

Technology Services & Support for Adjunct Faculty

A Guide to Resources and Services

Introduction

The following are the "essentials" aimed primarily at adjunct faculty. Technology is a vital and ever-present part of your life at Towson University. We're here to help you make the best use of it in your teaching, research, and day-to-day work.

- General Support
- Academics: A Few Basics
- Mobile Devices and Home Networks
- Classrooms and Computer Labs
- Accounts and Passwords
- File Storage, Collaboration, Wireless
- Email
- Computer Systems
- Hardware and Software
- Information Security and Safety
- Campus Resources and Miscellaneous Tips (Dining, Parking, Banking, Emergencies, etc.)

General Support

1. A Distributed Support Approach

Towson University's Office of Technology Services is the central IT department that provides enterprise-wide services to the campus. This is only one aspect of support available to faculty and staff. Many individual departments and colleges have their own technology providers or coordinators; check with your department head or administrative assistant for information on locally provided services. Procedures vary.

2. OTS Faculty/Staff Help Center

Contacting us by telephone is by far the best way to get help: (410) 704-5151. You can also complete a support request using our self-service web-based system, TechHelp: <http://techhelp.towson.edu>. **IMPORTANT:** In-classroom help calls use a separate process and phone number; see Classrooms and Computer Labs section of this guide.

3. Business Hours and After-Hours Assistance

The Faculty/Staff Help Center is staffed Monday through Thursday, 8 a.m. to 7 p.m., Friday 8 a.m. to 5 p.m. during the fall and spring terms and Monday through Thursday, 8 a.m. to 5 p.m., Friday 8 a.m. to 4 p.m. during January and summer terms. When closed, limited after-hours night and weekend support is available through a partner resource.

4. Self-Help Resources

Hundreds of self-help documents, quick sheets, movies, and other resources are available 24/7. See the OTS Training website: <http://www.towson.edu/technology/training/>

5. Technical Support for Computers in Faculty/Staff Offices

On-site technicians are available for office visits by appointment when necessary. Adjunct faculty computer problems should generally be reported to your department's administrative assistant who will contact OTS for service.

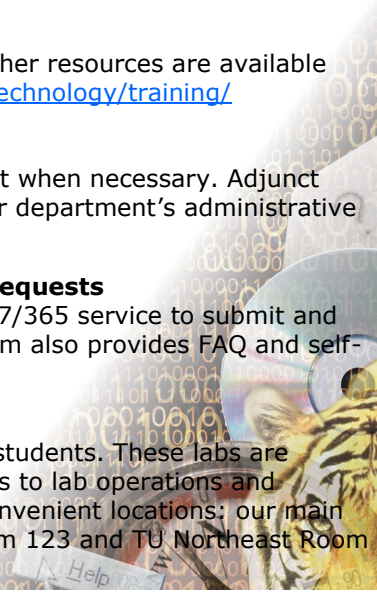
6. Self-Service Problem Reporting, Questions, and Service Requests

TU uses a web-based system called TechHelp, which offers 24/7/365 service to submit and track your requests, questions, and problem reports. The system also provides FAQ and self-help documents. See <http://techhelp.towson.edu>.

7. Student Computing Services (SCS) Open Labs

Student Computing Services offers open lab workspaces to all students. These labs are staffed by a team of friendly students capable of orienting users to lab operations and answering general questions. Open labs are located in three convenient locations: our main center in Cook Library Room 35, SCS West in Towson Run Room 123 and TU Northeast Room 206. See <http://www.towson.edu/technology/studentervices/>

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8. TU Web Portal

Bookmark this: <http://mytu.towson.edu> This is your gateway to PeopleSoft where you can get your class roster and post grades, to Blackboard—our course management system, and to other commonly used resources.

9. Virtual Tour: Get To Know Your Classrooms Before Classes Start

This is one of the best ways to gain the confidence and skills needed to use the technology in your teaching as well as handle common problems and issues that invariably pop up. The Virtual Tour link is at the top of our main classroom website at <http://www.towson.edu/cclt>. Each entry includes instructions, trouble-shooting resources, best practices, and a link to report problems. Whenever possible, do a “dry run” before classes start, and visit your rooms for a test drive. For a one-on-one orientation, call (410) 704-TECH (8324).

Academics and the Division of Academic Affairs

The Division of Academic Affairs, not OTS, is responsible for all academic matters. New faculty are often confused about OTS’ role since many academic services involve computers or websites in some way. To clarify, OTS hosts the physical technology environment—for pedagogical, policy, and procedural matters, work with your department and college, and get familiar with academic resources provided in Academic Affairs.

1. Getting Started and Information for Faculty

The Office of Academic Innovation has a website that has getting started resources for new faculty, including a Technology Starter Kit, information on creating a syllabus, etc. See <http://www.towson.edu/provost/provost/oai/newfaculty>

2. Academic Affairs Main Website

This is the hub for important academic information and resources. See <http://www.towson.edu/provost/index.asp>

3. Faculty Resources

See <https://www.towson.edu/provost/academicresources/index.html> AND <http://www.towson.edu/provost/academicresources/resources/index.html>

4. Rosters, Grades, and MyTU

Faculty get their course rosters and submit grades online in PeopleSoft, our campus enterprise records system. Go to <http://mytu.towson.edu>, login, and go to the Faculty Center. If you have technical problems reaching the website, contact OTS Faculty/Staff Help Center. For “how to” questions concerning grades, rosters, or your class not showing up when you login, contact your department’s administrative assistant.

5. Blackboard

This is our web-based course management system. Most faculty use it at least to post copies of syllabi and other documents. It has a great gradebook, and you can use it to easily send announcements to all of your students. It has a lot more features, but if you are just getting started, focusing on the “big three” will be helpful for you and your students. Your course is automatically created but it’s up to you to use it. Training is provided by OTS. See <http://blackboard.towson.edu> Your academic department or college may have its own policies regarding Blackboard use; ask your chairperson or administrative assistant. Again, OTS is responsible for the environment; how it’s used is an Academic Affairs matter.

Mobile Devices and Home Networks

1. Support for Personally Owned Devices (Home Computers, Laptops, Printers, etc.)

Help should be obtained through an external computer service person, company, or your Internet provider or data plan carrier.

2. Mobile Device Support in General

For personally owned devices (iPhone, iPad, Android, Windows, etc.), support is limited to providing configuration information to connect to the campus network and use university resources. See this link for additional information: <http://www.towson.edu/technology/facultystaff/mobile/>

3. Home Networking Equipment

Your home Internet service provider, retailer, or device manufacturer will typically help you set up routers, wireless devices, and computers—as well as troubleshoot problems—by phone or through online help resources. Since they have a wide range of experience with a host of consumer-level networking devices—as well as diagnostic capabilities that may even allow them to check signal paths to your home—they are your solution of choice.

Classrooms and Computer Labs

1. Our Main Website for Smart Classrooms and Help Resources

See <http://www.towson.edu/cclt>. Includes [Smart Classroom Technology and Support Guide](#) with survival and problem-solving tips, [Smart Classroom Tips and Best Practices](#), and more.

2. Classroom Audiovisual Technology Support

First-level telephone support for most classrooms is generally handled by OTS unless otherwise noted. Call **410-704-8324 (4TECH)**. This service is provided Monday through Thursday, 7:30 a.m. to 8:00 p.m. and until 5:00 p.m. on Friday. At TU, there is no “emergency runner” system in place; our team focuses on problem prevention, but we work quickly to restore or repair reported problems. If it takes more than a phone call to solve the problem, additional support is often coordinated in conjunction with academic departments and colleges, especially for follow-up if a room visit is required.

3. More on Reporting Problems or Calling for Help

We can only fix things we know are broken, so please help and report any problem you encounter using the classroom audiovisual system or computer. The instructor's workstation in the classroom should have an instruction sheet or placard that identifies who to contact for help, but it's usually **410-704-8324 (4TECH)**. You can also use <http://techhelp.towson.edu> to report non-urgent issues and problems. Check with your chairperson, administrative assistant, or department technology provider before the semester starts; your college or department may have specific tips and procedures for your area.

4. Have a Technology “Plan B” and Enlist the Help of Students in Your Class

Our staff and contractors work hard to keep classroom systems working through a proactive, preventative-maintenance approach. However, things occasionally go wrong. Always have a “Plan B” that allows you to continue to teach even if the technology isn't cooperating. There is usually a technologically capable student in your class who may be able to pitch in and try to get things working—or who can call for help and work with a support technician. Tip: dismissing classes for technical glitches is usually not viewed positively by students or colleges.

5. Computer Labs for General Student Use; OTS Student Computing Services

OTS maintains an open-use student computer lab in Cook Library, another site in the west residential campus, and a third at TUNE. All other campus labs are staffed and supported by individual departments or colleges. See your department head or administrative assistant for information on computer labs managed by your college or department. For more on Student Computing Services, see <https://www.towson.edu/technology/studentervices/>

6. Connecting a Laptop in the Classroom

This is a frequent question adjunct faculty have. You may need to supply a “dongle” or cable, depending on the department you teach in and the room you use. If you plan to bring in a laptop, you should contact your hiring department's administrative assistant or IT support provider beforehand so you can verify what you need to bring—or if the department provides cables or dongles. Also, know which keys you need to press on your laptop keyboard to select the laptop screen, an external monitor, or both. This varies by brand and model.

7. Instructional Recording (Also Known as “Lecture Capture”)

Today's software allow you to easily create videos of not just lectures but all kinds of instructional content—course introductions, student presentations, short how-to videos, and even video markup and critique of student papers. Panopto, which integrates nicely into Blackboard, is the primary campus solution. It runs on Windows, Macs, and iOS devices. For further information, see <http://www.towson.edu/panopto>.

8. Classroom and Lab Computer Software

New software installs must be planned and tested so as not to destabilize the computer or introduce problems for other faculty. Contact your department or college technology coordinator if you would like to use a particular software package other than Microsoft Office and "the basics" on a shared computer. Lead time is up to the college/department; some require 4-6 weeks or more.

Accounts and Passwords

1. Your NetID (Username)

Your primary username at TU is termed your **NetID**. Along with your password, your NetID lets you log into your office computer, use Blackboard and PeopleSoft, connect to the campus remotely, and more. Although you may hear other terms interchanged for the branded "NetID" they all refer to the same thing.

2. NetID Issuance and Activation

Your academic department will make sure you get your NetID created at the time of your contract and you will be notified through your personal email address. We will include instructions on how to activate it.

3. NetID Lifespan

Your NetID will remain active as long as you are teaching—and one year after your last engagement. Since adjunct faculty are hired each semester under a new contract, this ensures continuity of service for those teaching on an ongoing basis. If you have not taught after one year, any files on your OneDrive or H: drive will be permanently deleted.

4. PeopleSoft Access

You will be able to access PeopleSoft once you activate your NetID. Due to security and auditing requirements, your PeopleSoft access will end two to three weeks after each semester; all other services—email, access to files in OneDrive or your H: drive will remain for one year.

5. Password Changes, Mobile Device Sync

By audit requirement, passwords must be changed at least every **90** days to help reduce the chances of identity exposure and account compromise. Plan to change your password at least every 90 days—and if you forget it or it expires, use our self-service tools along with your Security Question to reset it. You must also reset **your password on your mobile device(s) whenever you change it**; if not, a "stale" password can lock you out with failed attempts. See <http://www.towson.edu/accounts>

6. Password Tips and Strong Passwords

Never give out your password by email, by phone, or in person. No reputable IT support provider needs it. Consider any attempt to obtain your password an identity theft attempt. Also, avoid using the same password throughout your digital life. If you have other email services, like Hotmail, or you create accounts for online shopping, use different passwords. If compromised, they won't have access to everything as they would with a "master key." Strong password learning tool: <https://password.kaspersky.com/>

7. Your Security Question: Forgotten or Expired Passwords

When you activated your NetID, you also set a Security Question; you will need the answer to reset your password if it expires or you forget it. For security question resets, contact the Faculty/Staff Help Center. We cannot reset passwords unless you visit the help center in person due to the potential for exposure by identity impersonation. Manage your NetID and password at <http://www.towson.edu/accounts>

8. Bad Password Attempt Lockout

If you have **six** bad password attempts in a row within ten minutes, your NetID will be locked for ten minutes, after which you can try again.

9. Keep Your Computer Locked When Unattended

When leaving your office or classroom computer unattended, even if it's just for a few minutes, lock it using the Windows L key combination or the Mac lock feature (Control + Shift + Eject/Power). This keeps curious and potentially malicious people out.

File Storage, Collaboration, Wireless Services, Student Printing

1. Network Storage and Sharing Files: Personal and Departmental Shares

Store all your documents and files on your H: drive (for your personal access) or OneDrive for Business. Your department has an O: drive for department resources; if you need access to it, your administrative assistant or department chair will advise you. Typically adjuncts do not need access to the department's shared drive.

2. Avoid Using USB Drives; Caution with Cloud Storage Services

USB thumb drives are easily lost, stolen, or damaged. People seldom bother to back them up—and they may contain vast amounts of information. Parting with one of these handy devices can be catastrophic and lead to exposure of confidential data, identity theft, and worse. Use OneDrive for Business through Towson or your TU H: network drive instead.

3. Cloud Storage and Sharing Files

The university just launched a secure and feature rich cloud-based way to store and share your university files. You really should use this. You may have used personal cloud storage in the past, which is fine for your stuff, but, when it comes to teaching and research, use OneDrive for Business. You have 1TB of storage to use—this is in addition to your H: and O: drives. Another benefit of OneDrive is you can share files and folders with your students which provides a great tool to collaborate. We only support OneDrive for Business. If you use anything else, you're totally on your own including any data exposure you may experience. It may be worth mentioning that students also have OneDrive for Business. So collaboration on documents among students or between students/faculty is easier.

4. Wireless Networking; Cellular Signal Strength

Wireless covers most areas of the campus. Offices, classrooms, and computer labs may receive a wireless signal, but strength varies. If you use cellular for data (or voice), realize signal strength from public carriers may not reliably penetrate all buildings due to design and shielding.

5. TU Open Access

When you first attempt to connect your device to our wireless network you're going to see two networks. "tu-secure" and "tu-openaccess." We strongly recommend that you connect your device to "tu-secure" to maximally protect your device and data. When you bring guests to campus, they can connect to "tu-openaccess" without a Towson NetID and password.

6. Cloud Printing Service for Students

A cloud printing service, WEPA, was launched in August 2013. Students are able to send documents from their computer to WEPA's print cloud service. Students can then go to any WEPA print station on campus and print out their work. The fee-based service administered through Printing Services is flexible and convenient. See <http://www.towson.edu/wepa>.

Email

Use TU email when communicating with students, staff, administration, or other faculty at TU. Do not correspond with students or TU staff with personal email accounts.

1. Use Office 365 for Classrooms, Computer Labs, and Shared Computers

When using a desktop computer or laptop, this is the best email option for adjuncts, whether at home, work, or in campus classrooms. You don't need to install anything; it's all web based. <http://office.towson.edu>. This method does not store email on your computer—an important security considering when using a public computer.

2. Emailing Students Within Blackboard

You can email your students using Blackboard, either to individuals or to the whole class. Find the Course Tools on Blackboard side menu, then click Send Email.

3. Email-Enabled Phones (Smart Phones) and Tablets

This is another convenient way to communicate with your students and colleagues. You can add another email account tied to your TU Exchange/Outlook email, and even though all your mail will look like it's the same inbox, the phone actually keeps it separate. So when you remove your Exchange account from your phone, your TU email (and only your TU email) will be deleted from the phone. For configuration settings to use TU's Exchange email: <http://www.towson.edu/technology/facultystaff/mobile/configuration.html>

IMPORTANT: A passcode on your phone is MANDATORY to use Exchange services. If you don't have one already, you will need to set one up on your phone.

4. Email All Students in Your Class Using Outlook

To email your class, you MUST use the Outlook Web App or your Exchange/Outlook email account on your phone. This is a handy way to communicate with your class regularly, or in an emergency such as if you're stuck in traffic. You will need to figure out how to construct your class email address. It's pretty easy. Here is a sample email address that would send everyone enrolled for fall 2015 in Engineering Studies (ENGS) course number 136, section number 104: **1164engs136101@towson.edu** Using the template below:

1yyssdddnnnccc@towson.edu

1. The digit **1** (the email address always starts with 1)
2. **yy**: the two-digit year (16, 17, 18, etc.)
3. **s**: semester code (January = 1, Spring = 2, Fall = 3, Summer = 4)
4. **ddd**: three or four character department course code (e.g., COSC, EDUC, SCED, ART, etc.)
5. **nnn**: three-digit catalog number (e.g., 101)
6. **ccc**: three-digit section code (e.g. 204)
7. **@towson.edu** (always)

IMPORTANT: You must send email from a TU email system, either your TU account on your smartphone or from the Outlook. If you send it from another system, it will be undeliverable.

5. Forwarding Your TU Email to Another Personal or Work Account: Don't

Many adjuncts are employed fulltime and ask whether it's okay to set up email forwarding from their TU address to another account, or giving students your work/personal email address for your convenience. This is not a good practice. When you communicate with students and colleagues, you are representing TU. Forwarding it blurs that relationship and can be a problem if the student email has sensitive information (grade discussions, notice of illness, etc.). Some legal factors could also come into play, like HIPAA, FERPA, etc.

Computer Systems

1. Don't Turn Off Your Computer

If you have an assigned office computer, do not turn it off. Simply logoff when done using it. This ensures it will get updates and security patches.

2. Shared Computers

Adjunct faculty often share computers. You will not be able to install software or change settings that could affect other people who use the computer. If you need something special, check with your department chair or administrative assistant.

3. Virtual Workspace

This is our Citrix-based remote access service. You can install the Citrix Receiver free on Windows, Macs, and tablets (iOS and Android). It's a good way for adjuncts to connect to TU resources for email, Microsoft Office documents, and access to one's personal network storage space, the "H: drive." See <http://virtualworkspace.towson.edu> to get started.

4. Google Chrome

While other browsers are installed on TU computers, Chrome works best for most websites, especially if you have a Google or Gmail account. If you sign in, all your bookmarks will be synchronized which can be handy in the classroom. It's also the most stable for many TU websites, especially Blackboard.

Hardware and Software

1. Special Software

If you need special software installed in the classroom or lab, discuss your plans in advance with your department head, administrative assistant, and local IT person if your college or department has one. Each department has its own policy for requests and lead time.

2. Clickers to Control PowerPoint Presentations

The process varies by college and department. Most, except CBE, require faculty to purchase their own, others may provide them on request. Check with your department. They are not offered through OTS. Administrator rights may be required to install or use them—check with your college or department technology provider.

3. Microsoft Office 2013 for Windows

Microsoft Office 2013, the full office suite, is the current standard for TU-owned desktop and laptop computers. It is installed on all TU computers by default and OTS manages the installation, upgrade, and management of that software. TU computers will receive upgrades through OTS deployments or through software distribution using Software Center on Windows computers and Self Service application on Mac computers.

4. Microsoft Office 2016 for Mac

OTS releasing Office 2016 for Macs and will upgrade all university-owned Mac computers on campus by the end of September at the latest. Until upgraded, Office 2011 for Mac will be installed.

5. Office 365

You may install Office 365 on a personally owned laptop or home computer—up to five systems—if you don't already have a copy of Microsoft Office or would like to use the new 365 version. This is up to you. For information see <http://office.towson.edu>



Information Security and Safety

1. Antivirus Software for Personally Owned Computers

If you don't have an up-to-date antivirus product on your personally owned laptop, do not use it on campus. Update it first. This protects you and us. Computers in offices, classrooms, and labs already have malware protection installed.

2. Use University Computers, Software, and Network Resources for University

Business Computers and systems such as email, printing, file storage services, and other network resources are funded by Maryland's citizens and our students. Please limit your use to that which directly supports your work, research, teaching, scholarly activities, and university business. Comingling one's personal digital life and work life can lead to exposure in both.

3. Email, Phishing, Social Networking: Reduce Your Exposure

TU technical support staff will never ask for your password or other sensitive data—by phone or by email. Be skeptical and cautious. Personal, professional, and university exposure could result. Forward any suspicious TU emails to phishing@towson.edu so it can be blocked and to avoid further exposure to the university.

Campus Resources and Miscellaneous Tips

1. Your OneCard ID Card

Your hiring department will notify you to get a OneCard ID at the University Union. The card serves as identification, may unlock doors if so authorized by your department, and can be "charged" with funds to allow you to use vending machines or eat at various campus dining locations.

2. Campus Map, Phone Directory, Smart Phone App, etc.

These are available on the main TU website. A mobile version of the campus map and an online directory is included in the free TU App for iOS and Android. See <http://mobile.towson.edu>.

3. Parking

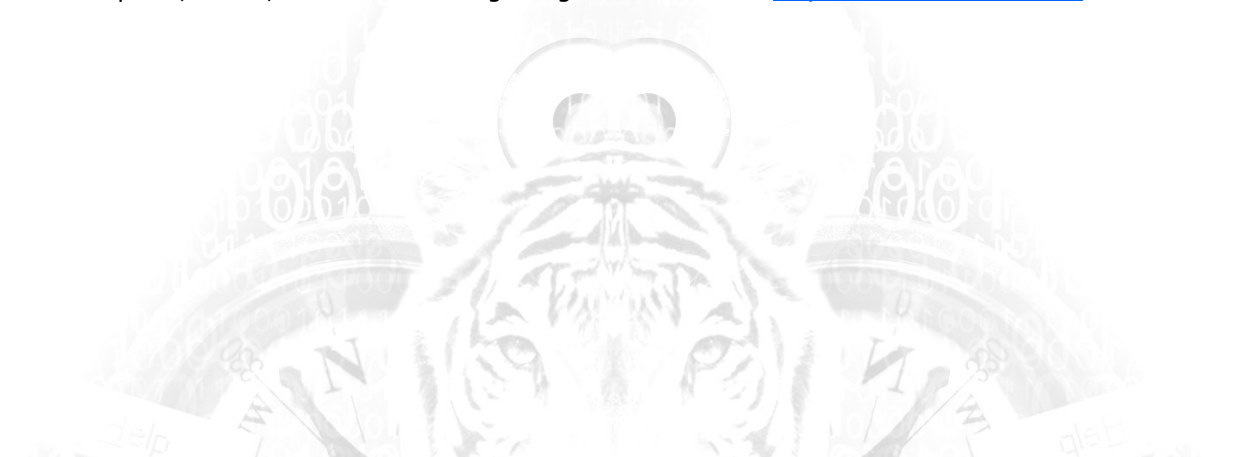
Be very cognizant of parking rules, signage, and other requirements. Familiarize yourself with the information on Parking Services website: <http://www.towson.edu/parking/>

4. Dining

If you need to eat before class, or just want to find a place to enjoy a break and have some coffee, see <http://www.dineoncampus.com/towson> Some favorites include Paws in the University Union, the Den in Newell Hall, Batemans (not owned by TU) in the 7800 York Road building, and Starbucks in Cook Library. Seasons Pizza on York Road also offers dine-in and take-out.

5. Events, Performances, Games

The campus events calendar provides information on upcoming events. Some are free, some are paid. Your OneCard may be required for admission. Feel free to enjoy the culture, art, sports, music, and other exciting things TU offers. See <http://events.towson.edu>



6. University Store

The store, located in the University Union, has branded apparel, school and office supplies, snacks, electronics, and other items. See <http://towsonustore.com/> for hours.

7. Dry-Erase Markers and Chalk

Many adjuncts teach in the evenings—and board supplies often run out by days end. Tip: keep a personal supply in your briefcase or handbag so you aren't caught without something to write with.

8. Inclement Weather and Other Closings

See <http://tunews.towson.edu/university-closing-information/>

9. Police, Fire, and Medical Emergencies

Familiarize yourself before your first class with the University Police services and procedures. See <http://www.towson.edu/publicsafety/emergencies/index.html>

10. Smoking on Campus

TU is a smoke-free campus. No smoking is allowed anywhere on the campus, including in cars and outdoor spaces.

11. Counseling Services for Students in Distress

Students at Risk, Counseling Center If you notice or suspect a student is distressed, the Counseling Center provides resources and services for students and offers consultation services to support and advise faculty dealing with students in distress. For emergencies, call the University Police. See <http://www.towson.edu/counseling>

12. Banking

If you need money, ATMs are conveniently located on campus at the University Union (PNC, SECU), Hawkins Hall, and Newell Hall are the closest to the core academic buildings. See <http://www.towson.edu/auxiliaryservices/banking.html>

13. Support Service for Students with Disabilities

The Disability Support Services Office provides services such as testing accommodations. If a student is a client of DSS, he or she may give you a letter to inform you that special arrangements for class or testing have been granted. This is a confidential communication; if you have questions or need to discuss ways to implement the authorized actions, contact DSS. If you need accommodation as a faculty member, discuss it with your department or contact the DSS office. See <http://www.towson.edu/dss>

14. Safety Escort Service

The University Police offer a safety escort program. When working late or alone and would like an escort to your car or a ride to another campus location, call 410-704-SAFE. See <http://www.towson.edu/publicsafety/escort.html>

15. Housekeeping and Cleaning

If you have an urgent classroom cleanup need or you notice a serious problem in an adjacent area (hallway, restroom, etc.) report it to your department if you're teaching during regular business hours. If it's after hours, call Housekeeping Services directly at (410) 704-2610.

16. Photocopying and Printing

Check with your department; most have walk-up copiers for small jobs and your administrative assistant can explain how to get large quantities of materials printed, such as exams.

17. News

Towson Tigers Today, T3, is a daily news email everyone receives; you should skim over it since it is an official news channel and may have important information—as well as events, performances, athletic games, and other things you can attend. If you miss the email, it's also online: <http://tutigerstoday.towson.edu/>

18. Police, Fire, and Medical Emergency and Emergency Alerts

Call the University Police: (410) 704-4444 for emergencies, (410) 704-2134 for non-emergencies. See the website for more information and resources: <http://www.towson.edu/adminfinance/facilities/police/>. An emergency alert text service is available; see <http://www.towson.edu/adminfinance/facilities/police/campusemergency/index.asp>

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