

# College Resources

## 2007 - 2008

### Los Angeles Mission College

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# www.lamission.edu: What's News?

## Students Access Technology

### On Line ASO Voting

“For the first time in Mission College’s history, students elected a President by voting on-line, rather than with paper ballots”, college News & Events commented.

The on line voting was scheduled for two days last May successfully. Students were able to cast their ballots on or off campus securely.

### New KIOSK computers

The ten new touch screen KIOSK computers with high speed Internet were setup in the lobby of the Admissions & Records area. Students are able to view the student service information and submit application on line by touching screen and keyboard.

### Career Center

The five Pentium II computers are replaced with the new five Pentium IV Tangent computers and two new network printers for student uses in the career center. The Tangent computer is a state-of-the-art personal computer behind a 17-inch LCD display creating a space saving.



### Biology Lab

### Web Cast 2007 Commencement

“For the first time ever, relatives and friends who are unable to attend the ceremony can view it live on the Internet”, college News & Events commented.

## Faculty/Staff Access Technology

### Smart Classroom project

The Smart Classroom is a collaborative effort from various units included Budget Office, Purchasing office, Administrative Service, Academic Affairs, Plant Facilities, Information Technology and outside vendor.

The goal of the project is to bring technologies into the classroom in order to assist teaching and learning to faculty and students. Eleven classrooms in Instructional building were converted to smart classrooms as

follows: 1001, 1002, 1012, 1013, 1017, 2003, 2004, 2006, 2009, 2018 and 2021. These smart classrooms are equipped with electronic screen, mounting projector, VHS/DVD players, four speakers, computers, and audio/video switch controller.

### **ON-SITE Technical support**

IT staff members commit to provide on site support to faculty in the Faculty Cluster during the first week of fall 2007. Our schedules are:

9/4 (Tuesday) – 9/6 (Thursday)

07:30AM – 11:00AM:	Jerry Garcia
11:00AM – 02:00PM	Hanh Tran
02:00PM – 05:30PM	Eric Rettke
05:30PM – 07:00PM	Carlos Garcia

9/7 (Friday)

07:30AM – 11:00AM:	Jerry Garcia
11:00AM – 01:00PM	Hanh Tran
01:00AM – 04:00PM	Eric Rettke

# 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 Technology
- Hanh Tran                        Manager, College Information Systems
- Carlos Garcia                  Computer Network Support Specialist
- Eric Rettke                        Computer Network Support Specialist
- Jerry Garcia                      Asst. Computer Network Support Specialist
- Julie Pepe                        Asst. Computer Network Support Specialist
- Terry Carter                      Media Specialist

## Services we provide

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

Info Tech office locates at the lower level of the Library and Learning Resource Center building.

Audio-Visual office locates at 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, and printer** is online. To report problem on line, you must have a college email account. Please see page 6 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 secretary in your area.

## 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>

# AUDIO/VIDEO MEDIA SERVICES

## 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 equipments, repairs, order equipment and  
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 <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/part time faculty and staff can reserve equipment for instructional use only. Student is not allowed to check out equipment without an instructor present.

### **3. How do I request to repair the A/V equipments in the classroom?**

You can submit an A/V work request on line at this link: <http://support.lamission.edu/> (select **Audio-Visual/computers/printers/Web work request** link).

### **4. What is the policy regarding pickup? / returning equipment?**

Equipment that can be stolen such as computer projection cart is the responsibilities of the instructors who request the equipment. The Equipment should be return to the designated area where the equipment will be stored. An area for storage has not been finalized yet. All other sensitive equipment cameras, boom boxes, cassette, headphones, and media (video VHS, DVD, cassettes) should be return by the instructor in person. An AV TECH will pick up all other equipment such as TV COMBO UNITS, OVERHEAD PROJECTORS, and SLIDE PROJECTOR.

### **5. I would like to use the A/V equipment in the classroom. How do I get help?**

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 just drop by. 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 heads to provide computers to be used in the collaborative studies building AV will not be responsible for it. The collaborative studies building also have wireless network available for Internet access. For other classrooms where A/V equipments are 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).

# COMPUTER/PRINTER AND NETWORK SERVICES

## 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 application. 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 employee number within the district

- **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?**

DEC is a District student database. 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.

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 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 have to submit to IT the DEC Access Authorizations form.

- **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 on line work request at <http://support.lamission.edu/>.

## Web Services

- **What is a Web account?**

Web account is also called FTP account. It allows faculty to display the information of their web pages for 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:**

To request a Web account, use the on line IT work request to submit your request.

- **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 recommendations, to access to the Web server from on for off campus, users must use a secure FTP program. The secure FTP program and documentation can be downloaded at <http://www.lamission.edu/it/web.html>. You may want to attend the training workshops offered by IT department on how to use FTP secure to get familiar of uploading the web pages.