



Information Technology Operations

answers technical questions for staff and faculty through the Help Desk at x4357. Approves, orders, receives, tests, repairs and installs computer hardware and software. *Reed Anderson, x5180*

Instructional Technology Services

provides equipment and supports faculty use of instructional technology in the classroom and online.

Shereen Fogel, x5179

Administrative Information Services/ ERP

manages information to assist management & staff, and implements the ERP system for student, financial aid, finance, and human resource systems.

David Roswell, x5183

Network & Systems Services

plans, implements & operates the campus-wide integrated network infrastructure.

David Mathews, x5168

Institutional Research

measures & monitors institutional effectiveness and assists administration and faculty in research programs and processes. *Edward Karpp, x5392*

Academic Computing Labs

provides open access to computer and software application for GCC students.

John Miketta, x5625; Tom Starr, x5806;

Mary Stone, x5061

FAQ

Q: What do I do if my computer is not working?

A: Call the Help Desk at x4357.

Q: How do I get an email address?

A: Fill out an email application at the IT Front Desk LB113.

Q: How do I access my email via the web?

A: Go to <http://emu.glendale.edu> and use your email address and password to login.

Q: How do I reduce SPAM in my email inbox?

A: Use Postini. Contact the HelpDesk x4357 for more information.

Q: How do I get overheads/transparencies made for my class?

A: Bring your printed material to the IT Front Desk and transparencies will be made for you.

Q: How do I check out equipment (videos, laptops, portable video projectors, etc.) for instructional use?

A: Equipment can be checked out at the IT Front Desk LB113.

More FAQ

Q: How do I get training on software (like Powerpoint, Excel, Frontpage)?

A: IT works with staff development to provide a variety of technology related training. See staff development website for dates and times.

Q: How do I learn how to use the equipment in my classroom? (video projector, computer)

A: Come to the IT Front Desk and ask for a walk through. We're happy to show you how to use the equipment.

Q: How can I check a student paper for plagiarism?

A: Use Turnitin. To learn more, attend a Turnitin workshop or stop by the IT Front Desk in LB113 for a quick introduction.

Q: How do I learn more about WebCT?

A: Go to www.glendale.edu/online to learn more, or contact the WebCT HelpDesk at x3457, or visit AD 151.

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What Information
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1500 N. Verdugo Road
Glendale, CA 91208
www.glendale.edu



Information and Technology Services

What is Information and Technology Services?

Information and Technology Services (ITS) is comprised of specialized departments working together under the Dean of Information Technology to support the technological needs of the college including: academic computing laboratories, classroom technology, campus network, administrative systems, desktop technology, and institutional research.

Robert Owen

Dean of ITS
x5281

Pam Boehret

Administrative Assistant, ITS
x5847

ITS Help Desk

x4397
www.glendale.edu/IT

Key Instructional Services

ITS provides equipment for checkout including:

- Laptops
- Slide projectors
- Digital cameras
- DVD players
- DVD and VHS movies
- Video projectors
- Cassette players
- VCRs
- Digital and analog camcorders

IT supports three levels of instructional equipment in classrooms:

Level I: classrooms with a TV monitor, an overhead projector, and a wall-mounted screen.

Level II: Level I classroom plus a video projection unit and Internet access. Laptop computers can be used in this room as well.

Level III: Level II classroom plus a cabinet with a computer, a VCR, a DVD, and some with remote mouse.

Training is provided for:

Instructional Software

WebCT (Course Management System)
Respondus (Quiz creation software, can be used with or without WebCT)
Turnitin (anti-plagiarism service)
Interwrite Pad (Interactive Whiteboard)

Desktop Software

Microsoft Office Suite
Eudora Desktop Email
EMU Web Email
Postini SPAM and Virus blocker for Email

Academic Computing Labs

Academic Computing Labs offer registered students access to a variety of software programs including Microsoft Office (Word, Excel, Powerpoint, Frontpage) as well as a host of specialized software used in GCC courses.

Computer Lab	Location
CAD/CAM	AT-208, AT-107
English	AD-238
Geography	SB-161
Language Credit ESL & Language Arts Non-Credit ESL	SG-135 SG-129B Garfield Room 121
Math/Science	CR-131, SB-162, SG-379
Media Arts	SG-326, SG-327, SG-328
Music	AU-213
Physical Science Computing	CR-146
San Gabriel Open Lab/Lab Classrooms	SG-129
San Rafael Open Lab/Lab Classrooms	SR-318

Lab hours vary. Check the Schedule of Classes for current hours.