

## New Assistant CIO Shares Path of Success

As the new Assistant Chief Information Officer (CIO), Shelley Mulligan not only knows San Juan College and technology from the ground up, but also has a true understanding of what it takes to accomplish a dream.

Mulligan first set foot on campus in 1992. As a single mother of three children, she had limited work experience – she had worked as a road crew flagger for a short time and built grain silos on a pig farm during high school.

“I’ve always had a thirst for knowledge and wanted to go to college, but much of my time was consumed with keeping my family going,” she remembers. “After my divorce, I was having a difficult time finding a job that was conducive to being a single mom.”

While Mulligan had typing skills that her sister had taught her at the young age of eight, she was having difficulty getting a job with so little work experience. The only jobs that she had experience in required late-night shift hours that wouldn’t allow her to be with her children. So she made the decision to enroll at San Juan College.

“I was scared to death when I walked into the building,” she continues, “but I knew I had to do it – and it was one of the best decisions I’ve made.”

Two years later, after supporting herself and her children by sewing doll clothes for a doll maker (often until 2 a.m. each morning) and working part-time in a fabric shop, Mulligan’s determination and perseverance paid off – she graduated with an associate’s in applied science in business education.

While a student, she also had held a six-month work-study position in the Business and Industry Training (BAIT) center. She obvi-

ously made in impression on her instructors and supervisors – and especially Cal Tingey, who was then director of Business and Industry Training, as she was hired in 1995 to work as a temporary employee in Center, and quickly earned a permanent position. Her job entailed everything from data entry to scheduling computer training sessions. She also managed the BAIT computer lab, where she learned to perform computer installs and maintenance.

By 1997 she had an opportunity to gain even more experience in a help desk position with First National Bank, where she fielded calls about software and hardware questions and took care of computer installations. Within a year, she was promoted to network administrator.

Mulligan accepted other offers to gain even more experience and worked for Dial Oil as a network administrator. In 2001, however, another opportunity knocked. She had a chance to come back to San

Juan College as a network administrator. By 2006, she was promoted to network manager. And now as assistant CIO, she oversees the following OTS service areas – media, network, user, online and administrative.

She says her successes didn’t come without help. “From the beginning, I had instructors and supervisors who encouraged me along the way – who were always there to say, ‘You can do it.’” Mulligan says. “I can honestly say San Juan College has played a major role in directing my career.”

“I’m so fortunate to work at a place where it feels like family,” she continues. “It’s great to be a part of a place that genuinely cares about students and their success. After all, that’s what we’re all about!”



Shelley Mulligan, new assistant chief information officer, learned the ropes from the ground up.

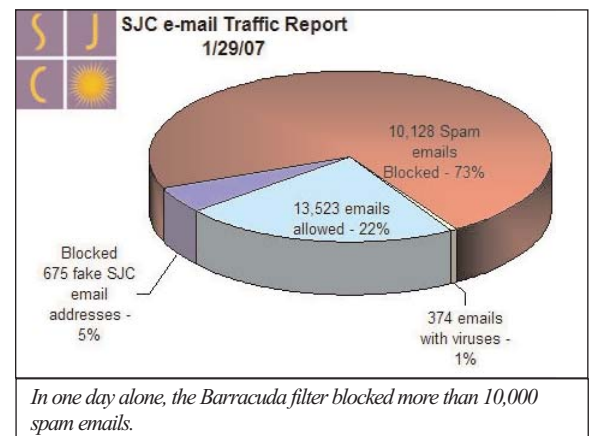
## Barracuda Eats Spam

Spam messages flood the internet with many copies of the same message, in an attempt to force the message on people who would not otherwise choose to receive it. Most spam is commercial advertising, for dubious products, get-rich-quick schemes, or quasi-legal services. To help eliminate spam, San Juan College uses a device called Barracuda spam filter. Spam costs the sender very little to send – most of the costs are paid for by the recipient. If SJC allowed spam into everyone’s mailbox, it would cost an estimated \$662,561 annually.

Learn more about spam: [www.onguardonline.gov/tutorials/index](http://www.onguardonline.gov/tutorials/index)

Test your spam knowledge: [www.onguardonline.gov/quiz/spam\\_quiz](http://www.onguardonline.gov/quiz/spam_quiz)

View real-time SPAM outbreaks: [www.commtouch.com/Site/ResearchLab/map](http://www.commtouch.com/Site/ResearchLab/map)



## Communication Efforts

Open and effective communications is vital to the success of a technology department, and the Office of Technology Services (OTS) strives to effectively communicate to the user community the activities of the department. With this in mind, the following describes the online communication avenues OTS has incorporated.



A communications plan was implemented to guide the communications efforts of OTS. The plan defines the events that trigger communications, the topics that must be communicated, the audiences to whom communications are directed and the responsibilities of OTS staff in managing communications to the client community. The plan also identifies the timing of the particular type of communication and the percentage of the targeted audience that communication should hit to be viewed as successful. The plan can be viewed on the OTS website at [www.sanjuancollege.edu/documents/ots/OTSComPlan0506Final.pdf](http://www.sanjuancollege.edu/documents/ots/OTSComPlan0506Final.pdf).

OTS has recently implemented *Service Notes*, a web-based tool that allows OTS to post timely notes on activities that occur throughout the day, such as unanticipated outages or notification of pending events. *Services Notes* will consist of a brief one-line statement, followed up by a more extensive explanation and can be viewed on the OTS website or can be subscribed to for receipt via email. To view or to signup for email distribution of the service notes, please visit <http://www.sanjuancollege.edu/servicenotes>.

As a customer service organization, OTS is dedicated to providing excellent customer service to everyone within the San Juan College community. Thanks for your support, and please let us know how we can improve our communications to best serve you.

Regards,

Tim Warren

Vice President for Technology Services

## Tech Tips

### *Send Faxes Through Your Copier*

Did you know that you can send faxes from your computer through some of the Canon copiers on campus?

Some Canon copiers have built-in fax cards. This gives you the capability to fax an electronic document over the network. The only requirements are to install the fax printer, which is similar to a network printer, and ensure that your department code is on that copier. Once installed, it is as simple as printing to the fax printer and putting in the phone number. Want to learn more? Call the OTS Help Desk at 566-3266.

## Back to the Future

### *Beware of the Phish!*

Have you ever received an e-mail from a bank or other business that you've never used before asking you to update your personal information? STOP! You could be setting yourself up for identification fraud. Known as "phishing," the bogus e-mail directs the user to visit a web site where they are then asked to update personal information such as passwords, credit card, bank account or social security numbers that a legitimate organization already has on file. Learn more at [www.webopedia.com](http://www.webopedia.com).

## Effective Practices

### *PowerPoint - Beyond Bullets*

Dr. David Bramhall believes technology helps him to engage his students.



Dr. David Bramhall utilizes various aspects of PowerPoint to give students a sense of the past.

As an associate professor of history, Bramhall uses PowerPoint to display visuals for the topics he discusses with his class.

"PowerPoint provides multiple opportunities for students to understand the nature of the

past, and gives them a feel for what life was like," he explains. "It allows me to combine a mixture of pictures, text, bullet points and video clips to provide students with a more complete historical perspective."

Bramhall's approach demonstrates what some researchers have concluded about student learning. Richard E. Mayer, author of *Multimedia Learning*, states that using a variety of creative methods to illustrate material in a different light actually may increase information retention by 28 percent, as well as increase students' ability to apply the concepts by 79 percent.

"PowerPoint provides a starting point for engaging a class in a serious consideration of any topic," he continues. "It's a good tool that enables students to experience how those who came before us lived, what they thought, and why they did what they did."

While Bramhall utilizes PowerPoint as a launching pad, he also feels it is vital to recognize that in and of itself, it is not a silver bullet, but is an excellent starting point.

"I feel the important objective in any class meeting is the discussion that occurs among the students," he adds. "PowerPoint presentations simply serve as a springboard that enables students to critically evaluate their ideas about the human experience."

**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.**