A Summer Filled with Knowledge Sharing & Collaboration

OTS Team Members are key presenters at multiple industry conferences.

The Office of Technology Services (OTS) Team has been busy this summer. Not only has everyone been juggling multiple projects, as well as normal requests and incidents, but many of them have been taking time to share their experiences and knowledge with others in the higher education and information technology field. LSC OTS team members are highly valued at conferences for their commitment to sharing our best practices with others so that we may all learn and collaborate to better our businesses.

A Glance at the UBTech Conference in Las Vegas

Associate Vice Chancellor of Technology Services Butch Juelg, LSC-Montgomery OTS Campus Director Jim Crawford, LSC-CyFair OTS Campus Director Doug Ceasar, and LSC-University Park OTS Campus Director Blaine Keener gave several presentations at the UBTech Conference in Las Vegas in June. Here overviews of a few of the sessions that our Lone Star College OTS team members presented:

**Student Engagement: Exploring Today’s Mobile Technologies** was designed to offer a hands-on, highly interactive introduction to emerging mobile tools and explore its potential impact to professional development and learning in the classroom. The session showcased how LSC put more than 400 iPads into instructor and students hands to find out how or if mobile devices, such as iPads, kindles, Nooks etc. can really increase student retention and engagement.

**If You Build It, They Will Come!** was a workshop that covered how to involve your IT department in the design, planning and construction of new spaces to ensure a best-practice teaching and learning environment. Crawford shared why involving IT early in the process saves time, money and unnecessary headache down the road.

**Technology’s Role in Construction Planning** discussed the integration of IT into the construction team is critical to delivering functional instructional spaces. The utilization of technology standards saves time and money. Ceasar and Keener shared how the utilization of standard processes and practices help insure the implementation of technology adheres to the design and is manageable for years to come, as well as how communication with stakeholders from project inception to completion helps ensure technology is implemented on-time and defect-free.

**Classroom Technology, The Fine Line Between Value and Cutting Edge** covered how to determine what is the "right" technology for the classroom and what is the best value. It is always a challenge when designing or updating a modern classroom. Juelg and Crawford discussed the process OTS uses to determine what technologies are selected and how those technologies are implemented across our very large college system. Change is never easy; they shared how faculty, facilities and staff were involved in the selection and the requirement of the classroom.

Need IT assistance? Call the OTS Service Desk at 832.813.6600. We’re happy to help.
Reminder: “All Employee” Email Distribution Lists are Now Automated Based on Your Location in iStar

Last month, new “All Employee” Distribution Lists were created for each location within Lone Star College. Membership in these groups is now automated based on an employee’s official HR record in iStar. Employees will not be manually added to any list.

If you feel you are not in the correct Distribution Group(s), or if you are physically working at a location but not receiving mass distribution list email messages for your appropriate job code (Faculty, Staff, etc.), please contact your local HR team to verify your "Location Code" in iStar.

Using Lone Star College Video Conferencing Rooms

Video conferencing rooms can seat large groups, some rooms up to 20 people to accommodate face-to-face meetings between any video conferencing or telepresence units throughout Lone Star College as well as video meetings with contacts outside Lone Star College (outside contact must be accessible by IP or SIP address).

You can also make phone calls internally or externally from any video conference room without disrupting the video conference.

Need to schedule a meeting? Schedule your room in Outlook.

1. In Outlook, go to Calendar and click the New button in the top left corner.
2. Click the Scheduling Assistant button to begin scheduling your rooms.
3. Add the rooms by clicking the Add Rooms button. Another window will appear.
4. Choose the rooms by highlighting the name and clicking the Rooms button for each room you have selected. Click OK when complete. NOTE: You must choose at least two rooms.
5. Choose the date and time. Remember, you will have to choose a time when both of your chosen rooms are available.
6. Click the Send button when finished.

Shortly afterward, you should receive an email from each room stating that they have accepted your meeting. You will also receive an email from "Unity Directory Services" stating that your meeting is confirmed.

On the day of the meeting - Starting the meeting

These rooms have the camera mounted separately from the screen. Once the time has arrived for your meeting, you are in the video conference room and the system is turned on, you should see your meeting displayed on the screen. Use the iPad running the Crestron app to select join.

Locations and seating capacities of video conferencing rooms are listed on the Web and Video Conferencing page on LoneStar.edu/OTS under OTS Services.
# Upcoming iStar Training Opportunities

Check out these upcoming face-to-face training activities. For the full schedule of training activities (including start and end times), go to myLoneStar.edu, click the iStar Search Tool and search for “training” to find the topic. Then click the link to see all the training dates.

<table>
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<tr>
<th>Activity Code</th>
<th>Environ.</th>
<th>Subject</th>
<th>Start Date</th>
<th>End Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Location</th>
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<td>iStar: Adjunct/Overload Pay</td>
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* Check the iStar Training Calendar at LoneStar.edu/istarttraining for the room number prior to the training activity.

**We are ready to help you succeed!**
OTS Shining Star of the Month

Leonardo Carvajal
Client Technologies Tech III
LSC-Montgomery

“I just wanted to take a moment to tell you what a STELLAR job Leonardo is doing for our building/division! He is ALWAYS so helpful and knowledgeable. His kind, polite, and professional demeanor makes it so easy to work with him. He is a true gem! We are so lucky (and THANKFUL) to have him! …

“We are so thankful for all that Mr. Leonardo is able to do. Thanks for sharing him with us! He is absolutely wonderful!”

Janeu Houston
Professor of Biotechnology
NaSH Division

OTiS’s Corner

Look who won an OTiS!

June Winner
Melissa Johnson
Manager - Division Ops.
LSC-Atascocita Center

July Winner
Sony Simon
Division Ops. Specialist
LSC-University Park

LSC-University Park OTS User Services Manager Eric Josey presenting Sony with her new pal, OTiS.

OTiS loves hanging out with his college friends and helping them with technology!

Everyone could use a helping hand paw now and then!

Win your very own OTiS!

Remember, when your OTS Service Desk ticket is closed you will receive an email asking for your feedback. Be sure to complete the customer satisfaction survey. You will be entered into a monthly drawing to win an OTiS. And then you’ll have your very own techie pal, too!

Thanks for your feedback so far. We have increased customer survey responses by at least 25% this year! Way to go!

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