“Hello from InTech Takoma Park/Silver Spring – what’s up ‘Doc’”

What a busy semester this has been. We didn’t host an InTech Talk this fall but in its place, let me share some changes since we last met. The following are highlights of what’s new and exciting with our Smart Rooms, classrooms, labs and enhancements for our programs.

A major change was our Theatre Arts program moving from their small space in the Communications Arts building into the newly opened Cultural Arts Center – see photo to right. There is significant progress for The Commons building renovation, visually appealing and opening Spring 2010. It will be the newest facility to receive 10 new Smart Instructor Workstations aka Smart Rooms. Moreover, 3 additional Smart Rooms are planned for installation in the SS and SN buildings – how grand!

An interesting fact is that there will be approximately 91 campus classrooms at the start of Spring 2010. Of those, 73 are Smart Rooms which means 80% of our classrooms are equipped to support this increasing demand for Smart Rooms.

So what does this mean to you and your programs: classes can be offered in Commons, 15 additional Smart Rooms for the start of Spring 2010, a music lab/classroom for piano and guitar class offerings in the Cultural Arts building, additional seating capacity for FL220 classes (movie making) and lastly, more availability of Smart Rooms to accommodate your teaching style.

My friends, you’re making a difference. Season greetings and continued success in your academic endeavors.

Bernie Allen
Campus IT Manager
Office: (240) 567-1582

“IT supporting student’s success”

In November a group of TP/SS students got together and decided to revive the Computer Club. They needed an Advisor so I volunteered. Since that time, the Club’s President, Honore Tapoko, officers and members developed their objectives – shown below.

- learning more about computer science
- offering training in computer related themes to the student body at large
- work on projects that can help close the computer divide gap in communities

Other faculty and staff members that have assisted are: Dr. Jeanann Boyce and Professor Evelyn Gonzales-Mills. The outcomes of these efforts are below.

- Dr. Boyce facilitated a couple of training sessions related to MS Office applications
- Professor Gonzales-Mills is working with the Club on a project that provides books and computers to disadvantaged children in El Salvador

For more information about the Club or to offer your assistance contact their President Honore Tapoko at: htapoko@montgomerycollege.edu or Eduardo.Noboa@montgomerycollege.edu.

by Eduardo Noboa, Club Advisor
Academic Computer Support Specialist

Technology Updates

"I'm a PC, I'm an iMac"

During the winter break the TP/SS Student Technology Center (STC) will be receiving twenty-one new iMac computers as part of IT's Computer Replacement Schedule. The campus has three facilities with Macs, the Cafritz Arts Center, the Cultural Arts Center and the Student Service Center.

The iMacs will have high resolution displays and 79 percent more pixels for more vibrant colors. They will run the latest operating system (Snow Leopard) with quad-core processors with advanced graphics. They are the fastest, most powerful iMacs yet. The new Macs will be ready for the Spring 2010 semester in January. Stop by the Student Technology Center (ST304) when the Spring Semester begins to try them out.

by William Tata
Academic Computer Support Specialist

“Computer replacements and what you need to know”

The InTech team is planning replacement projects that include 155 workstations total in the ST Building. Five Smart Station classrooms will be added during the holiday in Science South and Science North.

“Planning for the future – things to consider”

Floppy drives obsolete! For the next series of replacements, the floppy drive (add-on) we used to be able to get is no longer an option. They have been discontinued and computer manufactures can no longer purchase them as a media device. We knew it was coming a few years ago and now, it’s a reality. I bet you saw that coming so no big surprise. However, if you’re using floppy media for software in your discipline, start looking for new software that uses USB media or that can write to a network drive. Start now!
“STC closing after Finals week – we’re getting better stuff”
The Student Technology Center (STC) will close after Finals week on December 20, 2009. The Center will remain closed during the Winter Session in order to replace all workstations within the center. The Center will reopen on the first day of classes for Spring 2010 semester (1/25/2010).

“Students busy at their studies – usage continues to rise”
We continue see and track high usage of the open computing lab, Student Technology Center (STC) in the Student Services Building – see chart to right. Since its move to campus from Fenton Street, we have tracked record numbers of student visits. During the first ten (10) months of this calendar year we have surpassed our records set in years past by more than 20,000 visits. The Center has had 15.3% more patrons through the first ten month of this year than during the same period in 2008. We project 125,000* for calendar year 2009 which is a 9 percent increase since 2008.

by Charles Harried
Academic Computer Lab Supervisor

Software Updates

“The Latest and Greatest – keeping current with the pace of technology”
Every time a piece of software is needed in an academic area, there is a procedure in place to handle such requests. Several stages are involved in this procedure. The client, whether it is a faculty or a staff member, fills out a Software Request Form, which includes all pertinent information as it relates to the application in question. Once the request form is filled and signed by the requestor, it is forwarded to the Chair then to the Dean of the unit for their respective signatures. The Vice President/Provost signs it and the form is routed to the Campus IT Manager for a final review, assessment and signature. From there, the request form is forwarded to OIT for processing by our Resource Management team who proceeds with the purchase.

by Youssef Halli
Technical Support Coordinator

Save the Budget, Save the Planet
Be sure to shut down your equipment before you leave. In a Smart Room, that means the projector and document camera as well as the PC. In a fully computer-equipped classroom, have your students shutdown their workstations as well. In your office, turn off your display panel and printer. Better yet, have them all on a switched surge protector and after shutting down the workstation, turn everything off at once by switching off the surge protector (many devices still use electricity when simply “turned off”). The savings for the College and the environment can be considerable.

by The Budget Office

“Service Level Expectations – just call, we’re here to serve you”
The InTech TP/SS team has been very busy this year. Of the many academic technical support tasks, activities and projects we perform yearly, the most important is classroom response. We closed 795 Incident Work Orders this calendar year – see chart below. An Incident is when a technical issue is blocking the delivery of instruction and where you’ve called the IT Helpdesk (x77222) for assistance.

The 795 Incidents were completed at a success rate of 99.8 percent and is within our Service Level Expectation (SLE) for our clients.

by Sam Wiseman
Academic Computer Support Specialist

From the Editor

Thanks to all members of the InTech TP/SS team for your efforts, support and commitment to serve the campus needs. You are effective in your roles and make a difference for our students, faculty and administrative teams (campus and IT).

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by Ross Cromwell
Academic Computing Coordinator

Talk Numbers

“The next generation”
The current college standard workstation is the Optiplex 780 Desktop. We’ve scheduled to replace 70 GX620 workstations in ST304, 33 workstations in ST328 and another 33 in ST330. This will also be the model used in Science South and Science North for our new Smart Rooms. These projects will be performed over the holiday using this next generation Dell.

by The Budget Office

The center table is as follows:

<table>
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<th>Classrooms &amp; Labs</th>
<th>Smart Rooms</th>
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<tr>
<td>Sum 09</td>
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<tr>
<td>Total</td>
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<td>795</td>
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</tbody>
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