a few. Another improved feature is the ability to access multiple services with a single log-on, rather than having to log on to each individual service.

Charles Woodall, San Juan College OTS web technician, says the site features a more colorful, updated look, and students will find a new calendar application, as well as direct access to network files, e-mail, and registration.

Students also have the option to customize the look and feel of their individual site.

Bo Dale, student and computer lab work study, had a

chance to test some of the new portal's benefits before its release. "The first feature I noticed was how much faster it was to access the WebCT and e-mail with the single log-on -- there's a lot less wasted time."

From an administrative standpoint, Dr. Cheryl Drangmeister, acting vice president for Student Services, appreciates another benefit the new portal offers -- the Campus News Channel. When students log on, the first page displays a window where announcements, activities and important dates will be posted.

"We're excited about the accessibility and convenience the new portal will offer," she says. We're especially looking forward to utilizing this tool as a way to enhance communication with our students.

OTS staff will begin production of the Faculty and Staff portal this fall.



Beth Dalton, Bo Dale, Dr. Cheryl Drangmeister and Charles Woodall test the new student portal.

Technically Speaking.....

How to Choose and Protect Your Password

Your password is all that stands between your data and the world. Choosing a good password is the single most important thing you can do to protect your and the College's sensitive information. Guidelines for choosing a good password include:

DO:

- Use a password that is at least 8 characters long
- Use at least one number and one capital in your password
- Try to use punctuation characters
- Change your password at least twice a year
- Think phrase, not word. Usually a phrase is as easy to remember as a word, and much harder to guess.

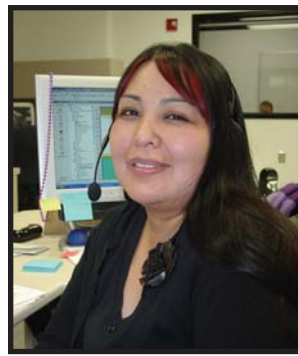
DON'T:

- Use a single dictionary word
- Use only letters or only numbers
- Use any personal info about yourself such as car license plate, nickname, child's name, etc.

Examples of good passwords might include:
mountain2Shore, Blue-desk336,1stsnow*6In.

OTS Staff Profile

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



Should SJC students, faculty, staff or the community have a question or simply need help, **Valerie Jack** is only a phone call away where she serves as the first line of customer service support at the Help Desk. As a Computer Application Support Technician, Valerie fields an average of 75 to 100 calls per day either troubleshooting or directing callers to the appropriate department regarding assistance with computer programs, e-mail accounts, printers, log-on concerns, printers and telephone systems – a job she says is both challenging and rewarding.

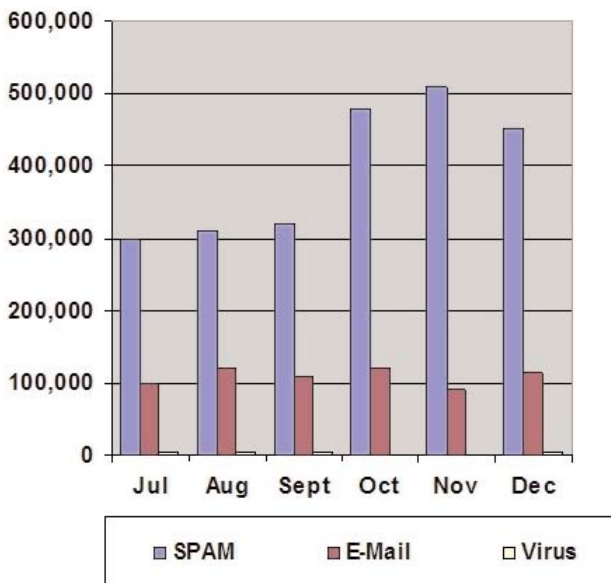
Valerie joined the OTS team in May, 2004. As a five-year veteran of SJC, she began as a work study in 1998 in the Job Placement Center, where six months later she was hired as an administrative assistant.

She will soon complete an associate of applied science degree with an emphasis in information technology at SJC. She plans to continue her education through an online program at NMSU to earn a bachelor's degree in computer science.

Valerie and her husband of five-years, Indian, have four children – Chynna, Caleb, Reyes, and Ian. Together, the family enjoys bowling, traveling and going to concerts.

Operational Statistics

OTS continually works to filter out those dreaded junk e-mails. The graph below shows the number of e-mail messages processed at San Juan College July through December, 2004. The end of the year showed an increase in legitimate e-mails, with a decrease in the number of SPAM messages received.



E-Mail Usage

Major Projects Status

Datatel: Implementation of the Datatel ERP (Enterprise Resource Planning) system is going very well, with collaboration and positive feedback from community and staff. Human Resources is online, and the first Datatel-processed payroll was run in January and a complete success.

Human Resources Module:

- Web Timesheet: Due April '05

Financials Module:

- General Ledger setup: Complete
- Parameter/code setup: March '05
- Test setup: May '05
- Forms and Reports: May '05
- End-user training: June '05
- Fixed assets setup: July '05
- AP/Purchasing processing: July '05
- Projects accounting: July '05
- Training/Consulting: July '05

Student Module:

- Curriculum mgt and faculty info: October '05
- Admissions: October '05
- Financial Aid: January '06
- Accounts receivable and cash receipts: March '06
- Records/registration: March '06
- Degree audit/advisement: October '06

Raiser's Edge: Implementation of fund raising software for the College Foundation. Milestones include:

- Purchase software and hardware: Complete
- Schedule install: Complete
- Migrate existing data: Complete
- Install system: January '05

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: Complete
- Build and test new servers: Complete
- Migrate e-mail: Due February '05

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

- Design: Due March '05
- Pilot: Due May '05
- Rollout: Due August '05

Network Redesign: Our current voice/data network is being re-engineered in order to improve security and fault-tolerance. The new system will feature redundant pathing in order to ensure systems remain connected, even if cabling is physically cut.

- Design phase: Due March '05
- Implementation: TBD after budgeting

A Big Thank You!

This month, OTS sends out a Big Thank You to Electrical Supervisor **Chris Harrelson and his crew!** He worked diligently during the holidays with Media Services Coordinator Mike McDonald renovating and updating wiring for multimedia equipment in several classrooms, as well as ensuring that the UPS (Uninterrupted Power Supply) upgrades were completed.

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.