

Technology Handbook

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THE UNIVERSITY OF ALABAMA | A&S OFFICE OF EDUCATIONAL TECHNOLOGY (ETECH)

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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 to be productive and successful in their positions. One of the main objectives of the College is to be a leader in new instructional uses for technology. For this reason, the dean of Arts and Sciences established the Office of Educational Technology (eTech), in 2006 as a service organization for the College.

Office of Educational Technology (eTech)

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 information on technology 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 careers at UA.
- It provides incoming faculty and staff with office computer equipment and iPads and assists 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 the 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 205-348-4832 or 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 several departments that handle various aspects of technology. The current departments are outlined below, and a list of contacts is included in Section 7.0.

Office of Informational Technology (OIT)

OIT is the primary source of technical support for The University of Alabama. They are responsible for setting up and maintaining faculty and staff office computers, research, and department teaching labs. They maintain the University network system, obtain licenses for campus-wide software available to faculty and staff, and are in charge of technical support through their IT Service Desk at 205-348-5555 or 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 its services and provides updates on known issues and planned

maintenance. This website also categorizes helpful information to people by their roles at UA, including faculty/staff, students, and new, current, and retiring individuals. To read more about their services, go to oit.ua.edu.

Center for Instructional Technology (CIT)

CIT provides the faculty with regular informational sessions throughout the year on the various teaching technologies available at UA, including Blackboard, Panopto, Respondus, Turnitin, and UA Box. Faculty can also contact CIT for one-on-one assistance with these technologies or have technical difficulties with one of the abovementioned systems. To contact CIT, call 205-348-3532 or email them at cit@ua.edu. To learn more about their services, go to cit.ua.edu.

Audio Visual Solutions (AVS)

AVS is responsible for imaging, maintaining, and supporting all classroom multimedia equipment and computers. When faculty experience problems with multimedia computers, they can contact AVS using the phones next to the podiums or by calling 205-348-3453 or emailing them at avsolutions@ua.edu. To read more about their services, go to oit.ua.edu/services/audio-visual-solutions/.

1.0 Policies and Procedures

1.1 Request for Computer Labs

The College of Arts and Sciences owns and maintains (through eTech) 12 computer labs, all of which can be reserved for teaching purposes. Faculty and instructors with classes requiring extensive computer use by the students can reserve computer labs for use during regular operating hours (go to <https://etech.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 courses should submit their requests at least two months before the semester in which they are requested.
- Single-date or short-term requests for lab use should be made at least two (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 before the appointed time. Walk-in classes will be denied.
- Faculty will not be able to book rooms that have already been reserved.
- Although one may request a specific room, actual room assignments will be made based on availability and following 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 use 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://labreservation.as.ua.edu/reserve/> and entering the required information. **NOTE:** Completing the form submits a request only. Faculty will receive confirmation from eTech when the rooms are reserved.

Any software requested for teaching purposes must be requested at the time the reservation is placed and will be accommodated whenever possible. A minimum of two-week lead times should be given whenever software is requested (a minimum of three 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, or free.

1.2 Request for Loaner Equipment

Under certain circumstances (office computer under repair, etc.), faculty, instructors, and staff may be required to borrow equipment, such as laptops and iPads, for a limited time.

If request is approved, keep in mind for the following:

- Equipment is only available to A&S faculty, instructors, and staff. Non-A&S faculty/staff and students must visit the UA library system or their departments to seek loaner options.
- Since the quantity of equipment is limited, approval of requests will be based on availability and is limited to emergency use, such as a temporary replacement, while the individual's primary computer is undergoing repairs. Equipment will not be provided for personal use or travel.
- 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 and staff who turn in the equipment after the agreed-upon due date will be denied future equipment requests for at least one year.
- Faculty and staff must return all pieces checked out to them when returning items. It includes a carrying case, all cords, and accessories. Faculty and staff who do not return all accessories loaned to them will be denied future requests for loaner equipment for at least one year.
- If equipment is damaged while checked out, report it immediately. eTech will assess the damage and take appropriate action. Faculty and staff who damage equipment loaned to them will be denied future requests for loaner equipment for a minimum of three years since computer damage can be costly to fix and may result in total loss of the equipment.
- Faculty, instructors, and staff can designate someone to pick up the equipment; however, the request must be made under their name. The requestor must know they are responsible for the loaner equipment while their designee has it.
- Faculty, instructors, and staff who do not comply with the terms will not be allowed to borrow resources.

To request equipment, faculty, instructors, and staff should contact eTech at etech@ua.edu. **NOTE:** A request does not guarantee the use of the equipment. If a request is approved, eTech staff will contact the requestor to let them know when they can pick up the requested equipment.

1.3 Request for Rooms for Events Use Only

This section provides information on 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. Go to <https://etech.as.ua.edu/index/reserve-a-room/> for more information on reserving a room for an event.

Faculty, instructors, or staff who want to reserve rooms not controlled by their department or for events that include non-UA organizations should make these requests through eTech. Outside departments or organizations 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 returned exactly as 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 ensure they are locked – especially when the meeting occurs after hours.
- Classrooms in the reservation system are accessed via swipe and should automatically unlock or be accessible using action cards. (Classrooms that require keys are not included in the reservation system.) It is essential to make reservations at least two (2) weeks in advance for events that occur after regular business hours or during weekends so that appropriate arrangements can be made.
- The individual or group reserving the room is responsible for it while it is in their possession. They will be charged total repair costs for any damages during this time.
- All student groups must have designated faculty advisors who are present and in the room during after-hours and weekend events.
- Individuals or groups must follow the room reservation policy to avoid being denied future use of A&S-controlled rooms.
- Organizations or groups needing to reserve a classroom must be recognized by the Source at <https://thesource.sa.ua.edu/>.

Faculty, instructors, and staff can go to <https://etech.as.ua.edu/index/reserve-a-room/> to make a request. **NOTE:** Submitting a request does not guarantee a room reservation. If a request is approved, eTech will contact the requestor to inform them.

1.4 Teaching in Rooms/Buildings with Swipe Cards

To provide better security, most buildings at The University of Alabama have 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 must enter the buildings and rooms outside regular operating hours by swiping their action cards across the activation plates. If you find electronic doors locked when they are usually unlocked, call Access Control at 205-348-9159 (205-348-9494 after regular work hours) to correct the situation. A CWID may be required to verify the identity of the caller. For more information on swipe-card access, see <https://etech.as.ua.edu/index/getting-classroom-swipe-card-access/>.

Swipe Card Buildings

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 or an app that can be installed on their iPhones. Doors should automatically unlock 15 minutes before class and stay unlocked until 15 minutes after class. 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 to have access outside class periods using their action cards.

Other Buildings

For non-A&S controlled classrooms with swipe cards or buildings with keys, departments must contact the appropriate college/building rep to which the classroom belongs 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 205-348-6818.

1.5 Wireless Account

The Office of Informational Technology (OIT) requires that all University students and employees register for the wireless system every academic year. When faculty, staff, and students try to access the UA eduroam network for the first time using a wireless device, they will be prompted to log in with their myBama email address and password. Example of myBama email address: jmonroe24@ua.edu for faculty and staff or psmith13@crimson.ua.edu for students. If the employees or students have any questions about this process, they can contact the OIT service desk at 205-348-5555. See <https://oit.ua.edu/services/internet-networking/wifi/> for more information.

1.6 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/services/internet-networking/guest-wifi/>.

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

1.7 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 during their employment. The College of Arts & Sciences has a technology inventory system that provides a comprehensive view of all A&S-owned computers. To keep this system accurate, eTech must 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 to 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.

Faculty and staff are not allowed to swap computers. Faculty and staff who receive new office equipment must 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 assigned to these computers are responsible for the repairs and associated costs. However, faculty and staff can check with eTech at ascomputerrequest@ua.edu to see if their computer is still covered under the manufacturer's warranty.

1.8 A&S-Owned iPads

To promote academic continuity and communication in the event of an emergency and to enhance the College's teaching and research experience, faculty, instructors, and staff who do not have A&S-issued laptops will be issued iPads. Like 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:

- To get an A&S-owned iPad, all eligible faculty, staff, and instructors must attend an iPad session. During this session, eTech staff will assist individuals in setting up their iPad (email, wireless, registration) and offer some general information on how to use the iPads.
- All faculty, instructors, and staff must enable location services and activate the Find My iPad feature for security reasons. 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 or need support can contact A&S iPad Support at asipadsupport@ua.edu or 205-348-8062 to get help from an experienced technician.
- iPads are purchased with Wi-Fi capability. Employees who wish to have an iPad with cellular will need to work with eTech and their department to purchase an upgrade. The user will be responsible for setting up an account with the appropriate provider and paying the monthly fee.
- When faculty, instructors, and staff leave the College, they must return the iPad to the eTech main office in the Bureau of Mines, Building 1, room 120, or arrange retrieval with eTech staff at etech@ua.edu.
- 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 the local police department if the theft occurs off campus or out of town and to eTech at etech@ua.edu and A&S iPad Support at asipadsupport@ua.edu. These departments will work with the individual to attempt to recover the device or remotely wipe critical information from devices that cannot be recovered.
- If an iPad is damaged, faculty/staff should notify A&S iPad Support at asipadsupport@ua.edu to get instructions on fixing the equipment and determine whether the College will cover the repair cost. All A&S iPads have a 4-year warranty.
- The College uses a mobile device management system with all A&S iPads. This system allows the College to manage the devices remotely and acts as an extra layer of security for the devices. We can attempt to locate lost or stolen iPads, activate Lost Mode, and clear passcodes if a user forgets this information.
- A&S provides iPads to faculty/staff with desktop office computers. A&S does not distribute iPads to faculty/staff with laptops since they have a means of mobile communication to meet academic continuity requirements.

- A faculty member who has not been issued an iPad who wants to use an iPad in teaching should contact A&S iPad Support at ascomputerrequest@ua.edu to determine whether they qualify for a long-term issued iPad. Those with short-term needs can request an iPad through the loaner program by emailing etech@ua.edu.

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 the A&S inventory system identifies faculty and staff as eligible for new computers or iPads, they receive an email with a link and verification code to submit their replacement request. This information allows them to log onto the automated system and request what type of equipment they prefer.

Faculty requiring a computer outside the standard models the College offers can request custom configurations. In this case, the College provides a set amount of money for the equipment. The faculty or their departments are responsible for covering the balance with award, department, research, or startup funds.

Individuals who want their A&S iPads to include features beyond the standard A&S issue can order add-ons with awards, department, research, or startup funds.

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.

The College will only replace one designated office computer for each faculty and staff member every five years. iPads are replaced every four years. Additional equipment provided as part of a startup package or bonus is one-time and not included in the replacement process.

When the new equipment is installed, the faculty/staff member must relinquish the old computer or iPad to eTech so it can be repurposed where there is the greatest need in A&S.

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 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 A&S Information Technology Director and their Associate Dean to determine if cost-sharing with the College on new computers is an option.

1.10 Department Technology

We highly recommend that the department goes through eTech when purchasing technology with departmental funds (regardless of funding source) to enhance their faculty and students' teaching and research experience and ensure that equipment is compatible with the UA network system, and added to the A&S inventory system and the mobile device management system.

To ensure that all technology purchased meets UA minimum standards and that the departments get the best prices available to UA, the department should submit a notification to eTech at <https://bit.ly/3VIGgdp>. Completing the form allows departments and faculty to notify eTech of their intention to purchase equipment and request assistance obtaining quotes when needed. If the quote is good, the eTech staff will submit the purchase order for their equipment. The departments must also tell eTech whether this technology was purchased with department, research, or startup funds so that eTech can make the appropriate designation in the technology database.

1.11 Information Storage

With the increasing interest from faculty in reporting student and course information electronically, this information must 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 remember the following points when storing and transferring student information. Please be aware that failure to abide by these guidelines could result in legal liability for the individual or the department.

Here are guidelines when storing information:

Do

Store all student and sensitive information (personnel information, research, if applicable, etc.) on the University network drives such as UA Box, faculty home drives, and OneDrive, which are all in 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 handbook and <http://oit.ua.edu/oit/services/virtual-private-network-information/>. Those who have difficulties accessing the VPN should contact the Office of Information Technology (OIT) at itsd@ua.edu.

Send all correspondence with students and about students through UA email accounts only. While non-UA email servers may advertise they are secured, these providers glean information from your emails for research. Therefore, outside email sources should never be used to send 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 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, assuming that appropriate precautions are taken to ensure that the information is not easily accessible or viewable by other people. When faculty use external sources (laptops, home computers, physical grade books, iPads, etc.) to record student grades, they should disclose as little information as possible on these records. Student names are acceptable, while last name only (or last name with the 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 Google Docs. If you are unsure whether the device or system is secure, contact eTech at etech@ua.edu, or don't use it.

Never store student, staff, or faculty social security numbers on 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 use 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, don't hesitate to contact eTech at etech@ua.edu so we can alert OIT security to investigate the matter.) When departments receive documents containing social security numbers, they should obliterate the numbers with black markers on hard copies and delete them on electronic copies.

Collect or store sensitive student information on unsecured electronic devices (this does not include grade books). Sensitive information includes student names combined with CWIDs, birthdates, mothers' maiden names, social security numbers, grades, medical records/data, or entrance exam scores. If any faculty or staff members collect this information, it should be stored on the shared drive or a university-encrypted laptop. Anyone 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 use 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 reviewed by OIT security to determine whether they can be used. See the following page for more information on servers.

2.0 Personnel Action

2.1 New Hires

Once the departments know their new hires (faculty, instructors, and staff) in their area, several actions must occur before the new employees start work. Please note that the chronological order of some of these steps is essential to execute 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 Set-up Form. (See New Faculty/Staff Set-up Form at <https://hr.ua.edu/payroll/payroll-forms-guides> for more information.) **This form must be completed if an individual needs email access before their start date (i.e., a faculty member arriving in the summer). The date entered on the Faculty/Staff Set-up Form must be 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 and many other services around the University. Email and access to UA systems are automatically generated once the new employee is in the Banner system.

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 or a one) on the request form.

The departments can use the A&S New Hire Onboarding Checklist found at <https://etech.as.ua.edu/wp-content/uploads/2021/10/New-Hire-Onboarding-Checklist-Fillable.pdf>.

2.2 Faculty

After new faculty accept a position within the College of Arts and Sciences, the Dean's Office sends each new hire an acknowledgment letter, including directions for requesting 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 request software.

New faculty requests for A&S-issued desktops are also eligible for A&S-owned iPads. Information for iPads will be sent to new faculty after the opening of the new semester. 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 offer 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 at <https://etech.as.ua.edu/hardware-software/ipads/>.

Faculty who are issued laptops do not qualify for iPads.

2.3 Staff

All staff employed through state funds are issued A&S desktops and eligible for A&S-owned iPads. 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 iPad uses information can be obtained on the eTech website at <https://etech.as.ua.edu/hardware-software/ipads/>.

Staff who are issued laptops do not qualify for iPads.

2.4 Instructors

Instructors with 3-year renewable contracts are assigned to A&S desktops and are eligible for A&S-owned iPads. All instructors must attend one of the iPad setup sessions to get their devices. During this session, eTech staff will assist the instructors in setting up their iPad (email, wireless, registration) and offer 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 at <https://etech.as.ua.edu/hardware-software/ipads/>.

Instructors who are assigned laptops do not qualify for iPads.

Due to limited resources and budget constraints, less than 3-year contracts, part-time, and non-renewable instructors are not eligible for iPads.

Computers 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. 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. To do this, the departments can visually verify whether there are network jacks and call the IT Service Desk at 205-348-5555 to request that OIT ensure they are active.

2.5 Exiting Employees

When faculty, instructors, or staff leave the College of Arts and Sciences, department chairs or Technology Equipment Coordinators (TECs) must follow the steps below to ensure that the proper systems are deactivated, and that equipment is recovered.

The departments must note the employee's status and why they are leaving (retiring versus resigning) since their cut-off dates for access to various University systems will depend on this information. For example, a fired employee will immediately lose access to the system,

while a retiring professor may be allowed access to some areas under emeritus status. All departments should use the Employee Out-processing Form to ensure that the exiting individuals have done everything needed before leaving. See the out-processing form at <https://www.as.ua.edu/facultystaff-resources/as-employee-out-processing-forms/>.

When departments are notified that staff, faculty, or instructors are leaving their department, the TECs should notify eTech at etech@ua.edu and arrange to return the individuals' iPads and any mobile technology.

Departments must 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 employee's 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 behalf of the staff member to return to UA after this time, the department should notify eTech. eTech can then request that OIT keep the staff member's email address on file for two years so it may be reinstated if the individual is rehired.

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

All A&S-issued technology must be returned to eTech when 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 for the College of Arts and Sciences. Emeritus faculty may use computers if the equipment remains on the UA campus.

Retired faculty and staff cannot take state-owned technology home for any reason.

2.6 Department Technology Equipment Coordinators (TECs)

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

- Act as liaison to the eTech office concerning faculty and staff technology needs.
- Assist eTech in performing annual technology inventory 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 technology updates and policy changes.

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 faculty and staff one-on-one meetings, department presentations, and workshops. 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/>.

The A&S faculty technology liaison is a special appointment with a faculty member who dedicates their service time to eTech and their research and teaching time to the academic department. The faculty technology liaison meets with faculty to discuss implementing instructional technology and pedagogy for 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 Center for Instructional Technology, which assists faculty with enterprise tools, like Blackboard, Panopto, Respondus, Turnitin, and UA Box. Please see the CIT website for more information on their workshops and other support: <https://cit.ua.edu>. For a list of eTech and CIT contacts, see Section 6.0.

Faculty can attend workshops and sessions that provide overviews of the most 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 CIT website (<https://cit.ua.edu/>), and on the Libraries website (<https://www.lib.ua.edu/-/home>).

The Active Learning mentors are a group of faculty members 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 and achievements using technology tools. Information regarding learning initiatives and other resources may be found at <https://www.as.ua.edu/facultystaff-resources/>.

Each year the College recognizes one Distinguished Teaching with Technology Fellow during the first faculty meeting of the fall semester. As members of the Arts and Sciences Teaching Fellows Committee, the fellows form a teaching advisory board, serve as mentors for other faculty members, provide advice on the assessment of teaching, participate in new faculty orientation, and work with the College in other ways to improve its overall teaching mission. View a list of current Distinguished Teaching Fellows on the A&S website at <https://as.ua.edu/faculty-resources/awards-for-faculty/distinguished-teaching-fellowship/>.

4.0 Additional Information

4.1 Share and Home Drives

Share (S:) and home (H:) drives are storage systems on the University network and are sometimes referred to as network drives. A shared drive is one to which multiple people have access. Each department has its folder and subfolders contained on the share drive. The department chair can designate which individuals or groups (faculty, staff, instructors) have access to the various folders within their department. Every employee has a home drive, their network drive, that they can use for as long as they are employed with the University. The UA security firewall protects these drives, and the data is backed up in real-time to Atlanta at a secondary storage facility. For directions on accessing the share drive via VPN, see <https://etech.as.ua.edu/accessing-the-share-drive-via-vpn/>.

4.2 UA Box

All faculty, staff, students, and instructors also have access to UA Box, an enterprise version of the Box document-sharing system. UA Box can 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. UA Box is HIPAA and FERPA-compliant. Information on how to set up an account can be found at <https://oit.ua.edu/software/box/>.

4.3 Microsoft OneDrive

All faculty, staff, students, and instructors can access OneDrive, a cloud storage and document-sharing system. Like UA Box, OneDrive can share files and other documents among multiple individuals. OneDrive is protected behind the firewall and thus can be used for sharing sensitive information such as job applications and student information. OneDrive is HIPAA- and FERPA-compliant. Information on how to set up an account can be found at <https://oit.ua.edu/software/onedrive/>.

4.4 Microsoft Teams

All faculty, staff, students, and instructors can access Microsoft Teams, a chat service that includes threaded chats, video conferencing, file sharing, and more. Microsoft Teams is available on the web and through desktop and mobile apps. All faculty, staff, students, and instructors can log into Microsoft Teams with their myBama email and password. More information on Microsoft Teams can be found at <https://oit.ua.edu/services/email/microsoft-teams/>.

4.5 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 and password plus an additional source (phone, mobile device, or numerical passcode) to access the account. Please see <https://oit.ua.edu/services/security/duo/> for more information on how to set up and manage a faculty or staff DUO account.

4.6 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 faculty or staff office systems data from off-campus using a desktop or laptop. Remote desktop protocol (RDP) is necessary to log into the faculty or staff office computers on or off campus from another computer.
- When faculty or staff who usually use University laptops are off campus, they must connect to the University network through the VPN to access shared folders/files. No RDP is necessary.
- Connecting 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 is necessary. To do this, the faculty or staff should log into VPN and then into RDP.
- Email can be accessed through any web browser at outlook.office.com. No VPN connection is necessary for this connection; however, this connection will not provide access to local files or files on the share drive, and the user will need DUO to log in.
- Self-Service Banner and Banner INB can be remotely accessed without a VPN.
- A faculty or staff can use remote desktop protocol (RDP) to access files on a campus computer from another computer located on campus.
- Sometimes, users may access servers using Secure Shell (SSH) through the VPN.

Individuals can set up a VPN connection on their home computers using the directions at <https://oit.ua.edu/services/internet-networking/vpn/>.

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

DUO is required to access the UA VPN. For more information, see <https://oit.ua.edu/services/security/duo/>.

5.0 FAQs

What is a server?

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

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

Although the Graduate Office has discontinued collecting social security numbers for graduate student applications, many departments are wondering what to do with the information already collected. For departments with retention policies for these applications, ensure that the paperwork is always stored in a secured 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 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 Box, which is free for all faculty, staff, and students, allows individuals to share files with a designated group of people, and the UA firewall protects it so it can be used to share sensitive information, such as application materials. For more information on registering for a UA Box account, log into myBama, go to the Tech tab, and scroll down to the box listing UA software.

What constitutes FERPA information?

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

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 print the class list with the student's name, SSN, and 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 student's written consent (Note: If a student provides you a resume with the information, you may disclose whatever is in the resume.)

Faculty or staff with questions about electronic security issues can go to <https://oit.ua.edu/services/security/>.

6.0 Useful Links

6.1 A&S and eTech

A&S Website

<https://as.ua.edu/>

eTech Website

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

A&S Computer Lab Reservation

<https://etech.as.ua.edu/labs/>

A&S Computer Lab Software Information

<https://etech.as.ua.edu/labs/software-in-the-arts-and-sciences-computer-labs/>

A&S Surplus Pickup Request

<https://etech.as.ua.edu/forms/surplus-pickup-procedures/>

A&S Technology Procedures, Policies, and Guidelines

<https://etech.as.ua.edu/all-policies-guidelines/>

A&S, eTech Forms

<https://etech.as.ua.edu/forms/>

Buying Computers with Alternative Funding Sources

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

Classroom Reservation for Events

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

iPad Hub eTech Site

<https://etech.as.ua.edu/hardware-software/ipads/>

University of Alabama-Owned Technology

<https://etech.as.ua.edu/about-etech/college-and-university-policies/university-of-alabama-owned-technology/>

Web Services

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

6.2 UA

Center for Instructional Technology

<https://cit.ua.edu/>

Office of Information Technology

<https://oit.ua.edu/>

HR New Hire Forms

<https://hr.ua.edu/payroll/payroll-forms-guides>

Online Course Development

<https://teachinghub.as.ua.edu/online-course-development/>

Qualtrics

<https://oit.ua.edu/software/qualtrics/>

Teaching Resources

<https://teachinghub.as.ua.edu/>

UA Software List

<https://oit.ua.edu/software/>

7.0 Contacts

7.1 A&S and eTech

eTech – Technology for A&S Faculty/Staff
etech@ua.edu; 205-348-4832
120 Bureau of Mines, Building 1

A&S IT Director
Andrew Richardson
andrew.richardson@ua.edu; 205-348-4832

A&S Faculty Technology Liaison
Nathan Loewen
nrloewen@ua.edu; 205-348-3467

A&S iPad Support
asipadsupport@ua.edu; 205-348-8062

Access to Swipe Classrooms and Buildings
asaccess@ua.edu; 205-348-4832
<https://etech.as.ua.edu/forms/as-building-and-classroom-access-form/>

Computer Lab Issues, Reservations & General Lab Info (Hours, Locations, etc.)
aslab@ua.edu; 205-348-4832
<http://etech.as.ua.edu/labs/>

Computer and iPad Replacements
ascomputerrequest@ua.edu; 205-348-4832

Software Requests and to Report A&S Computer Lab Issues
etechsystems@ua.edu

Website Content Questions
Lisa Yessick
lisa.yessick@ua.edu; 205-348-4832

Website Problems (Bugs, Access Issues)
webmaster@as.ua.edu; 205-348-4832

7.2 UA

Audio/Visual Solutions - Multimedia Classroom Support

avsolutions@ua.edu; Help desk: 205-348-3453

Dial “2” on the Classroom Help Phones (next to multimedia podium)

Classroom Scheduling and Reservation for Teaching

Registrar Office

aschedule@ua.edu; 205-348-2020

Center for Instructional Technology - Teaching Resources (Blackboard Learn, Panopto, Respondus, Turnitin, etc.)

cit@ua.edu; 205-348-3532

A203 Gordon Palmer Hall

IT Service Desk - Faculty and Staff Office Computer Problems

itsd@ua.edu; 205-348-5555

125 Gordon Palmer Hall

Telecom – Telephones & Network Jacks

telecom@ua.edu; 205-348-9555

125 Gordon Palmer Hall