Technology Planning Committee

During this hectic time of the semester, the Technology Planning Committee is forging ahead. Currently the committee is focusing on three support functions; namely, cross-communication, technology research and strategic planning support.

Cross-communication

Although ACC is making major strides towards integrating technology into its ethos, it seems with the transition in administration that there has been a respite in the coordination of technology-related efforts. The Technology Planning Committee is struggling to understand the breadth and depth of these efforts so recommendations may be made to revitalize the coordination. Discussions that occur in committee are a part of this coordination. The committee plans to enhance existing processes as well as establish new ones that foster further cross-communication at the college.

Technology Research

The Technology Planning Committee has been educating itself on how to effectively fulfill the technology research function required by the college community. The committee is also exploring the Uncover/Reveal software package available through the Library Web Page. This package accesses a database of over 18,000 periodicals. Initial investigations have helped define narrower, more useful searches that are in progress and have pointed to specific publications that may prove useful for future technology planning.

Strategic Planning Support

The role of the Technology Planning Committee in the strategic planning process has been elusive. Although the committee has made efforts to support strategic planning unit (SPU) goal development like organizing the Technology Summit, visiting division department chair meetings and contributing to the ACC Technology Planning Bulletin, the committee members feel that they could do a better job in this area. The committee hopes that our cross-communication and research efforts will help us identify how to better support future development of SPU strategic goals. The members of the Technology Planning Committee are open to any advice that would improve that support.

Now that SPU goals have been established in the current strategic planning process, the committee is excited to have the opportunity to review the technology-related goals to help identify common themes, to recognize conflicting goals and recommend possible resolutions. The committee is as anxious as any one to see where ACC is when the dust from the strategic planning process settles. In the meantime, the committee is determined to help establish what the best collective approximation of that destination is.

Implementation Task Force

The Implementation Task Force is currently working on policy and procedures for a “one-stop” help desk. This includes hours of operation, scheduling, call priorities and database development. The task force is also developing the scope and responsibilities of the Technology Support Department. This document will be beneficial in delineating what items/services the college will provide and those items that departments or units will need to fund.

Off-Campus Technology

Perhaps the best way to learn more about the types of technology available at our newest off-campus center is to attend A Taste of Tech, a celebration of the grand opening of the University Center at Chaparral. During the grand opening, each of the UCC partners will be providing demonstrations on the many types of technology available at the University Center. This event is scheduled for Wednesday, April 5, 2000, beginning 5:15 p.m. at the University Center at Chaparral. You can RSVP by calling 303-792-9447 or responding online at www.the-university-center.org
A sense of satisfaction hovered almost in reach as I drafted the last few sentences for the report. Then it happened. The dreaded rectangular box flashed onto my computer screen. Groaning inwardly, and shifting my mind into troubleshooting mode, I peered at the error message. I was lucky this time because the error was easily corrected. But what about those computer problems that aren't easily resolved? I've learned from experience, lots of experience, that explaining a computer problem after the fact to one of ACC's technical support staff is challenging. Words often fail me, and rarely have I been able to recreate a computer problem.

So what can ACC's computer users do to facilitate the troubleshooting process? Try making a print of the screen in its nastiest "error message" mode. Here is how.

- Push the PRINT SCREEN key on your keyboard.
- Depending on the type of error message, CLICK OK to close the message box.
- Open a new (blank) Word document.
- Click on the PASTE icon.
- CLICK AND DRAG the square to size the picture.
- When finished, PRINT your document.
- Finally, jot down a few notes, like the date the problem occurred, what program(s) you were using at the time, and what you were doing right before the error message appeared.

Now you have a picture of the computer problem to hand to the technician. The saying is true: "A picture is worth a thousand words!"

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**Intranet Update**

The intranet prototype is still available for your review at www.arapahoe.edu/Intranet. Concurrently, we are finishing the intranet server set-up. (Special thanks to Buz Newman!) After final testing is completed, we will let you know via e-mail how to get to the intranet site. Each department, division and/or area should be thinking about the types of information it is planning to place in its section of the intranet. The Educational Technology department will be conducting mini-workshops to help folks learn how to develop and post web pages to the intranet. More information to follow soon. Thanks for all the positive comments and feedback.

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**ACC Technology Planning Bulletin**

This bulletin is published monthly for faculty, staff and administrators of Arapahoe Community College. Your ideas and suggestions are welcome. Please send items by April 10, 2000 to:

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