



New Online Survey Offers Increase in Service

From tallying student election votes to performing campus surveys, the OTS staff has implemented a new online tool that will increase efficiency while offering the ultimate in reporting results.

“Known as *Ultimate Survey*, the program application was originally initiated by students’ requests to find a new voting system for associated student government elections,” explains Shah Ardalan, vice president for Technology Services.

“Our previous system, *Surveyor*, was limited in its capabilities, however, this particular application offers numerous options and benefits to not only meet the needs of students, but that of faculty and staff as well,” adds Joe Michini, assistant chief information officer.

Ultimate Survey offers the ability to customize each survey – from both a graphic design and question standpoint. Color and photos can jazz up the look of the survey while questions can be asked in a variety of formats including multiple choice, matrix, and true false – to name a few. The new program is also user friendly; allows for more in depth analysis; and results are easier to read and comprehend, as they can be presented in many formats including graphs and charts.

“The program also has the ability to more thoroughly break down the results using demographics and other specifics, and it allows users the option to create specific groups to take surveys,” says Nathan Bachert, OTS web technician, who researched and installed the new program. “Because *Ultimate Survey* integrates with Active Directory,

users also will not need to remember an additional username or password.”

The new online tool offers security measures that are password protected, and results that can be tracked.

To prevent duplicating surveys and to help ensure that each survey is the most effective, Ron Jernigan, senior

director of Institutional Planning and Research, will provide guidance in overseeing surveys and the processes.

“I believe faculty and staff will be pleased with *Ultimate Survey*,” Jernigan says. “With the former survey program, compiling results was often difficult. The new program allows us to gather a great deal of data, and then separate out the results in a variety of ways.”

Ryan Stebbins, president of San Juan College Associated Students, says he’s especially excited to employ the new survey tool during this

spring’s student election. “Not only will it be easier to use, but we’ll be able to tally our results much faster. It’s also dual purpose – we can use it both as a voting and survey tool.”

OTS will provide a hands-on demonstration of *Ultimate Survey* during the monthly Technology Open Forum, Tuesday, February 7, at 3 p.m., in room 7225. To conduct a survey or to simply share your ideas about ways to utilize the new online survey tool, contact Ron Jernigan at 566-3206.



Nathan Bachert, OTS web technician, shows Ryan Stebbins, president of San Juan College Associated Students, the benefits of *Ultimate Survey*. The new online program will be used to tally votes during the spring student government elections as well as serve as an online survey tool for faculty and staff.

Technically Speaking

Automate and Organize Your E-mail

If your New Year’s resolution involves organizing closets and paperwork, why not include email to your list? With Outlook Rules, you can automate and de-clutter email that you receive on a regular basis. By setting up individual folders, Rules provides a variety of flexible options to organize your emails. For instance, you can create folders that will archive emails you

receive from community and professional organizations, develop an immediate response folder, or set it up to automatically delete SPAM. It’s like having your own personal assistant on your desktop!

OTS has made it easy to find out how to implement Outlook Rules. Go to www.sanjuancollege.edu, and click on the Technology Services link on the left hand side of the screen, which will take you to the OTS website. Under the Helpdesk heading, click on How-To’s. Enter email as a key word, and then click on the email rules and filters.doc.

OTS Communicates

The Office of Technology Services strives to provide open and effective communication to all members of our community. We value the importance of clear communication, as it is essential to the College's strategic direction. Below are a variety of methods OTS uses to communicate with diverse audiences:



Face-to-face – with our faculty, staff and students through Technology Open Forums, start of semester remote table setups, OTS team walking and visiting the campuses, plus our personalized and random visits.

Meetings – when collaboration and diverse views are important to generate better solutions and plans. Examples include: technology strategic planning sessions, team presentations at different schools, technology-related advisory groups, and participation at student organization meetings.

Email – for straight forward, fact-based matters. This is utilized to save time by reducing telephone calls and meetings. Group emails provide the Campus with updates and alerts. Email is also used to request feedback and ensure customers receive the support they requested.

Portal – to post reports and information. A wealth of information is available to faculty and staff. The portal hosts documents such as the OTS Communications Plan, Technology Strategic Plan, copies of TECH Update, calendar of events, and much more. We ask for your support in keeping it up to date.

Telephone – for matters that require a high degree of interaction. Sometimes, one short call can do the job of several emails! This also allows our technical experts to get emergency messages from our network and service monitoring systems.

Print – via brochures that describe our services to employees and students who are new to SJC.

As you know, multi-directional communication is much more effective. I appreciate and welcome your suggestions for improving communications and look forward to hearing about any other ideas you might have.

Respectfully,



Shah S. Ardalan
Vice President for Technology Services

A Big Congratulations!



Congratulations to OTS's Mike McDonald, coordinator of Media Services, for being one of two professional staff members to be named among the President's Mission Award winners.

His can-do attitude, professional demeanor and willingness to make sure employees and guests are served properly and promptly, are just a few of the many attributes that earned him the award.

"It's not only an honor to be selected for this award, but to also work at a college that values its employees and strives to continually offer the best in technology," McDonald says.

Major Projects Status

Datatel:

The Datatel ERP system will be completed in the spring of 2006. The project is progressing well with only the Student Module left to complete. Recent and upcoming milestones:

- Mock Student enrollment: February '06
- Training for Faculty: February '06

Network Redundancy:

The network redundancy project provides alternate paths for data across the network greatly reducing the risk of the network being down. Additional network equipment is installed in each of the major data closets across campus to provide the alternate paths. The project is due for completion in spring of 2006.

- There are only three more closets to complete.

Smart Card:

The Smart Card project will provide new ID cards, door access and printer control in labs. The project is due for completion in spring of '06.

- Door conversion is currently in progress and will take several weeks.
- Key Fobs for door access are being issued as doors are converted.
- Graphics for the ID cards have been approved and card stock has been ordered.

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.

Whether she's assisting instructors by setting up a computer program in their class, helping a student in the computer lab, or simply providing a campus visitor with directions, Shawn Overson has a passion to help others.

As an OTS instructional aide, she trains and supervises up to 50 work-study students, and is responsible for resolving multimedia technical issues in the classrooms. When time allows, she also lends a hand at the Help Desk.

Shawn is no stranger to San Juan College. Five years ago she enrolled in a couple of classes and worked as a computer lab assistant. Within three months, she was offered a job as shift leader, and three years later she accepted the instructional aide position – all while working toward two associates degrees – business administration and criminal justice. She hopes to graduate in 2007.

Shawn's goal is to utilize her academic degrees and OTS job experience in a law enforcement career. As a former volunteer for the juvenile probation office, she hopes to fulfill her passion to help others and work either in the court system, for the probation office, or in a juvenile detention center.

Shawn enjoys spending time with her family, gardening and horseback riding. With a special love for animals – especially her "sidekick" Oscar, a pit bull, she has embarked on dog training as a new hobby.

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.