

USER HANDBOOK

FOR

INFORMATION TECHNOLOGY SERVICES



**UNIVERSITY OF
MOBILE**

USER HANDBOOK
FOR
INFORMATION TECHNOLOGY SERVICES
 (REVISED SEPTEMBER 19, 2007)

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Information Technology Services Mission Statement

The mission of Information Technology Services (ITS) is to serve the various administrative and faculty offices, and academic areas with information and communication technology, media resources, networks, servers, computers, and software resources that assist the business of the University of Mobile.

Overview of Information Technology Services

The purpose of this manual is to provide an overview of Information Technology Services (ITS) at the University of Mobile as well as operational procedures for employee and student users of information technology. Information Technology Services include networks, IP phones, computer access, electronic mail, media resources as well as other services. Systems at the University of Mobile require the use of logins and passwords which authenticates an individual as an authorized user of the University of Mobile's computing systems.

The ITS department is organized into three main areas of responsibility: Information Technology (IT), the Center for Academic Technology (CAT) and Media Resources. For more information, see the ITS organizational chart in appendix A.

Information Technology is the department responsible for all administrative information systems for the University of Mobile. This department monitors and/or manages all equipment and software on UMLNet (administrative) network of the university. It is organized into two functional departments. The departments are the *Applications Group* and the *Systems Group*. The Applications Group is responsible for managing all administrative software. The Systems Group is responsible for hardware, network, and systems software.

Information Technology Services (ITS), supports five laboratories in the **Center for Academic Technology** (in Weaver Hall) with approximately one hundred computers for student use and classroom instruction. In addition, a Fine Arts laboratory with eleven computer systems is located in the Martin Fine Arts building. Those computers are connected to electronic keyboards via MIDI.

Information Technology Services (ITS) is responsible for **Media Resources**, which houses multimedia equipment related to computer technology available for classroom use. This includes standard audiovisual equipment including overhead projectors, TV/VCRs, computer data projectors, and notebook computers. There are multimedia classrooms in every building, which include computer, data projector, and VCR/DVD players for student and faculty use.

Technology Services for Faculty & Staff

Obtaining Assistance Through Help Desk

User support for faculty and staff at the University of Mobile is provided by the Help Desk. If a user has any type of problem related to our information system or media resources, he or she may simply email the Help Desk at helpdesk@umobile.edu. If the problem makes the use of Email impossible, the user may call extension 4357 (HELP).

The Help Desk system allows Information Technology Services to track all requests and monitor the progress of each. When a Help Desk message is received via Email, an automatic response is generated to let the user know that the request is in process. A priority code is assigned to the request, and the user is notified when the request has been completed. See appendix B for more information about Help Desk guidelines.

Internet Usage Policy

Protecting UM's technology communication system is the responsibility of all employees. The Internet usage policy found in appendix C applies to both Internet and Email. All users of technology systems provided by Information Technology Services are expected to utilize the resources responsibly, legally, and ethically for their intended purposes. Users must also abide by all applicable copyright laws, licensure agreements, and University of Mobile policies. Copyright laws (including The Digital Millennium Copyright Act of 1998) cover all forms of a work, including its digital transmission and use. Prohibited activities may result in suspension of an employee's access to Email, Internet, or the University's entire network.

Administrative and Faculty Computer Selection

The University provides computer access for its administrative and academic staff in the offices. On occasion, departments desire to purchase laptops. However, desktop computers are primarily used in offices and the *Systems Group* will advise departments on the minimum standards of equipment that it will support; assist in purchasing equipment; assemble and test equipment; install software; deliver and set up the equipment in the user offices. Each department has the responsibility for budgeting for equipment. Training on the use of the equipment is normally the responsibility of the user department. In the event that a user has a problem with the equipment or software, the user may send a message to the Help Desk. *It should be noted that the ITS Systems Group does not support equipment not on the minimum standards list including Macintosh Computers.*

Individual departments are also responsible for printers. The *Systems Group* will advise departments on the minimum standards for printers that it will support; assist in purchasing equipment; and set up the printer in the user office.

Computer requests for part-time employees or student workers will be honored, if used computers can fill the need. Otherwise, it is the department's responsibility to fulfill the need. Shared computers are, however, available for part-time faculty as needed.

The University makes every effort to maximize the life of equipment. When all expected usefulness has been reached, the *Systems Group* and/or Institutional Operations disposes of equipment through a firm that scraps electronic hardware.

Software

The *Applications Group* at the University supports the Jenzabar Student Information System software. Their responsibility is normally limited to solving issues of software functionality, although they will sometimes assist in the scheduling of training. As a general rule, training on the various modules that make up the Jenzabar system is the responsibility of each user department.

The *Applications Group* is also the local contact point to the Jenzabar vendor. Any communication directly between user department staff and the Jenzabar software vendor must be authorized by the Applications Group director. Any training sessions using Jenzabar support staff must be scheduled by the Applications Group director. The Applications Group is also responsible for maintaining the system through updates (SMOs), backups, and database administration functions. These responsibilities have priority within the department. In the event a user has a problem with the Jenzabar system, the user should send a message to the Help Desk.

Occasionally, a user's department may need assistance with a process that, while not part of the Jenzabar product, may need to interface with the Jenzabar system. The *Applications Group* will make every effort to assist the users in the completion of such a process.

Because the Jenzabar Student Information System software is an integrated package with modules for business, administration and academics, ITS assisted in the creation of the Jenzabar Users Group (JUG). The JUG is a user-controlled committee of key supervisors from all the major areas of the University. The group appoints its own chair and the members meet weekly or biweekly depending on need to discuss issues pertaining to how the different areas interface with one another within the Jenzabar system. ITS Applications Group personnel attend each meeting to support their efforts and to assist in the resolution of problems that may be discovered.

The University uses many Microsoft applications such as Word, Excel, PowerPoint and more, and has a site license for its users. The *Systems Group* is responsible for installing and maintaining that software on all computers. There are some other licensed software systems that are purchased by University of Mobile administrative and academic departments for special purposes. The *Systems Group* will assist with the installation and networking requirements for those applications, but application support remains the responsibility of the user department.

Network/Internet Access

All users on either of the University of Mobile networks, UMNNet (administrative network) and RamNet (academic network for labs and classroom) have access to the Internet. Limited privileges may be granted to official visitors or guest of the University. Please refer these requests to the Help Desk.

The RamNet and UMNNet networks are both wired networks requiring users to log in before access is provided. The University has an Internet Usage Policy (see appendix C for Internet usage policy) that all users are required to follow. Prohibited activities may result in suspension of an employee's access to Email and the Internet or the University's entire network. This policy may also be found in the appendices of the *Employee Handbook* at www.umobile.edu under the publications section. Problems with either of these networks should be directed to the Help Desk.

Shared Drives

Users on the UMNNet network have access to several network drives. Each user has exclusive access to the files in his or her network drive K:. The network drive is backed up daily providing secure storage for university users.

Email

University Email accounts operate through Groupwise. UM employees receive Email addresses and temporary passwords from the Office of Information Technology Services. These Email accounts can receive messages from on and off campus. The faculty or staff Email address is <username>@umobile.edu. The username and temporary password is assigned based on a request form (see appendix G) completed by the employee's supervisor. Because Groupwise is a licensed program with a defined number of users, accounts are reserved for full-time employees of the University.

In addition to the user name and contact information placed at the bottom of the electronic mail, the University has approved use of following electronic mail tagline.

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

The Internet Usage Policy located in appendix C applies to both Internet and Email. Prohibited activities may result in suspension of an employee's access to Email, Internet, or the University's entire network.

Periodically, the Groupwise address book is updated by the Systems Group to delete employees who have left the University. An extension of time to leave the user name in Groupwise, however, is occasionally granted upon request by the supervisor. See appendix H for a copy of the form.

See the section entitled **Technology Services for Students** for information on the student Email system.

Access to the Registration Academic Management System (RAMS)

The University of Mobile allows authorized employees working with student records access to student information through the Jenzabar Information Systems portal. The portal may be accessed from the Internet, and the Internet Usage Policy applies (see appendix C). Jenzabar allows faculty advisors and others to view student transcripts, class rosters, and other confidential information as the employee's duties require. Student records are protected by the Family Educational Rights & Privacy Act of 1974.

User accounts to the Jenzabar web portal are created by the *Applications Group*. User names are supplied to the faculty by the Registrar's Office at the University of Mobile.

All other employees are informed of their user ID's and passwords by their immediate supervisor.

Should an employee's job require direct access to the Jenzabar system through the internal administrative UMNet portal, a form requesting access must be completed by the employee's supervisor. See appendix I for the form. When an employee requires a change in Jenzabar user access, the immediate supervisor initiates a request to change permissions through the appropriate form (see appendix I). User accounts to this system are assigned by the *Applications Group* and the user name and password are supplied to the user by the employee's supervisor.

Antivirus and Spyware Software

The University of Mobile Information Technology Services department maintains anti-virus software all University networks. The anti-virus products include the Norton Antivirus from Symantec and Office Scan from TrendMicro. Both of these packages are automatically updated from central servers. In addition, the mail server used by the Center for Academic Technology is further protected by ServerProtect from TrendMicro. The UMNet network has the Spysweeper software package to protect users from spyware, while the RamNet network uses Ad-aware SE for the same purpose. To provide even more protection for our users, the ITS system has a filtering device from Barracuda that checks all mail systems for SPAM and viruses. PopUp protection is provided by the Windows Internet Explorer on each machine.

Backups

Backup copies of all files are stored daily for each of the University's systems, and these backups are kept in a secure vault on campus. Weekly and monthly backups are kept in a secure off-site location. Because of the backup system, it may be possible for a user to restore files that have been deleted or destroyed. The user may request assistance in restoring files through Help Desk. Although this type of request receives a high priority, it may take several days to verify backup and to reinstall the files.

Removal of an Employee from the System

When an employee leaves the University, the person is immediately removed from all information systems upon notification by the Office of Human Resources. Please see appendix J for the form used to notify ITS of the need to remove a former employee from the system.

Technology Services for Students

The University of Mobile has four primary servers in place for providing resources to students. They are as follows:

1. **Ram Mail** – the student Email system;
2. **RAMS** – the system for online access to student information;
3. **Blackboard** – the University's online learning system; and
4. **RamNet** – the labs and classrooms network.

Student labs in the Center for Academic Technology provide computer access for students and employees through RamNet. Internet access for research is also provided in the library through RamNet. The systems are protected by antivirus software and spyware detection software.

Ram Mail

The student's Email address is provided shortly after the student enrolls in school. The Registrar's Office of the University of Mobile will notify the student by regular mail when the address has been assigned. It is with that notification that the student also receives the IDs and passwords necessary for accessing the Student Information System and the Center for Academic Technology network. After the student receives the notification letter, all future communication from the University of Mobile will be done by Email. The following procedures are used for assigning student Email accounts.

- The day before Compass registrations, e-mail addresses and initial passwords will be assigned for new students by the ITS Office.
- Approximately 1 week after Fall and Spring registrations, e-mail addresses and initial passwords will be assigned for new students by the ITS Office.
- E-mail accounts are assigned 5 times per year and updated for current enrollment 2 times per year: Fall and Spring

Other information related to Ram Mail is included in first notification to students.

- Mailbox size is 20 megabytes.
- Batch mail is limited to 50 recipients per user.
- The e-mail address is 1st initial, 1st nine letters of the student's last name, last two digits of student ID number @rammail.umobile.edu. Example:
sclark25@rammail.umobile.edu.
- Each student should change the password after the first login.
- The Ram Mail address is located in the primary e-mail field of Jenzabar Student Information System.

A link to the student Email system, Ram Mail, is found in the University's website at www.umobile.edu under Current Students > Online Student Access > Ram Mail. Although accessing Ram Mail from the University of Mobile web page is probably the easiest way, one may also reach the site by entering the address <http://rammail.umobile.edu> in the web browser.

In the event a student needs to reset lost passwords, he or she must complete and submit the lost password form found on the Current Student page of the University's website. After verification, the password will be reset by the Registrar's office. After three lost passwords, students may be charged a reset fee.

Students are expected to abide by the University's Internet Usage policy (see appendix D), which is published on the University's website at www.umobile.edu under Current Students, On-line Student Access, Internet Usage Policy. A student who abuses the user policy may lose e-mail privileges, faces possible disciplinary and/or legal action, and be charged a monetary penalty.

RAMS

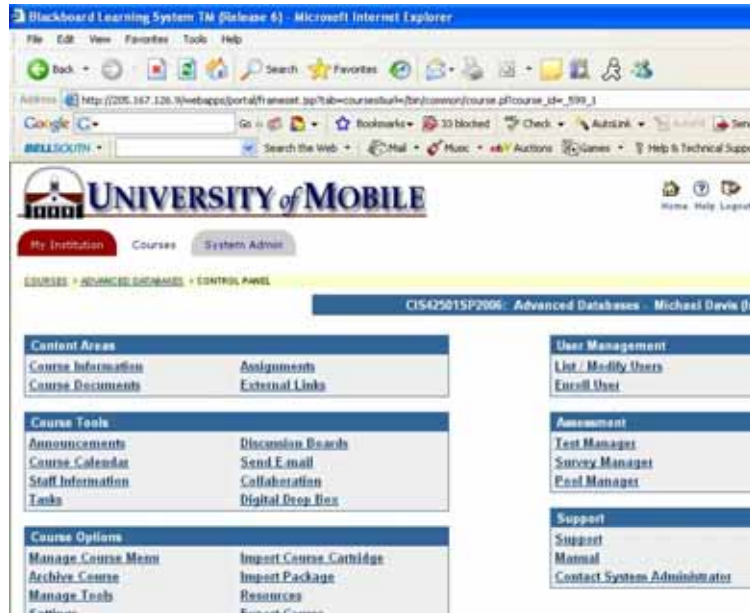
All servers that provide services to students at the University of Mobile use the **Student ID number** as their **User ID**. This includes RAMS, the University's access to the student information portal. This server may be reached through www.umobile.edu, Current Students > Online Student Access>Access Student Record. From this server, students are able to access records, print transcripts, register for classes, and much more. The student ID number and user ID and a PIN are assigned by the Registrar's office. These are provided to the student at his or her first registration event. Tips for remote access are provided in appendix E, Guidelines via Remote Access.

Blackboard

The University provides an online learning system from Blackboard for its classes. This system allows for courses to be offered online or as web enhancement for traditional classroom courses. The User ID for Blackboard, as with the other systems, is the student ID number. The password to this system will also be provided at the student's first registration event.

Faculty members may create their own courses on Blackboard. The Office of Academic Affairs provides occasional training sessions on the Blackboard product. In addition, the administrator of the University's Blackboard system will provide one on one assistance to faculty interested in developing an online course or course enhancement. The procedure is informal and the training is convenient to the faculty member and administrator schedules. A session can usually be scheduled within two days of the faculty member's request.

New students are added to Blackboard two times at the beginning of each term. These students are uploaded by the Blackboard administrator from the Jenzabar system. Only the Blackboard administrator may add or delete students from the database. If requested by the professor, the Blackboard administrator can upload the entire enrollment of the course at one time at the beginning of the term. In order to expedite this process, professors are requested to use the approved naming scheme, CourseIDSectionTermYear. For example, CIS10101FA2006 is an approved name for section one of the CIS101 course for the Fall of 2006. Once the student is in the master database, the professor may choose to enroll the student in the course. This is done from the Blackboard Control Panel by selecting Enroll User as shown below.



In Blackboard, the student's user name is his or her Student ID number. The student may ask the professor for the Blackboard password.

The Blackboard system's performance is impacted by the state of the network on which it resides. On occasion, if there is network disturbance, a message sent to the system, such as the answer to a test question or the transmittal of an assignment, may result in a "Page not Found" error. Under no circumstances should the user press the REFRESH button. Simply press BACK and try again. It has also been reported that lengthy essay questions will cause the session to timeout. The best solution to that problem at this time is for the professor to give the essay questions in advance, so that the student may type his or her answer in a text editor. Then, when the student is actually taking the Blackboard test, it is a simple matter to cut & paste essay answers and avoid the timeout.

Periodically, the Blackboard administrator will archive old courses and purge them from the system. Professors are advised to archive their own courses at the end of each semester and download them to their own storage. This may be done from the same Control Panel screen shown above. This will ensure that the course is available for restoration in the event of a question or problem.

There are periodic updates to the Blackboard system. All professors will be given advance notice of such updates. Because of the continuous usage of the Blackboard system, these updates will normally occur during an extended academic break such as between the Fall and Spring terms.

RamNet

RamNet is a network for student use in Center for Academic Technology labs and for faculty/student use in classrooms. Access to the network requires the use of the Student ID number as login. The password will be provided at the student's first

registration experience. Access to RamNet provides software resources such as Microsoft Office, Excel and more. It allows the student access to the Internet and Ram Mail. It provides the student with free printing services for up to 500 pages per semester. Students and other users are expected to comply with the University of Mobile's Internet Usage Policy discussed in the Ram Mail section of this handbook and located in appendix D.

Internet Access in the Library

The library uses the Library Corporation's Library Solution automated system. Modules currently in use include circulation, cataloging, and the online public access catalog (OPAC). The library's OPAC is available on the Internet at library.umobile.edu. The library uses the **Student ID number** as their **User ID** and a **pin number** which may be obtained from the Director of Library Services for off-campus access; however, no log-in is required from on-campus computers.

The library provides access to numerous electronic databases, allowing patrons an index to thousands of books, journals, and other documents. These databases produce complete bibliographic citations and many include an abstract of the work and/or full-text articles. The databases cover a wide range of subject areas including business, science, nursing, education, religion, literature, humanities, and the social sciences. Most of these databases can be accessed online through the library's web site at library.umobile.edu. Problems should be reported to the Director of Library Services.

Information Technology Services houses the library server and provides a continuous source of power to that and other servers. ITS provides Internet access for the library through RamNet. Computer maintenance is provided by the ITS systems group and network/computer problems may be addressed to helpdesk@umobile.edu.

Internet Access for Residence Halls

Internet access for residence halls is provided by a third party vendor, Callis Communications. Problems with the third party network **should not** be directed to Help Desk. Assistance on that network may be gained by calling 251.442.2269.

Wireless Access

All student wireless access services are provided by a third party, Callis Communications. For problems with the wireless service, the student may call the University contact person for Callis at 251.442.2269.

Center for Academic Technology

The Center for Academic Technology (CAT) is the academic computer center for the University of Mobile. It consists of six computer laboratories, five on the second floor of Weaver Hall and one on the second floor of Martin Hall. The main CAT in Weaver is a general purpose facility that is used for classes and provides computer technology to students for academic purposes. The laboratory in Martin is a special purpose facility with electronic keyboards attached by MIDI to computers for use by our students and faculty in the Center for Performing Arts. It is also used as a graphic design and photography lab by the College of Arts & Sciences.

All users of the CAT use the **Student ID number** as their **User ID** and a password to access the computers in the main facility in Weaver Hall. This ID allows the students access to the Internet and provides printing services for coursework. In the event an ID and password are needed, one may be requested by completing the form located in appendix K.

There are several laser printers centrally located in the CAT. Students are allocated up to 500 pages of print without extra charge each semester. This is managed by a special Print Management Package installed in the facility. Should a student reach the limit of his or her print allowance, more pages may be requested at five cents a page. The print allowance may be increased in twenty-five page increments and is accomplished by filling out a special form at the central desk in the lobby. Please see Appendix F for the Print Management Policy.

While there are classes held in the CAT each day, there is always a vacant computer available for student use somewhere in the facility. The professor is in charge of the lab when a class is in progress. Only students who are enrolled in the class are allowed in the lab during the class period.

A data projector, computer, DVD/VCR and Smart Board are installed in most labs for student and faculty use. Users are asked not to disconnect any equipment without permission from the CAT Administrator.

It is possible for professors, who are not scheduled in the CAT, to reserve a lab for special activities. The professor simply needs to contact the CAT Administrator to find out what room is available and to make his or her reservation.

Academic computing and technology, through the Center for Academic Technology, is managed and supported by the Office of Information Technology Services. Problems should be reported to this office via Email to the Help Desk (helpdesk@mail.umobile.edu). If immediate assistance is needed, the media coordinator may be reached at 251.442.2528 or Help Desk at 251.442.4357 (HELP). Every effort will be made to address the problem as soon as possible.

Faculty/Staff Requests to Use Ram Mail

On occasion, faculty and staff request to send mail to students through Ram Mail. Certain days are designated for mail from specific departments. A special account, UM Messenger, has been created to send the special mail. Requests to use the account is made on the form, Request for UM Messenger Mailing (Appendix L). Requests to use Ram Mail should be limited to University business.

Media Resources

Most classrooms at the University of Mobile are multimedia classrooms equipped with a workstation with Internet access for the professor only, a computer, a DVD/VCR, and a data projector permanently mounted in the ceiling. Several classrooms are also equipped with a SmartBoard. This equipment is secured with alarms, and users are

asked not to disconnect or move equipment without the permission of the Center for Academic Technology Administrator.

The University of Mobile makes available to faculty certain multimedia equipment to check out for academic use. This includes televisions, DVD/VCRS, notebook computers, data projectors, overhead projectors, and digital cameras. Faculty may request media equipment by filling out the Media Request Form found on the University's website at www.umobile.edu. The form is located under the Current Students > Forms > Media Request Form link. The person checking out the equipment is responsible for its return.

In the event the equipment is not working, the user is requested report the problem to helpdesk (helpdesk@mail.umobile.edu) or to contact the media coordinator at 251.442.2528 or Help Desk at 251.442.4357 (HELP).

Internet Protocol (IP) Phones

Support for IP phones is provided by the Assistant Director of Institutional Operations who may be contacted at 251.442.2269. For complete information on the University's phone service functions, contact the Office of Institutional Operations.

Information Technology Services provides the underlying network structure used by the IP phone system

University of Mobile Website

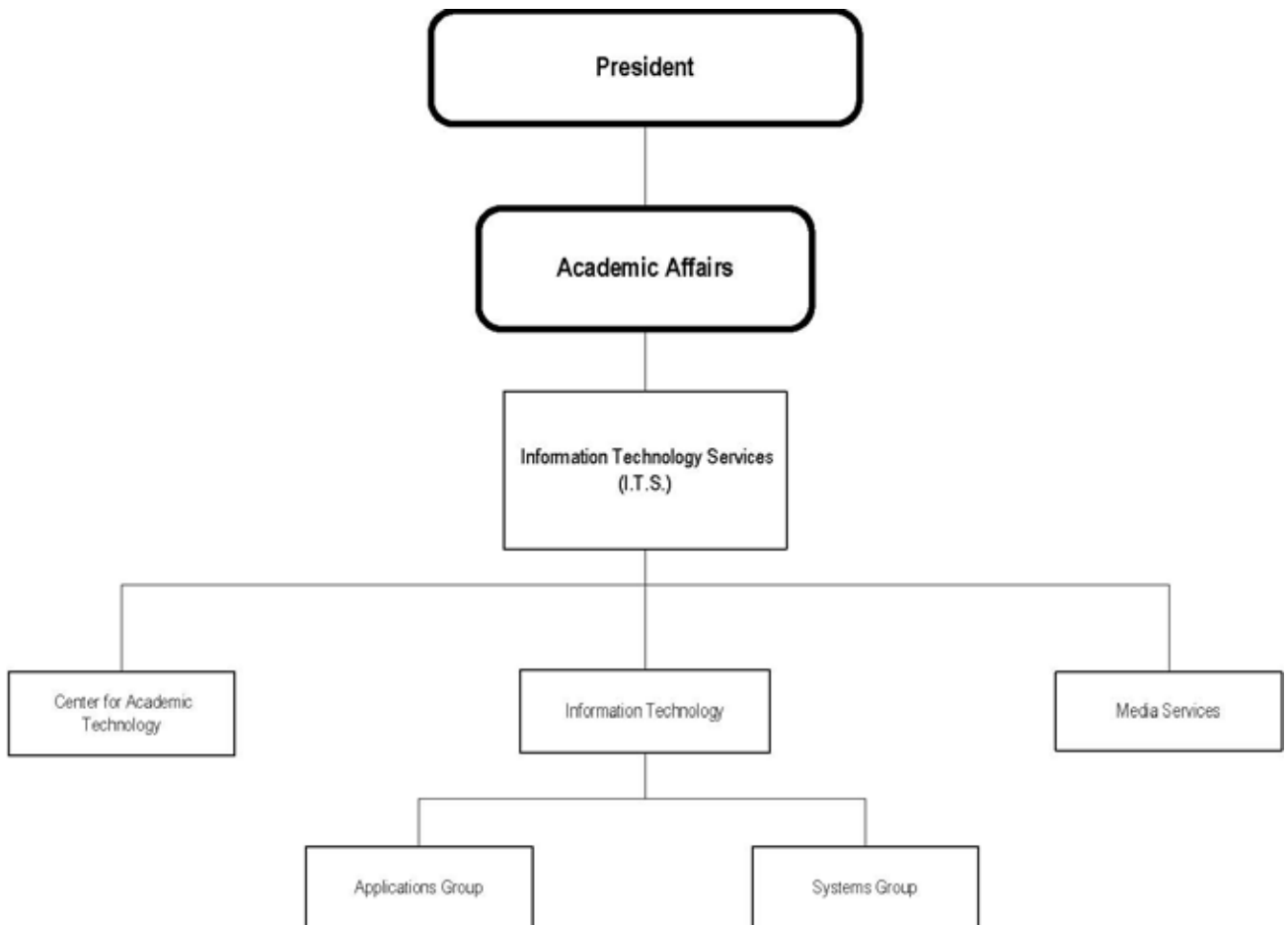
The purpose of the University of Mobile website, www.umobile.edu, is to provide information for faculty, staff, and students, and to provide a means for others to get information about the University. The site is hosted offsite by a third party, updated and maintained by our own webmaster. For answers to questions about the University of Mobile website, you may send requests to webmaster@umobile.edu.

Appendices

Appendix A: Organizational Charts for Information Technology Services



Information Technology Services



Appendix B: Help Desk Guidelines

Procedures for creating a help desk work order and how that work order will be handled by Information Technology Services.

1. All requests for computer service and/or repair must be submitted via email to helpdesk@umobile.edu.
2. In the event that a user cannot log into the computer or email will not function, a phone call can be made to request help, 251-442-HELP.
3. All requests for service will be given a work order number and entered into our help desk system.
4. Once a request is received and entered into the system, someone from Information Technology Services will contact that person depending on the priority of the request.
5. Work orders will be completed by highest priority. Listed below are the priority categories:
 - Priority 1 - Campus Wide or Campus Down Issues
 - Priority 2 - Department Wide or Department Down Issues
 - Priority 3 - User Computer Down (This includes issues that prevent a user from fulfilling critical business operations. An example of this not being able to get connected to the network or a computer not booting.)
 - Priority 4 – User Standard Issues (This includes issues that prevent a user from fulfilling everyday business operations.)
 - Priority 5 - User and Other Issues (These issues are those that are not of an immediate nature but a user may need for business purposes. An example of these types of issues is if a user cannot print to a desktop printer but can print to another printer.)
 - Priority 6 – New Install (This category includes the install of new software or hardware.)
6. Response times for help desk request are as follows:
 - Priority 1 - 1 hour
 - Priority 2 - 2 hours
 - Priority 3 - 3 hours
 - Priority 4 - 8 hours
 - Priority 5 – 48
 - Priority 6 – 2 WeeksAlthough a resolution for these issues may take longer, the time for an Information Technology representative to contact a requestor about an issue will follow these guidelines.
7. Work orders will be completed within 1 week of the initial request unless other arrangements are made for them to be completed at a later date.
8. Once a work order has reasonable solution it will be closed and any other requests by a user will require a new work order. Example: User calls about an email problem on Monday morning. This request is completed and the problem is fixed by noon. At 3pm that same user has email problems again. At this time the user must email or call to request a new work order. Although it is an issue with email it may need a different type of resolution.

This list of procedures is a guideline for users and IT staff.

Appendix C: Internet Usage Guidelines for Employees

University of Mobile Information Technology Services

The University of Mobile, through Information Technology Services (ITS), provides access to the Internet for educational purposes. The privilege of using the various components of Information Technology Services is limited to University of Mobile students, faculty, and staff for the purpose of education, research, service, and other academic functions. The resources, services, systems, and network, including Internet access, provided by Information Technology Services are the property of the University of Mobile. All users of technology systems provided by Information Technology Services are expected to utilize the resources responsibly, legally, and ethically for their intended purposes. Users must also abide by all applicable copyright laws (including The Digital Millennium Copyright Act of 1998), licensure agreements, and University of Mobile policies. Any software and files downloaded via the Internet through the ITS network become the property of the University. All downloaded software and files must be checked by anti-virus software.

Files are presumed to be private and confidential; nevertheless, a third party can intercept electronic mail sent via the Internet, and your message could reach an audience for which it is not intended. The confidentiality of electronic mail system messages should not be assumed. Even when a message has been deleted from the user's computer, it may be possible to retrieve and read that message. Thus, the same personal and professional courtesies and considerations observed in other forms of communication should also be observed in electronic mail. Moreover, there is no guarantee that electronic mail received by you was sent by the purported sender. If you are in doubt, check with the sender to validate authorship.

Student electronic mail accounts are web-based and assigned five times per year by the University. The mailbox size is limited to 20 megabytes, and batch mail is limited to no more than 50 recipients. In the event of lost passwords, the University will charge a reset fee for the second lost password.

Although Internet access is intended for University related purposes, personal use is permitted subject to the rules and regulations stated herein. Such use must not disrupt the University's business, and users should not have any expectation of personal privacy in any matters sent over the ITS network. The University of Mobile does reserve the right to inspect files and messages for compelling business or security reasons. An individual's privilege may be suspended at any time for misuse. Furthermore, disciplinary and/or legal action against the violator may be taken. Additionally, appropriate charges for damages caused by misuse may be billed to the violator.

Examples of user violations are listed below. It should be noted, however, that violations are not limited to the list.

- Accessing unauthorized accounts;
- Downloading files contaminated by software viruses;
- Sending viruses via e-mail attachments;
- Using invasive or infected software;
- Attempting to access, browse, view, modify, etc. restricted software;
- Intercepting data or programs owned by the University or owned by others;
- Participating in chat rooms, newsgroups, etc, except as it relates to class activities;
- Creating, sending, or storing pornographic, obscene, offensive, harassing, threatening, or disruptive messages;
- Downloading or sending copyright materials or UM materials without prior authorization;
and
- Using the system for commercial purposes or other non-University related business.
- Connecting any equipment, including but not limited to computers, switches, routers, wireless devices and hubs, to any of the University of Mobile networks without prior approval from Information Technology Services.

Appendix D: Internet Usage Guidelines for Students

The University of Mobile, through Information Technology Services (ITS), provides access to the Internet for educational purposes. The privilege of using the various components of Information Technology Services is limited to University of Mobile students, faculty, and staff for the purpose of education, research, service, and other academic functions. The resources, services, systems, and network, including Internet access, provided by Information Technology Services are the property of the University of Mobile. All users of technology systems provided by Information Technology Services are expected to utilize the resources responsibly, legally, and ethically for their intended purposes. Users must also abide by all applicable copyright laws (including the Digital Millennium Copyright Act of 1998), licensure agreements, and University of Mobile policies. Any software and files downloaded via the Internet through the ITS network become the property of the University. All downloaded software and files must be checked by anti-virus software.

Files are presumed to be private and confidential; nevertheless, a third party can intercept electronic mail sent via the Internet, and your message could reach an audience for which it is not intended. The confidentiality of electronic mail system messages should not be assumed. Even when a message has been deleted from the user's computer, it may be possible to retrieve and read that message. Thus, the same personal and professional courtesies and considerations observed in other forms of communication should also be observed in electronic mail. Moreover, there is no guarantee that electronic mail received by you was sent by the purported sender. If you are in doubt, check with the sender to validate authorship. Student electronic mail accounts are web-based and assigned five times per year by the University. The mailbox size is limited to 20 megabytes, and batch mail is limited to no more than 50 recipients. In the event of lost passwords, the University will charge a reset fee for the second lost password.

Although Internet access is intended for University related purposes, personal use is permitted subject to the rules and regulations stated herein. Such use must not disrupt the University's business, and users should not have any expectation of personal privacy in any matters sent over the ITS network. The University of Mobile does reserve the right to inspect files and messages for compelling business or security reasons. An individual's privilege may be suspended at any time for misuse. Furthermore, disciplinary and/or legal action against the violator may be taken. Additionally, appropriate charges for damages caused by misuse may be billed to the violator.

Examples of user violations are listed below. It should be noted, however, that violations are not limited to the list.

- * Accessing unauthorized accounts;
- * Downloading files contaminated by software viruses;
- * Sending viruses via e-mail attachments;
- * Using invasive or infected software;
- * Attempting to access, browse, view, modify, etc. restricted software;
- * Intercepting data or programs owned by the University or owned by others;
- * Participating in chat rooms, newsgroups, etc, except as it relates to class activities;
- * Creating, sending, or storing pornographic, obscene, offensive, harassing, threatening, or disruptive messages;
- * Downloading or sending copyright materials or UM materials without prior authorization;
- * Attaching unauthorized equipment, such as wireless access points, to the University network; and
- * Using the system for commercial purposes or other non-University related business.

Revisions are made as deemed necessary, and the most recent copy is available in the Student Handbook and on the University's website at www.umobile.edu.

1. Website – <https://umserve.umobile.edu:9040>
2. Enter user name and password
3. Welcome to the UM_SERVE Faculty Web Information System

To view class lists:

1. Make sure “Current Option Settings” match the course (grad or undg; session; and year). If not, click “Set options,” select data and submit.
2. On the left menu, click on “My information.”
3. Choose “Class lists.”
4. To select a course:
 - a. Make sure catalog is set to UG05 or GR05 (which covers fall 2005, spring and summer 2006).
 - b. There are two ways to enter a course and number:
 - i. If you enter the course number manually, the two or three letter prefix needs to be all CAPS. You will need to enter two spaces after a two letter prefix or one space after a three letter prefix. For example, EN--100, but BIO-101 (the dashes represent blank spaces). **OR**
 - ii. To use the question mark, make sure the “course number” box is blank. Click on the question mark, scroll down to desired course, click the circle next to the course and click “select.”
 - c. There are two ways to enter a section:
 - i. To enter the section manually, type in two digits. For example, enter 01, 02, 30, 40, etc. **OR**
 - ii. To use the question mark, make sure the “section” box is blank. Click on the question mark, scroll down to desired course, click the circle next to the course and click “select.”
 - d. Click “Submit request.”

University of Mobile Center for Academic Technology Print Management System

The print management system installed in the Center for Academic Technology requires that all users log on to the Rams domain. There will no longer be a default “Student” user. The user IDs are the student and employee ID numbers provided by the university.

Changing User Password

Initially the user password will also be the person’s ID. The user should immediately change his/her password. To change a password the steps are as follows:

1. Press CTRL and ALT at the same time and, while holding them down, press DEL.
2. Select the button that says CHANGE PASSWORD
3. Fill in the blanks and save the new password.

Everyone should be sure to log off the computer when they are finished. Otherwise, the next person that sits at a computer may print on someone else’s account.

Applying for a Login Account

The facilities of the Center for Academic Technology are for the exclusive use of University of Mobile students and staff. The enrolled students and staff have been uploaded to the system. However, there will be occasions when an individual may have enrolled after our user data has already been uploaded or a new faculty member joins the University of Mobile. In order to have a login account created, one must fill out an application available from the University of Mobile Media Coordinator. The Media Coordinator may be contacted by leaving a message with the lab assistant on duty at the front desk. The new account will be created within 24 hours.

University of Mobile Users Print Allowance

Every authorized user of the University of Mobile student body and staff will be allotted 500 hundred printed pages per semester without charge. This is calculated at a rate of 5¢ per page which would amount to \$25 per semester. The \$25 allowance is reset at the beginning of each semester. If users need more credit added to their accounts, they may authorize the Media Coordinator to increase their allowance in \$2.50 or 50 page increments by filling out the appropriate form. The charge will be submitted to the Business Office on behalf of the user. A balance to a user account DOES NOT rollover from semester to semester. Therefore, everyone will start each semester with a \$25 credit to his or her print allowance.

Appendix G: Request for Email Address



Request for Email Address

Date: _____

Please provide an Email Address for _____

This person is a:

- Fulltime staff member
- Part-time staff member
- Student Worker

Beginning Date: _____ Ending Date: _____

Include any special instructions in the following lines:

Authorized by: Department Head _____

Area VP _____

VP Academic Affairs _____

Completed by _____ Date Completed _____

Appendix H: Request to Temporarily Extend Email Account



Request to temporarily extend Email account for former employee

Date: _____

Please continue the Email account for _____

Reason:

The account may be removed effective this date: _____

Authorized by: Department Head _____

Area VP _____

VP Academic Affairs _____

Completed by _____ Date Completed _____

University of Mobile

Request for access to the University of Mobile Information System

Date: _____

Please provide a user account for _____ in the department of: _____

This person is a:

- New Employee
- Email Address
- Fulltime staff member
- Part-time staff member
- Student Worker

This person will require permissions to access the following Jenzabar applications:

- Add Remove Admissions
- Add Remove Financial Aid
- Add Remove Development
- Add Remove Registrar's Office
- Add Remove Student Services
- Add Remove Human Resources
- Add Remove Business Office
- Add Remove Accounting
- Add Remove Other

The following privileges will be required for Jenzabar:

- Read Only
- Edit

Faculty Member

- Undergraduate Faculty Member
- Graduate Faculty Member

Beginning Date: _____ Ending Date: _____

Include any special instructions in the following lines:

Authorized by: Department Head _____

Area VP _____

VP Academic Affairs _____

ITS Use Only:

Department Codes for Web Access: _____

Completed by Software _____ Date Completed _____

Completed by Systems _____ Date Completed _____

User Name: _____

Email Address: _____

Web Login: _____



Removal of Employee From All University of Mobile Information Systems

Date: _____

Employee Name: _____

Last Day of Employment: _____

Remove access to all university information systems effective _____.

Human Resources Director

Date: _____

Executive Director of Information Technology Services

Date: _____

Vice President of Academic Affairs

Date: _____

Special Instructions

Appendix K: Request for User ID and Password to Center for Academic Technology System

Please create an account that I may access the Center for Academic Technology computer network. I understand that the User ID will be my student/staff ID number and my password will initially be also set to my student/staff ID number. I understand that I am advised to change my password the first time I log on to the system. *(A copy of the print management procedure is attached to this application. Please detach and keep for your records.)*

Date: _____

Student/Staff Number: _____

Name Printed: _____

Signed: _____

Date User Account Created: _____

Created by: _____

Appendix L: Request for Student Mailing



Request For UM Messenger Mailing

Name: _____ Date: _____

This is a request for a communication to University of Mobile students to be made to their official Ram Mail Email accounts only. **The text of the message must be attached to this document** and a copy emailed to ummessenger@rammail.umobile.edu with a SUBJECT: UM Mail Request. This form must be submitted to the Office of Campus Affairs at least two weeks prior to the date requested as a deadline for the Email. If approved, the mailing will be completed during the week prior to the requested date. Please complete the section below.

Requested deadline date for the mailing: _____

Please explain the purpose of the mailing in the space provided:

Approved: _____ Not Approved _____

Director of Marketing _____

Associate Vice President of CampusAffairs _____

Completed by _____ DateCompleted _____