FREQUENTLY ASKED QUESTIONS FALL 2014

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Revised Aug 2014
About Us
Our overall department is called “Instructional Technology and Distance Learning.” We are within the division of IITS: Instructional and Information Technology Services. We have two main websites, ITDC and Distance Learning.

How We Can Help You (Faculty and Staff)
We can help you with frequently used technology tools like:

- Setting up Class Websites with Moodle
- PeopleSoft features for faculty and employee self service
- Your LBCC e-mail account
- Presentations and documents
- Instructional technology tools

IITS HELP DESK
Classroom and Lab support, network accounts,

For most technology related situations, call the IITS Helpdesk
http://ticketsystem.lbcc.edu
If you need assistance, contact the IITS Help Desk at 938-4357 or helpdesk@lbcc.edu.
Meet our Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sylvia Lynch</td>
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<tr>
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<td><a href="mailto:mmravec@lbcc.edu">mmravec@lbcc.edu</a></td>
<td>L-144</td>
</tr>
<tr>
<td>C.C. Sadler</td>
<td>Educational Technologist II</td>
<td><a href="mailto:csadler@lbcc.edu">csadler@lbcc.edu</a></td>
<td>L-143</td>
</tr>
<tr>
<td>Scott Zuvich</td>
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<td>L-141</td>
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Distance Learning

http://www.lbcc.edu/dl

The Distance Learning website contains a wealth of information for instructors and students about online and hybrid courses at LBCC.

The Distance Learning Student Help line is 562-938-4818. It is available to students the same hours that the LAC ITDC is open.

Contact Wendi Lopez, the Distance Learning Program Specialist, to find out more.

wlopez@lbcc.edu • 938-4025
### About our Websites

<table>
<thead>
<tr>
<th>URL</th>
<th>Description</th>
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<tbody>
<tr>
<td><a href="http://www.lbcc.edu/itdc/">http://www.lbcc.edu/itdc/</a></td>
<td>Access our site through the Faculty and Staff page off the LBCC Homepage, or by choosing the letter “l” on the Site Index. Our hours, locations and other information are on the landing page.</td>
</tr>
<tr>
<td><a href="http://www.lbcc.edu/ITDC/moodle/index.cfm">http://www.lbcc.edu/ITDC/moodle/index.cfm</a></td>
<td>General information about Moodle, the LEARNING MANAGEMENT SYSTEM (LMS) at LBCC.</td>
</tr>
<tr>
<td><a href="http://www.lbcc.edu/ITDC/lynda.cfm">http://www.lbcc.edu/ITDC/lynda.cfm</a></td>
<td>Info for LBCC colleagues about Lynda.com</td>
</tr>
<tr>
<td><a href="http://www.lbcc.edu/ITDC/pcc-itdc.cfm">http://www.lbcc.edu/ITDC/pcc-itdc.cfm</a></td>
<td>The PCC is open for self-service when the LL building is open, but colleagues MUST GET an OMNI code for the door.</td>
</tr>
<tr>
<td><a href="http://www.lbcc.edu/ITDC/Location-Information.cfm">http://www.lbcc.edu/ITDC/Location-Information.cfm</a></td>
<td>How to get to ANY of the IITS departments at the back of the L Building: ITDC, MESS or IMPS.</td>
</tr>
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### Distance Learning

<table>
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<tr>
<th>URL</th>
<th>Description</th>
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<tbody>
<tr>
<td><a href="http://www.lbcc.edu/dl">http://www.lbcc.edu/dl</a></td>
<td>Information about the Distance Learning Program for faculty, students, and the community.</td>
</tr>
<tr>
<td>online.lbcc.edu</td>
<td>Gateway to LBCC’s Learning Management System, Moodle.</td>
</tr>
<tr>
<td><a href="http://www.lbcc.edu/DL/students/preparing.cfm">http://www.lbcc.edu/DL/students/preparing.cfm</a></td>
<td>Resources for students who may be new to Distance Learning are available at: LBCC Homepage &gt; Distance Learning &gt; Preparing for DL @ LBCC Or, the direct link:</td>
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Revised Aug 2014
The ITDC at the Pacific Coast Campus

http://www.lbcc.edu/ITDC/pcc-itdc.cfm

The PCC ITDC is open for **SELF SERVICE** for faculty and staff with an OMNI lock code, during the hours the LIB/LRC (Building LL) is open.
During our open hours at LAC, you can call the IITS HelpDesk at 562-938-4357 and ask for the ITDC. There is a phone in the room.

**OR, please e-mail us if you have any questions or need assistance:**
Monika Mravec: mmravec@lbcc.edu
C.C. Sadler: csadler@lbcc.edu

If you need personal assistance, please come to the **LAC ITDC (L-142)**.

The PCC ITDC is located in the Library/Learning Resources Center in Room LL-124. Make an immediate left turn in when you enter the front doors of the lobby.

**Self Service Hours** are available when the LL building is open (Library / Learning Resource Center).

Library: [http://lib.lbcc.edu.libhours.html](http://lib.lbcc.edu.libhours.html)
Learning Resource Center: [http://www.lbcc.edu/LAR/computerlabs.cfm](http://www.lbcc.edu/LAR/computerlabs.cfm)

**Access During Self-Service Hours:**
In order to use the ITDC at PCC during self-service hours, you must complete an Omni-Code Issuance Request form. Return the form to your Department Head or Dean for signature. You will be notified when your code is ready. Only authorized Faculty with OMNI codes will be able to access the ITDC facility during self-service times.

ITDC doors are to be kept closed at all time during self-service.

During self-service hours, if you do not have an OMNI code to access the ITDC, faculty are welcome to use the Library Research Center.

During our open hours at LAC, you can call the IITS HelpDesk at 562-938-4357 and ask for the ITDC.

**OR, please e-mail us if you have any questions or need assistance:**
Monika Mravec: mmravec@lbcc.edu
C.C. Sadler: csadler@lbcc.edu
ABOUT MOODLE

Moodle is the Learning Management System (LMS) at LBCC.

What is LBCC’s Learning Management System (LMS)?
Moodle is LBCC’s Learning Management System (LMS) for online classes and class websites at LBCC.
Pathway: LBCC Homepage > Distance Learning > Link to http://online.lbcc.edu

Moodle General Information Page
http://www.lbcc.edu/ITDC/moodle/index.cfm or use the pathway: ITDC Website > Moodle

HELP SITE: Moodle help site with some basic "Getting Started" tutorials:
http://www.lbcc.edu/ITDC/moodle/

Moodle : Access for Faculty
Log in at http://online.lbcc.edu with your network (email) login and password.
You should see your current classes, and they are set to be hidden to your students until you make them available. (http://www.lbcc.edu/ITDC/moodle/tutorials/availability.cfm)

We can create a shell course for you that is not tied to any enrollments. This is a safe place to work on creating the site that you want. Once you have those pieces in place, we can help you copy that into the actual Moodle course that is tied to your enrollments.

FIND YOUR COURSE:
After you log in, you should see your fall class(es.) They are set to be hidden to your students until you make them available (the title is gray rather than red). More information about that here: (http://www.lbcc.edu/ITDC/moodle/tutorials/availability.cfm)

USING A “SHELL” SITE
If you would like, we can create a "shell" course that is not tied to any enrollments. This is a safe place to work on creating the site that you want. Once you have those pieces in place, we can help you import that into the actual Moodle course that is tied to your enrollments.
ONE-ON-ONE
Please feel free to come in for brief one-on-one training, where we can answer your questions after you get started on your own — call or email first, to tell us when you would like to come in.

HELP FOR STUDENTS:
Help for your students if they have problems logging in is available at: LBCC Homepage > Distance Learning > “Step-by-Step instructions for accessing your course on Moodle.” Or, the direct link: http://www.lbcc.edu/DL/students/moodleinstructions.cfm There is a PDF file that you can follow if you want to demo the sign in process in the classroom.

Tutorials and Videos
We have a Moodle help site with some basic "Getting Started" tutorials:
http://www.lbcc.edu/ITDC/moodle/

Lynda.com
There are also many Moodle tutorial videos that are available to you as LBCC faculty on Lynda.com – choose the “Log in through your organization or school” option (enter www.lbcc.edu as the portal) and use your LBCC network login information once you are prompted for that.

Search “Moodle” and go to the tutorials for Moodle 2.4 Essential Training. Try viewing just the videos that look appropriate for what you want to do. There is no need to start at the very beginning and work through them all. Several of them are not relevant for our installation. Here is a suggested playlist: http://www.lbcc.edu/ITDC/documents/LyndaPlaylist2-4.pdf

What is the LBCC e-learning zone?
The LBCC e-learning zone, or e-Zone, is the previous Learning Management System, and has been discontinued. All activity ended in June of 2014, though all previous course content will be available to instructors. Find out more here: http://www.lbcc.edu/dl/
PeopleSoft Faculty Self Service
How do faculty members get help with the Faculty Self Service area of Oracle/PeopleSoft?
Follow these comprehensive online instructions to get help with Oracle / PeopleSoft:
http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/index.cfm

-- Call the IITDC HelpLine at 562.938.4357
-- Or walk-in to the ITDC at LAC – you can also make an appointment.

Passwords
For PeopleSoft Faculty Self Service, your network access (your e-mail user name and password).

Getting PeopleSoft password for the first time, or if it was forgotten.
• Go to the LBCC Homepage and choose the Faculty and Staff link. (http://www.lbcc.edu/facultystaff.cfm).
• Choose the button on the LEFT side (Student and Faculty Self Service Login, https://pscs.lbcc.edu).
• Instead of logging in, click the "Forgot My Password" link.
• Follow the prompts to change your password.

PeopleSoft Help Files
Help Files are available throughout LBCC Homepage > Faculty and Staff Link > People Soft help button. You will see help for Students, Faculty and Employees.
• Refer your students to the Student area.
• The Employees link is help for viewing and printing your paycheck and your W-2, as well as editing your personal information.

Here is the direct link to general Help Files for Faculty Self Service:
http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/index.cfm

Most items faculty will need are under "Essential Help Topics." Below are some of the most common questions.

Printing a temporary roster: (first few days of class)
Use the Web Class Roster button to access your Enrolled, Waitlisted, Dropped Students and Permission Numbers:
http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/webroster.cfm

If you are having trouble printing, there are instructions for troubleshooting:
http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/printing/index.cfm
Census Reporting (Reporting NO SHOWS) is through the Grade Roster Link:
The Census Date for 16-week classes is shown at the top of rosters in PeopleSoft. This means
the No Shows HAVE TO BE ENTERED **BEFORE** that date.
This tells you about the process:
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/census.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/census.cfm)
Contact your department head or Enrollment Services if you have questions.

View the “Enter Your Grades” tutorial: This is step-by-step instructions how to do it --- it is
basically the same as entering final grades.
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/entergrades.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/entergrades.cfm)

**E-Mailing Students**
To find out the options on e-mailing your students, please follow this tutorial:
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/emailstudents.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/emailstudents.cfm)

**Path:**

The first tutorial explains how to email your students from PeopleSoft (no attachment
allowed).
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/email01.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/email01.cfm)

The second tutorial explains how to email your students if you need to add attachment to your
email.
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/emailcolumn.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/emailcolumn.cfm)

**Creating Excel Worksheets for Grading, Attendance, etc.**
- Only final grades are entered into PeopleSoft.
- You can use MS Excel for Grades and Attendance, or you can use the online GradeBook feature
  in Moodle.
- Many faculty members use data captured from PeopleSoft to create Excel spreadsheets using
  the Blank Excel Rollbook. This is a multi-worksheet Excel file that was designed by a group of
  faculty members. It can be printed or used digitally.
- It can be sent by e-mail to Admissions and Records as your final roll and grade book.

Here are instructions.
[http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/blankexcellrollbook.cfm](http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/InstructorHelp9/blankexcellrollbook.cfm)

The Download Icons in PeopleSoft (where you get data in an Excel file) are POP UP LINKS, **NOT**
DOWNLOAD LINKS. There is a section in the tutorial above that will show you how to troubleshoot the
pop-up issue.

We can help you set up the roll and grade book in the ITDC.
PeopleSoft Employee Self Service
LBCC colleagues can view their paychecks online through Employee Self Service.

Go to: LBCC Homepage > Faculty and Staff > Button ON THE RIGHT called Staff or Employee Self Service Log in, or the direct link: https://pshr.lbcc.edu

For all colleagues, the Login here is the NETWORK User name and password---the same as your e-mail access.

The troubleshooting needed here is with printing.
Help is available at LBCC Homepage > Faculty and Staff > PeopleSoft Help button > Employee Help.

Once again, pop ups are a problem. Note the section in the tutorial that is for troubleshooting printing: http://www.lbcc.edu/PeopleSoft/PeoplesoftHelp/
Frequently Asked Questions

How do California Community College colleagues get software discounts?
Through Microsoft's Software Assurance Home Use Program (HUP) LBCC employees can purchase a licensed copy of Microsoft Office for $9.95 to install and use on your home computer. Both Macintosh (Office for Mac 2011) and Windows (Office Professional Plus 2010) versions are available.

To access the Microsoft Home Use Program Web site:
1. Go to http://hup.microsoft.com/
2. Select the country to which you want your order to be shipped to and choose the language for viewing the order Web site.
3. Enter your LBCC e-mail address and insert the following program code: 5E56E2EE5C. 
Note: This program code is assigned to LBCC for our sole use in accessing this site. You may not share this number with anyone outside our organization.
4. Place your order online, and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping, and handling costs.

This purchase is for home use and IITS cannot provide technical support. Microsoft will provide support for these products.

Excellent pricing for employees and students for personal purchases of software can be found at www.collegebuys.com

Is there an online grade program available? Is there an online attendance program?
Only your final grades are entered into PeopleSoft. You can use the online GradeBook feature in Moodle, or you can use MS Excel for Grades and Attendance. Many faculty members use data captured from PeopleSoft to create Excel spreadsheets using the Blank Excel Rollbook. See the section here called “Creating Excel Worksheets for Grading, Attendance, etc.”

How do I get my syllabus and course information online?
An excellent way to do this is to use Moodle. Students will use a User Name and Password to access your course material.
Follow the directions provided here, or call or e-mail an ITDC team member. You can set up an appointment for a training session, or come in to the ITDC at LAC to work on your course website while help is available.

How do I create a fully interactive Class Website?
After you learn to set up basic information on your course Web site with Moodle, we can help you develop additional features like Assignments, Quizzes, Blogs, Discussion Forums, as well as help you with advanced features in your GradeBook.
lynda.com Instructional Videos

http://www.lynda.com/

LBCC colleagues have access to the online video training library at lynda.com. This library consists of over 1,500 courses and over 87,000 individual videos. There are courses on software, business practice, career development, and many other topics.

Access is limited to employees only. Faculty members are permitted to show any videos in their classrooms, but our license does not allow for LBCC students to login and access this service. (There is an excellent deal through the Foundation for the California Community Colleges for students to access lynda.com with a 4-month Premium Membership for $85.00 instead of the usual $155.00.)

Employees can access this service from campus or from anywhere on the Internet. Certificates of completion are available after you have watched all of the videos in a particular course. An interesting fact about lynda.com is that ten percent of the content is offered for free. Faculty may find individual videos that complement class materials and that are available for free. You are welcome to offer those free videos to your students. An example of a free video is this one that helps students use the Moodle learning management system.

How to access Lynda.com:
Using your web browser, navigate to lynda.com. The log in process does not work with the Google Chrome browser.
Select “log in” in the upper right hand corner.
Select the option:
Log in through your organization or school
Enter the organization's URL to sign in through its portal, then you will be redirected back to lynda.com
Type in www.lbcc.edu
At the next login prompt, enter your LBCC email/network username and password.

(iPad/iPhone/iPod users – this method of signing in does not currently work with the lynda.com app. Use the web browser on your device to login and access videos.)

If you have problems accessing Lynda.com please contact the Help Desk at helpdesk@lbcc.edu, 562-938-4357 (HELP) or http://ticketsystem.lbcc.edu
If you are looking for a way to enliven your classes, introduce current events, or use real-world examples to bring subjects to life for your students, we have a new resource for you! State College has recently subscribed to // is piloting an exciting new digital resource called NBC LEARN, a collection of videos, documents, and images for classroom and on-line use.

In NBC LEARN, you will have access to:
- Over 10,000 primary source videos, documents, letters, and images
- Current events videos updated daily
- Resources for Sciences, Arts & Humanities, Careers, Business and more
- Historic news broadcasts and newsreels from the 1930’s Present
- Full transcripts, bibliographic citations, and closed captioning
- Rights and Copyright cleared for classroom and online use
- Easy-to-use search and browse interface - Flipable Cue Card Media player

Information:

http://www.lbcc.edu/ITDC/nbc-learn.cfm
The IITS HowTo Guides
These are general guides for LBCC Colleagues. There are only a few items so far. Please suggest others you think might be useful.

Go to the ITDC Website > Choose “HowTo Guides.” Direct link: http://www.lbcc.edu/HelpDesk/Guides/index.cfm

**LBCC E-Mail Guides:**
http://www.lbcc.edu/HelpDesk/Guides/email/index.cfm

**About Internet Browsers:**
http://www.lbcc.edu/HelpDesk/Guides/browsers/index.cfm

**How to Make Screenshots / Screengrabs**
http://www.lbcc.edu/HelpDesk/Guides/screenshots/index.cfm

Adobe Acrobat: Creating, Manipulating and Sharing PDF files
At the ITDC at LAC, we quite frequently help faculty and staff with the more advanced features that Acrobat provides in creating and manipulating PDF files.

*Adobe Reader:* the free version
*Acrobat:* the “full” version

Below are the most frequent things we are asked to help with:
- Scanning images to create PDFs (creates non-editable documents)
- Scanning as text to create PDFs
- Creating multiple page PDFs
- Adding footer info to multiple page PDFs that were created from different sources.
- Creating multiple page PDFs with pages in both landscape and portrait orientation
- Extracting pages from existing PDFs
- Creating fillable forms
- Saving presentations from PPT or other programs to PDF to either provide files to students online or to be used in Adobe Reader’s presentation mode.
HELPFUL RESOURCES

**Academic Calendar:** LBCC Homepage >> Site Index > Academic Calendar, or http://www.lbcc.edu/calendar.cfm

**Adjunct Faculty Information Site:** LBCC Homepage >> Site Index > Adjunct Faculty http://www.lbcc.edu/AdjunctFaculty

| PCC Campus Faculty Assistance Quick Guide: | http://www.lbcc.edu/PCC/ Choose PCC Quick Reference Guide from the left menu. |

Faculty Guides
The Office of Academic Services has created helpful guides for full and part time faculty.

**Faculty Resources** (through Office of Academic Services)
LBCC Homepage >> Site Index > Academic Services

The guides below are published by Academic Services (OAS). http://www.lbcc.edu/oas/

<table>
<thead>
<tr>
<th>Faculty Handbook</th>
<th><a href="http://www.lbcc.edu/OAS/FacultyHandbook.cfm">http://www.lbcc.edu/OAS/FacultyHandbook.cfm</a></th>
</tr>
</thead>
</table>
| **Who is Who List** | **Who is Who List:** Site Index > Academic Services > Who is Who List
A listing of Academic Areas: Deans, Department Heads and their Academic Assistants.
http://www.lbcc.edu/DepartmentHeads/whoswho.cfm |
| **Survival Notes** | http://www.lbcc.edu/OAS/SurvivalNotes.cfm |
| **Adjunct Faculty Handbook** | http://www.lbcc.edu/AdjunctFaculty/Handbook.cfm |

**The Admissions and Records Faculty Page**
LBCC Homepage > Admissions > Faculty Services
http://www.lbcc.edu/Admissions/faculty/fsindex.cfm
This is a resource page for Faculty needing help with Enrollment Services matters. Includes a link to the Opening Day Bulletin. Download and read the Bulletin, a PDF file, published a few days before every semester.

**Important Dates**
Most important (class and grade roster) deadline dates appear at the top of rosters once you are accessing your Faculty Self Service account in PeopleSoft. As an instructor, you should always check there first.

General dates of importance for students are here:
http://schedule.lbcc.edu > Important Dates

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