



Technology Resources Orientation

A Technology Guide for College Employees



The purpose of this document is to provide employees of San Jacinto College the information needed to enable their access to services available to them college wide. It is the intention of the Educational Technology Division, as part of those services, to make the experience of working for the college to be a positive and enjoyable experience. Welcome aboard!

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Web Page



PDF-Document



Video



Word Document



PowerPoint Presentation



Excel Spreadsheet

Technology at San Jacinto College

The college provides information about technology resources for all employees and students necessary to support the mission and business of the college. Faculty and staff are provided access to learning, teaching, and workplace productivity technologies to support student success. All employees assume individual responsibility regarding college policies and guidelines for the use of college information technology and computing resources.

San Jacinto College Policy VI-V

- Policy on Information Resources 

San Jacinto College Guideline 2-3

- Computer Services – Information Technology Services (ITS) 
- Individual Responsibilities for Computing Resources 
- Computer Security Guidelines 

Technology services at San Jacinto College are provided by two divisions which work collaboratively to support faculty, staff and student use of technology throughout the college environment. Educational Technology (EdTech) and Information Technology Services (ITS) offer a full range of technology support and services.

Student Technology Quick Start Guide

Technology resources available to students are outlined in an online quick-start guide which is accessible from the [login page of Blackboard](#). The content included in this student quick start guide was developed in collaboration between the Educational Technology and Information Technology teams. Questions regarding the Student Quick Start Guide should be directed to the EdTech Team at edtech@sjcd.edu.

Information Technology Services (ITS)

Information Technology Services (ITS) ensures the functionality of the network and technology hardware and software across the college. The services ITS provide includes technical support and client services, data and web management and systems, and infrastructure services.

Information Technology Services . . .

- provides day to day support regarding hardware, software, and end user questions and maintains the IT system at the user level across the district.
- oversees functional application development and implementation of college systems including, but not limited to Banner, the college website, AXIOM, imaging systems, TouchNet, Operational Data Store (ODS) and WebFOCUS reporting tool.
- supports the development and management of institutional reporting to state, federal and accrediting agencies.
- provides technical management and support of network security, servers, employee and student email, internet access, all network components, and software, hardware and peripheral purchase, deployment and inventory.
- supports the audio visual throughout the college and classrooms, live event support, and video collaborative communications.

The San Jac website provides [additional information regarding ITS, including their blog and their online support system](#).

ITS Technical & Desktop Support

ITS' Technical Support – commonly referred to as “Tech Support” – provides a first point of contact for all employees and students in need of support regarding college technology. Tech Support answers many questions at first contact and routes any calls requiring further assistance to the appropriate area within the college.

Phone: 281-998-6137 (on campus, extension 6137)

Email: techsupport@sjcd.edu

Tech Support Online

[Tech Support Online \(TSO\)](#) is a self-service support knowledge base, accessible from the College homepage (My SanJac, Tech Support) or within the Blackboard Tools module, which allows college employees and students to search for answers to questions or issues related to the use of college technology resources. ITS manages the implementation and functionality of TSO, and a number of groups, including ITS and EdTech, contribute to the solutions. Questions about TSO should be directed to ITS Customer Care at ITS.CustomerCare@sjcd.edu .

Educational Technology (EdTech)

Educational Technology (EdTech) focuses on the effective application and use of technology by faculty, staff, and students across the college in learning environments. The services EdTech provide includes instructional and media design and development, technology training, instructional training development, Blackboard support, and guidance for both instructional copyright and instructional accessibility.

How can San Jac EdTech Help You?

Educational Technology Services' goal is to facilitate innovative and effective integration of technology throughout the college and to collaborate with the college community to facilitate active, collaborative, and authentic interactions which bolster student success, enhance employee performance and establish San Jacinto College as a leader in technology innovation and excellence.

Educational Technology...

- offers consultations to improve the teaching and learning experience with active, collaborative and authentic interactions
- collaborates with faculty to design, develop and deliver a wide range of multimedia resources which enhance learner engagement
- provides training and advanced support for college instructional technology systems in an effort to enhance performance and collaboration
- provides guidance for both instructional copyright and instructional accessibility
- integrates contemporary learning theories and proven instructional strategies for all learning environments: face-to-face, hybrid and online
- consistently explores and evaluates emerging and innovative technologies and trends that impact the college environment.

EdTech teams provide full service support for learning technology at the college. More information about all EdTech Staff may be found on the [People page of the EdTech Blog \(http://sjcblogs.sanjac.edu/edtech/about/people/\)](http://sjcblogs.sanjac.edu/edtech/about/people/).

Blackboard Support Team

A team of Support Specialists is available to assist you when you experience functionality and/or technical issues within the Blackboard system. Phone and email support services for Blackboard are available:

Phone: 281-542-2084 (on campus, extension 2084)

Email: bbsupport@sjcd.edu

Website: [EdTech blog \(http://sanjac.edu/edtech\)](http://sanjac.edu/edtech)

Hours of operation can be found on the San Jacinto College [EdTech blog](#).

Instructional Design Services

The Instructional Design Services team is comprised of Instructional Designers and Media Production Specialists who collaborate with faculty and staff to create instructional content and multimedia products.

Instructional Designers work with faculty to create active, collaborative, and authentic learning experiences for students, collaborate in the development of online courses, and support the exploration of new learning technologies. Instructional Designers are available at each campus.

Media Production Specialists provide skilled expertise in multimedia development producing videos, audio files, graphics, and other multimedia for faculty and staff. Multimedia Specialists are located in the Media Services Center at the North campus.

Distance Learning Office

The Distance Learning Coordinator works with faculty and staff to promote distance education and provide student and faculty support services in the area of distance learning.

The San Jacinto College Distance Learning Procedures are available via the College's internal website, the Exchange. The Distance Learning Coordinator can be reached via the contact information below.

Phone: 281-998-6370

Email: dist-learn@sjcd.edu

Open Books

Open Books a program focused on "affordable learning," working with faculty to help identify quality course materials at low or no cost for students, allowing students to focus on learning and not the expense of textbooks. For more information, inquiries can be sent to openbooks@sjcd.edu.

Accessing the Network and Passwords

Electronic Communication (E-Com) Guidelines

There is an increasing reliance on electronic communication among students, faculty and administration at San Jacinto College (SJC). This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using electronic communication (E-Com) rather than printed communication. Because of this increasing reliance, SJC requires a policy that outlines its acceptable use of SJC E-Com. The purpose of these guidelines is to establish the rules that govern SJC E-Com usage and protect students, employees and the college from inappropriate use.

[Electronic Communication Guidelines and Procedures](#)

Accessing Computers & the Network

Logging on to and off of San Jac computers is a common process that is familiar to most users. It is important to note the critical security issue of ensuring that all users properly log on to office or lab computers and remember to log off of computers when leaving their work area. The security of employee and student data is critical.

For new employees issued a laptop, the first login on the computer must occur while the laptop is connected to the San Jac network to allow for user authentication to occur and for the local user profile to be created. Once the first logon has occurred, the laptop may be used normally when not connected to the network.

[Logon to San Jac PC Computer \(Windows 7\)](#) 

[Logon to San Jac PC Computer \(Windows 10\)](#) 

[Logoff of San Jac PC Computer](#) 

Creating a Strong Password

The San Jacinto College computing environment houses a significant volume of private, federally protected employee and student data. Every employee must assume a personal responsibility to help protect the network and data. A critical step to meet that responsibility is for each employee to use an appropriate, strong password.

Creating a Secure Password 

Employee and Student Passwords

San Jacinto College uses an Identity Automation System that provides employees and students with a simple, user-friendly interface for creating or resetting passwords and for managing their account security questions. More information is available on the [ITS website](#).

Employees **must** register their accounts in order to successfully reset their network password online or through the credential manager feature on their workstation.

How to Set Up Your Security Questions 

Network Drives

The college provides several network storage solutions which allow employees to save data to a network hard drive rather than the hard drive on their local machine. This makes it possible to access files from any computer on the college network and to share files with colleagues. Three network drives most commonly used are the *G: Drive*, the *H: Drive* and the *P: Drive*. Accessing network drives requires the computer be on campus or connected to the college network via VPN.

- The **G: drive** is the college *Groups* drive; it has folders for different work groups within the college; only members of the respective group will have access to the folder. Creating folders on the G: drive may be requested via TechSupport
- The **H: drive** is individual, private storage space. It is unique to each individual user based on the network login credentials used to access the computer. Only the user logged into the computer has access.
- The **P: drive** is a public storage space. Creating folders on the P: drive may be requested via TechSupport. Only non-security sensitive documents and files should be **temporarily** stored on this drive to allow for easy file sharing.

Accessing Network Storage Space 

Virtual Private Network (VPN)

When off campus and not connected to the college network, using a home computer or a college laptop, a Virtual Private Network (VPN) makes it possible to connect to the network and remotely access network resources including network storage, Banner and remote access to an office computer.

The Pulse Secure System, the College's adopted VPN, makes it possible to connect directly to the SJC network so that network drives may be mapped and Outlook may be configured for email.

Accessing VPN 

E-mail

Employee E-mail

San Jacinto College provides all employees and students with a college email address. Employees may access and use their email account through MS Outlook as a desktop application, the Outlook Web Access via the internet, or San Jac issued or personal mobile devices.

For technical assistance on employee email or MS Outlook, contact ITS Tech Support at 281.998.6137 or techsupport@sjcd.edu.

Student E-mail

Students use Office 365 to access their student email provided by San Jacinto College. Students may access the student email portal from the college website. The college website provides support documents for students accessing their email account.

Introduction to Student Office 365 

Accessing Student Email Account 

VoIP Phone System & Voice Mail

The college Voice over IP (VoIP) phone system offers telecommunications services including voice mail for employees. Check the back of your phone for the model number.

AVAYA 9620 QUICK REF.pdf 

AVAYA 9620.pdf 

AVAYA 9630 QUICK REF.pdf 

AVAYA 9630.pdf 

AVAYA 9640 QUICK REF.pdf 

AVAYA 9640.pdf 

AVAYA 9650.pdf 

AVAYA 9650 QUICK REF.pdf 

AVAYA Modular Messaging Guide 

College Systems & Applications

SanJac Website

A great deal of information is available to faculty and staff through the [San Jacinto College website \(http://www.sanjac.edu\)](http://www.sanjac.edu). Forms may be accessed from within the Forms and Documents area on the [The Exchange \(http://internal.sanjac.edu/\)](http://internal.sanjac.edu/).

San Jacinto College Secure Online System (SOS)

The San Jacinto College Secure Online System (SOS) provides faculty, staff and students access to personal information and core business processes. Through SOS, faculty may securely access private personnel records and information, the San Jac emergency notification system, and student records related to courses including rosters. The SOS roster of students enrolled is the official roster for a course; more information regarding the comparison of Blackboard and SOS rosters is available in the [Student Enrollment](#) section below.

Accessing SOS 

Checking Rosters in SOS 

Accessing Course Syllabus in SOS 

Performance Management System (Cornerstone)

Cornerstone supports the performance management process within the college. All employees complete yearly individual performance plans (IPP), mid-year reviews and end-of-year reviews through Cornerstone. Cornerstone can be accessed via the [My San Jac page](#).

Professional Development Management System (Cornerstone Learning Portal)

The [Cornerstone Learning Management System](#) is the college's online professional development management system. Through Cornerstone, employees may access online the college wide training and professional development calendar including: viewing the calendar, registering for sessions and curriculum, completing fully web-based learning modules (WBLs), accessing completion certificates for completed sessions, record external training sessions, and reviewing training and professional development history.

The Cornerstone Learning Management System is an online resource for training and educational opportunities for all San Jacinto College employees. Employees are able to search the online course catalog, register for courses and curriculum, and track your training and professional development activities within in one system.

Employees have direct access to thousands of on-demand resources including courses, books, videos and more that are available through SkillSoft via the SJCD Cornerstone Learning

Management System. The single sign-on method for Cornerstone and SkillSoft will simplify the process and keep all learning and training information in one place. As part of the process an employee's learning history is stored and training and professional development activities will also be tied to your performance management profile in Cornerstone.

For assistance please contact the Cornerstone Support at CornerstoneSupport@sjcd.edu, ext. 6387 or 281-998-6387.

Course Evaluation System (Explorance Blue)

Explorance Blue (San Jac Surveys) institutional survey system is used to administer surveys that support institutional assessment and continuous improvement efforts. Managed collaboratively by the Office of Learning and Assessment and the Institutional Research & Effectiveness offices, departments college-wide may request surveys be administered to college audiences via Explorance Blue; turnkey support is provided for surveys administered using the institutional system. The system is used to deliver the End of Course Survey made available to all students regarding their learning experience in each course they take at San Jac.

For assistance with Explorance Blue (San Jac Surveys) contact Office of Learning and Assessment at 281-998-6376 or survey@sjcd.edu.

Enterprise Management System (Banner)

Banner is the enterprise management system implemented by San Jacinto College to electronically manage all core business including but not limited to: student enrollment and business, personnel and payroll records, and all finance related procedures (purchasing, budgeting, etc.). Access to Banner and specific forms within the system is dependent upon an employee's job function and supervisor approval. Training schedules and online training options are available through the Cornerstone system.

Institutional Information Reporting System (IIS / WebFOCUS)

The Institutional Information System (IIS/WebFOCUS) provides a consistent, centralized location for data as the source for college wide reporting needs. IIS provides a standard web-based interface through which college employees may run established, institutional reports based on regular snapshots of data queried and transferred from Banner. This ensures different college units are using the same data and reports as decision support tools. Reports available via IIS include: daily registration counts, weekly registration counts, term vs. term enrollment comparison, GPA reports, student and faculty characteristics, base year report, and shared and unique enrollment between/by campus.

Accessing IIS 

Learning Management System (Blackboard)

A Learning Management System (LMS) is, generally, a software application to facilitate the delivery of learning activities, content, and administration. Many LMS' are internet based and have achieved widespread adoption throughout higher education.

San Jacinto College's current, institutionally adopted LMS is Blackboard Learn, version 9.1 Q2 2017 EdTech provides technical support, training, and course development services to support faculty use of the system.

Blackboard Learn

Blackboard Learn is San Jacinto College's institutionally adopted learning management system and can be accessed at [San Jacinto College website \(http://online.sanjac.edu\)](http://online.sanjac.edu).

Accessing Blackboard 

Basic training to support faculty in the use of Blackboard can be obtained by enrolling in the following training modules within the Cornerstone system. These trainings provide faculty the information necessary to meet the minimum presence requirements defined for all San Jac courses.

- BKBD 9081: Getting Started with Blackboard
- BKBD 9086: Communication Tools in Blackboard
- BKBD 9084: Setting Up the Grade Center
- BKBD 9095: Using the Grade Center

Additional Blackboard training content is available within the Cornerstone system, on the EdTech Training section of the [EdTech Blog](#) and through the Hoonuit tool on the Blackboard "My SanJac" tab.

Minimum Course Presence Expectations

Blackboard course sites are created for every instructional section offered by San Jacinto College as part of schedule creation. All faculty must maintain a minimum presence in the Blackboard course site for each class that includes the following:

1. College-approved syllabus
2. Faculty contact information
3. Active use of the Grade Center to make students aware of their course progress. This includes submission of final grades via the Blackboard system.
4. Courses that include a signature assignment will have the collection of selected assignments in Blackboard as required for assessment.

Faculty teaching online or online/classroom classes will make additional course content and assignments available as appropriate for the course and delivery method.

Training resources and more information on meeting the [minimum presence expectations](#) can be found on the EdTech Blog.

Distance Learning Certification Training

ACAdemic Learning - the standard for distance learning course instructor certification at the college – is facilitated by the EdTech Instructional Design team. The ACAdemic Learning certification provides faculty with a basic background in educational design principles and teaching methods including effective content design and delivery, learning environment design, alternative methods of assessment, effective integration of technology resources, and other relevant pedagogical content. The focus of ACAdemic Learning is keeping learners engaged through active, collaborative, and authentic instructional experiences.

Faculty seeking ACAdemic Learning Certification at San Jac can register within the Cornerstone system. Questions about ACAdemic Learning can be directed to the Distance Learning office at 281-998-6370.

Blackboard Course Sites

For every course section created in Banner, a corresponding course site is created in Blackboard. Instructors use this site to meet required minimum presence expectations and provide students with documents, links, exams, and other information or tools to make their learning goals successful. Instructional designers are available at each campus to support faculty in building a robust and pedagogically sound course.

A standard template is automatically loaded into each generated course site. The template is a starting point for faculty in developing course sites and includes content to help each course site meet the minimum presence expectations and Quality Matters (QM) standards.

Explanation of Course ID

Each course shell created in Blackboard is given a unique identifier. An example is shown below with a breakdown of the components.

201510:54321 College Algebra (Math 1314.701)

- **Term:** 201510
- **Course Reference Number (CRN):** 54321
- **Course Name:** College Algebra
- **Subject:** Math
- **Rubric:** 1314
- **Section:** 701

Term Indicator

- First four numbers indicate school/fiscal year
 - Runs from September to August
- Last two numbers indicate semester
 - 10 = Fall
 - 20 = Spring
 - 30 = Summer

Course Reference Number (CRN)*

- First number indicates semester
- Last four numbers are randomly created by Banner during creation process

***Note** When contacting Blackboard support, please have your G00# and course reference number (CRN) ready, as that is the search criteria used to locate courses within the administrative side of Blackboard.

Section Indicator

The first number in the section indicator references campus.

- 1 = Central
- 2 = North
- 3 = South
- 7 = Online
- 8 = Online / Classroom

Student Enrollment

All enrollments into Blackboard courses are created through an integration process between Banner and Blackboard. If a student listed on the SOS roster is not showing in Blackboard, please contact Blackboard Support. ***Please do not attempt to enroll the student;*** that will cause the student to become disabled and delay their access to the course site. **The Banner/SOS roster of students enrolled is the official roster for the class.**

Checking Rosters in SOS 

Checking Rosters in Blackboard 

Course Availability

All courses will automatically become available to users on the morning of the first day of classes in a given part of term, to create a “virtual classroom” environment for our students. This will be analogous to students being able to “walk in” the door of their physical classroom. Please be sure to have your sites ready to go by 12:01 am on that day or post a note to let students know when they can expect to see content on the site. Faculty may open course sites prior to the first day of class as they choose.

Copying, Archiving and Exporting Course Sites

Course sites remain accessible to faculty via Blackboard for a minimum of one year from the end of the term in which it was taught.

For semester-to-semester course preparation, it is recommended that faculty enlist the copy process to move content from one course site to another. Training documentation on this process can be found on the [EdTech Blog](#).

Should faculty wish to keep an archived version of a course site, it is recommended they use the archive process in Bb. An archived copy of a Blackboard course site contains FERPA protected content including student information, submitted assignments and course content. Copies of these must be kept in a secure location per College procedures.

Should faculty wish to keep a clean version of their course site, it is recommended they use the export process in Bb. An exported copy of a Blackboard course site will not contain student information, only course content.

Classroom Technology

Scheduling Technology Enhanced Classrooms

On a semester-to-semester basis, the scheduling of classes in technology enhanced classrooms occurs through the college process for development of the college semester class schedule. Contact your department chair for more information.

To schedule a room on an ad hoc basis complete the Facility Services form on the [College Internal website](#).

Tier I & Tier II Classrooms

Instructors have access to computing technologies in a number of classrooms across the College, providing an enhanced learning environment. Instructors can utilize a personal or college-issued laptop to share a variety of learning tools with their students; such as PowerPoint presentations and online videos. All equipment is placed for convenient instructor access with an optimal display location for students.

ITS continues to work with the Campuses and Administration to implement Classroom Presentation Systems (Tier 1 and Tier 2) to improve access to the computing resources for Instructors.

Tier 1 classrooms come equipped with the following:

- Ceiling-mounted projector
- Standard 16×9 screen
- Two ceiling grid speakers
- Presentation lectern with an optional computer or collaborative equipment
- Wall-mounted AV connections for connecting equipment to the projection system
- Wall-mounted projector controls that allow you to adjust display source and volume
- Network data drops for SJC network connectivity

Tier 2 classrooms come equipped with:

- Ceiling-mounted projector
- Standard 16×9 screen
- Two ceiling grid speakers
- Spectrum lectern with computer, document camera, and supporting audio/visual gear
- Control panel on lectern or on the wall that allows you to adjust display source and volume
- Connections for connecting external equipment to the projection system
- Network data drops for SJC network connectivity

Legacy Classroom System

The Legacy Classrooms, also known as Point 5 classrooms, are technology enhanced learning spaces located throughout each campus that include a basic media presentation system. The Point 5 classroom includes:

- a teaching podium which houses
 - mounted computer system (not in all rooms)
 - document camera
 - DVD/VCR (not in all rooms)
 - composite, auxiliary inputs (red/yellow/white)
 - internet/network cable connection
 - laptop/VGA connection
- ceiling media projector
- projection screen

The control panel on top of the podium directs which video signal is being sent to the media projector for display on the screen at the front of the room.

Interactive Learning Center (ILC) Classrooms

All ILC classrooms are technology enhanced learning spaces. Four levels of rooms exist in the ILCs at each campus: lecture classroom, laptop room, computer lab, and videoconferencing/ITV room. All four types of classroom include

- mounted computer system
- document camera
- Internet/network cable connection
- connections for external equipment (includes HDMI and VGA connections)
- composite, auxiliary inputs (red/yellow/white)
- 2 – ceiling mounted media projectors
- 2 – motorized projection screens

The four types of ILC classrooms differ by the additional technology made available to faculty and students:

- Lecture classrooms, provide no additional technology at student seats
- Laptop rooms, provide power and network connections for student laptop use
- Computer labs, provide a desktop computer at each student seat
- Videoconferencing / ITV rooms, provide videoconferencing equipment for use in the room and power and network connections for student laptop use.

For technical assistance on classroom equipment use contact ITS Tech Support at 281.998.6137 or techsupport@sjcd.edu.

Scheduling Media Classroom Training

Training on available equipment is also available for employees. To schedule training, please contact Tech Support at 281-998-6137 or TechSupport@sjcd.edu to request an appointment with a Media Specialist for training on all equipment. When submitting your request, please include a good time that a specialist may contact you and schedule a training session.

How to Submit an ITS Media Request

In an effort to ensure an event, class, meeting, or presentation is a success, ITS has put together an online media request form. This form collects all the necessary information that ITS needs to support your request. Once the room has been reserved, employees that require IT media support, will need to fill out the [ITS Media Request Form \(http://www.sanjac.edu/form/its-media-request-form\)](http://www.sanjac.edu/form/its-media-request-form).

Examples of IT media support include:

- IT Support for Major or Minor College events
- Microphone requests
- Projector setup for PowerPoint or webinar
- ITV Classroom Training, Setup, or Support
- A/V Classroom Training
- Guest account access for events

Please allow at least two business days' notice when submitting your request.

Social Media

San Jacinto College and a variety of divisions and groups within the college actively participate in social media. More information and the guidelines for appropriate use by official college groups can be accessed through [the Social Media page of the College website](#).