

# Academic Computing Environment

Learn more by visiting [http:// go.elac.edu](http://go.elac.edu)

Several components comprise the Academic Computing Environment (ACE), the latest computing facility at East Los Angeles College. Below is a description of the various components that make up ACE.

## Student/Faculty E-Mail

**Function:** Automatically generates e-mail accounts for Students & Faculty, create e-mail distribution lists (by class, discipline, all Students, all Faculty) and facilitate an easy means of information exchange in/out of the classroom.

**Availability:** Available to all students, faculty, and department chairs.

**Users:** Faculty, students, and Administration can e-mail the distribution lists.

## GoPrint

**Function:** Provide one printing/copying system to the academic computer labs including satellite campuses. GoPrint allows students to deposit funds into an account and print from several open campus computer labs.

**Availability:** System available in the Mente lab, Library, Learning Assistance Center and the South Gate open computer labs.

**Users:** Available to all students with current ACE accounts.

## Integrated Network Video (Starbak)

**Function:** This system allows for video streaming or displaying of lectures, tutorials, live TV, teleconferences and live events like the ELAC Commencement.

**Availability:** System is available as web-based and accessible in three modes: 1) open, 2) password protected and 3) a targeted audience such as a class.

**Users:** Students, Faculty, Staff, and the general public.

## CI Track & CI Track Web

**Function:** Attendance Tracking System is used for positive attendance tracking in open computer labs and tutoring centers.

**Availability:** Currently deployed in Mente lab, English Writing Center, Learning Skills Center, CSIT, CAOT, and South Gate.

**Users:** Students, Instructional Assistants, Faculty & Info Tech for reporting data.

## MS SharePoint Portal (<http://digital.elac.edu>)

**Function:** A collaborative learning environment that extends learning beyond the classroom.

**Availability:** Currently available.

**Users:** Students and Faculty.

## Wireless Network

**Function:** Provide access to campus and internet resources via wireless devices.

**Availability:** This is currently offered in limited areas. Will be campus wide by end of 2007.

**Users:** Students & Faculty can access the network via personal wireless devices using their ACE accounts

## Computer Labs

**Function:** Enhance teaching through the use of software applications and access to the Internet.

**Availability:** Currently, all academic computer labs are networked and available to all faculty and students.

**Users:** Students & Faculty.

## Student Identification

**Function:** The student identification cards give access to an array of student services.

**Availability:** Main campus and South Gate.

**Users:** Students.

# East Los Angeles College

## Information Technology Department

### General Services Information

The East Los Angeles College Information Technology department heads the campus computing facilities. This includes the technology standards, deployment, maintenance and support. The department also takes an active leadership role in promoting the use of technology to meet the institutional objectives.

#### New Academic Computing Environment (ACE)

Faculty and students are encouraged to visit our website to learn more about the new technologies now available. For assistance and training visit the Teaching Learning Center (TLC) located in F5-105, open from 9:30am to 8:00pm, Monday thru Thursday. For more information visit [go.elac.edu](http://go.elac.edu).

#### Request for Network/Email Access

An ACE account to access academic computers and e-mail is automatically generated for faculty and students— once a class is assigned to a faculty member and a student enrolls in a class.

Faculty can obtain an Administrative email account by completing the appropriate form(s) available in F5-102b to gain access to campus and District applications. The forms must be signed by your department chair/supervisor and forwarded to the IT Department for processing. Once processed the requestor will be contacted with the account information.

#### IT HelpDesk

Faculty and staff can submit and check the status of work requests via [ithelpdesk.elac.edu](http://ithelpdesk.elac.edu) (intranet; from within campus). Like other Campus/District applications, this requires an administrative network account.

#### Department Information

Location: F5-102B

Office hours: 8:00am-8:00pm, Monday thru Thursday

8:00am-5:00pm Friday

Phone: (323) 265-8700

Email: [ithelpdesk@elac.edu](mailto:ithelpdesk@elac.edu)

Website: <http://elac.edu/collegeservices/IT/index.html>

Please address all technical questions and work requests to the IT HelpDesk system either via the web or by using the HelpDesk phone line at (323) 265-8700.