

Maintained by CAS-IT, last revised 1/10/2019

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Hello!

CAS-IT is here to support the mission of the College of Arts & Sciences (CAS) by supporting teaching, service centers, and department or school operations.

Our website is <http://cas.illinoisstate.edu/about/casit/>.

Getting IT Help

Please use ITHelp.IllinoisState.edu to report issues with technology, make IT requests, find IT knowledge articles (tutorials), and to check the status of your reported issues or requests. Alternatively, you may call 438-HELP to report issues or make IT requests.

Using the ITHelp.IllinoisState.edu self-service portal or calling the Technology Support Center at 438-HELP is the easiest way for you to report your issues or make IT requests without having to know which of ISU's dozens of tech support teams is the correct one for the situation.

CAS-IT and each of our staff value having deep knowledge of our departments, their faculty, and the faculty's needs. We like hearing from you and working with you! However, contacting an individual IT person directly often leads to delays in getting support. The individual you contacted very well maybe in the middle of another task or even out of the office. If they were not the correct person to respond, then they will forward your message to the Technology Support Center for correct routing. This leads to an unnecessary delay.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=2388>.

System Maintenance & Outages Alerts

On the [Tech Alerts website](#) you will find information about:

- Network maintenance and outages
- System maintenance and outages
- Phishing emails targeting Illinois State
- Viruses and other technology-related threats

[Sign up to be notified](#) whenever a new alert or an update to an alert is posted.

CAS-IT Maintenance Windows

CAS-IT strives to keep all of our services up-to-date and free of any disruptions or unscheduled downtime. To facilitate this, we implement a planned maintenance window in which we might take some to all of our services off-line to perform maintenance or upgrades. The CAS Maintenance Window will begin on the 3rd Friday of each month at 7 p.m. (Friday) – and end at 7 a.m. (Saturday). Planned outages will be rescheduled when they fall on the first week, last week, finals week, or the time between finals week and the time grade submission are due during the Spring or Fall semester. Each December CAS-IT plans a three day window to perform more significant maintenance. The December maintenance begins the day after grades are due. [Click here for all scheduled maintenance dates.](#)

The following services could be affected:

- CAS-IT network shares including Casfiles Private Drive (R:), Casfiles01 Departmental Shared Drive (S:), Cas-ProjShare for temporary projects, Instructor folders, Public folders, hand-in folder, Vidette Files, and others
- Printing to CAS network printers and print management with PaperCut
- License servers for MATLAB, ArcGIS, Maple, Intergraph, GE Healthcare, FlexNet, Texas Instruments, Harris Geospatial, EViews, Excelis, Bruker Top Spin
- CAS-IT hosted websites including department websites, CAS URG system, CAS Budget system, CAS Internship Posting system, CAS WordPress, Mind Project, WZND, Water Research, etc.
- All other CAS-IT hosted servers or services including PSC Observation System, Noah, CAS-IT remote application server, Inception, etc.
- Computers may restart as a result installed updates

ULID Account

Your University Logon Identity serves as your logon account for almost all university related systems including email, computers, my.IllinoisState.edu (class information) and iPeople (HR information).

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=602>.

Copies and Printing

Each department/school has different policies regarding copies and printing. Please contact your office support staff for more details.

CAS-IT highly encourages alternatives to printing such as electronic distribution through ReggieNet, Teams, network shares, email, etc. Please contact us if you are interested in more information.

Office 365 Account

All faculty, staff, and students have an Office 365 account that provides you email, calendar, contact list, and cloud file storage among other features. New features are added frequently too. Tutorials for using all of the features of Office 365 are available from Microsoft at <https://support.office.com/>. The Center for Teaching, Learning, and Technology may have some small group training options for Office 365 tools. See <http://ctlt.illinoisstate.edu/courses/short/> for details. Login with your ULID and ULID password at <http://office365.ilstu.edu>.

Email/Calendar/Contacts - Outlook

CAS-IT supports accessing your university provided Office 365 account for email, calendar, and contacts through Microsoft Outlook for Windows or Mac computers. CAS-IT does not recommend or support using any other software to access your Office 365 account for email, contacts, or calendars. You can also login to <http://office365.ilstu.edu> to access these features.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=721>.

Cloud File Storage - OneDrive

OneDrive, through <http://office365.ilstu.edu>, give you 1 terabyte of document storage on Microsoft's cloud. Here your files can sync to multiple computers and be available in classrooms or anywhere through <http://office365.ilstu.edu>. CAS-IT recommends that OneDrive is used as your primary place to store files. OneDrive is constantly backed up and can help prevent data loss if you have computer hardware issues. CAS-IT does not back up Individual computers otherwise.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=748>.

Streaming Video

Office 365 Video at Illinois State University is a web portal where only University members may post or view videos. Students, faculty and staff may choose to use the app to access, share, and embed video recordings of classes, meetings, presentations, or training sessions, for example.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=2887>.

Learning Management System/LMS - ReggieNet

“ReggieNet” is an online course management system based on [Sakai](#) used by faculty and students at Illinois State University. Classes offered through Illinois State University may use ReggieNet to deliver course materials, assignments, quizzes and tests to students.

This should be the sole method for electronically delivering course materials to students enrolled in courses. ISU considers this system part of our contingency plan for delivering courses to students in the event of a natural disaster or disease outbreak and therefore no other system should attempt to deliver coursework to students as any other system will not have the same priority.

More information including step-by-step tutorials can be found on the [ITHelp.IllinoisState.edu](https://ithelp.illinoisstate.edu) knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=669>.

Zoom Video Calls/Conferencing

Zoom is a video call or conferencing tool that many faculty prefer over Skype. There are two versions of Zoom: Basic and Pro. All staff and faculty have access to Zoom Basic, which allows you to host a session up to 40 minutes with a maximum of 100 participants. A Zoom Pro account allows you to host a session with no time limit and have up to 200 participants in the session. The cost of the Pro account is covered by Administrative Technologies.

More information including step-by-step tutorials can be found on the [ITHelp.IllinoisState.edu](https://ithelp.illinoisstate.edu) knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=5550>.

Digital Measures Activity Insight

Digital Measures Activity Insight is the tool that allows faculty to edit their teaching profile that appears on your department website. This tool is also used for different functions by each CAS department. Some departments use this tool for the Annual Productivity reporting process, as syllabus distribution and archiving, etc. Some other CAS-wide processes also utilize this tool like various award applications. It may be helpful to know that you can import some of your information from other system utilizing a Bib Tex file format. To learn more about Bib Tex please see <https://www.digitalmeasures.com/activity-insight/docs/bibtex.html>.

Drag and Drop CV Builder

With this tool you can create templates for multiple CV versions and update them all automatically after entering new information just once. Watch this four-minute video to get started <https://www.digitalmeasures.com/activity-insight/docs/reporting.html>.

CAS Syllabi Database

Syllabi must be available for 7 years. So that departments don't have to physically store copies of syllabi, or search for syllabi when needed for transfer students, CAS-IT has an online syllabus database at <http://casit.illinoisstate.edu/syllabi>. To add your syllabus to the online database simply upload it to the corresponding course in Digital Measures Activity Insight. This is also how to get your syllabus listed under your course on your department website profile page (only available for CAS-IT hosted websites) and a good option for making your syllabus available electronically if you don't use ReggieNet.

CAS Collaboration System

The College of Arts & Sciences encourages faculty collaboration. To foster this collaboration CAS-IT has made it very easy to search faculty teaching and research interests via the CAS Collaboration System at <https://casit.illinoisstate.edu/collaboration/>. This system pulls the same teaching and research interests fields from your Digital Measures Activity Insight profile.

NSF and NIH Biographical Sketch Applications

Digital Measures Activity Insight has built in NSF and NIH Biographical Sketch reports. These make applying for grants a little easier and, best of all, the formatting of each is kept current as the organizations make changes.

University Research Grants (URG) Applications

The College of Arts and Sciences University Research Grant (URG) program exists to:

- Foster research and creative efforts across the College;
- Stimulate development and submission of external grant proposals; and
- Support development of the research and creative programs of new faculty members.

Applications for URGs are accepted in Digital Measures. See <https://cas.illinoisstate.edu/research/urg> for more information.

URG Outcome Reporting

URG Outcomes are to be entered into Digital Measures under Intellectual Contributions. For each appropriate outcome, check the “Tags/Keywords” box for “University Research Grant Outcome.”

Sabbatical Outcome Reporting

Sabbatical Outcomes are to be entered into Digital Measures on the appropriate screens. For each appropriate outcome, check the “Tags/Keywords” box for “Sabbatical Outcome.”

If you have an idea of how this tool can make you more efficient, please contact the Director of CAS-IT.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=3268>.

Faculty Websites

Faculty may choose to have a website in addition to their department website profile page or their ReggieNet site. Faculty must adhere to Americans with Disability Act and Illinois Information Technology Accessibility Act (aka 508 Compliance) laws. Faculty that violate these laws may be personally liable under these laws. Any website that appears to represent Illinois State University by an employee of the University is required to comply.

The recommended method for faculty to publish a website is by the About.IllinoisState.edu website system. This system is editable through most common browsers and does not require the knowledge of coding. It allows the faculty member to control the images, text, and page structure of the site within the templates and layouts provided. Unfortunately, complete visual customizations (colors, layouts, etc) is not possible to preserve ADA and 508 law compliance.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=3210>.

More information about web accessibility can be found at

https://studentaccess.illinoisstate.edu/faculty_staff/Web%20Accessibility%20Guidelines%20ISU%2010-16.pdf.

Off Campus Access to Campus Resources

It is possible to access resources such as the Private Drive and to remotely connect to your office computer from an off campus location. To do so you must have Cisco Any Connect VPN configured.

Your office computer must be preconfigured for remote access. For security purposes, this is done by request only. After remotely connecting to your office computer, you may use its software and other resources just as if you were sitting in front of it.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge articles at:

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusOblId=KnowledgeArticle&PublicId=992>.

Non-ISU Services

Registering for, requiring student use of, or simply just uploading some data to non-ISU contracted servers, websites, web applications, etc. can violate FERPA.

University policies [7.1.40](#) and [7.1.42](#) prohibit members of the University from accepting a contract (or terms & conditions) on behalf of the University without prior approval from the University Lawyers.

Additionally, third party services often cannot be tested to work in our environment nor are they guaranteed to exist tomorrow.

Steps also have to be taken to ensure that all students can experience a class to a reasonable extent. Third party services are not bound by this federal law so a service that a faculty member might like to use in class may not be accessible for someone with a visual impairment (for example) whereas a similar University hosted service would.

Often the services provided by a third party can be achieved by on campus services. Please consult your CAS-IT representative for recommendations on technology needs.

Equipment/Inventory

Any University owned equipment issued for your use is the sole property of the State of Illinois. These pieces of equipment are bound to University policy about "Appropriate Use"

(<http://policy.illinoisstate.edu/technology/9-2.shtml>) and removal of University property must be pre-approved by your department/school's Inventory Steward (<http://policy.illinoisstate.edu/facilities/6-1-38.shtml>).

Before purchasing any equipment, consult CAS-IT and your Inventory Steward. All equipment purchased should be delivered to your campus address. Equipment purchased with University funds must not be shipped to your home address. All equipment must go through your inventory steward immediately after purchase and then through CAS-IT before use.

Training

Various units offer different training options. Most (but probably not all) are listed here:

- Family Educational Rights and Privacy Act (FERPA): <http://registrar.illinoisstate.edu/ferpa/>
- Center for Teaching, Learning, and Technology: <http://ctl.illinoisstate.edu/courses/short/>
- Administrative Technologies: <http://at.illinoisstate.edu/training/>
- Research Ethics and Compliance: <http://research.illinoisstate.edu/ethics/training/>
- Institutional Review Board (IRB)/Human Subjects Research:
<http://research.illinoisstate.edu/ethics/training/irb/>
- HR Orientation: <http://hr.illinoisstate.edu/prospective/orientation.php>
- Milner Library Services: <http://library.illinoisstate.edu/library-materials/tutorials/>
- ISU Technology Quick Start Guide (student focused): <http://illinoisstate.edu/quickstart/>
- Overview of Technology at ISU:
<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService/Command/Queries.GotoRecord?BusObId=KnowledgeArticle&PublicId=375>.
- Student Access and Accommodation Services: https://studentaccess.illinoisstate.edu/faculty_staff/