

Los Angeles City College Administrative Services "How To" Book	Information Technology Department	IV
		C-9
<b>How Do I Request or Obtain the District's and Other Software Applications Training?</b>		

#### A. Brief Description

These procedures are established to assist all faculty and staff in requesting and obtaining the basic District and other software applications training.

#### B. How To

1. The Primary source of software applications training at Los Angeles City College is the Teaching Learning Center in consultation with the Staff Development Department.
2. The Teaching Learning Center in conjunction with the Staff Development Department provides training for the three major District applications, DEC, Business Warehouse (BW) and SAP.
3. The Teaching Learning Center (TLC) along with the Staff Development Department also provides training on all other major software applications utilized by the College. Some of these applications include Outlook, Microsoft Word, Microsoft Excel, Adobe etc.
4. The Teaching Learning Center in conjunction with the Staff Development Department provides training or workshops in Computer Literacy, Mouse Coaching, and Technological Proficiency etc.
5. The Teaching Learning Center (TLC) along with the Staff Development Department provides training in Etudes (the Online Teaching software), Distance Learning Education, and Websites Development etc. for interested faculty member.
6. All of the aforementioned training are provided upon request to individual staff or a department as a whole (The department head should make the request) by contacting the Teaching Learning Center at extension 2480.
7. If training classes are scheduled, the Teaching Learning Center in conjunction with the Staff Development Department posts the scheduled training classes on the College Public Outlook Folder.
8. The Teaching Learning Center can be reached or contacted at extension 2480 and the website address is <http://www.lacitycollege.edu/resource/oac/oac.html>.
9. The LACCD District also provides periodic training for most major District applications including SAP, DEC & BW.
10. The District scheduled training can be found at <http://albacore.laccd.edu/sapworkshops/> . If further assistance is needed regarding the scheduled training, contact the District help desk at (213-891-2117).

11. The IT Department provides the initial or basic training as to how to log into most of the District main applications including SAP, DEC and BW.
12. Departmental Supervisors and other staff members within certain departments also provide additional training for new staff members within the department only, on those software applications that are required and used by the department.