

CAS Technology – What every faculty and staff member should know about IT.

Maintained by CAS-IT

Contents

- Hello!..... 2
- Getting IT Help 2
- Requesting Computer Lab Time..... 2
- ULID Account..... 2
- Email/Office 365 Account 3
- Learning Management System/LMS/ReggieNet..... 3
- Private Drive..... 3
- Digital Measures Activity Insight..... 4
- Faculty Websites 5
- Off Campus Access to Campus Resources 6
- Copies and Printing 6
- Non-ISU Services 6
- Equipment/Inventory..... 7
- Training 7

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 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>.

Requesting Computer Lab Time

Each department/school handles scheduling in a different way. Please contact your office support staff for your department's process.

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>.

Email/Office 365 Account

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.

There are various other tools within the Office 365 portal in which CAS-IT/ISU provides very limited support beyond installation. Tutorials for these 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.

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>.

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 knowledge articles at:

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

Private Drive

Your “Private” drive is a network storage location that is accessible anywhere with an internet connection. CAS-IT recommends this is used as your primary storage location for teaching, research and scholarship related files. Individual office or classroom computers are NOT backed up so a loss of data at that level is permanent. The private drive is regularly backed up to multiple on and off-campus locations. Any Windows based computer on campus that you login with your ULID account should automatically “map” your private drive in “computer”. Instructions to connect other computers can be found on the CAS-IT website.

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=1467>.

Digital Measures Activity Insight

Digital Measures Activity Insight a tool provided by the College of Arts & Sciences to allow faculty and staff to quickly and efficiently enter their teaching, research, and service information for use in multiple other ways. 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. Additional details as to how the data entered in this system are used follows.

Department Website Faculty Profile Pages

Each CAS department website has a page that lists basic information about faculty and staff. These pages are often the most visited on the department websites. They serve as a place for current student to access information and for perspective students in our recruitment efforts. See the [Psychology's Faculty & Staff page](#) as a good example.

CAS Quarterly Report

The Dean's Office is proud to celebrate the accomplishments of the faculty. The homepage of the CAS website includes such accomplishments. Specifically the website makes public a Quarterly Report, which is generated from Digital Measures Activity Insight entries.

Curriculum Vitae

Digital Measures can also quickly generate an updated curriculum vita based on the teaching, research, and service information entered.

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.

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 that choose to have a website in addition to their department website profile page or their ReggieNet site may do so. 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 offered 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>.

Service Interruption Notification Procedure

Non-emergency, planned maintenance, planned degraded performance, or planned outages of any CAS-IT service will be posted on the [Alerts website](#). Faculty, Staff, and Students can also receive [email or text message notifications of alerts](#) when alerts are posted.

Emergency maintenance, unplanned outages, and unplanned service degradations of CAS-IT services that affect multiple CAS departments will be posted to the [Alerts website](#) and emails will be sent to CAS Faculty and Staff list-servers.

Planned or unplanned events of single department services will be coordinated with their service owners and notifications may vary.

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?BusObId=KnowledgeArticle&PublicId=992>.

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, SharePoint, network shares, email, etc. Please contact us if you are interested in more information.

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 policy also prohibits members of the University from accepting a contract (or terms & conditions) on behalf of the University without prior approval from the University Lawyers. Both these reasons make registering for third party services for classroom or organizational use a violation of policies.

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 start with the CAS-IT Training and Advanced Projects office first 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/>
- 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>.