ITS Services to Faculty and Academic Staff – 11/8/12 (Contact: Gloria_Thornton@uncg.edu)

Support

- **ITS Service Desk ("help desk")** – http://its.uncg.edu
  - For assistance with technology issues, faculty, staff and students may contact 6-TECH by telephone (256-8324), email (6-TECH@uncg.edu) or search the **ITS website** for tips and documentation.
  - Service Desk hours: M-F, 7:00 a.m. to 10:00 p.m.; Sun 1:00 to 10:00 p.m.
  - ITS offers evening and Sunday 6-TECH hours to provide services for online/evening/weekend classes.
- **Technology Support Center (TSC) in Forney Bldg Rm 101** – http://its.uncg.edu/Laptop/TSC/
  - Walk-in support services for faculty and staff include:
    - Assistance with UNCG wireless network connectivity
    - Assistance with University-supported **Mobile Communication Device** apps (http://its.uncg.edu/Software/Available/Mobile/)
    - Assistance with installation and basic utilization of software purchased through ITS
    - Serves as a drop-off location for University-owned equipment needing hardware or software/OS repairs (e.g., virus/malware infections , OS version upgrades)
    - Supports faculty/staff personally owned *laptops* used for University work, by providing virus/malware scanning services, and warranty-covered hardware repairs (Apple, Dell, Lenovo only)
    - UNCG Virtual Private Network (VPN) connectivity assistance
- **Training** - http://its.uncg.edu/Training/
  - ITS offers instructor-led workshops, as well as online training through our participation in the OnLine EDUcation (OLEDU.com) and Microsoft e-training programs. Additional training is available from the Faculty Teaching & Learning Commons and University Libraries.

Accounts and Network Access

- **University Computer Accounts** - http://its.uncg.edu/Accounts/
  - Accounts are provided for a variety of services including networked computer logins, email, web publishing, network file storage (N: and S: drive), and access to network-provided software.
  - Forgotten or expired passwords may be changed online at http://reset.uncg.edu.
  - Files stored on your S: drive may be remotely accessed through UNCG's virtual computing services at https://virtual.uncg.edu
- **Wired Network Access** – http://its.uncg.edu/Network_Services/Wired/
  - UNCG's fiber-based campus network provides high-speed connections on campus and to the North Carolina Research & Education Network (NCREN)
  - NCREN – is a robust network connecting the 17 UNC system constituent institutions, UNC General Administration, and other NCREN member institutions (e.g., Duke, Wake Forest)
  - Internet2 – UNCG is a member of this advanced networking consortium, providing UNCG with high-speed connectivity to other Internet2 member sites, and allowing participation in Internet2 research efforts and special interest groups (e.g., Arts & Humanities, Science & Engineering, Health Sciences, Education)
  - Only University-owned or approved vendor/affiliate equipment may be connected to the wired network
- **Wireless Network Access** – http://its.uncg.edu/Network_Services/Wireless/
  - The University wireless network is available in all major academic buildings, Jackson Library, EUC, outdoor areas and the University residence halls, as well as many administrative buildings. The student/faculty/staff

wireless network is secure (encrypted) and provides higher speed service. The unencrypted guest network should be used only by those without a University network account.

- **Virtual Desktop Environment (https://virtual.uncg.edu)** – the recommended method for obtaining remote access to most UNCG network resources and software; access is provided through a secure virtual desktop
- **Virtual Private Network (VPN) Services** – http://its.uncg.edu/Network_Services/VPN/
    - May be needed for remote access to specific services not in virtual.uncg.edu
- **Aruba Remote Wireless Access Point** – a fee-for-service option that provides an alternative to virtual.uncg.edu and VPN for remote access to services (ideal for teleworkers and others who frequently work remotely)

Computing Platforms and Environments

- **General Computing Environment (GCN)** - http://its.uncg.edu/Network_Services/Wired/
    - provides centrally managed file, print, and software delivery services for Windows, Macintosh and Linux desktop/laptop computers
    - is a more secure computing environment recommended for computers meeting GCN minimum standards
- **UNCG "Internet Service Provider" ("ISP") Network** – a basic network-connectivity computing environment, with limited support services for Windows, Macintosh and Linux computers
- **Instructional Linux Environment** –
    - Provides access to scientific and data analysis software running on the Linux platform, see http://its.uncg.edu/Software/Available/ILE/
    - Use a secure shell (i.e., ssh) client such as PuTTY to login to linux.uncg.edu with your UNCG account
- **High Performance Computing (HPC)** –
    - UNCG has partnered with NC State to make the HPC Linux Cluster Henry 2 available for UNCG faculty, staff and students who need to perform advanced computational analysis
    - For hardware specifications see http://www.ncsu.edu/itd/hpc/Hardware/Hardware.php
    - For software information see http://www.ncsu.edu/itd/hpc/Software/Software.php
- **Web Hosting Environments** –
    - ITS make several web environments available for departments, courses, research projects, student organizations, and other web hosting needs
    - platform selection depends on specific technology needs, options include:
        - www.uncg.edu - a Linux-based environment hosting the University's primary website and many department websites
        - web.uncg.edu - a Microsoft IIS server environment providing access to technologies such as ASP.net and MS SQL databases
        - "LAMP" web environment (Linux, Apache, MySQL, PHP) – a Linux-based environment for clients needing to run LAMP-type applications such as WordPress and Drupal
        - iSpartan/Google - Google "Sites" provide a relatively simple method for publishing web pages, and UNCG's iSpartan domain provides access to additional web tools such as Blogger
- **Server and Database Hosting** –
    - Provides faculty and staff a reliable, monitored, secure and managed solution for running specialized applications without having to purchase and manage a physical server.
- **Data Storage** –
    - Secure network storage space; charges apply for storage above the default allocation

Desktop/Laptop and Mobile Device Software

- **Network-delivered Software** - http://its.uncg.edu/software/
    - Includes applications such as Microsoft Office, web publishing software, data analysis applications, assistive technology and curricular-specific software. ITS provides support and training for many of these products. A list of network-delivered software is available at http://its.uncg.edu/Software/Available/ .
    - For discounted software available for personal purchase, see http://its.uncg.edu/Software/Purchase/ .
- **Mobile Device Software** – ITS supports UNCG-related apps including Google Apps and Blackboard Mobile Learn
- **Virtual Computing Lab (VCL)** – http://its.uncg.edu/vcl
    - Provides access to a subset of University-provided desktop/laptop software outside of the traditional office and lab environment. To see available software, login to http://its.uncg.edu/vcl. [note: this service is primarily provided for students, because students do not currently have access to virtual.uncg.edu]

Web-based Applications (Major Offerings)

- **iSpartan (Google Apps for Education)** – http://ispartan.uncg.edu
    - Serves as the University's email and calendaring system
    - Includes additional tools such as **Sites** for webpage publishing; **Docs** for web-based collaborative creation of documents, spreadsheets, and presentations; **Talk/Hangouts** for text/video chat; and additional offerings such as Google Maps and Blogger
- **Blackboard (Course Management System)** – http://blackboard.uncg.edu
    - Blackboard is the University's primary Course Management System (CMS), used for sharing course information and posting/submission of homework assignments as well as interactive activity such as class discussions, wiki creation and chat. University-affiliated organizations may also use Blackboard.
    - The Faculty Teaching & Learning Commons and ITS partner to provide services.
    - In addition to the core Blackboard Learn and Community Portal system, UNCG has implemented a number of add-on modules within Blackboard including
        - Blackboard Collaborate for synchronous online learning
        - Class Climate for teaching evaluations and other class surveys
        - Starfish Early Alert and Connect for academic progress monitoring and advising
        - Safe Assign for plagiarism prevention
- **Blackboard Collaborate -** http://its.uncg.edu/Blackboard/Collaborate/
    - May also be used through a direct web link outside of the Blackboard Learn environment for online synchronous classes, meetings, tutoring sessions, office hours, training, and other collaborative events
- **Banner/UNCGenie –** https://banweb.uncg.edu/
    - UNCG's primary administrative computing system
    - Functions include class-related administration such as course scheduling, registration, and official recording of grades/transcripts
- **Qualtrics** - http://its.uncg.edu/Software/Available/Survey/
    - the University provides a campus-wide license for this web-based survey creation and administration system
- **e-Marketplace/SciQuest** - http://purchasing.uncg.edu/eMarketplace/
    - UNCG's online procurement system with discounted pricing on items including office supplies, computers, and laboratory supplies and equipment
- **Streaming Media Services -**http://its.uncg.edu/Streaming_Media/
    - ITS runs a Flash streaming media server and provides support services including assistance with file compression, file publishing and access, and direct assistance to faculty members seeking to incorporate streaming media into their classes.

- In addition to the streaming media server, other options for video-sharing include the iTunesU@UNCG site (http://its.uncg.edu/iTunesU/) and UNCG's YouTube channel, as well as directly posting video files onto class websites or other locations accessible by students.

- **Database Software** – available database products include Microsoft Access, MS SQL, MySQL and Oracle

Hardware

- **Campus-wide Hardware Procurement (CHP)** – http://its.uncg.edu/Technology_Purchases/CHP/
  - is the procurement and installation program for University-purchased desktops, laptops, peripherals and other client computing devices
- **Telephony Support/Voice Services -** http://its.uncg.edu/Telephone/
  - University Voice-over-IP (VoIP) related services include physical telephones, "soft" phones, and voicemail
- **Student Laptop Program (SLP)** - http://its.uncg.edu/Laptop/
  - Provides students with the opportunity to purchase discounted, ITS-supported enterprise-class Windows and Macintosh laptops. Faculty and staff may receive employee discounts for personal purchases.
- **Print Services** –
  - ITS supports Hewlett Packard printers for networked office printing
  - Consultation with ITS is strongly recommended prior to purchasing/leasing any multifunction printer/copier/fax/scanner type device
  - Fee-based Print Services – http://its.uncg.edu/Printing/
    - Printing is available in ITS labs and at 2 campus print kiosks for .04/single-sided page and .06/double-sided page. Students (only) receive a free allocation (75 pages/semester). Color print charges are .20/page for single-sided and .38/page double-sided. The ITS-managed color printer is located in Jackson Library. Print kiosks are located in the EUC (lower level, College Ave. exit) and the Bryan Food Court.
    - Print jobs may be submitted from an office or lab computer, or via the UNCG wireless network.
    - Spartan Printing (University Printing & Graphics) managed by Business Affairs provides professional-quality print services, see http://ugp.uncg.edu .

Technology Facilities

- **ITS Labs** - http://its.uncg.edu/Labs/
  - The Superlab, located in Jackson Library, has over 100 computers, and offers extended hours, opening at 7:30a M-F, and staying open until 2:45a Sun-Th nights. Saturday hours are 10a-9:45p.
  - In addition to helping with lab-related issues, Superlab staff can provide limited assistance with other technology services such as wireless network connectivity.
  - ITS maintains 11 instructional/open-access student computer labs. ITS also manages 2 training labs where workshops, and occasionally classes, are held.
- **Telelearning Center** - http://its.uncg.edu/TeleLearning/
  - The Telelearning Center is provides two-way interactive video services for classes, workshops, and teleconferences. Other services include phone conferences, and recording of classes and other official University events/meetings held within the facility. The Telelearning facility has connected UNCG classes to others in remote locations such as South Africa and Thailand.
- **Data Centers** – UNCG's two data centers provide fee-for-service options for server hosting and large network file storage