

Technology Handbook

Providing Technology-Related Information for Staff,
Faculty, and Instructors of the College of Arts and
Sciences

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Introduction

The College of Arts and Sciences recognizes that faculty and staff need to be provided with a proper work environment so that they can be productive and successful in their positions. One of the main objectives of the College is to be a leader in new pedagogies with respect to technology. For this reason, the Dean of Arts and Sciences established the Office of Educational Technology in 2006 as a service organization for the College. The Office of Educational Technology, or eTech, serves several functions within the College of Arts and Sciences:

- It serves as a centralized source of knowledge for faculty and staff who need technology information or desire technological assistance. eTech also supports faculty and instructors who wish to incorporate technology in their classes and research.
- It assists A&S departments with website creation and maintenance.
- It maintains computer labs for faculty who want to use them for teaching and students who use them throughout their academic career at UA.
- It provides incoming faculty and staff with office computer equipment and iPads, and lends assistance to those who have questions about or experience problems with these devices.
- It provides a means for the College to communicate with faculty, staff, alumni, and students through the website and social media.

This handbook provides A&S departments with a centralized source of information for College technology resources and policies. With all of the technology distributed throughout the College, it is necessary for each department to be aware of these policies and to work with eTech to uphold them. Any questions or concerns should be directed to the eTech main office at 348-4832 or eTech@ua.edu.

We at the Office of Educational Technology are here to serve all faculty and staff of the College of Arts and Sciences. Please feel free to contact us with any questions. We are here to help!

University Technology Divisions

Due to the size and setup of the school, The University of Alabama has a number of departments that handle various aspects of technology. The current departments are outlined below and a list of contacts is included in Section 6.0.

Office of Informational Technology (OIT)

OIT is the main source of technology support for the University of Alabama. They are responsible for setting up and maintaining faculty and staff office computers and department computer labs, they maintain the University network system, they obtain licenses for most of the software available to faculty and staff (<http://oit.ua.edu/oit/services/software-licensing/>), and they are in charge of technical support through their IT Service Desk (348-5555 or itsd@ua.edu). This department is also in charge of all University email systems and network security.

Center for Instructional Technology (CIT)

CIT can be subdivided into three main categories: Audio/Visual Solutions (AVS), Faculty Resource Center (FRC), and Multimedia Services.

AVS is responsible for imaging, maintaining and supporting all multimedia equipment and computers in the classrooms. When faculty experience problems with multimedia computers, they can contact AVS by using the phones that are located next to the podiums or by calling 348-6011.

The FRC provides the faculty with regular informational sessions throughout the year on the various teaching technologies available at UA, including Tegrity, Blackboard Learn, Turning Technologies (clickers), and UA Box. Faculty can also contact the FRC for one-on-one assistance with these technologies or when having technical difficulties with one of the abovementioned systems. To contact the FRC, call 348-3532 or email them at frc@ua.edu.

Multimedia Services offers videography capabilities. When department have guest speakers and/or events that they would like professionally recorded, they can contact Lisa Yessick in eTech at lisa.yessick@ua.edu or 348-4832 to request these services.

1.0 Policies and Procedures

1.1 Request for Computer Labs

The College of Arts and Sciences owns and maintains (through eTech) eight computer labs, six of which can be reserved for teaching purposes. Faculty and instructors who have classes that will require extensive use of computers by the students can reserve computer labs for use during normal operating hours (go to <http://as.ua.edu/labs> for lab hours). Reservations must be requested in advance, are granted based on the availability of the rooms, and depend on the needs of the faculty. When making a reservation request for a computer lab, the following points should be kept in mind:

- Faculty who would like to block computer labs for particular courses should submit their requests at least two months prior to the semester in which they are requested.
- Single-date or short-term requests for lab use should be made at least 2 business days in advance; however, more advanced notice is recommended since requests made closer to the desired date may not be able to be granted, due to lack of availability.
- All classes must have received approval prior to the appointed time. Walk-in classes will be denied.
- Faculty will not be able to book rooms that have already been reserved.
- Gordon Palmer 152, Morgan 238, and Farrah 301A are open computer labs and cannot be reserved.
- Although one may make a request for a specific room, actual room assignments will be made based on availability and in accordance with priorities set by the Dean's Office.
- A confirmation email will be sent to the requestor once the request has been granted and a lab assignment has been made.
- Computer labs cannot be reserved for non-technology classes. They can only be reserved for classes where the students will be using the technology provided in the room.

Computer lab reservations may be requested by going to the eTech website at <http://as.ua.edu/labs> and entering the required information. Please note that completing the form submits a request only. Faculty will receive confirmation from eTech when the rooms are actually reserved. Any software requested for teaching purposes must be requested at the time the reservation will be placed, and will be accommodated whenever possible. In order to allow for sufficient installation time, a minimum of 2 weeks lead time should be given whenever software is requested (minimum 3 weeks in August and September). All software requested must either be licensed by UA or purchased by the department, if there is an associated fee.

1.2 Request for Equipment

Faculty, instructors, and staff who need to borrow equipment, such as laptops, projectors, and iPads, for a limited time may do so through eTech's Equipment Loaner program. The standard duration of an equipment loan is two weeks. A few items, such as room projectors, may be checked out for a semester, based on need and availability.

When making a request for loaner equipment, the following should be kept in mind:

- Equipment is loaned out on a first-come, first-served basis and is based on availability, need, and desired duration of loan. Equipment loaners are not for personal use and should be requested for business purposes only.
- The duration of the standard loan time (two weeks) may be extended in some cases. However, requests for an extension must be made before the due date and are granted based on availability.
- Faculty and staff who borrow equipment must return all items on or before the due date.
- Faculty who do not turn in the equipment by the agreed upon due date will be denied future loans from the eTech loaner program for a minimum of one year.
- When returning items, faculty and staff must return all pieces checked out to them. This includes carrying case, all cords, and accessories. Faculty and staff will be charged for any checked-out items that are not returned.
- Equipment that is damaged while checked out must be reported immediately. eTech will assess the damage and take appropriate action. Faculty and staff will be charged the cost for fixing and/or replacing damaged items, as indicated on the check-out form.
- Faculty and staff who do not comply with the terms described here and on the online site will not be eligible for the Equipment Loaner program in the future.
- Faculty and staff can designate someone to pick up the equipment on their behalf. However, the request must still be made under the name of the person loaning the equipment, and that person should be aware that he/she is still responsible for the equipment, even when it is in the possession of their designee.

In order to request equipment, faculty, instructors, and staff should go to the eTech website page at <http://as.ua.edu/etech/equipment/>. Please note that submitting a request does not guarantee an equipment reservation. If a request is approved, then someone from the eTech office will contact the individual to let him or her know when the requested equipment can be acquired.

1.3 Request for Rooms

This section deals with room reservations for events only (i.e. club meetings, workshops, guest speakers, etc.). Each department is responsible for scheduling space for semester courses and final exams using the University of Alabama ASTRA system. For more information on how the scheduling process works, view the UA tutorial at <http://registrar.ua.edu/services/myfaculty/roomseek/>.

When faculty, instructors, or staff want to make event reservations for rooms that are not controlled by their department or for events that include non-UA organizations, they need to make these requests through eTech. Outside departments or organization that request rooms in your area should be directed to eTech. Through this method, eTech staff to arrange for someone to unlock and lock the rooms, thus removing all responsibility from the department. When requesting rooms, please keep the following in mind:

- Room reservations are granted based on availability and are on a first-come, first-served basis.
- Equipment, chairs, and tables must be put back exactly as they were arranged when the group arrived. If white boards are used, they should be wiped at the close of the meeting.
- Equipment used during the meetings should be turned off at the end of the session and doors to the rooms should be locked after the meeting – especially if the meeting takes place after hours.
- For security reasons, eTech cannot check out keys to individuals. Instead, eTech will arrange for someone to unlock and lock the doors before and after the meeting takes place. Therefore, it is important to make reservations at least two (2) weeks in advance, for events that occur after normal business hours or during weekends, so that appropriate arrangements can be made.
- It is important for these meetings to begin and end at the prearranged times. If the designated group does not arrive at the room within 30 minutes of the stated reservation time, the room will be relocked and the eTech person will leave the location.
- The individual or group reserving the room is responsible for the room while it is in their possession. Those responsible will be charged for the cost of repairing any damages that may occur during this time.
- Individuals and/or groups that do not follow the room reservation policy risk being denied future use of A&S-controlled rooms.

In order to request use of an A&S-controlled room for an event such as the ones described above, faculty, instructors, and staff should go to the eTech website page at <http://as.ua.edu/etech/reservations>. Please note that submitting a request does not guarantee a room reservation. If a request is approved, then someone from the eTech office will contact the individual to let him or her know.

1.4 Special Events

Departments that have arranged for guest speakers at special events may want to consider making a recording that can be accessed at a later date. For presentations that are primarily PowerPoint-based, a Tegrity recording posted to iTunesU, a department website, or Blackboard Learn may be the best method for capturing the event. For speakers that are well known in their profession and presentations where video of the speaker is desired, departments should contact Lisa Yessick in eTech at lisa.yessick@ua.edu or 348-4832. Requests for videographers must be made at least two weeks in advance and are based on availability. See <http://etech.as.ua.edu/photos-and-video/> for more information. The College of Arts and Sciences has also provided each department with a hand-held digital video camera for recording day-to-day classroom events and teaching observations or evaluations. Faculty should contact their department chair or main office to inquire about this option.

Please note that if you are interested in recording or videotaping a guest speaker, you must get their permission first. Speakers who agree to be recorded through Tegrity or video need to sign a release form, which can be obtained through the iTunesU website at itunes.ua.edu under the Contribute Content section. The department will also need to submit additional information on a "metadata" form, which is also found on the iTunesU website in the Contribute Content section. For more information about iTunesU, contact Lisa Yessick at lisa.yessick@ua.edu or 348-4832.

1.5 Teaching in Rooms/Buildings with Swipe Cards

In order to provide better security, the University of Alabama has been installing electronic keyless entry systems for buildings and classrooms. This system allows the Security department to automatically unlock and lock all doors at set times during the day. They also provide access for faculty who need to gain entry to the buildings and rooms outside the normal operating hours by swiping their action cards across the activation plates. All new and renovated buildings are being installed with this mechanism and the outside doors of numerous older buildings have been retrofitted with these mechanisms. Individuals who come across electronic doors that are locked when they should be unlocked or vice versa should call 348-9494 (Security Resources) to correct the situation. A CWID may be required to verify the identity of the caller.

Swipe Card Buildings

BB Comer, Gordon Palmer, Lloyd, Manly, Morgan, Russell Hall, and ten Hoor have all been installed with swipe cards. The swipe card system is linked with ASTRA and will automatically grant access to faculty for the classrooms in which they are scheduled for classes by using their action cards. Doors should automatically unlock 10 minutes prior to class and stay unlocked until 15 minutes after class is finished. Rooms with back-to-back schedules will remain unlocked until the last class is finished. All faculty/instructors/TAs must be listed on the courses in ASTRA in order to have access outside class periods using their action card.

Other Buildings

For non-A&S controlled classrooms with swipe cards, departments will need to contact the appropriate college to which the classroom belongs in order to request access. For swipe card access to rooms in buildings owned by the Provost, departments need to contact the Building Administrator for the Office of Research at 348-6818. This includes access to Shelby and SEC.

1.6 Wireless Account

The Office of Informational Technology (OIT) requires that all University students and employees register for the wireless system every academic year. When staff, faculty, and students try to access the Internet for the first time using a wireless device, they will be prompted for a login and password. This will be the same login as the person's bama identification and password. All faculty and staff should use the UA-WPA2 network when on campus, since this is a secure wireless connection. If the employees or students have any questions about this process, they can contact the OIT service desk at 348-5555.

1.7 Guest Wireless Account

The Office of Informational Technology (OIT) provides the College of Arts and Sciences with a guest wireless registration every academic year. The purpose of this account is to allow guest speakers and professional visitors to the College to use the University wireless for the duration of their stay. eTech will send notices out to department chairs each year, supplying them with the guest account ID and password effective for that year, along with a list of UA terms and conditions. It is the responsibility of each department chair to understand the terms with which this account should be used and to provide the information to the appropriate individuals. For a copy of the current terms and conditions, see Appendix A on page 32. Contact your department main office, the deans office, or eTech to obtain the current password.

1.8 A&S-Owned Computers

The College of Arts and Sciences provides each faculty and staff member with an A&S-owned office computer (with regular replacement) and iPad to be used for the duration of his/her employment. The College of Arts & Sciences has a technology inventory system that provides a comprehensive view of all A&S-owned computers. In order to keep this system accurate, it is necessary that eTech have up-to-date information on the location and condition of the equipment. If faculty or staff members move from one office to another, they or their department must notify the eTech main office. The eTech staff will then make the appropriate changes in the A&S inventory system. Departments that need equipment, furniture or other items moved should contact UA Logistics for assistance. All items, excluding furniture, should be placed in boxes before the movers arrive. For all equipment taken off campus (computers, laptops, iPads, etc.) faculty must complete an off-site equipment form. (See Appendix B on page 34.) Faculty and staff are not allowed to swap computers. Faculty and staff who receive new equipment will need to relinquish their old equipment to eTech. Equipment from exiting faculty will also be recovered by eTech to be repurposed where there is the greatest need.

If laptops are damaged, the faculty and staff to whom these computers are assigned are responsible for the repairs and associated costs. Faculty and staff can check with the eTech main office to see if their computer is still covered under the manufacturer's warranty.

Please see Appendix C for the A&S Custom Computer policy.

1.9 Computer and iPad Replacements

Another function of the A&S technology inventory system is to provide an automated system for notifying individual faculty and staff when they are eligible for a new computer or iPad. This automated system relieves faculty, staff, and departments of the burden of tracking the age of their technology and ensures that no equipment posing a risk to the UA network is in use.

When faculty and staff are identified by the system as eligible for new computers or iPads, they receive an email that provides them with a link and an activation code. This information allows them to log into the automated system and request what type of equipment they prefer, if applicable. Faculty who require computer equipment outside the standard models offered by the College are given the option to request custom computer configurations. In these cases, the College provides a set amount of money toward the equipment and the faculty or their departments are responsible for providing the balance through research, start up, or department funds. Department approval must be provided for custom computer requests. When the new computer is installed, the faculty/staff member must relinquish the old computer to eTech so it can be repurposed where there is the greatest need in A&S. The policy for custom computers can be found at <http://etech.as.ua.edu/about-etech/college-and-university-policies/>. Individuals who want their A&S iPads to include features beyond the standard A&S issue will have the option to order add-ons using department, research, or startup funds. The college will only replace one designated office computer and iPad for each faculty and staff member. Additional equipment provided as part of a startup package or bonus are one-time only and not included in the replacement process.

All instructors and GTAs are supplied with reallocated computers that are updated as needed, based on availability. Due to limited quantities, replacements for computers will be determined by eTech using the A&S technology inventory system. Priority will be given to instructors and department labs and to the overall needs of the College. Departments that experience an increase in instructors and GTAs or desire additional computers for their department should contact the Senior Information Officer and their Associate Dean to determine if cost sharing with the College on new computers is an option.

1.10 A&S-Owned iPads

In order to promote academic continuity and communication in the event of an emergency and to enhance both the teaching and research experience in the College, the Dean has issued iPads to all faculty, staff and FTTIs. As with office computers, these iPads are A&S-owned and should be treated as such. When issued an iPad, employees should keep the following in mind:

- In order to get an A&S-owned iPad, all eligible faculty, staff, and FTTIs must attend an iPad session. During this session, eTech staff will assist the individuals in setting up their iPad (email, wireless, registration) and will offer some general information on how to use the iPads.
- For security reasons, all faculty, instructors and staff must have and keep the Find My iPad feature activated. Faculty and staff who do not do this and have an iPad stolen may not be issued a new one.
- If College employees experience any problems with their iPads, they can contact eTech to get help from an experienced technician.
- iPads are purchased with Wi-Fi and 3G capability. Employees who need assistance with setting up their Wi-Fi access can contact the eTech office. Employees who wish to use the 3G will need to set up an account with the appropriate provider and will be responsible for paying the monthly fee.
- When faculty, instructors, and staff leave the College, they must return the iPad to eTech or arrange retrieval with eTech staff.
- When faculty/staff iPads are upgraded, the faculty/staff member must turn in all parts of the iPad, including the power cord, brick, and cover.
- iPads that are lost or stolen must be reported immediately to UAPD, or to the local police department if the theft occurs out of town, and to eTech. These departments will work with the individual to attempt to recover the device or remotely wipe critical information from the device if it cannot be recovered.
- iPads that are damaged or non-working should be brought to eTech for evaluation and to determine if they can be repaired and if the damage will be covered by the College.
- As part of the academic continuity initiative, the College has installed a mobile device management program to be used with the A&S iPads. All new iPads will automatically be set up under the Casper system and eTech is working with departments to get issued iPads enrolled in the system. Casper will allow the College to issue A&S purchased eBooks and apps to faculty and staff, free of charge.

1.11 Department Technology

Some departments may choose to purchase technology with departmental funds (regardless of funding source) in order to enhance their faculty and students' teaching and/or research experience. In order to ensure that all technology purchased meets UA minimum standards and that the departments are getting the best prices available to UA, department should submit notification to eTech at <http://etech.as.ua.edu/hardware-software/purchasing-computers-with-department-grant-startup-and-awards-funds/>. This is **not** a request to purchase equipment. Rather it is a way for departments and faculty to notify eTech of their intent to purchase equipment and to request assistance with obtaining quotes, when needed. The College recommends that the departments notify eTech when technology orders are placed so eTech can assist in tracking these items as they arrive on campus and making sure that any work requests for OIT are submitted in a timely manner. After technology items are ordered, departments should send a copy of the receipt (including specifications and warranty information) to eTech at etech@ua.edu within 5 days of receipt and the list of all purchased devices' serial numbers to eTech within 5 days of delivery so that this information can be logged into the College inventory system. The departments will need to tell eTech whether this technology was purchased with department, research, or startup funds, so eTech can make the appropriate designation in the technology database. By storing this information in a centrally maintained system, the departments, College, and UA will have the information they need in the event of a loss (theft, fire, flood) or if warranty information is required.

1.12 Information Storage

With the increasing interest from faculty in reporting student and course information electronically, it is important that this information be stored and transferred using secure methods. The College of Arts and Sciences' Office of Educational Technology has worked with the Office of Information Technology to establish some guidelines that departments can use to make sure that their information is as safe as possible and that no one inadvertently violates any Family Educational Rights and Privacy Act (FERPA) regulations.

All faculty and staff members should keep the following points in mind when storing and transferring student information. Please be aware that failure to abide by these guidelines could result in legal liability for the individual and/or the department.

Do

Store all student information and sensitive information (personnel information, research, if applicable, etc.) on the University network drives. This includes the share drive, faculty home drives, and UA Box, all of which are contained within the University firewall.

Use the University of Alabama Virtual Private Network (VPN) whenever attempting to access share drives from off-campus. Additional information on when to use the VPN can be found under the FAQs section at the end of this memo and at <http://oit.ua.edu/oit/services/virtual-private-network-information/>. For those who difficulties accessing the VPN, contact the Office of Information Technology (OIT) at itsd@ua.edu.

Send all correspondence with students and about students through UA email accounts only. Please keep in mind that while non-UA email servers may advertise that they are secure, these providers glean information from your emails for research purposes. Therefore, outside email sources should never be used for sending any student information such as CWIDs or grades. For those who want to keep email in a single location, this can be done through clients such as Outlook and Apple Mail. For more information on these systems, contact eTech at eTech@ua.edu or OIT at itsd@ua.edu.

Practice due diligence when maintaining grade books. Faculty are allowed to keep grade books (hard copies and electronic) in locations off the network drives, with the assumption that appropriate precautions are taken to make sure that the information is not easily accessible or viewable by other people. When faculty are using external sources (laptops, home computers, physical grade books, iPads, etc.) to record student grades, they should take care to disclose as little information as possible on these records. Student names are acceptable, while last name only (or last name with first initial) would create a higher level of security. Faculty should never record student names with CWIDs in their grade books.

Do Not

Save any CWIDs to unprotected devices, such as a non-compliant server, flash drive, unencrypted laptop, disk, external hard drive, or an unsecured online system such as Dropbox, Evernote, or GoogleDocs. If you are unsure whether the device or system is secure, contact eTech at etech@ua.edu or just don't use it.

Never store social security numbers for students, staff, or faculty on any personal devices, external storage devices, or office computers. *There is no reason that departments should ever need or use social security numbers for work or any other purpose.* If departments are using forms that ask for social security numbers, they should remove this category immediately. If the form is from an outside source, the department should instruct the individuals filling out the forms to write "declined" in that section. (If the form is from an outside source within UA, please contact eTech so we can alert OIT security to investigate the matter.) When departments receive documents that contain social security numbers, they should obliterate the numbers with black markers on hard copies and delete the numbers on electronic copies.

Collect or store sensitive student information on unsecured electronic devices (this does not include grade books). Sensitive information includes student names when they are combined with CWIDs, birthdates, mothers' maiden names, social security numbers, grades, medical records/data, or entrance exam scores. If any faculty or staff members are collecting this type of information, it should be stored on the share drive or a University-encrypted laptop. Anyone who is storing this information on unsecured external electronic devices should transfer it to the share drive and immediately delete it from the external source. Any hard copy materials with sensitive student information should be shredded.

No A&S department should be using unapproved off-network servers to store student information, department emails, share drive folders, etc. Any existing share drives in departments must be cleared through the College of Arts and Sciences and undergo review from OIT security to determine whether they can be used. See following page for more information on servers.

FAQs

What is a server?

A server can be ANY computer regardless of size or location that accepts external connects for services such as Web Sites, FTP, SSH, or any other file sharing services through databases or other software that is made available to external users.

What is the Virtual Private Network (VPN) and when should I use it?

The virtual private network (VPN) allows faculty and staff to securely access systems on the UA network while using a public network connection. The following list describes when it is typically necessary to connect to the VPN.

- The VPN is necessary to remotely access data on faculty or staff office systems from off campus using either a desktop or laptop. Remote Desktop (RDP) is necessary to log into the faculty or staff office computers from another computer either on or off campus.
- It is necessary to connect to the VPN when using a computer off campus to access folders/files on an office PC or folders/files on the share drive or home drive. In order to do this, the faculty or staff should first log into VPN, then log into RDP.
- When faculty or staff who normally use University laptops are off campus, they must connect to the University Network through the VPN in order to access shared folders/files. No RDP is necessary.
- Email can be accessed remotely through webmail at webmail.ua.edu. No VPN connection is necessary for this connection; however, this connection will not provide access to local files or files on the share drive. Webmail is only a web interface to email - not a client interface like Outlook or Entourage.
- Self-Service Banner and Banner INB can both be remotely accessed without using VPN.
- Remote Desktop (RDP) can be used by a faculty or staff to access files on a campus computer from another computer that is also located on campus.
- In some special cases, users may access servers using Secure Shell (SSH) through the VPN as well.

What do we do with old graduate applications or documents containing social security numbers?

Although the Graduate Office has now discontinued the practice of collecting social security numbers for graduate student applications, many departments are wondering what to do with the information already collected. For those departments who have retention policies for these applications, make sure that the paperwork is always stored in a secure location. When the retention period has expired, hard copies of documents containing these numbers should be shredded. Departments should not be collecting SS numbers as part of an electronic database. If any grad student databases currently contain social

security numbers, delete this column immediately. Grad application information is considered sensitive and should be stored on the network drives.

What if we want to share faculty or staff applications among our hiring committee or share documents within a select group of individuals?

UA now has UA Box, which is available for free to all faculty, staff, and students. It allows individuals to share files with a designated group of people, and it is protected by the UA firewall so it can be used to share sensitive information, such as application materials. For more information on how to register for a UA Box account, go to <http://oit.ua.edu/oit/ua-box-welcome/uaboxinfo/>.

What constitutes FERPA information?

For a complete description of FERPA information, please see the Registrar's website at <http://registrar.ua.edu/academics/privacy-guidelines/ferpa-fact-sheet/>. However, here are some highlights that are pertinent to faculty:

In Order To Avoid FERPA Violations, Faculty Should Not:

- Use the SSN/Student ID/Student Names to post grades.
- Leave graded tests [electronically or in print] for students to sort through.
- Circulate electronically or in print, class list with the Student Name and SSN/Student ID.
- Provide anyone with student schedules.
- Provide anyone with lists of students enrolled in your classes.
- Include confidential information (i.e., grades, #of credits) in a commendation letter without the written consent of the student [Note: If a student provides you a resume with the information, you may disclose whatever is in the resume.]

Faculty or staff with any questions about electronic security issues can contact Ruth Pionke at eTech, OIT, or they can go online to <http://oit.ua.edu/oit/security/>.

2.0 Personnel Action

2.1 New Hires

As soon as departments are aware of new hires (faculty, instructors, and staff) in their area, a number of actions must take place before the new employees start work. Please note that the chronological order of some of these steps is important for executing a smooth transition.

After an official offer is accepted by the new hire and before any other services can be requested, a member of the department office staff must obtain a CWID for the individual, which is done by creating a New Faculty/Staff Setup Form (sometimes referred to as a Zero PA). (See Appendix D on page 35 or go to http://payroll.ua.edu/documents/New_Employee_Setup.xls). **If an individual needs email access prior to his/her start date (i.e. faculty member arriving in summer), the date entered on the faculty/staff setup form must be the date when the individual should have access – not their official hire date.** The CWID will be required to set up any technology-related systems for the new hire as well as many other services around the University. Departments can request email, facility, and share drive access for new hires by completing the online form at <http://etech.as.ua.edu/as-personnel-information-form/>.

For new hires who are located or teaching in buildings that are set up with electronic locks, the department administrator needs to place a request for swipe-card access by sending an email to asaccess@ua.edu, and detailing the buildings and room numbers to which the new employee will need to have access.

If the individual will be working in areas that have alarms, please include a request for alarm-code activation with the individual's CWID and a personally selected 4-digit alarm code (must not begin with a zero) in the access email sent to asaccess@ua.edu.

2.2 Faculty/CLTF

After new faculty accept a position within the College of Arts and Sciences, the Dean's office sends each new hire an acknowledgement letter, which includes directions for how they should request a new office computer. When the computer request form has been completed, an auto-response is generated, allowing new faculty to review their submission and to request software.

All faculty are eligible for A&S-owned iPads. In order to get their device, new faculty must attend an iPad session. During this session, eTech staff will assist the faculty in setting up their iPad (email, wireless, registration) and will offer some general information on how to use the iPads. Additional information on using the iPad for presenting and in the classroom can be obtained on the eTech website and through workshops that are regularly scheduled throughout the academic year.

2.3 Staff

All staff (employed through state funds) are eligible for A&S-owned iPads. In order to get their device, new staff must attend an iPad session. During this session, eTech staff will assist the staff in setting up their iPad (email, wireless, registration) and will offer some general information on how to use the iPads. Additional information on using the iPad for presenting and in the classroom can be obtained on the eTech website and through workshops that are regularly scheduled throughout the academic year.

One staff person in each department is designated as a Technology Equipment Coordinator (TEC). The TECs

- Act as liaison to the eTech office with regards to faculty and staff technology needs
- Assist eTech in performing annual technology inventory department audits
- Track technology within the department by maintaining a department inventory database that corresponds to the master inventory system of the College
 - Notify eTech whenever there are technology changes within the department faculty moving to different offices, changes in department computer labs, relocation of graduate student offices, etc.
 - Notify eTech whenever there are personnel changes in the department
 - Facilitate recovery of portable technology (iPads and laptops)
 - Coordinate with eTech the recovery or surplus of older technology
- Request departmental (non-individual) email accounts, group calendars, etc.
- Attend annual meetings with eTech to track updates in technology and changes in policies

2.4 FTTIs and PTTIs

All FTTIs (employed through state funds) are eligible for A&S-owned iPads. In order to get their device, all FTTIs must attend one of the iPad setup sessions. During this session, eTech staff will assist the FTTIs in setting up their iPad (email, wireless, registration) and will offer some general information on how to use the iPads. Additional information on using the iPad for presenting and in the classroom can be obtained on the eTech website and through workshops that are regularly scheduled throughout the academic year.

Computers that are recovered during the computer replacement program will be reallocated as instructor stations. Although the College will do its best to supply computers for as many instructors as possible, space limitations and technology availability may require some groups of instructors to share technology. Due to limited supplies of returned technology, the College will use the technology inventory system to determine the greatest need for reallocation within A&S. In general, priority distribution for returned computers will be given to department labs and instructors.

Note: If new faculty or instructors are placed in rooms that have not previously been used as offices or have not been used for a while, the department will need to verify that there are functioning network/internet jacks available before any computers may be installed. In order to do this, the departments can visually verify whether there are network jacks and can call the IT Service Desk at 348-5555 to request that OIT ensure that they are active.

2.5 Exiting Employees

When faculty, instructors, and/or staff leave the College of Arts and Sciences, Office Administrators and/or Department Chairs must follow the steps below to make sure that the proper systems are deactivated and that equipment is recovered. It is important that the departments note the status of the employee and why they are leaving (retiring versus leaving), since their cut-off dates for access to various University systems will be dependent on this information. For example, an employee who is fired will immediately lose access to the system while a retiring professor may be allowed access to the system under emeritus status. All department should use the Employee Out-processing Form to ensure that the exiting individuals have done everything needed prior to leaving. (See Appendix E)

As soon as departments are notified that staff, faculty, or instructors are leaving their department, the department administrator should notify the eTech main office and arrange for return of the individuals' iPads and any mobile technology. Departments are required to submit termination PAs for all exiting employees, which are used to deactivate email, access to UA systems, and action card access. Access to myBama, general UA systems, and email will be effective through the employees last day of work.

Staff who retire may not be allowed to come back to work at the University for up to two years after they leave. If there is a desire on the behalf of the staff member to return to UA after this time, the department should notify eTech. eTech can then put in the request for OIT to keep the staff member's email address on file for two years so it may be reinstated in the event that the individual is rehired.

Access can be removed earlier than is posted above, if the departments notify eTech prior to an employee's last day. It is recommended that department chairs forward emails for terminated employees to their own email account to prevent unanswered emails.

3.0 Instructional Technology

The instructional technology division of eTech supports those faculty and instructors who wish to incorporate technology into their teaching and research. eTech provides one-on-one meetings, department presentations, and workshops for faculty and staff. A list of current workshops offered by eTech staff can be found at <http://etech.as.ua.edu/workshops/>. The eTech website offers online resources related to teaching at <http://etech.as.ua.edu/resource-library/>. Select eTech staff are also working in collaboration with the dean's office and one of the A&S faculty committees to develop a teaching resource website called the Teaching Hub.

A faculty technology liaison position was recently added to eTech. This is a joint appointment with a faculty member who dedicates half of his/her time to eTech and the other half to his/her academic department. The faculty technology liaison meets with faculty to discuss implementation of instructional technology and pedagogy with respect to both on-site and online courses. The liaison also works with eTech to research and implement new technologies related to teaching.

eTech works cooperatively with the University Faculty Resource Center, which assists faculty with enterprise tools, such as Tegrity, Turning Technologies clickers, Turnitin, Blackboard, and UA Box. Please see the FRC website for more information on their workshops and other support: www.frc.ua.edu. For a list of eTech and FRC contacts, see Section 6.0.

In early Fall, new faculty can attend a number of workshops and sessions that provide overviews of the most commonly used technology and software in the College, iPad setup, and active learning. Returning faculty are also welcome to attend sessions as a refresher, or they can schedule appointments with eTech for one-on-one sessions.

The Active Learning mentors are a group of faculty in the College of Arts and Sciences who work with the dean's office and eTech to conduct a multi-session workshop in the spring semester in which they teach other faculty how to document learning outcomes achievements using technology tools. Information regarding learning initiatives may be found at <http://etech.as.ua.edu/resource-library/>.

4.0 Additional Information

4.1 Share and Home Drives

Share (S:) and home (H:) drives are both storage systems contained on the University network and are sometimes referred to as network drives. A share drive is one to which multiple people have access. Each department has their own folder and subfolders contained on the share drive. The department chair can designate which individuals or groups of people (faculty, staff, instructors) within their department have access to the various folders. Every employee has a home drive, which is their own personal network drive that they can use for as long as they are employed with the University.

4.2 UA Box

All faculty, staff, students, and instructors also have access to UA Box, which is an enterprise version of the Box document sharing system. Similar to Dropbox, UA Box can be used to share files and other documents among multiple individuals. However, because it is an enterprise version, UA Box is protected behind the firewall, and thus can be used for sharing sensitive information such as job applications and student information. Information on how to set up an account can be found at <http://oit.ua.edu/oit/ua-box-welcome/uaboxinfo/>.

4.2 Virtual Private Network (VPN)

The virtual private network (VPN) allows faculty and staff to securely access systems on the UA network while using a public network connection. The following list describes when it is typically necessary to connect to the VPN.

- The VPN is necessary to remotely access data on faculty or staff office systems from off campus using either a desktop or laptop. Remote Desktop Protocol (RDP) is necessary to log into the faculty or staff office computers from another computer either on or off campus.
- When faculty or staff who normally use University laptops are off campus, they must connect to the University Network through the VPN in order to access shared folders/files. No RDP is necessary.
- It is necessary to connect to the VPN when using a computer off campus to access folders/files on an office PC or folders/files on the share drive or home drive. In order to do this, the faculty or staff should first log into VPN, then log into RDP.
- Email can be accessed remotely through webmail at webmail.ua.edu. No VPN connection is necessary for this connection; however, this connection will not provide access to local files or files on the share drive. Webmail is only a web interface to email - not a client interface like Outlook or Entourage.
- Self-Service Banner and Banner INB can both be remotely accessed without using VPN.
- Remote Desktop (RDP) can be used by a faculty or staff to access files on a campus computer from another computer that is also located on campus.
- In some special cases, users may access servers using Secure Shell (SSH) through the VPN as well.

Individuals can set up a VPN connection on their home computers by going to the OIT website at <http://oit.ua.edu/oit/services/it-service-desk/using-the-ua-vpn/> or calling the IT Service Desk at 348-5555 for assistance.

To access the VPN through a mobile device (iPad or phone), faculty and staff will need to download the AnyConnect app. The server address is webvpn.ua.edu/campus and will require UA login credentials to connect.

5.0 Useful Links

A&S Website

<http://as.ua.edu>

eTech Website

<http://etech.as.ua.edu/>

eTech Workshops

<http://etech.as.ua.edu/workshops/>

Teaching Resources

<http://etech.as.ua.edu/resource-library/>

Equipment Reservations (Loaners)

<http://etech.as.ua.edu/hardware-software/equipment/>

Classroom Reservations

<http://etech.as.ua.edu/reserving-a-room-for-an-event/>

Computer Lab Reservations

<http://labreservation.as.ua.edu/reserve/>

Purchasing Computers

<http://etech.as.ua.edu/hardware-software/purchasing-computers-with-department-grant-startup-and-awards-funds/>

A&S Technology Policies

<http://etech.as.ua.edu/about-etech/college-and-university-policies/>

Office of Information Technology

<http://oit.ua.edu>

Faculty Resource Center

<http://frc.ua.edu>

Web Applications

<http://etech.as.ua.edu/web-services/>

HR New Hire Forms

<http://hr.ua.edu/policies-and-forms>

6.0 Contacts

eTech

eTech@ua.edu

348-4832

120 Bureau of Mines

IT Service Desk

itsd@ua.edu

348-5555

125 Gordon Palmer Hall

Audio/Visual Solutions

348-6011

117 Lloyd Hall

Faculty Resource Center

frc@ua.edu

348-3532

A203 Gordon Palmer Hall

Software site licenses

<http://oit.ua.edu/oit/services/software-licensing>

iPads for teaching use and applications

Jason Miller in eTech: 348-4832; jason.miller@ua.edu

Computer lab issues, reservations & general lab info (hours, locations, etc.)

Susan Johnston in eTech: <http://etech.as.ua.edu/labs/>; 348-4832

Access to Swipe Classrooms and Buildings

asaccess@ua.edu

Tegrity course capturing and Turning Technologies (clickers)

Faculty Resource Center: 348-3532; frc@ua.edu

Blackboard Learn

Faculty Resource Center: 348-3532; frc@ua.edu

Qualtrics

Ruth Pionke in eTech: 348-4832; ruth.pionke@ua.edu

Other technologies in teaching

Ruth Pionke in eTech: 348-4832; ruth.pionke@ua.edu

Online courses through the College of Continuing Studies

Ruth Pionke in eTech: 348-4832; ruth.pionke@ua.edu

A&S Faculty Technology Liaison

Nathan Loewen: 348-3467; nrloewen@ua.edu

Faculty and staff office computer problems

IT Service Desk at 348-5555 or itsd@ua.edu

Multimedia classroom questions

Use the Classroom Helpline phone (next to the multimedia podium) if you are in the classroom and need immediate help, or call 348-3453

Website problems (bugs, access issues)

Amy Garner in eTech: 348-4832; amy.garner@ua.edu

Website content questions

Lisa Yessick in eTech: 348-4832; lisa.yessick@ua.edu

Developing videos, copying videos, voice recording, etc.

Lisa Yessick in eTech: 348-4832; lisa.yessick@ua.edu

Other technology-related questions

Ruth Pionke in eTech: 348-4832; ruth.pionke@as.ua.edu

7.0 Appendix

7.1 Appendix A – Guest Wireless Policy

7.2 Appendix B – Off-Site Equipment Form

7.3 Appendix C – Custom Computer Policy

7.4 Appendix D – New Employee Setup Form

7.5 Appendix E – Employee Out-processing Form

7.1 Appendix A

To: College of A&S Department Chairs and Administrative Staff
From: Ruth Pionke, Director of Operations, Office of Educational Technology
Date: September 28, 2015
Re: Guest Wireless Information

OIT has provided us with a new password for the A&S guest wireless account this year. (see below) This account should be used for department guest speakers and professional visitors who need wireless while visiting the University. Please read over and become familiar with the policy regarding use of this account. If you have any problems with the connection, please contact the IT Service Desk at 348-5555 or itsd@ua.edu.

Thank you.
Ruth

UA-WPA2 Wireless

The UA-WPA2 wireless guest registration account below should only be released to visiting professionals/vendors who require Internet access to conduct business affiliated with The University of Alabama. The account will be active for guest registration for one year.

Account ID: **as-guest**

Password: XXXXXXXXXX

By accepting this account information, you are agreeing to the following terms and conditions:

- A. Each account is for the exclusive use of the individual or organization to whom it was assigned and users may not allow or facilitate access, including by a proxy or anonymous remailer, to University computer accounts, equipment, or restricted files or systems by others. Authorized users are faculty or staff who are employed by the University and currently enrolled students, unless their access privileges have been revoked by the University.
- B. The use of the account may not violate any policy of the University.
- C. The use must not overload the University's computing equipment or systems, or otherwise negatively impact the system's performance.
- D. The use must not result in commercial gain or benefit to the users and cannot constitute consulting for a business or running a business. The page or site may not promote commercial activities or display paid advertising.

- E. The use may not violate laws or University policies against discrimination or harassment due to race, sex, religion, disability, age, or other protected status.
- F. The use may not violate state laws or University policies on the use of University equipment, resources, or time for political activities.
- G. The use must not involve sending of soliciting chain letters, nor may it involve sending unsolicited bulk mail messages (e.g., “junk mail” or “spam”).
- H. The use may not imply or state University sponsorship or endorsement, nor use University trademarks without permission of the University’s Licensing Program.
- I. The use may not involve unauthorized passwords or identifying data that attempts to circumvent system security or in any way attempts to gain unauthorized access.
- J. A Web site or page of personal collection of electronic material that is accessible to others must include and display the following disclaimer: “The views, opinions, and conclusions expressed in this page are those of the author or organization and are not necessarily those of The University of Alabama or its officers or trustees. The content of this page has not been reviewed or approved by The University of Alabama, and the author or organization is solely responsible for its content.”
- K. The University may examine personal electronic information stored on or passing over University equipment or networks, for the following purposes: (1) to ensure security and operating performance of its computer systems and networks; (2) to enforce University policies or compliance with state or federal law where (a) examination is approved in advance by a dean, vice president, or the president, and either (b) there is reasonable suspicion that a law or University policy has been violated and examination is appropriate to investigate the apparent violation, or (c) examination is necessary to comply with state or federal law. Computer users should have no expectation of privacy in personal material sent, received, or stored by them on or over University computing systems or networks when conditions of subparagraph (1), or both (2a) and (2b), or both (2a) and (2c) above have been satisfied.
- L. Use that violates the terms of the account agreement, state or federal law, or any University policy may result in referral for action under the appropriate disciplinary procedure and the imposition of sanctions which may include suspension or revocation of access privileges in addition to other sanctions.

If you have any additional questions, please feel free to email ITSD@ua.edu or call 348-5555.

7.3 Appendix C

A&S Computer Request – Custom Order Policy for A&S Office Computers

According to our records, you have requested a custom computer for your A&S office computer. Per College policy, A&S will cover \$900 toward a custom computer. The remainder of the cost will need to be covered either through faculty research/start-up funds or the department.

You will need to do one of the following options in order for us to complete the process. It is preferable that you go through eTech to place the computer order (Option 1) so our staff can make sure that everything is in order prior to the purchase and can gather the necessary information prior to your computer installation.

- 1) Send the exact description of the computer you want to eTech at ascomputerrequest@ua.edu. We recommend that you get a quote from the website and sent it to us. You will need to include a minimum 4yr warranty (AppleCare Protection Plan for Macs) for your order to be approved.

Once you have the description of your computer, you will need your main office to send a DTA to the eTech main office. This will include the description of your computer, the price, and the department account number for the remaining cost of the computer. We must have your department account number before we can approve your order. Your department Technology Equipment Coordinator (TEC) should also be notified about this purchase and sent a copy of the computer specifications.

Once we receive the above information, we will approve your order. The computer will be shipped to eTech and imaged/installed by OIT.

-or-

- 2) Put in a request for the College to approve a custom order. After the request is approved, have the department order the computer and contact eTech to reimburse the department for the \$900.

Be aware that the computer must meet or exceed the minimum qualifications of the College standard equipment in order for the custom order to be approved. If the College approves your custom computer replacement order, then a copy of the bill must be sent to the eTech main office. When the computer arrives, your department TEC needs to see the computer and collect the identification numbers to be entered into the College inventory system. Please contact your department TEC to complete this process.

In order for reimbursement to take place, the College of Arts and Science must approve your request, eTech needs to receive a copy of the bill with confirmation that the 4-yr warranty was ordered, and your department TEC or an eTech employee needs to come to your office to gather the necessary identification for your computer.

Please note that all custom orders are final and that the \$900 is for A&S office computers only – the College will not exchange your new computer for a different one if you change your mind or are unhappy with your purchase. You will need to wait until the next time you are due for a replacement, so please make sure that you order exactly what you want. College-distributed computers are replaced every 4 years.

Also note that custom computers are still considered A&S owned technology and will need to be returned to the College when you receive your next A&S replacement machine. Faculty will not be reimbursed for the upgrade cost when the computer is returned to A&S.

If you do not include a 4-yr warranty on your computer and you have problems with it before your replacement, you will be responsible for the cost of fixing the item.

If you have any questions, you are welcome to contact the eTech main office at 348-4832 or ascomputerrequest@ua.edu.

7.4 Appendix D

2/24/09

New Faculty/Staff Setup - Demographic Information For Prospective Faculty/Staff Not Currently Paid on UA Payroll Request for Authorization to Access Campus Services

Home Organization Number: _____

Biographic / Demographic Information

Social Security Number*: _____ Campus Wide ID _____

Name (First, Middle, Last)*: _____

Current Mailing Address*: Street Address: _____

Address 2: _____

City, State, Zip Code: _____

Phone Number: _____

Birth Date*: _____

Race*: _____

Gender*: _____

US Citizen*: Yes No

Employment Information

Expected Start Date*: _____

Date Employee Will Need Access to Campus Services*: **Date that access is needed (NOT start date!)** _____

Date Access to Campus Services will end: _____

Person will be*: New Faculty New Staff Adjunct not on Payroll ROTC Retiree not on payroll Other
Graduate Fellow

Explanation of "Other": _____

If the person will be put into a paid status as an Employee, indicate the status of the Employee below:
Regular Full Time Regular Part Time Temporary Full Time Temporary Part Time Contingent/On Call

Has the new employee ever been associated with The University of Alabama as a student or employee? Yes No

Has the new employee been reimbursed by Accounts Payable for travel or other expenses? Yes No

Department Contact Information:

Prepared by*: _____ Date*: **12/20/11**

Phone Number*: _____ Email Address*: _____

Approved by*:(Dean, Director, Department Head) _____

Submit this form to Human Resource Input for processing:
Email to: hrinput@fa.ua.edu
Fax to: 348-2737
Campus mail to: HR Input
Box 870128

*Required ECLS
POSN

7.5 Appendix E

A&S EMPLOYEE OUT-PROCESSING CHECKLIST

(completed forms should be stored with department records)

EMPLOYEE NAME: _____

DEPARTMENT: _____

TERMINATION DATE: _____

LAST DATE OF WORK: _____

EMPLOYEE STATUS: (circle one) Faculty FTTI PTTI Staff

As soon as resignation is given:

___ Send notification of individual's departure to eTech at eTech@ua.edu
(eTech will contact individual and department TEC to schedule technology recovery – iPad, laptop, desktop, printer, etc.)

___ Add termination date/actual last date of work on calendar, whichever is sooner

One weeks prior to last work day:

___ Collect the following information from individual:

Forwarding Address: _____

Phone: _____

Email Address: _____

___ Remind individual to return all technology to eTech at least 3 days prior to last work day
(Individuals will need to know their Apple ID and password prior to returning iPads)

Last day of work:

Gather the following items from individual (as applicable):

___ Keys (office, building, labs)

___ Employee Badge

___ Other: _____

___ Other: _____

Check individual's office to verify the following is accounted for:

___ Technology – desktop, laptop, printer, etc.

___ Confirm with eTech that iPad was returned by emailing eTech@ua.edu
(eTech will confirm pickup schedule of remaining technology in office)

___ Other: _____

Department Chair Signature

Date