

# TECHNOLOGY HANDBOOK 2018

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

OFFICE OF ETECH

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THE UNIVERSITY OF  
**ALABAMA**<sup>®</sup>

College of  
Arts & Sciences

## Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>University Technology Divisions .....</b>	<b>4</b>
<b>1.0 Policies and Procedures .....</b>	<b>5</b>
<b>1.1 Request for Computer Labs .....</b>	<b>5</b>
<b>1.2 Request for Equipment .....</b>	<b>6</b>
<b>1.3 Request for Rooms .....</b>	<b>7</b>
<b>1.4 Special Events.....</b>	<b>8</b>
<b>1.5 Teaching in Rooms/Buildings with Swipe Cards.....</b>	<b>9</b>
<b>1.6 Wireless Account.....</b>	<b>10</b>
<b>1.7 Guest Wireless Account .....</b>	<b>10</b>
<b>1.8 A&amp;S-Owned Computers .....</b>	<b>11</b>
<b>1.9 Computer and iPad Replacements .....</b>	<b>12</b>
<b>1.10 A&amp;S-Owned iPads.....</b>	<b>13</b>
<b>1.11 Department Technology.....</b>	<b>14</b>
<b>1.12 Information Storage .....</b>	<b>15</b>
<b>What is the Virtual Private Network (VPN) and when should I use it? .....</b>	<b>17</b>
<b>2.0 Personnel Action .....</b>	<b>19</b>
<b>2.1 New Hires .....</b>	<b>19</b>
<b>2.2 Faculty/CLTF .....</b>	<b>20</b>
<b>2.3 Staff.....</b>	<b>21</b>
<b>2.4 FTIs and PTTIs .....</b>	<b>22</b>
<b>2.5 Exiting Employees .....</b>	<b>23</b>
<b>3.0 Instructional Technology .....</b>	<b>24</b>
<b>4.0 Additional Information.....</b>	<b>25</b>
<b>4.1 Share and Home Drives .....</b>	<b>25</b>
<b>4.2 UA Box.....</b>	<b>25</b>
<b>4.3 DUO .....</b>	<b>25</b>

**4.4 Virtual Private Network (VPN).....26**  
**5.0 Useful Links.....27**  
**6.0 Contacts .....28**

## 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, or eTech, in 2006 as a service organization for the College. 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](mailto:eTech@ua.edu).

We at eTech 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, and they are in charge of technical support through their IT Service Desk (348-5555 or [itsd@ua.edu](mailto:itsd@ua.edu)). This department is also in charge of all University email systems and network security. OIT has launched a new website that details all of its services and provides updates on known issues and planned maintenance. This website also categorizes helpful information to people by what roles they play at UA, including faculty/staff and student, and new, current and retiring individuals. To read more about their services, go to [oit.ua.edu](http://oit.ua.edu).

### Center for Instructional Technology (CIT)

CIT is a subgroup of OIT and can be divided into two main categories: Audio/Visual Solutions (AVS) and the Faculty Resource Center (FRC).

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 or emailing them at [avsolutions@ua.edu](mailto:avsolutions@ua.edu).

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](mailto:frc@ua.edu).

# 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.
- Open computer labs cannot be reserved for teaching purposes without special permission from the Senior Information Officer.
- 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 can only be reserved for courses/events where students are using the technology provided in the room as part of their curriculum.

Computer lab reservations may be requested by going to the eTech website at <https://etech.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.

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.
- All borrowed equipment must be returned on or before the due date.
- Faculty who do not turn in the equipment by the agreed upon due date will be denied future requests for loaner equipment for a minimum of 1 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 may be charged for any checked-out items that are not returned or denied future loaning privileges.
- Equipment that is damaged while checked out must be reported immediately. eTech will assess the damage and take appropriate action. Faculty and staff may be charged the cost for fixing and/or replacing damaged items, as indicated on the check-out form or be denied future loaning privileges.
- Faculty and staff who do not comply with the terms described here and on the website will not be eligible for future equipment loans.
- 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://etech.as.ua.edu/hardware-software/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/>.

Faculty, instructors, or staff who want to reserve rooms that are not controlled by their department or for events that include non-UA organizations should make these requests through eTech. Outside departments or organization that request rooms in your area should be directed to eTech. 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. Whiteboards 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 checked to make sure they are locked – especially if the meeting takes place after hours.
- Most classrooms are accessed via swipe and should automatically unlock or be accessible using action cards. In cases where the doors still use manual locks, eTech will arrange for someone to unlock and lock the doors before and after the meeting takes place. 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.
- 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.
- All student groups must have designated faculty advisors who are present and in the room during after-hour and weekend events.
- Individuals and/or groups that do not follow the room reservation policy risk being denied future use of A&S-controlled rooms.

Faculty, instructors, and staff can go to <http://as.ua.edu/etech/reservations> to make a request. 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](mailto: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 eTech loaner program includes a hand-held digital video camera that can be used for recording day-to-day classroom events and teaching observations or evaluations. Individuals can request them through the eTech loaner program, as described in Section 1.2.

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](http://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](mailto: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, ten Hoor, and select rooms in Garland and Woods 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 15 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**

UA-Guest is the secure network for visitors at The University of Alabama. UA-Guest provides internet-only access to non-UA personnel. It does not provide access to on campus resources or shared drives. For more information on how to get connected to UA-Guest, see <https://oit.ua.edu/service/guest-wifi/>.

Guests who are from institutions that are part of Eduroam can use the UA Eduroam network. They will need to connect using their school credentials and passwords.

## 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) 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 <https://etech.as.ua.edu/about-etech/college-and-university-policies/arts-and-sciences-custom-computer-request-policy/> for details on the A&S Custom Computer policy.

## 1.9 Computer and iPad Replacements

A primary 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 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 who do not have A&S issued laptops. 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.
- A&S employees who experience problems with their iPads can contact eTech to get help from an experienced technician.
- iPads are purchased with Wi-Fi and 3G capability. 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 devices that cannot be recovered.
- Damaged/non-working iPads should be brought to eTech to determine if they can be repaired and if the damage will be covered by the College.
- The College uses a mobile device management system to be used with all A&S iPads. This system allows the College to issue A&S purchased eBooks and apps to faculty and staff, free of charge, when deemed appropriate.
- As of Fall 2017, A&S will limit distribution of iPads to individuals with A&S-issued desktops. Faculty/staff with laptops have a means of mobile communication already in place to meet academic continuity requirements.
- Faculty who would like to use iPads in teaching should contact Ruth Pionke in eTech, who can help them determine whether they qualify for a long-term issued iPad. Those with short-term needs can request use of an iPad through the eTech loaner program.

## 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](mailto: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 have difficulties accessing the VPN, contact the Office of Information Technology (OIT) at [itsd@ua.edu](mailto: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](mailto:eTech@ua.edu) or OIT at [itsd@ua.edu](mailto: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](mailto: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](http://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 New Faculty/Staff Set-up Form at <http://hr.ua.edu/policies-and-forms> for more information.) **If an individual needs email access prior to his/her start date (i.e. faculty member arriving in summer), this form must be completed and 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 filling out the form at <https://etech.as.ua.edu/forms/as-building-and-classroom-access-form/>. If the individual will be working in areas that have alarms, please include alarm-code activation information with the individual's CWID and a personally selected 4-digit alarm code (must not begin with a zero) on the request form.

## **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 who request A&S-issued desktops are also eligible for A&S-owned iPads. Information for iPads will be sent to new faculty after the semester begins. 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. Faculty who are issued laptops do not qualify for iPads.

## 2.3 Staff

All staff (employed through state funds) who are issued A&S desktops 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. Staff who are issued laptops do not qualify for iPads.

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 FTIs and PTTIs**

All FTIs (employed through state funds) who are assigned A&S desktops are eligible for A&S-owned iPads. In order to get their device, all FTIs must attend one of the iPad setup sessions. During this session, eTech staff will assist the FTIs 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. FTIs who are assigned laptops do not qualify for iPads. Due to limited resources and budget constraints, PTTIs and nonrenewable FTIs are not eligible for iPads.

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 <https://www.as.ua.edu/facultystaff-resources/as-employee-out-processing-forms/>)

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.

All A&S-issued technology must be returned to eTech when any faculty, staff or instructors leave or retire from the College. Retired faculty are not allowed to keep their iPads, even if they continue to do research in A&S. Emeritus faculty may be allowed continued use of computers, as long as the equipment remains on UA campus. Retired faculty and staff are not allowed to take state-owned technology home for any reason.

### 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. The Teaching Hub, a website created and maintained by eTech and the A&S Faculty Technology Liaison, provides a great collection of teaching resources, tips and advice from various faculty and entities at UA. Ongoing professional development for staff is also encouraged and incentivized through the A&S STAR system. A comprehensive explanation of the STAR program can be found at <https://star.as.ua.edu/> and a list of current workshops offered by eTech staff can be found at <http://etech.as.ua.edu/workshops/>.

The A&S faculty technology liaison is a special appointment with a faculty member who dedicates his/her service time to eTech and his/her research and teaching time to the 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 and with eTech, faculty and the dean's office to add new content to the Teaching Hub.

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](http://www.frc.ua.edu). For a list of eTech and FRC contacts, see Section 6.0.

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. Faculty are welcome to attend these sessions over the years as a refresher and they can schedule appointments with eTech for one-on-one sessions. Faculty can find lists of current workshops on the Teaching Hub (<https://teachinghub.as.ua.edu/>), on the FRC website (<http://frc.ua.edu/>), and on the Libraries website (<https://www.lib.ua.edu/-/home>).

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 and other resources may be found at <https://www.as.ua.edu/facultystaff-resources/>.

## **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. These drives are protected by the UA security firewall and the data is backed up in real time to Atlanta, at a secondary storage facility.

### **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/>.

### **4.3 DUO**

DUO is a two-factor authentication system that provides additional security to our myBama, email, and VPN accounts. It works by requiring your username & password plus an additional source (phone, mobile device or numerical passcode) to access the account. Please see <https://oit.ua.edu/service/duo/> for more information on how to set up and manage a faculty or staff DUO account.

#### 4.4 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](http://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](http://webvpn.ua.edu/campus) and will require UA login credentials to connect.

As of Fall 2017, DUO is required to access the UA VPN. For more information, see <https://oit.ua.edu/service/duo/>.

## 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://etech/as.ua.edu/labs/>

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](mailto:ETech@ua.edu)

348-4832

120 Bureau of Mines

### IT Service Desk

[itsd@ua.edu](mailto:itsd@ua.edu)

348-5555

125 Gordon Palmer Hall

### Audio/Visual Solutions

[avsolutions@ua.edu](mailto:avsolutions@ua.edu)

348-3453

117 Lloyd Hall

### Faculty Resource Center

[frc@ua.edu](mailto: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](mailto: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

<https://etech.as.ua.edu/forms/as-building-and-classroom-access-form/>

[asaccess@ua.edu](mailto:asaccess@ua.edu)

### Teaching Resources (Tegrity, Turning Technologies (clickers), Blackboard Learn)

Faculty Resource Center: 348-3532; [frc@ua.edu](mailto:frc@ua.edu)

### Qualtrics

Ruth Pionke in eTech: 348-4832; [ruth.pionke@ua.edu](mailto:ruth.pionke@ua.edu)

### Other technologies in teaching

Ruth Pionke in eTech: 348-4832; [ruth.pionke@ua.edu](mailto:ruth.pionke@ua.edu)

### Online courses through the College of Continuing Studies

Ruth Pionke in eTech: 348-4832; [ruth.pionke@ua.edu](mailto:ruth.pionke@ua.edu)

**A&S Faculty Technology Liaison**

Nathan Loewen: 348-3467; [nrloewen@ua.edu](mailto:nrloewen@ua.edu)

**Faculty and staff office computer problems**

IT Service Desk at 348-5555 or [itsd@ua.edu](mailto:itsd@ua.edu)

**Multimedia classroom questions**

[avsolutions@ua.edu](mailto:avsolutions@ua.edu)

Help desk: 348-3453 or dial “2” on the Classroom Help phones (next to multimedia podium)

**Website problems (bugs, access issues)**

Amy Garner in eTech: 348-4832; [amy.garner@ua.edu](mailto:amy.garner@ua.edu)

**Website content questions**

Lisa Yessick in eTech: 348-4832; [lisa.yessick@ua.edu](mailto:lisa.yessick@ua.edu)

**Developing videos, copying videos, voice recording, etc.**

Lisa Yessick in eTech: 348-4832; [lisa.yessick@ua.edu](mailto:lisa.yessick@ua.edu)

**Other technology-related questions**

Ruth Pionke in eTech: 348-4832; [ruth.pionke@as.ua.edu](mailto:ruth.pionke@as.ua.edu)