College Technology Resources
2006-2007

LOS ANGELES MISSION COLLEGE
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Students Access to Technology

New Student ID number with new ID cards
Student ID numbers were converted from SSN to the new ID successfully on July 1, 2006. New identification numbers start with 88. Students can obtain their new ID cards in the Business Office or in the Admissions & Records office. More information about the student ID conversion including FAQ’s can be found at: http://www.lamission.edu/it/faq.html.

Mass Email Blast
The Information Technology (IT) Department, Student Services and Public Relations have been working together to send a mass email to all LAMC students with news and registration information about the Fall 2006 semester.

E-Plato Courses
Plato is online educational software which assist students in improving their basic skills in different subject areas.

SARS GRID is an appointment scheduling software package for student services such as EOPS, DSPS and the Counseling office. e-SARS is web interface software to the SARS-GRID Scheduling and Reporting System, which allows students to make changes or cancel their own appointments. The student can access this system using a web browser (such as Internet Explorer).

SARS CALL is an automated telephone confirmation and notification system. It combines computer and telephone technology to make appointment reminder calls and to announce upcoming events.

Schedule of Class Online (SOCO) is an online version of the schedule of classes that includes information such as active session enrollment, standby count, time, room, class limit, instructor, a brief description of the course and other class specific details. Enhancements to this system are planned, which will allow students to search the class schedule by subject, course, or section number. They will also be able to select their search by time, day of the week and online classes to produce only desired results. If the student is logged into their “My Mission” account
(see below), they will be able to add a class to their “Shopping Cart.” The courses will be saved for future reference and the student will be able to visually view their weekly class schedule.

**Math Center**
The Math Center was funded by the college’s Title 5 grant and is located on the lower level of the Campus Center. This area is equipped with the latest technology to promote the teaching/learning process and is currently being used to for specially designed Math courses.

**“My Mission”**
Is an online student resource that is currently being developed. It will provide a portal for students which allows students to view their current class schedule, email their instructor, view class file(s) such as syllabi for a particular class, add/edit their email address (used in communicating with their instructors), view the courses in their “Shopping Cart” (see above), receive messages for tutoring referrals and other important services that will benefit the student.

**Faculty/Staff Access to Technology**

**Distance Learning**
The IT Department together with ITV program and Distance Learning coordinator provided Etudes-NG training to faculty and expanded the Course Management Tools to include moodle.com.

**Center for Excellence in Teaching (CET)**
The Center for Excellence in Teaching is a campus initiative designed to develop and enhance faculty skills in using instructional technology. It is located in the faculty cluster area and in the LRC 234. The CET in faculty cluster has 3 high-end window-based computers, and one IMac. The CET in LRC 234 has 24 high-end computers. In addition to campus standard pre-installed software, computers in the CET will include the Adobe Acrobat read/write package.

**Computer Replacement**
All faculty computers in the CSB building and faculty cluster have been replaced with Pentium IV, 512 RAM, and the following pre-installed software: MS Suites 2003 (Word, Excel, Access, Outlook, FrontPage, Notes and Info Path), Adobe reader, FileZilla and Symantec Antivirus.

**New Lanier copier/printers**
New Lanier machines have been installed in several locations on campus. The Faculty Cluster will have two machines to better serve the print volume in this area. Lanier technicians will provide training to all
faculty/staff in sessions to be scheduled at a later date.

**New Faculty/Staff Identification Card**
Faculty/Staff are encouraged to obtain your new Photo ID card in the Business Office or Admissions & Records.

**ON-SITE Technical support**
An IT staff member will be stationed in the Faculty Cluster during the first week of the Fall semester to provide on-site support. Full-day coverage will be provided during this period.

**Research Data & Information**
There is much information about the college’s enrollment, student characteristics, and instructional staffing available at the LAMC Institutional Research web page. The site has recently been redesigned and now contains a number of dynamic online reports through which you can obtain both current and historical information about the student population, class schedule, and instructional staffing. The link to this page is: [http://www.lamission.edu/research/index.html](http://www.lamission.edu/research/index.html). Questions about this site can be directed to Maury Pearl at ext. 7788.
GENERAL INFORMATION

The Information Technology Department
Mission and Goals

To enable the use of information technology effectively in support student, faculty and staff
To deliver information technology and services that meet the needs of Mission College, achieve the highest level of customer satisfaction and provide a robust and secure information technology infrastructure.

Staff Members

- Maury Pearl  Dean of Research, Planning and Information Technology
- Hanh Tran  Manager, College Information Systems
- Carlos Garcia  Computer Network Support Specialist
- Eric Rettke  Computer Network Support Specialist
- Derek Law  Asst. Computer Network Support Specialist
- Jerry Garcia  Asst. Computer Network Support Specialist
- Julie Pepe  Asst. Computer Network Support Specialist
- Terry Carter  Media Specialist
- Juan Chacon  Multimedia Developer

Services We Provide

- Audio/Video Media Services  • Telephone services
- Computer/Printer and Network services  • Web services

Hours of Operation
INFO TECH
7:30AM - 8:00PM Monday – Thursday and
8:00AM – 4:30PM on Friday

AUDIO VIDEO SERVICE
7:30AM - 4:00PM Monday – Thursday and
8:00AM – 4:30PM on Friday

Locations
The IT office is located at the lower level of the Library and Learning Resource Center building.
The Audio-Visual office is located in the Campus Center.

How to Contact Us
The main number is (818) 364-7608
Please call this number for general information, but not to report problems. IMPORTANT NOTE: Leaving work requests by voice mail may delay service.
To Report a Problem
The best way to report telephone, A/V equipment, computer, printer, and Web is online at: http://support.lamission.edu. To report problem on line, you must have a college email account. Please see page 10 for detailed instructions.

What If I Can’t Get Online?
Of course if your computer isn’t working, or you don’t have a Mission email account, you can ask another staff member who had Mission email account to submit a work request. Faculty can request a Mission email account through the department secretary in your area.

Workshops
The IT Department will send email messages monthly informing the campus community of workshops offered, their location and instructor. Previous workshop topics included the following:
  - Microsoft Office Specialist preparation (cover MS Word 2003 only)
  - MS Front page (How to place the information on web site)
  - MS PowerPoint (How to create a presentation)
  - MS Outlook (How to use college email)
  - Using Technology in classroom (Using flash drive, LCD projector)
  - MS Access (How to create a simple database)
  - Exploring MS Windows shortcuts.
  - Etudes-NG training

Archivo workshops can be found at: http://www.lamission.edu/it/workshops.html

Useful Links

- Email FAQ: http://www.lamission.edu/it/faq.html
- Instructions on how to use Plant Facilities, IT work request: http://www.lamission.edu/it/support.html
- Instructions on how to use FTP program: http://www.lamission.edu/it/web.html
- On Line Work Requests: http://support.lamission.edu/ (on campus only)
- Telephone usage instructions: http://www.lamission.edu/it/telephone.html
- Workshop schedules: http://www.lamission.edu/it/workshops.html
Services

- Loan of audio-visual equipment and educational videos, films for appropriate use by faculty and staff
- Assist faculty/staff with classroom media equipments, campus events
- Duplicate educational video tapes, CD, audiocassette staff and faculty
- Maintains audio-visual equipment, repairs and orders new equipment
- Maintains multimedia library of instructional materials for faculty

Media Equipment Reservations - Frequently Asked Questions

1. **How do I make a reservation?**
   You can make a reservation on line when you are on or off campus at: [http://support.lamission.edu/](http://support.lamission.edu/) (select Audio-visual Equipment Reservation Request link)
   The reservation must be made 24 hours in advance. Or, stop by the AV office located in the Campus Center.

2. **Who can reserve equipment?**
   Full-time and part-time faculty and staff can reserve equipment for instructional use only. Students are not allowed to check out equipment without an instructor present.

3. **How do I request repair of the A/V equipment?**
   You can submit an A/V work request on line at this link: [http://support.lamission.edu/](http://support.lamission.edu/) (select Audio-Visual/computers/printers/Web work request link).

4. **What is the policy regarding pickup or returning equipment?**
   To minimize the risk of equipment loss, it is the responsibility of the faculty/staff checking out equipment to return it to the appropriate area. An area for storage has not been finalized yet. All other sensitive equipment such as cameras, boom boxes, cassette, headphones, and media (video VHS, DVD, cassettes) should be returned by the instructor or staff member in person. An AV staff member will pick up all other equipment such as tv combo units, overhead projectors, and slide projectors.
5. I would like to use the A/V equipment in the classroom. How do I get help?
The CSB (Collaborative Studies Building) is the only building on campus that provide complete Audio Visual technology in the classrooms, the only room in the CSB that does not have this technology is CSB111.
If you are scheduled to teach in CSB111, you can request equipment online to have equipment delivered to your class.
In order to use smart technology in the CSB building you first need to go through a formal training session scheduled through the AV Department. You can schedule an appointment by submitting an A/V request on line at this link: http://support.lamission.edu/ (select Audio-Visual/computers/printers/Web work request link) or you can drop by the AV Department office. After the training has been done, you will be issued a key to use the equipment for that semester only. Please do not lend the key to persons who have not been formally trained. It is the department head’s responsibility to provide computers to be used in the Collaborative Studies Building. AV will not be responsible for this. The Collaborative Studies Building also has wireless network available for Internet access. For other classrooms where A/V equipment is not available, please submit an A/V reservation request on line at this link: http://support.lamission.edu/ (select Audio-visual Equipment Reservation Request link).
Mission college Network Environment

In order to provide convenient entry for authorized persons, yet maintain security/privacy, you will be given a user name and password to gain access to most information technology network applications. You may have more than one account/password depending on which services you use. Please keep your passwords safe, yet accessible in case you need to reference them.

Common Types of Accounts

MS OUTLOOK EMAIL

• Who may have a Mission Email account?
Any full-time or part-time faculty or staff member may have a Mission email account.

• Requesting a new email account
To request a new email account, your department chair, managers or directors will submit a IT on line work request. The IT On Line Work Request instruction can be found at: http://www.lamission.edu/it/support.html. You will need to supply the following information to request a new email account:
  □ Your full name including middle initials, if any
  □ The Department you work for, and
  □ Your LACCD employee number

• Why do I need a Mission email account?
Once you have a Mission email account, you are able to access the Mission network to obtain District applications, and to submit an on line A/V, telephone, computer, printer, web work request.

DEC ACCESS ACCOUNT

• What is a DEC account?
The DEC mainframe computer houses the District’s Student Information System. Faculty and staff are able to access to DEC either by terminal simulation program or Web access. DEC Web access is used for faculty on or off campus. DEC terminal simulation is used on campus only.
• **Requesting a DEC account for faculty**
  All full time and part time faculty have DEC access via Web based by default from District. The web-based Instructor System can be used to view your class roster, assign grades to your students, or exclude your students from your classes. This system can be accessed at: [http://marlin.laccd.edu/faculty_staff/service_logon.asp](http://marlin.laccd.edu/faculty_staff/service_logon.asp). Requesting DEC screens is not necessary unless faculty need additional screens to use on campus. To request additional screens, the secretaries of faculty area can email to the IT Department a DEC authorization form. Dec Access Authorization Form can be downloaded at: [http://www.lamission.edu/campus_forms.html](http://www.lamission.edu/campus_forms.html)

• **Requesting a DEC account for staff**
  To request a DEC account or additional DEC access screens for staff, department chairs, managers, or directors will need to submit a DEC Access Authorizations form to the IT Department.

• **Where can I obtain the DEC Access Authorization form?**
  It can be downloaded at: [http://www.lamission.edu/campus_forms.html](http://www.lamission.edu/campus_forms.html)
TELEPHONE AND WEB SERVICES

Telephone Services

• Who may have a phone number?
Staff, part time, and full time faculty can have a phone number.

• Requesting a phone number
To request a phone number, department chair persons, managers, or
directors must submit an online work request at: http://support.lamission.edu/.

• Report a phone problem
You need to have a college email account to submit an online work re-
quest (see page 10 for details). Once you obtain the college email, you
can submit a phone problem at: http://support.lamission.edu/.

Web Services

• What is a Web account?
A Web account is also called an FTP account. It allows faculty to dis-
play the information on their web pages to their classes.

• Who may have a Web account?
If you would like your department information or class information to be
displayed on the college web sites to students, then you can request a
Web account.

• Requesting a Web account or Requesting a Web service:
To request a Web account or Web service, use the online IT work re-
quest to submit your request. It can be found at: http://support.lamission.edu/.

• Why do I need the FTP program? How and where do I get it?
FTP program is a program protocol which allows the user to upload their
web pages to the College Web server. With District Security recommen-
dations, to access to the Web server from on for off campus, users must
use a secure FTP program. The secure FTP program and documenta-
tion can be downloaded at: http://www.lamission.edu/it/web.html. You
may want to attend the training workshops offered by the IT Department
on how to use FTP secure to get familiar with uploading the web pages.