



GLENDALE COMMUNITY COLLEGE

Student Guide to Information Technology

MCCCD | Chandler-Gilbert | Estrella Mountain | Gateway | Glendale | Mesa | Paradise Valley | Phoenix | Rio Salado | Scottsdale | South Mountain

Introduction

In your search for the right college, we are pleased you are considering Glendale Community College (GCC), one of the ten colleges that comprise the Maricopa County Community College District (MCCCD).

This guide is based on content developed by EDUCAUSE in cooperation with the National Association for College Admission Counseling (NACAC) and the American Association of Collegiate Registrars and Admissions Officers (AACRAO). It will answer questions related to Information Technology at GCC.

Computers are everywhere and will be a big part of your college experience. While a campus' technology resources, support and services will not be the only factors you consider, they are important, variable and too often misunderstood.

Beginning with the opening of High Tech Center 1 in 1986, GCC has been recognized for its commitment to leading-edge technology. Since then, the college has opened High Tech Center 2, the High Tech Annex, multiple labs and classrooms that are equipped with computers for use in a wide range of academic disciplines.

Expanded information on Information Technologies at GCC is available at www.gccaz.edu/OIT/studentguide. This guide can be downloaded as a PDF.



Academic Experience

Active learning with technology: bringing students, faculty, and information together

At GCC, you will join a community of people devoted to creating and sharing information. This section will help you to understand how technology is used to support learning and collaboration in your areas of interest or possible major(s).

COURSEWORK—IN AND OUT OF THE CLASSROOM

HOW DOES THE CAMPUS USE TECHNOLOGY TO ENHANCE TEACHING AND LEARNING IN YOUR AREAS OF INTEREST?

The use of technology to enhance teaching and learning varies greatly by academic department and degree program. Some examples of technology uses include:

- Sim robots/mannequins used in Nursing and EMT
- Courses taught in virtual worlds such as Second Life
- Video and audio capture and streaming
- Audience response systems
- Web 2.0 technologies
- Online access to grades and course materials

ARE CLASSROOMS TECHNOLOGY-ENHANCED?

GCC has equipped each classroom with a multimedia projection system and additional technology as required by specific programs.

WILL YOU USE TECHNOLOGY TO COLLABORATE WITH OTHER STUDENTS IN BOTH YOUR INTRODUCTORY AND ADVANCED COURSES?

Many GCC instructors expect students to use technology to collaborate with other students. Examples include:

- Social networking
- Team presentations
- Wikis, blogs, and the use of other online collaborative tools

DOES THE SCHOOL GIVE CREDIT FOR COURSES TAKEN ONLINE FROM OTHER INSTITUTIONS AND SOURCES OF INSTRUCTION?

MCCCD transfer policies allow credit to be awarded for transfer classes taken at a college or university with Regional Accreditation and meeting minimum criteria. It is best to have your transcripts reviewed in the Admission and Records department for proper credit.

SUPPORT SERVICES

DOES THE SCHOOL HAVE MULTIMEDIA LABS YOU CAN USE TO WORK ON PROJECTS? IS THERE HELP AVAILABLE?

The campus has several multimedia labs, many of which have specialized equipment for use in a particular department or major. A general-access lab is located in the Library Media Center and gives students access and support for creating their audio-visual projects.

ACADEMIC EXPERIENCE CONTINUED



ARE LIBRARY COLLECTIONS AND RESOURCES—SUCH AS CATALOGS, RESEARCH DATABASES, SPECIAL COLLECTIONS, COURSE RESERVES, FULL-TEXT ELECTRONIC JOURNALS, BOOKS AND STREAMING MEDIA—AVAILABLE ONLINE AND ACCESSIBLE OFF-CAMPUS?

Online, off-campus access to the library's subscription databases, full-text journals, electronic books and streamed media requires an activated eGCC account. Streamed videos must be viewed online. Off-campus access is limited to GCC students and staff using their eGCC account and password. The online catalog is publicly accessible online and off-campus; however, a validated account in the library system is required for interlibrary loan, renewals and other library account functions.

WHAT TECHNOLOGY RESOURCES AND HELP ARE AVAILABLE TO STUDENTS WITH SPECIAL NEEDS?

Disability Services & Resources office coordinates a variety of services to provide qualified students with access to GCC's courses, services, programs, activities or facilities. The Disability Services staff assists in coordinating or providing reasonable accommodation and support for qualified students with various disabilities. A variety of hardware and software assist those with disabilities. Modified workstations and keyboards are also available. Students with disabilities are encouraged to visit Disability Services & Resources for information about accessible facilities and services.

CAN THE LIBRARY DELIVER DOCUMENTS TO YOU ELECTRONICALLY, EITHER VIA E-MAIL, FILE TRANSFER, OR THROUGH WEB POSTING?

The library delivers documents electronically via email to students through interlibrary loan.

WHAT KIND OF HELP DOES THE LIBRARY PROVIDE FOR RESEARCH ASSISTANCE, AND WHEN IS THE HELP AVAILABLE?

The library offers reference services in person, by phone, by email or by appointment during regular operating hours. An online chat-reference service, "Ask a Librarian," is provided 24/7/365 through a consortium.

LOOKING TOWARD GRADUATION AND A CAREER

DOES THE CAMPUS OFFER GENERAL OR PROFESSION-SPECIFIC TRAINING PROGRAMS THAT WILL ENSURE YOU ARE FLUENT IN CURRENT INFORMATION TECHNOLOGIES WHEN YOU GRADUATE?

Many academic disciplines offer profession-specific training that range from basic computer usage to advanced computer graphic art. Some require basic computing or research-intensive courses as a part of degree requirements while others provide courses as electives. Most courses use technology for communication. Courses using Blackboard, GCC's course management system, engage students in the use of technology – email, discussion groups, online collaborative learning groups, virtual classrooms and more.



Administrative Experience

Taking Care of Business

Your campus experience at GCC will include time spent taking care of practical matters. Find out which transactions and services GCC offers that can be handled online.

MANAGING YOUR PERSONAL INFORMATION/ CONDUCTING BUSINESS

WHAT PERSONAL INFORMATION CAN YOU VIEW ONLINE—YOUR CONTACT INFORMATION, GRADES, DEGREE PROGRESS, FINANCIAL STATUS, OR OTHER INFORMATION?

Students can view their personal information and emergency contacts through My.maricopa.edu, MCCCCD's one-stop portal. Students can also view grades, academic status, financial status, their class schedule and submit payments.

CAN YOU UPDATE ANY OF THIS INFORMATION ONLINE YOURSELF?

Students can update addresses, contact information, marital status or security questions. They can also register for, add or drop classes.

WHICH OF THE FOLLOWING CAN YOU DO ONLINE?

My.maricopa.edu can be used to complete ALL of the tasks listed below.

- > check admissions status
- > pay bills
- > apply for admission and view
- > financial aid status/awards
- > register, add and drop courses
- > check course grades
- > view and print unofficial transcripts
- > check progress toward completion of degree requirements

WHAT CAMPUS AND COMMUNITY SERVICES ARE COVERED BY DEBIT-CARD, SMART-CARD, OR ONE-CARD SYSTEMS?

GCC's student ID card allows students to access their account information, check out library books and Pay-for-Print. GCC does not have a "one card" system in place.

IS THE SCHOOL CATALOG—INCLUDING COURSE DESCRIPTIONS, DEGREE REQUIREMENTS, ACADEMIC POLICIES—AND THE SEMESTER/ TERM SCHEDULE OF CLASSES AVAILABLE ON THE WEB?

- > GCC's Catalog is available on the college website and provides course descriptions, degree requirements and academic policies.
- > Students can view class schedules as well as check for availability by accessing "find a class" on My.Maricopa.edu.



PRIVACY, SECURITY & USAGE RULES

WHAT SECURITY AND PRIVACY POLICIES ARE IN PLACE TO PROTECT STUDENT INFORMATION?

Students authenticate with personal data and are assigned a unique ID (MEID). The MEID is then used to access personal student data and course materials as well as student email.

HOW DOES THE CAMPUS NOTIFY STUDENTS OF THEIR RIGHTS UNDER THE FEDERAL FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)?

Notification is provided in the official college catalog. It is also on the student information form among other listings.

HOW DOES THE CAMPUS MANAGE E-MAIL SPAM AND SPYWARE?

MCCCD provides a student email account that is reliable and secure, with a powerful anti-spam service.



Student Experience

Enriching your extracurricular experiences with technology

Whether you will be a full- or part-time student at GCC, the school's social, extracurricular and career-services activities will be an important part of your educational experience. Find out about the technology tools that facilitate different communities on campus, allowing for communication, personal development and getting together in person and virtually.



ACCESSING COMPUTER SERVICES

WHAT PUBLIC ACCESS FOR COMPUTING IS AVAILABLE TO STUDENTS?

Students have access to open labs during the day, evening and weekends. Upon logon, each student is granted access to the data, software and resources needed to meet their coursework requirements.

Free wireless connectivity is available to all students with limited access for guests.

DOES THE CAMPUS PROVIDE INSTITUTIONAL E-MAIL ACCOUNTS FOR ALL STUDENTS AND USE E-MAIL AS AN OFFICIAL MEDIUM OF COMMUNICATION?

MCCCD provides each student with an official email account. This is a specific gmail account and is the official medium of communication for the college and district. Official communication is also sent to the student's individual student center on My.Maricopa.edu. Students are responsible for communication sent to their official gmail account and their student center.

DOES THE CAMPUS PROVIDE AND SUPPORT ELECTRONIC SPACE FOR PERSONAL STUDENT WEB PAGES?

MCCCD provides each student with Google Apps@Maricopa. Google Apps is a set of communication tools and storage space that includes the ability to create a personal website. In addition, GCC also provides each student with disk space for personal web space and file storage.

IS NETWORK BANDWIDTH LIMITED FOR PEER-TO-PEER SOFTWARE, GAMING, WEB CAMS, OR OTHER PROGRAMS REQUIRING HIGH LEVELS OF NETWORK SERVICES? DOES THE CAMPUS HAVE POLICIES ADDRESSING PEER-TO-PEER FILE SHARING, COMPUTER VIRUSES AND COPYRIGHT VIOLATIONS?

Priority use of information technology resources is given to activities related to instruction. eGCC users are prohibited from engaging in any activity prohibited under MCCCD's Technology Resources Standards.



CONNECTING WITH OTHERS

IS CONTACT INFORMATION FOR STUDENTS, FACULTY AND STAFF READILY ACCESSIBLE ELECTRONICALLY?

Contact information is available for both faculty and staff through the Faculty & Staff Directory on the college website. Student information is not available online for privacy and security reasons. Instructors have access to their students' contact information.

DOES THE CAMPUS MAKE ONLINE COMMUNITIES AVAILABLE (FOR EXAMPLE, FORUMS, BULLETIN BOARDS AND SO FORTH)?

Individual courses provide online communities. GCC Unplugged is the exclusive online community for GCC students.

What can you do in GCC Unplugged?

- Features: Articles, videos and surveys on subjects that matter, from dating and fitness to majors and careers.
- People: Tell people about yourself, customize your profile's look, upload photos and find students with similar interests.
- Community: Find out about classes, campus events, student groups, local restaurants and more.
- Discussions: Start a thread about last weekend's game, tonight's lecture, a great class, etc.
- Goals: Set goals for yourself and keep track of your progress. See what others have planned.
- Contests: Hunt for campus resources, participate in a trivia contest, submit your plea for a room makeover—and win stuff doing it.

ARE THERE WEBSITES FOR STUDENT ORGANIZATIONS AND CLUBS?

Many GCC student organizations and clubs maintain their own websites. These are available on GCC's Student Clubs and Organizations website.



Services & Costs

What you pay for and what you get

There is a strong connection between the quality of technology services and associated costs. There is also a wide variation in the ways campuses charge for these services. GCC provides IT-related services at little or no cost.

FEES AND EXPENSES

WHAT, IF ANY, TECHNOLOGY FEE IS CHARGED BY THE CAMPUS? WHAT DOES IT COVER?

GCC does not charge a technology fee. Some classes do have associated course fees to cover the expense of that course.

WILL YOU BE REQUIRED TO PURCHASE YOUR OWN COMPUTER EQUIPMENT AND SOFTWARE?

eGCC workstations are available to any credited GCC student both in its computerized classrooms and open labs.

DOES THE CAMPUS MAKE COMPUTING AND NETWORK ACCESS FINANCIALLY ACCESSIBLE?

GCC's customized computing environment, eGCC, is available to all credited students. eGCC grants access to data, software and resources. Internet browsers, a standard suite of tools, library databases and a wide range of other resources are also available to eGCC account holders. eGCC workstations are in computerized classrooms and open labs. Additionally, eGCC Wireless provides internet access across the campus, free of charge, to any GCC student, and limited access to guests.

IS SPECIAL STUDENT PRICING OFFERED FOR COMPUTERS AND PERIPHERAL EQUIPMENT?

Special student pricing is available through the GCC Campus Bookstore.

TECHNICAL SUPPORT

WHAT HARDWARE AND SOFTWARE STANDARDS, IF ANY, DOES THE CAMPUS REQUIRE, RECOMMEND AND/OR SUPPORT?

GCC supports a standard suite of software tools and a network account for each student. The standard software for Windows machines include: Windows XP, Microsoft Office 2007 (Word, Excel, PowerPoint, etc.). Macintosh computers have OS X and Office X (Word, Excel, PowerPoint and Entourage). Both platforms have anti-virus software, web-browsers and email clients.

WHAT KINDS OF SUPPORT SERVICES (HELP DESK, TRAINING, TROUBLESHOOTING) ARE PROVIDED BY THE CAMPUS, AND WHEN ARE THESE AVAILABLE?

Walk-in, phone, email and chat services are available seven days a week through the client services desk. Account and software assistance is available in all GCC computer labs. The GCC Technology Resources website provides a number of tools, ranging from general information to self-paced tutorials.

DOES THE CAMPUS HAVE A PLAN FOR KEEPING ITS HARDWARE AND SOFTWARE CURRENT, AND IF SO, WHAT IS THE REPLACEMENT CYCLE?

Generally, GCC replaces computers on a 4-year cycle. Some programs require replacement in a shorter frequency, and older computers can find an extended life doing minor tasks on the network. Software is replaced as it becomes obsolete but not before it undergoes an extensive testing process.



IF YOU BRING YOUR OWN COMPUTER TO SCHOOL, WHAT KIND OF TECHNICAL SUPPORT CAN YOU EXPECT FROM THE CAMPUS?

Students will receive wireless internet access and technical support limited to connectivity.

OTHER SERVICES

HOW DOES THE CAMPUS SUPPORT PRINTING FOR STUDENTS, AND IS THERE A CHARGE FOR THIS SERVICE?

GCC's Pay-for-Print program supports students and the college's Green Efforts by helping students make better-informed decisions about what they print. The fee for printing is 10¢ per printed side for black/white and \$1 for color. Students use their student ID card and eGCC credentials to print in GCC's open labs.

DOES THE CAMPUS PROVIDE WIRELESS NETWORK COVERAGE? IF SO, HOW MUCH OF THE CAMPUS HAS WIRELESS CONNECTIVITY?

Free wireless connectivity is available on campus to all students with limited access for guests.

DOES THE CAMPUS INCLUDE THE COST OF TECHNICAL ACCESSORIES (FOR EXAMPLE, A TECHNOLOGY-ENABLED NOTE-TAKING PEN THAT PROVIDES AN INTERFACE TO A CMS) IN ITS TECHNOLOGY FEE, OR ARE STUDENTS REQUIRED TO PURCHASE THESE ITEMS SEPARATELY?

Students are required to purchase these types of items. GCC does not charge students a technology fee.

DOES THE CAMPUS SUPPORT THE PURCHASE AND USE OF E-TEXTBOOKS?

E-textbooks are not offered at this time.



GLENDALE COMMUNITY COLLEGE

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6000 W. Olive Ave., Glendale, AZ 85302
623.845.3333 | www.gccaz.edu

GCC North
5727 W. Happy Valley Rd., Phoenix, AZ 85310
623.845.4000 | www.gccaz.edu/gccnorth

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