

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

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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 call 438-HELP (4357) to report issues with technology, make IT requests, find IT knowledge articles (tutorials), and to check the status of your reported issues or 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 article "[Overview of the IT Help Portal](#)".

ULID Account

Your University Logon Identity (ULID) serves as your login 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 article "[Overview of ULID Accounts](#)".

Requesting Computer Lab Time

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

Phone (VoIP)

Voice over IP (VoIP) is a communication technology that allows telephone calls to be placed using a broadband network instead of a regular analog phone line. VoIP is available in campus offices, classrooms, and other areas at Illinois State University.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of Voice over IP \(VoIP\)](#)".

Survey Options

Illinois State has three options for creating online surveys and forms for academic research and line of business use. The [Survey Options](#) website can help you decide which option is best for your need.

Emergency Alerts

Emergency alerts are sent to members of Illinois State when a crisis situation occurs on campus. University members may subscribe to receive emergency alerts by text to their mobile phone numbers.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Understanding the ISU Emergency Alert System at Illinois State University](#)".

Office 365

Email / Calendar / Contacts

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. We also do not support the use of non-ISU email services.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of Email at Illinois State University](#)".

File Storage

CAS-IT recommends the ISU provided OneDrive as your primary file storage location. We do not recommend storing files only on a single computer nor do we recommend or support the use of third-party services, like DropBox. OneDrive has been approved by the Data Stewardship Council for unrestricted and restricted data. Highly restricted data may not be stored on OneDrive.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of OneDrive](#)".

Shared Files / Collaboration

Most CAS departments have a Microsoft Teams site available to them. Teams is a great solution for sharing files within departments or working groups and for other collaboration.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of Microsoft Teams](#)".

Other Office 365 Services

There are other various tools within the Office 365 portal that CAS-IT/ISU supports in a very limited fashion beyond installation. Tutorials for these are available from [Microsoft](#). The Center for Teaching, Learning, and Technology may have some [small group training](#) options for Office 365 tools.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of Office 365](#)".

Phishing/Spam

While every effort is made to eliminate phishing and spam from email at Illinois State, some malicious email does get through. For spam, the email filtering system at Illinois State University detects incoming spam and delivers suspected spam to your Junk Email folder.

More information, including step-by-step tutorials on spam, can be found on the ITHelp.IllinoisState.edu knowledge article "[Spam Filtering at Illinois State University](#)". Phishing is a bit more complicated, and largely requires end-user detection. A detailed overview of phishing and how to report it can be found on the ITHelp.IllinoisState.edu knowledge article "[Overview of Phishing](#)".

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.

ReggieNet 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 [“Overview of ReggieNet”](#).

Adobe Creative Cloud

Faculty, Staff, and Graduate Assistants of Illinois State University currently have access to both the Adobe Creative Cloud suite of applications and Adobe Document Cloud for free using their ISU account information (ULID and password). Students of Illinois State University can use select Adobe Creative Cloud Applications in the University computer labs and select departmental labs.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article [“Overview of Adobe Creative Cloud.”](#) In addition, Adobe’s [help site](#) provides excellent tutorials for individual programs, as well as user guides. The tutorials can be used to augment class instruction, complete with downloadable sample files. ISU specific news about Adobe Creative Cloud, labs that have Creative Cloud installed, and student access requests can be found at the [Adobe at ISU](#) website.

Student Access and Accommodation Services

Illinois State University provides a welcoming atmosphere for individuals with disabilities and/or medical/mental health conditions by assisting each in functioning independently within the University community and providing equal access and opportunity in accomplishing educational, professional and personal goals. As a unit of the Student Affairs Division, Student Access and Accommodation Services (SAAS) is the designated office to provide approved accommodation services for students and guests with disabilities and/or medical/mental health conditions.

As a university, we are obligated to notify all students of services available. As individuals who participate in the educational process for students, we all want each student to be successful. Placing the following accessibility statement on your syllabus will help fulfill this:

Any student needing to arrange a reasonable accommodation for a documented disability and/or medical/mental health condition should contact Student Access and Accommodation Services at 350 Fell Hall, (309) 438-5853, or visit the website at [StudentAccess.IllinoisState.edu](#).

SAAS also has some great resources to assist faculty in creating accessible and inclusive course content on our website: [StudentAccess.IllinoisState.edu](#). Please reach out to SAAS with any questions.

Digital Measures

Digital Measures is 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 follow as to how the data entered in this system are used.

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 websites make public a Quarterly Report, which is generated from Digital Measures entries.

Curriculum Vitae

Digital Measures can also quickly generate an updated curriculum vitae 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](#). To add your syllabus to the online database simply upload it to the corresponding course in Digital Measures. 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](#). This system pulls the same teaching and research interests fields from your Digital Measures profile.

NSF and NIH Biographical Sketch Applications

Digital Measures 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. More information including a step-by-step tutorial can be found on the ITHelp.IllinoisState.edu website knowledge article "[Digital Measures General Tutorial - Creating an NSF Biographical Sketch Overview](#)".

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 article "[Digital Measures Overview](#)".

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, Illinois Information Technology Accessibility Act (aka 508 Compliance), and WCAG 2.0 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 article at "[About.IllinoisState.edu Overview](#)".

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.

More information including step-by-step tutorials can be found on the ITHelp.IllinoisState.edu knowledge article at "[Overview of Tech Alerts](#)".

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 "[Overview of VPN at Illinois State University](#)".

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. We also have software called PaperCut to manage printer use. 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 may not be 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 Director first for recommendations on technology needs. [More information about applicable policies can be found on the CAS-IT website.](#)

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](#)" and [removal of University property](#) must be pre-approved by your department/school's Inventory Steward.

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.

Traveling with Equipment

U.S. Export Control laws and regulations are a complex body of federal regulations designed to protect U.S. interests by restricting foreign access to information, technology, commodities, or software. Simply put, "Export Controls" regulate the transfer of controlled items outside of the United States. These laws govern how controlled items can be transferred overseas to anyone, including U.S. citizens, or to foreign nationals within the United States. Export Control laws impact a variety of University activities including: research, travel, shipping, procurement, communications, and hiring.

If you will be traveling overseas with any Illinois State equipment—specifically devices that contain data—you must notify CFA-IT of your travel destination(s) and the equipment you will need to take for CFA-IT to vet any restrictions.

For more information on export controls, as well as information for traveling, visit Illinois State's [Export Control site](#).

Data Classifications and Security

All Illinois State employees are responsible for being aware of, and following, the University's [data classification policy](#). Questions and clarification should be directed to departmental data stewards and/or the Data Stewardship Council.

Training

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

- [Family Educational Rights and Privacy Act \(FERPA\) Quick Guide](#)
- [Center for Teaching, Learning, and Technology](#)
- [CTLT New Faculty Orientation](#)
- [Research Ethics and Compliance](#)
- [Institutional Review Board \(IRB\)/Human Subjects Research](#)
- [HR Orientation](#)
- [Milner Library Services](#)
- [ISU Technology Quick Start Guide \(student focused\)](#)
- [Overview of Technology at ISU](#)