



Technology Catalog of Support 2009/2010

Table of Contents

| | |
|--|----|
| Faculty Resources | 5 |
| Coulter Faculty Center | 6 |
| Resources, Activities and Programs to Support Teaching | 6 |
| Syllabus Assistance | 9 |
| Faculty Sandbox | 10 |
| Training Opportunities | 11 |
| Scholarship of Teaching and Learning (SoTL)..... | 12 |
| Plagiarism and Copyright | 14 |
| Hunter Library | 15 |
| Division of Educational Outreach | 16 |
| Registrar’s Office..... | 21 |
| Submitting Grades..... | 21 |
| Important WCU Links | 22 |
| Frequently Asked Questions | 24 |
| 1. What Library Resources are available online for my classes? | 24 |
| 2. How do I log into the Hunter Library’s Databases and Electronic Reserves? | 24 |
| 3. What workshops are available? | 24 |
| 4. What is TrainingRegister | 24 |
| 5. Are there programs available to assist with student feedback? | 25 |
| 6. Can I get help with preparing PowerPoint presentations for instruction or for conferences?..... | 25 |
| 7. Is there a website where I can access faculty resources for Distance Education that address faculty and student needs/issues that often come up?..... | 25 |
| 8. How do off-campus online/distance learners access academic support services, i.e. tutoring, writing assistance, ... etc?..... | 25 |
| Technology for Teaching | 26 |
| Computer Instructional Facilities | 27 |
| Electronic Classrooms..... | 27 |
| Scheduling Time in an EC..... | 28 |
| Information to Submit | 28 |
| Scheduling Ad-hoc Time in an EC | 28 |
| Final Exams in an EC..... | 28 |
| Web Calendars for the EC | 28 |
| Software in the EC | 29 |
| Dos & Don’ts When Using an EC..... | 30 |
| Computer Demonstration Classrooms | 31 |
| Mobil Computer Carts | 31 |
| Technology Facilities within the Colleges | 32 |
| College of Arts & Sciences..... | 32 |
| College of Business..... | 33 |
| College of Education and Allied Professions..... | 34 |
| College of Fine and Performing Arts | 35 |
| College of Health and Human Sciences..... | 36 |
| Kimmel School of Construction Management & Technology | 37 |
| Enka Campus..... | 38 |
| UNCA Graduate Center | 39 |
| Division of Educational Outreach | 40 |

| | |
|---|----|
| ITV Facilities..... | 41 |
| Multi-Media Resources | 43 |
| WebCat - Learning Management System | 44 |
| Frequently Asked Questions | 45 |
| 1. Are personnel available to come into my class to introduce instructional software?..... | 45 |
| 2. How can I get help with preparing multimedia materials to use on-line or in my classroom? | 45 |
| 3. Is there multimedia equipment that I can borrow?..... | 45 |
| 4. If I have video and/or audio files that I would like to make available to my class, is there a streaming server that will accommodate this?..... | 45 |
| 5. If I don't have a web page, how can I post resources for my students online?..... | 45 |
| 6. How can I communicate with my classes online? | 46 |
| 7. How can I get class time scheduled in an electronic classroom?..... | 46 |
| 8. How do I get help if I have a problem in one of the electronic or demonstration classrooms?..... | 46 |
| 9. How do I get training on the use of the equipment in an electronic classroom or demonstration classroom?..... | 46 |
| 10. How do I get materials printed for my class?..... | 46 |
| 11. How can I request texts and supplemental materials for my class online? .. | 47 |
| Student Resources | 48 |
| Open Access Student Computer Labs..... | 49 |
| Class TIPS (Technology Instruction/Peer Success) | 51 |
| Frequently Asked Questions | 52 |
| 1. Are there any student support services to help with the success of the students?..... | 52 |
| 2. Will I be notified if one of my students uses one of the Academic Success Centers?..... | 52 |
| 3. What computer labs are available for my students?..... | 52 |
| 4. What computer capabilities are my students expected to have? | 53 |
| 5. Can my students have web pages assigned in class? What assistance is provided?..... | 53 |
| 6. Can my students have electronic presentations assigned in class, such as PowerPoint? What assistance is provided? | 53 |
| 7. Can my students get a copy of the ArcGIS software for their personal computers?..... | 53 |
| Office Technology | 54 |
| Account Summary..... | 55 |
| E-mail | 55 |
| My Cat..... | 55 |
| WebCat (Learning Management System) | 55 |
| PAWS..... | 55 |
| Microsoft Outlook/Entourage..... | 56 |
| My Cat..... | 57 |
| PAWS..... | 58 |
| Logging into your Computer..... | 59 |
| Logging into your Windows Computer | 59 |
| Logging into your Macintosh Computer..... | 59 |
| PAW Printer Services..... | 60 |
| Cherwell Self-Service..... | 61 |

| | |
|--|----|
| Policies..... | 62 |
| Use of Computers and Data Communications | 62 |
| Frequently Asked Questions | 67 |
| 1. If I forgot my 92 number, where can I get it? | 67 |
| 2. What if I need my computer cleaned up and re-loaded or re-worked? | 67 |
| 3. What software is automatically installed on my computer? | 67 |
| 4. Who will initially help me get into the computer and online? | 67 |
| 5. How do I get help if my computer isn't working properly (error messages, software not installed, no printers, etc.)? | 68 |
| 6. Who is responsible for backing up the documents that I create while at Western? | 68 |
| 7. How can I access WCU servers, other than e-mail, remotely? | 68 |
| 8. What additional software (not automatically installed) is available for my computer? | 68 |
| 9. May I install additional personal software on my computer? | 68 |
| 10. How do I get centrally licensed software installed on the computer if it is missing? | 68 |
| 11. Can I install software on my personal computer?..... | 69 |
| 12. May I bring my own computer equipment for home to use in the office? | 69 |
| 13. How do I get a new computer or computer peripherals for my office? | 69 |
| 14. Does Information Technology buy computers or computer peripherals for you?..... | 69 |
| 15. If my university computer breaks down, will I get a temporary replacement computer to use while my computer is being repaired? | 69 |
| 16. How do I get my web page transferred to WCU servers? | 69 |
| 17. Does the university provide any web publishing software and support? | 70 |
| 18. What policies govern personal web pages? | 70 |
| 19. How do I connect to the network using my wireless card? | 70 |
| 20. How can my students and I protect ourselves from computer viruses or spyware from the Internet? | 70 |
| Publication and Research | 71 |
| Assistance with Presentations | 72 |
| Assistance with Publishing | 73 |
| Research & IRB | 74 |
| Statistical Software & Support..... | 75 |
| SAS, SPSS, ATLAS.ti | 75 |
| Qualtrics | 76 |
| Frequently Asked Questions | 77 |
| 1. What additional resources are available to help with research? | 77 |
| 2. How do I get computers and software for my research? | 77 |
| 3. What statistical programs are being used at WCU and which are centrally licensed? | 77 |
| 4. How can I get help with presentations for meetings, conferences, etc.?..... | 78 |
| General Office Activities | 79 |
| Frequently Asked Questions | 80 |
| 1. Is there a Quick Help Sheet on how to use the phones at Western? | 80 |
| 2. How can I reserve a University vehicle online? | 80 |
| 3. How can I reserve a meeting room or other facility? | 80 |

FACULTY RESOURCES



COULTER FACULTY CENTER

Hunter Library 166, Phone 227-7196

Resources, Activities and Programs to Support Teaching and Learning

With all its work with faculty being voluntary, formative and confidential, the Myron L. Coulter Faculty Center for Excellence in Teaching and Learning, located in Hunter Library, offers the following resources, activities and programs:

Support Teaching and Research

- Support for faculty in all aspects of their teaching, research design and publication
- Support for aligning syllabi to the Quality Enhancement Plan outcomes
- Training and support for WebCat, the university's online learning management system
- A Faculty Sandbox, a collaborative area where faculty can receive one-on-one technology support to enhance pedagogy
- A Digital Media Specialist for the support of media projects
- Individual consultations with faculty about course design and pedagogical issues (in the Faculty Center or the faculty member's office)
- Workshops and other learning opportunities on a variety of pedagogical and instructional technology topics

Leader in the Scholarship of Teaching and Learning

- The scholarship of teaching and learning as the center for faculty development
- Facilitation of the university initiative, The Scholarship of Teaching & Learning at Western Carolina University (<http://facctr.wcu.edu/>)
- Member of AAHE, Carnegies Campus Institutional Leadership Program, the Carnegie Academy for the Scholarship of Teaching and Learning, the North Carolina Teaching and Learning with Technology Consortium, The North Carolina Learning Repository, the Southern Regional Faculty Instructional Development Consortium and the Professional & Organizational Development (POD) Network in Higher Education
- *Mountain Rise* – e journal on the Scholarship of Teaching and Learning (<http://mountainrise.wcu.edu/>), *Renaissance of Teaching and Learning Booklet Series*, presentations, workshops and panel discussion about aspects of teaching and learning.
- Certificate of Professional Development in Teaching and Learning (a one-year program in active, reflective and collaborative faculty development)

Learning Communities

- Formation of "Faculty Learning Communities" for year-long focus upon selected aspects of teaching and learning
- Other Faculty collaborative groups such as the Qualitative Research Group and the Untenured Faculty Organization (UFO)

Events

- New Faculty Orientation each year
- An annual faculty Summer Institute on Teaching and Learning
- An annual Scholarship of Teaching & Learning event
- Readers' Roundtables, faculty book discussion groups
- An annual Welcome Luncheon for Faculty and the annual Faculty Appreciation Event
- A variety of informal events

Resources

- A lending library of professional literature on college teaching and learning
- Constantly updated website for events and resources (<http://facctr.wcu.edu>) as well as a site for video streaming for special events for faculty who cannot attend or come to campus
- Publications: *Faculty Forum* (monthly opinion piece), *Renaissance of Teaching and Learning Booklet Series* and the Faculty Center Newsletter, *Connections*

Programs to Support Teaching

The following programs and services are offered through the Myron L. Coulter Faculty Center for Excellence in Teaching and Learning.

Microgrant Program

This program, established in 1981, promotes quality teaching by providing fund to support travel, subsistence, and registration/tuition expenses associated with workshop attendance, short course participant, mini-internships and other off-campus activities related to teaching improvement. Maximum award is normally \$700.

Provost's Instructional Improvement Grant

Established in 1975, these grants provide modest support for innovative projects aimed at improving the quality and effectiveness of instruction within a single course or group of related courses. Individual faculty member or groups of faculty may apply for grant to support a specific instructional proposal. Typical award: \$1,500.

SoTL Grants

The Coulter Endowment for the Scholarship of Teaching and Learning funds faculty grants each year for the purpose of funding a SoTL project. Faculty who wish to research their teaching and go public with the results may apply.

Faculty Small Group Analysis

This voluntary program involves Faculty Center consultants visiting a class at mid-semester to obtain an analysis of the learning experiences in the course from the students' viewpoint. A confidential report is provided to teach faculty member. This service is also available for online classes.

Board of Governors Award for Excellence in Teaching

This award is designed to encourage, recognize, and reward superior teaching and meritorious performance on a North Carolina University system-wide basis. Teaching faculty who have earned tenure and been employed at Western Carolina University for at least seven years are eligible for nomination. The amount of this award is \$7,500.

Chancellor's Distinguished Teaching Award

This award is designed to encourage, recognize, and reward superior teaching and meritorious performance. Teaching faculty with more than 2 years service at Western Carolina University are eligible for nomination if they have not received this award in the preceding five years.

Amount of award: \$2,000

Scholarship of Teaching and Learning Award

This award encourages and recognizes a faculty member engaging in scholarship that focuses upon teaching and learning (SoTL) and then applying the results of that scholarship to courses taught so that students experience significant learning in those courses. The award emphasizes the integration of research about teaching and learning and the practical application of the research to teaching itself. Evidence of the learning outcomes with students of the applications of SoTL findings is needed. Any full-time faculty member who has taught at Western Carolina University for at least one year may be nominated by a faculty member, department head, dean, or by self-nomination. Award amount: \$1,000.

JM Robinson Teaching Award for e-Learning

This award honors outstanding work in e-learning. The Jay M. Robinson Teaching Award for e-Learning was awarded for the first time in the 2006-2007 academic year and will be supported annually for five academic years at a level of \$1000 from the Jay M. Robinson (JMR) endowment. This award will be accorded each academic year to one WCU instructor who teaches a 100% computer-networked online course. Courses distributed primarily via ITV are not eligible for this award. Tenured, untenured, full-time, part-time, tenure track and adjunct instructors are eligible, provided that any nominee has taught at least two three-credit graduate and/or undergraduate courses fully online during the year of the award and/or the year immediately preceding, and provided that s/he neither serves nor has served as an e-learning faculty fellow.

Faculty Fellow Program

The Faculty Fellow Program, begun in 1988, provides one-quarter to one-half time release for faculty members to serve in the Faculty Center. While experiences in the center may change from year to year, they may include publishing *The Faculty Forum* newsletter, or support for faculty in areas such as e-learning pedagogy, statistical analysis and research design, the Scholarship of Teaching and Learning.



SYLLABUS ASSISTANCE

Trying to write your syllabus? The tools below should help make this process easier. The template provides you with all the required elements as well as an outline into which you can fill in all of your course information.

The calendar provides dates for all class meetings during the Fall 2009 semester, which can make writing your class calendar much easier.

For further help with syllabi and/or course design, you are welcome to schedule a consultation with one of our instructional developers.

- WCU Syllabus Template –
(http://www.wcu.edu/WebFiles/WordDocs/facultycenter_SyllabusTemplate_Fall09.doc)
- Syllabus Calendar (Fall 2009) –
(http://www.wcu.edu/WebFiles/WordDocs/facultycenter_syllabuscalendar-fall09.doc)
- Internet Syllabus Resources –
(http://www.wcu.edu/WebFiles/WordDocs/facultycenter_InternetResourcesforSyllabusWorkSessions_001.doc)
- Classroom Attendance Policy –
(http://www.wcu.edu/WebFiles/PDFs/ClassAttendancePolicy_IV_Revised_3-20-08.pdf)
- WCU Handbook Academic Honesty Policy –
(http://www.wcu.edu/WebFiles/WordDocs/facultycenter_WCUStudentHandbookAcademicHonesty.doc)
- Bloom's Taxonomy (helpful for creating objectives) –
(http://www.odu.edu/educ/roverbau/bloom/blooms_taxonomy.htm)
- WCU's 7 Dimensions of Teaching –
(http://www.wcu.edu/facultycenter_TheSevenDimensionsofTeaching.ppt)
- Bloom's Verbs Matrix –
(http://www.wcu.edu/WebFiles/WordDocs/wcucfc_bloomsverbsmatrix.doc)



FACULTY SANDBOX

Located in Hunter Library 184
Open Monday through Friday
8:00 A.M. – 5:00 P.M.

What the Sandbox offers

- The relaxed and comfortable atmosphere of the Sandbox's backyard namesake.
- Help and training in instructional technologies for faculty, from beginners to the more experienced.
- Macintosh computers that are capable of running Windows and the OS X.
- Special equipment, including, but not limited to, scanners, document scanner, 35MM slide scanner and other electronic devices.
- Support for both on and off-campus presentations.
- A "wrap" model of support for combining instruction with the appropriate technology.

The Sandbox is open to all faculty and staff members and graduate teaching assistants, including full-time, part-time, retired and distance educators; so feel free to drop in to use the equipment. If you need help with a specific question or problem, you can make an appointment by calling Jason Melvin, Faculty Training Specialist, at (828) 227-3023 or emailing him at jmelvin@email.wcu.edu.

Jason and the Sandbox Assistants are available to come to your office, class or other locations for one-on-one training or class sessions. Check out the Faculty Sandbox website at <http://sandbox.wcu.edu> for more information and tutorials.

Please feel free to come and play in your Sandbox anytime!

We are here to help faculty learn to incorporate various instructional technology skills into the teaching and learning experience.

You can become skilled at:

- Creating and editing podcasts (audio and video), movies, wikis, and blogs
- constructing PowerPoint Presentations
- scanning graphics, text and 35mm slides
- altering digital images for different uses
- using all elements of the 2003 & 2007 MS Office Suite
- support for PAWS web pages
- creating and utilizing PDF files creating and editing instructional web pages



TRAINING OPPORTUNITIES

WCU Hands-on Training

During the fall and spring semesters, WCU offers a variety of professional development opportunities, including hardware and software training, instructional development related workshops, and departmental workshops when requested. The workshop schedules can be found at the following URLs:

Coulter Faculty Center: <http://www.wcu.edu/7482.asp>

Human Resources: <http://www.wcu.edu/12312.asp>

Information Technology: <http://www.wcu.edu/11251.asp>

Scheduled workshops are open to any WCU faculty, staff or student at no charge unless otherwise stated. If space is available, non-WCU persons may register for designated workshops, with preference given to the spouses and other family members of WCU employees. If there are computer stations available, walk-in participants are welcome.

If you are not a WCU employee or student, and you want to attend one or more workshops, you should contact the office that is offering the training to see if the class is open to non-WCU persons.

Coulter Faculty Center: 227-7196

Human Resources: 227-7218

Information Technology: 227-7487

We provide self-help training materials which can be found at the following URL:
<https://onlinetraining.wcu.edu/>



SCHOLARSHIP OF TEACHING AND LEARNING (SOTL)

SoTL at Western calls for a university-wide commitment and collaboration among faculty, administration, staff and students in initiating and continuing systematic conversation, reflection, research and dissemination about teaching and learning. It is made public and open to critique in order to establish the Scholarship of Teaching and Learning as research that is institutionally valued and rewarded. The ultimate goals of the initiative are improved student learning, teaching effectiveness and enjoyment, faculty development and creation of a deeply collegial academic community of and for teaching and learning.

The Scholarship of Teaching and Learning at WCU includes the following programs:

Faculty Learning Communities

A Faculty Learning Community (FLC) is a cross-disciplinary faculty team engaged in collaborative work that enhances teaching and engaging. Teams can form based either on topics (i.e., Service Learning) or by group (i.e., Endowed Chairs).

The FLCs program was designed to be an anchor for a peer-based, dissemination model for professional development where faculty, with the initiative, support and guidance of the Faculty Center, work together on teaching and learning issues, apply the results of that learning and experience to courses and their work with students, and disseminate to colleagues across campus what is learned about how to teach for significant, enduring student learning.

Some of the following FLC's have been formed in the past. If you have a suggestion for a new FLC, please let the Coulter Faculty Center know. New members will be invited to join during orientation or by calling the Center at 227-7196.

- Assessing Student Learning
- E-Learning
- Endowed Chairs
- Improve Student Writing & Make Your Job Easier
- Learning through Reading
- Service Learning
- Scholarship of Teaching and Learning
- Process Oriented, Guided Inquiry Learning (POGIL)
- Civic Engagement
- Learning Reconsidered/Faculty Enrichment and Education
- Distinguished Professors
- Sustainability in Higher Education
- International Faculty
- Synthesis and Integrative Learning

CASTL Membership

WCU participates in the Carnegie Academy for the Scholarship of Teaching and Learning campus program and the CASTL Leadership programs. WCU serves as a leader in a cluster of institutions focused on Policies, Roles and Rewards Supporting the Scholarship of Teaching and Learning. For more information on these programs, check out the links on the center's web site at <http://www.wcu.edu/7066.asp> or at the Carnegie Academy's site at <http://www.carnegiefoundation.org/>.

Workshops and Consultations

Interested in pursuing a SoTL project? The Coulter Faculty Center can help. Contact our Faculty Fellow, Laura Cruz (lcruz@email.wcu.edu); or schedule a consultation through the center's web site (<http://facctr.wcu.edu>). Check the workshop calendar for upcoming SoTL workshops.

For additional information about The Scholarship of Teaching and Learning at Western Carolina University, visit the following web address: <http://www.wcu.edu/7066.asp>.



PLAGIARISM AND COPYRIGHT

Plagiarism and copyright issues have come to the forefront in our society. At Western, we try assist our faculty who are using audio and/or videos to enhance their teaching both online and in the face-to-face classroom.

There are resources available to faculty who wish to know how to deal with copyright materials in their classrooms.

- Faculty Handbook in section 10.07 <http://www.wcu.edu/10840.asp>
- WCU Copyright Policy #84
- University of North Carolina System – Primer on Copyright Use
http://www.northcarolina.edu/legal/sm/copyrightownership/Primer_Copyright_Use__042309.pdf
- University of North Carolina System – Fair Use Worksheet
http://www.northcarolina.edu/legal/sm/copyrightownership/Primer_Fair_Use_Worksheet_042209.pdf
- Hunter Library web page that discusses Copyright Guidelines
<http://www.wcu.edu/1672.asp>
- Legal Counsel at 227-7116.

If you require assistance with plagiarism in the classroom, please feel free to call the Faculty Center at 227-7196.



HUNTER LIBRARY

Hunter Library Resources

Hunter Library has many resources that are available to all faculty, staff and students. To see all that Hunter Library has to offer, please visit our web site – <http://library.wcu.edu/>. Hunter Library also offers services specifically for WCU faculty – <http://www.wcu.edu/1622.asp>.

Access to books, article databases and indexes, CDs, movies, and more

- Borrowing Materials
- Request Materials Not in Hunter Library
- Faculty Article Delivery

Teaching Resources and Support

- Individual Consultation
- Library Instruction
- Print & Electronic Reserves
- Library Services for Distance Education Instructors
- Faculty Participation in Collection Development

Research Support

- Hunter Scholar Award
- Laptop Lending
- Faculty Study Rooms
- Services for Research Assistants



DIVISION OF EDUCATIONAL OUTREACH

The Division of Educational Outreach is the administrative unit responsible for, distance learning, off-campus centers (Enka, Asheville, and Cherokee), military and continuing education. The division supports educational programs offered off-site and online. Its mission is to extend the resources of the university to the region, state and beyond in order to serve learners, who are, place bound adults and those who desire learning from a distance. The Division seeks to extend the boundaries of the University to include student populations who need access to education whether in the work place, in their home communities or via the internet. It manages student processes from inquiry to enrollment and provides on-going student support; connecting students to educational activities, credit and non-credit, that extend the resources of the university to meet community and/or individual needs. The division provides administrative support to the Colleges (the College of Health and Human Sciences, the College of Arts and Sciences, the College of Fine and Performing Arts, the College of Business, the College of Education and Allied Professions, and the Kimmel School) and University support units to develop educational initiatives.

Meeting the needs of the region is a primary function of Educational Outreach; therefore the development of educational initiatives seek to mirror community assessment needs, economic development plans while providing access and flexibility for potential and engaged learners.

Western Connections

Since distance education can be a confusing term, we have three categories for educational outreach: online, off-site and military education.

| Online Instruction | Off Site Instruction | Military Education (online) |
|--|-----------------------------|------------------------------------|
| <i>Undergraduate:</i> | | |
| AIG Licensure | Elementary Education | Criminal Justice |
| Birth-Kindergarten | Engineering Technology | Emergency Disaster Mgmt |
| Culturally Based Native Health Certificate | Entrepreneurship (B.S.B.A.) | Emergency Medical Care |
| Criminal Justice | | (eligible for all DL programs) |
| Emergency Disaster Mgmt | | |
| Emergency Medical Care | | |
| Health Information Admin. | | |
| Nursing – RN to BSN | | |

| Online Instruction | Off Site Instruction | Military Education (online) |
|-------------------------------------|----------------------------------|------------------------------------|
| Graduate: | | |
| AIG Licensure | Community College Admin. | Construction Management |
| Construction Management | Gerontology Certificate | Entrepreneurship |
| Culturally Based Health Certificate | Gerontology MHS | Human Resources |
| Entrepreneurship | Alternative Licensure - NC Teach | Project Management |
| Gerontology Certificate | | |
| Human Resources | | Project Management Certificate |
| NC Teach Licensure | | |
| Nurse Administrator | | |
| Nurse Educator | | |
| Project Management | | |
| Project Management Certificate | | |
| School Administration | | |
| Special Education | | |

New Programs 2008-09

- Health Information Administration B.S. (fully online)
- Nurse Administration M.S.(fully online)

New Programs 2009-2010

- Emergency & Disaster Management B.S. – GoArmyEd
- Entrepreneurship M.E. – GoArmyEd
- Human Resources M.S. – GoArmyEd
- Project Management – M.P.M. – GoArmyEd
- Project Management Certificate - GoArmyEd

Western Carolina University delivers the following programs at these community colleges/Institutional partners.

| Community College/Center | Birth Kindergarten (Fully Online) | Elementary Education | Engineering Technology | Entrepreneurship | Gerontology | Community College Administration |
|--|-----------------------------------|----------------------|------------------------|------------------|-------------|----------------------------------|
| AB-Tech CC | | | * | | | * |
| Blue Ridge CC | | | | * | * | |
| Caldwell TICC | | | | | | |
| Cleveland CC | | | | | | |
| Gaston College | | | | | | * |
| Haywood CC | | | | | | |
| Hickory Metro Higher Ed Ctr | | | * | * | | |
| Isothermal CC | | * | | | | |
| Mayland CC | | | | | | * |
| NC Center for Engineering Tech - Hickory | | | * | | | |
| Stanly CC | | | | | | * |
| Southwestern CC Macon Campus | | | | | | |
| Tri-County CC | | | | | | |
| Western Piedmont CC | | | * | * | | * |

On-line Academic Program Offerings
Select undergraduate and graduate courses, certificate programs,
and degree programs are available entirely online.
2009-2010 offerings include:

| Academic Program | Undergraduate | Graduate | Licensure/ Certificate Option | Degree Option | Fully Online | Site- based Compo- nent |
|---|---------------|----------|-------------------------------------|------------------|-----------------|----------------------------------|
| Academically or Intellectually Gifted (AIG licensure – add-on) | * | * | * | | * | |
| Birth-Kindergarten | * | | * | * | * | |
| Community College Administration | | * | | * | | * |
| Criminal Justice | * | | | * | * | |
| Construction Management | | * | | * | * | |
| Culturally Based Health Certificate | * | * | * | | * | |
| Elementary Education | * | | * | * | | * |
| Emergency Disaster Management | * | | | * | * | |
| Emergency Medical Care | * | | | * | * | * |
| Engineering Technology | * | | | * | | * |
| Entrepreneurship | * | * | | * | * | |
| Gerontology | | * | * | | | * |
| Health Information Administration | * | | | * | * | |
| Health Sciences (Gerontology) | | * | | * | | * |
| Human Resources | | * | | * | * | |
| Nurse Administrator | | * | | * | * | |
| Nurse Educator | | * | * | * | * | |
| Nursing (R.N. to B.S.N.) | * | | | * | * | * |
| Online Bridge Courses (<i>Select Liberal Studies/ General Education</i>) | * | | | | * | |
| Principal Add-On License | | * | * | | * | |
| Project Management | | * | * | * | * | |
| School Administration | | * | * | * | * | |
| Special Education | * | * | * | * | * | |

The Division of Educational Outreach administers contract programs offered at various locations or in collaboration with partner organizations. These include international programs, partnerships with corporations, school systems, etc., As part of our educational outreach, Western Carolina University delivers the BSEd with areas of concentration in Counseling, Birth-Kindergarten, Administration, Special Education, Math/Science Education, and the MAEd Supervision for programs in Jamaica.

All degrees programs or limited course offerings are subject to the same governance, oversight and assessment guidelines as campus-based programs and courses.

Should you have an interest in delivering courses or a program as part of an Educational Outreach initiative, please begin your discussion with your department and college. The Division of Educational Outreach will be glad to explain the process and the procedures for moving a resident credit program or course to an online format. Please explore the Educational Outreach web site at the following URL: <http://www.wcu.edu/44.asp>.



REGISTRAR'S OFFICE

Instructions on How to Submit Grades through the Web

The following link will take you directly to the Registrar's instructions on how to submit grades through the web. You must connect to the Internet to view the instructions.

<http://www.wcu.edu/24096.asp>

Additional information for faculty can be found at the following URL:

<http://www.wcu.edu/24091.asp>



IM

o

Western Carolina University Homepage:
<http://www.wcu.edu>

Office of the Chancellor:
[http://www.wcu.edu/335.asp/](http://www.wcu.edu/335.asp)

Information Technology Homepage:
<http://www.wcu.edu/10582.asp>

Coulter Faculty Center Homepage:
<http://facctr.wcu.edu/>

Registrar's Homepage:
<http://www.wcu.edu/registrar/>

Distance and Continuing Education:
<http://www.wcu.edu/199.asp>

Hunter Library Homepage:
<http://www.wcu.edu/404.asp>

Electronic Classroom Schedules:
<http://r25web.wcu.edu/wv3>

Student Computer Labs:
<http://www.wcu.edu/10624.asp>

Policy on Personal Computers:

Liberal Studies Information:
<http://www.wcu.edu/10943.asp>

WCU Faculty Handbook
<http://www.wcu.edu/10323.asp>

Colleges at WCU

Honors College:
<http://www.wcu.edu/5499.asp>

College of Arts & Sciences:
<http://www.wcu.edu/607.asp>

College of Business:
<http://www.wcu.edu/2517.asp>

College of Education and Allied Professions:
<http://www.wcu.edu/3030.asp>

College of Fine and Performing Arts:
<http://www.wcu.edu/3918.asp>

College of Health & Human Sciences:
<http://www.wcu.edu/2215.asp>

Kimmel School of Construction Management and Technology:
<http://www.wcu.edu/3624.asp>

Research and Graduate School:
<http://www.wcu.edu/43.asp>

Other Important Links at WCU

MyCat:
<http://mycat.wcu.edu>

Policy on Use of Computers and Data Communications:

Faculty Senate:
<http://www.wcu.edu/facsenate/>

UNC Faculty Assembly:
<http://uncfacultyassembly.northcarolina.edu/>

Catamount Athletics:
<http://catamountsports.cstv.com/>

Additional Services

- Motor Pool Vehicle Requests
(<https://itapp.wcu.edu/CFRedirector/Redirect.aspx?App=MotorPool>)
- Graduate/Supplemental Book Adoption Request
(<http://www.wcu.edu/bookstore/fdp.htm>)
- Rental & Exception Book Adoption
(<http://www.wcu.edu/bookstore/fdp.htm>)
- Distance Education Textbook Request Forms
(<http://www.wcu.edu/bookstore/fdp.htm>)



FREQUENTLY ASKED QUESTIONS

1. What Library resources are available online for my classes?

- A. A wide variety of resources and services are available through the Hunter Library website <http://library.wcu.edu/>. Faculty and students can search the online Library Catalog; access our many databases, find research guides and tutorials, view reserves, or e-mail, call, or IM a librarian for help.
- B. Library resources for remote users, including Interlibrary Loan, can be found at <http://www.wcu.edu/3245.asp>. Contact your Library Liaison for instructions, online resources for students, and other forms of assistance for you and your students.

2. How do I Log into the Hunter Library's Databases and Electronic Reserves?

Databases do not require you to log in if you are on campus, but do ask you to log in if you are off campus. Electronic reserves ask you to log in both on and off campus. You are prompted for your name and ID number. More information about your login name, ID number, and using them to log in is available online at <http://www.wcu.edu/1612.asp>.

3. What workshops are available?

The Coulter Faculty Center, Human Resources, and Information Technology have coordinated their training efforts to try to assist our clients in keeping track of all their professional development. During the spring of 2008, Training Register, software to that publishes training opportunities and allows clients to sign-up for professional development, was put into place.

- A. The Office of Human Resources offers a variety of compliance training to ensure that all laws and policies are adhered to. For workshop and training opportunities for Human Resources, please refer to the following URL: <http://www.wcu.edu/12312.asp>.
- B. Information Technology offers training in the basic software supported by Western. They will also provide training on specific software on request. To discover what technology training is available, please refer to the following URL: <http://www.wcu.edu/11251.asp>.
- C. The Coulter Faculty Center offers professional development opportunities throughout the year. Please look for the Director, Anna McFadden's e-mail every Monday morning or visit the Coulter Faculty Center website at: <http://www.wcu.edu/7065.asp>.

4. What is Training Register?

Training Register is web based software that allows clients to register and manage their professional development opportunities at WCU. A client must be logged into their computer on campus or logged into the VPN if off-campus (<http://www.wcu.edu/WebFiles/PDFs/LogIntoVPN.pdf>). To log into Training Register please go to the following URL: <http://trainingreg/trainingregister7/login.asp>.

5. Are there programs available to assist with student feedback?

- A. CoursEval is the online software used to get student feedback at the end of each semester. Coulter Faculty Center staff members will be glad to assist you in interpreting the feedback and applying it to your course as a part of confidential, formative assessment.
- B. Small Group Analysis involves a Coulter Faculty Center staff member going into the instructor's classroom without the instructor present to collect and discuss with students what is working well and what can be improved during the semester. The Coulter Faculty Center also offers Classroom Observations using a checklist designed to match the WCU Principles for Effective Teaching. These processes are formative and confidential. To participate in either program, call 227-7196 or go to Cherwell Self-Service at <http://help.wcu.edu> and request the service.
- C. The course management software, WebCat enables faculty to survey their students from within their online course.

6. Can I get help with preparing PowerPoint presentations for instruction or for conferences?

You can get assistance with preparing a PowerPoint presentation in the Faculty Sandbox from Jason Melvin (jmelvin@email.wcu.edu). Please call ex. 3023 or use the Cherwell Self-Service system at <http://help.wcu.edu> to request a consultation.

7. Is there a website where I can access faculty resources for Distance Education that address faculty and student needs/issues that often come up?

- A. Yes, at <http://www.wcu.edu/44.asp> (or <http://EdOutreach.wcu.edu>) you will find a link to Faculty Resources (purple column – left side of the page).
- B. Student Resources (by student type) are also available.

8. How do off-campus online/distance learners access academic support services, i.e. tutoring, writing assistance, ... etc?

Smarterthinking is a free tutoring/academic support site for students. Please visit the WCU Smarterthinking resource for more information. (<http://www.wcu.edu/12136.asp>)

TECHNOLOGY FOR TEACHING



COMPUTER INSTRUCTIONAL FACILITIES

ELECTRONIC CLASSROOMS

There are thirteen Electronic Classrooms (EC) which faculty members may reserve for use with their classes.

| Classroom Location | Operating System | Number of Student Stations |
|----------------------------|------------------|----------------------------|
| Belk 358 | Windows Vista | 32 |
| Coulter 105 | Windows Vista | 24 |
| Coulter 202 | Windows Vista | 24 |
| Coulter 205 | Windows Vista | 24 |
| Coulter 302 | Windows Vista | 24 |
| Fine & Performing Arts 248 | Mac OS 10.5 | 15 |
| Forsyth 116 | Windows Vista | 30 |
| Forsyth 303 | Windows Vista | 30 |
| Hunter Library 156 | Windows Vista | 15 |
| Killian 268A | Mac OS10.5 | 20 |
| Killian 268B | Windows Vista | 24 |
| McKee 129 | Windows Vista | 24 |
| Stillwell 144 | Windows Vista | 24 |

The following resources are common to all rooms:

- Integrated control system
- Laptop input
- Full campus/Internet network access with wireless capabilities
- Networked laser printer
- Color scanning station
- sound capabilities
- instructor station with computer, DVD/VCR, and hardcopy presenter or digital presenter, all interfaced with an overhead color projector
- access to the MS Office suite of software, Telnet, FTP, Netscape, Internet Explorer, and Norton Anti-Virus

There is three other EC on-campus, but they may not be reserved for classes. The Division of Educational Outreach manages two; however, one of the e-classrooms can be reserved for Academic classes upon approval by Traci Settlemyre (settlemyre@email.wcu.edu) or Bobby Hensley (hensley@email.wcu.edu). The third belongs to Hunter Library. Currently, the Library does allow limited use of their facility by classes. Contact the office of the University Librarian (7307) for further information.

Scheduling Time in an EC

The Electronic Classrooms are scheduled through Resource 25 (R25). Please work with your department administrative assistant to schedule your class in an Electronic Classroom. If you would like to schedule ad hoc sessions or one time class meetings in an e-classroom, please do so through Resource25 (R25) or contact Traci Settlemyre (settlemyre@email.wcu.edu) @ 227-3387.

PLEASE NOTE: The Killian 268A & 268B facilities are shared with the College of Education & Allied Professions. Classes can be scheduled in that room only from 8:00 a.m. to 5:00 p.m., Monday-Friday. After 5:00 p.m. and on weekends the facility is managed by the College of Education & Allied Professions.

Information to Submit

In addition to your name, department, phone number, and email address, send the following information for each course that needs e-classroom time:

1. The course prefix, number, and section, e.g., MATH170-01.
2. The course time and days, e.g., 9:00-9:50 MWF.
3. The days/dates you want to use a classroom. You can list the specific dates or you may be more general, e.g., every other Tuesday starting after the Labor Day holiday or every Wednesday night.
4. E-classroom preference, if any.

Scheduling Ad-hoc Time in an EC

This task should be done through Resource25. Please be sure to include the course information (course prefix, number and section, e.g., MATH170-01).

Final Exams in an EC

If your class is scheduled to meet every class meeting in an EC, the corresponding final exam slot will be scheduled for you. However, if you only use an EC part of the semester, or if you have a lab section that meets in an EC you need to submit a request to schedule a final exam slot for your class. Classes that meet every class meeting in an EC are given priority scheduling during the final exam period.

Web Calendars for the EC

You may view an Electronic Classrooms' availability by using the Resource 25 web viewer (<http://r25web.wcu.edu/wv3/>) and clicking on the lookup link.

Software in the EC

Computers in the EC & Demo rooms have access to software installed on the application server. This server is also accessible in the student computer labs and from faculty offices. Standard software list is provided below. Curriculum specific software that faculty members or their departments provide can be installed on the server. The software must be able to work across the WCU network and must be properly licensed. Contact IT Services Help Desk (7487) with these requests. The faculty member will be asked to provide the software media (disks, CD-ROM), proof of license, and installation documentation. There is a minimum two-week lead-time to allow time to get the software installed, have the faculty member test it to make sure it is operational, and do any necessary workstation setup in the EC and general student labs.

Windows

- Adobe Acrobat Reader
- Barracuda Plug-in
- CD Burning Software as supported by Vendor
- DVD Software as supported by Vendor
- Firefox
- Flash Player
- iTunes
- Oracle J-Initiator
- QuickTime
- QVT-Term
- Realplayer
- SeaMonkey
- Shockwave
- Sun Java Virtual Machine
- Symantec Antivirus Corporate Edition
- WSFTP
- Microsoft Office 2007
 - Word, Excel, PowerPoint,
 - Outlook, Access, Publisher

Macintosh

- Adobe Acrobat Reader
- Safari
- Perian Utilities
- Flip4Mac WMV Utilities
- Firefox
- Flash Player
- iTunes
- Stuffit Expander
- QuickTime
- Connect to ALF
- Apple Remote Desktop
- SeaMonkey
- Shockwave
- Java
- Symantec Antivirus Corporate Edition
- Fetch FTP
- Microsoft Office 2008
 - Word, Excel, PowerPoint,
 - Entourage

Dos & Don'ts When Using an EC

The EC are heavily used. On average during fall or spring semester the EC are used by 75 to 80 different faculty teaching approximately 165-180 different classes that have 3,500-4,000 students enrolled. All these users expect the classrooms to be available and operational when they have them scheduled. The faculty members who use the EC's must share in the responsibility of keeping the rooms functional. Please observe the following rules:

- Faculty members scheduled to use an EC must be trained on how to use the resources available in the EC's. Contact the IT Services Help Desk (7487) for an orientation session.
- A faculty member is responsible for anything done in the EC during his or her scheduled times.
- The faculty member who is the instructor on record for a class **MUST** be present with his or her students whenever they are in an EC. Students may not use the facilities unsupervised. The EC's are instructional facilities, not student labs.
- Notify IT Services Help Desk (7487) when you do not plan to use a scheduled time in an EC. It will be made available for others to use or for maintenance work.
- To schedule additional times in an EC, please submit a request in R25 for approval. Do not expect to use an EC because the time appears open in R25. All schedules are posted for each room. Room utilization reports are generated for the Office of the Provost.
- For security reasons, **Do Not** share the EC door lock combination with anyone else. All EC have a combination door lock and instructors who use the EC are given the lock combination prior to the start of the term.
- **NO FOOD OR DRINK ALLOWED.** Students and instructors should not eat or drink in an EC.
- **REPORT PROBLEMS PROMPTLY.** If the problem is severe enough to prevent you from conducting your class, immediately call the Electronic Classroom Hot Line (7284). For example, if the projector doesn't project the image from the instructor's station. Be sure to tell the person who answers the phone that you are in an EC and need immediate help to get your class functioning, i.e., you are "dead in the water." If the problem is not severe enough to prevent you from conducting class, please be sure to let IT Services Help Desk. Now about the problem(s) you encountered so they can be addressed ASAP. Call the IT Services Help Desk (7487) to report the problem. For example, one of the computers cannot be connected to the network and you have the student use a different computer and you report the problem computer at the end of class. Computers are labeled with numbers to help identify them; please report the problem station number(s).
- Shut down all equipment, turn out the lights and close the door as your class leaves an EC. (The bulbs in the projectors have a limited life and cost approximately \$400.00 to replace; please be sure the projector is OFF.) Also, ask your students to leave the room in good order, i.e., throw away their trash, push in the desk chairs, and take all their personal items with them.
- Do not let students who are waiting to use the EC with the next class into the room as your class leaves. If you know the instructor and he or she is present, then it is okay to turn the room over to him or her.
- Do not install software on any of the computers. If you need software installed in an EC, contact IT Services Help Desk (7487) prior to your class about having it done. (Allow a **minimum** of two weeks lead-time.)
- If you disconnect a cable on any of the computers to attach a device you have, reattach the original cable when you finish. Otherwise, the computer will not be functional for the next class in the EC.

COMPUTER DEMONSTRATION CLASSROOMS

There are several classrooms on-campus that are equipped with the equivalent of the instructor's station found in an electronic classroom, including a projector and sound system. These classrooms are referred to as computer demonstration classrooms (demo room) and they are suitable for times when the instructor needs to use a computer for lecture but the students do not need to be "hands-on" at a computer station. They are also suitable for classes where students are required to give computer-assisted presentations to the class.

Contact the College or department to schedule the use of one of these facilities.

MOBILE COMPUTER CARTS

There are some mobile computer carts located in different classroom buildings that faculty may schedule to use with a class. All classrooms have a network port so the mobile computer carts can connect to the campus network in any classroom. Similar to the computer demonstration classrooms, the mobile carts are managed and scheduled by the appropriate college Deans' Office. Contact them for help in scheduling use of a mobile computer cart.



TECHNOLOGY FACILITIES WITHIN THE COLLEGES

College of Arts and Sciences

IT Services Help Desk. (227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

Three Teaching Carts:

NEC Projectors
Windows and Macintosh
Computers
VCR
Audio Capability

One Teaching Cart:

NEC Projector
Macintosh Computer
VCR
Audio Capability

One Teaching Cart:

NEC Projector
Windows Computer
VCR
Audio Capability

Demonstration Classrooms as follows:

Stillwell 341
Belk 280 (Art Department)
20 classrooms in McKee

Turner Lecture Hall (formerly Natural Science Auditorium) has NEC video projector, Windows and Macintosh computers, VCR capability, and audio.

Natural Science 125 (small seminar room seating less than 20 students)

Stillwell 108, 110, 116 are equipped with 32" TV monitors, Windows XP computers, scan converter so that computer output is viewable on the screen, and audio capability.

The College of Arts and Sciences has equipped several of their classrooms with TV displays that allow presentation of videotapes or cable channel broadcasts. The rooms are also equipped with a scan converter that allows a computer to connect to the TV displays and use them to project the computer display through the TV monitors. You should contact the Arts and Sciences Dean's Office for information about these facilities and their use (specific rooms may be assigned to specific departments).

College of Business

IT Services Help Desk. (227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Please speak to your administrative assistant for information about resources.

College of Education and Allied Professions

Voice - (828) 227-7111

Fax - (828) 227-7065

IT Services Help Desk (227-7487), or itshelp@email.wcu.edu

Cherwell Self Service – <http://help.wcu.edu>

Dr. Lee Nichols, Assistant to the Dean for Technology and Curriculum (3299),

lnickles@email.wcu.edu

Specific Equipment Available

Instructional Technology Classrooms (all Windows) - Killian 109, 111,112, 114, 117, 126, 127, 264, 265, 320, 338 & Reid 108, 109, 110, 122H, 132

Killian Instructional Technology Center/Electronic Classroom: Killian 268

The room serves as an Electronic Classroom Monday through Friday 8:00 AM – 5:00 PM. After 5:00 PM, it becomes the CEAP ITC with all resources available to teacher education faculty, students and staff (when lab monitor hours are available). Killian 268A has 20 iMac computers and four flatbed scanners. Killian 268B has 24 Windows computers, one flatbed scanner, and the Braille embossing system.

Killian 104 (Botner Conference Room) - SMART Sympodium (Windows)

Killian 218 (Dean's Conference Room) - SMART Board (72" Windows)

Reid Gym - Mobile Windows presentation cart including VCR, speakers, and LCD projector.

4 Killian Building Wireless access points - The entire Killian building is set up for wireless connectivity.

Wireless access points - The entire Killian building is setup for wireless connectivity.

Reid building has partial wireless coverage.

2 Wireless Mobile Labs - Each contain 10 Windows laptops with one external hard drive, extension cords, and local wireless hub (Note: one may be sent off campus in the near future)

Some of the equipment listed in this line is dedicated to federal projects that purchased the equipment; however, it is made available to other Teacher Education Faculty when not being used by the project faculty and project teachers. These include digital cameras (still and motion), tripods, scanners, laptop computers, laser disc players (and a small library of discs), multiple CD burners, digital converters, VCRs, USB headsets, external hard drives, and network hubs.

Windows laptops (3) and LCD Projectors (3)

Available for checkout by College of Education and Allied Professions Faculty/Staff. One laptop and projector are assigned to each of the five departments. The other pair is available from Dr. Lee Nickles.

Tandberg Videoconferencing Units

Two Tandberg Centric 1000 units are available in the college for videoconferencing. Significant setup is required to use them, though they are a great resource when working – contact well in advance of your need.

To reserve/checkout equipment, please contact Dr. Lee Nickles, Killian 110, 227-3299 or e-mail lnickles@email.wcu.edu

College of Fine and Performing Arts

IT Services Help Desk. (227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

FPAC 256

18 Student workstations
1 Teacher workstation
NEC Projector
DVD/VCR Combo
Sound System

Primarily belongs to Motion Picture, but is available for other uses by request. Software includes Final Cut Studio 2, Adobe CS3, MS Office 2004, and iLife 06.

FPAC 248

17 Student workstations
1 Teacher workstation
1 Elmo
1 Mini DV/DV Cam Playback Deck
LaserJet 4100 Printer
1 Epson Scanner
2 Canon Color inkjet printers
1 HP large format inkjet
NEC Projector

Primarily belongs to Art and Design, but is available for other uses by request. Software includes Final Cut Studio 2, Adobe CS3, Adobe After Effects 7, MS Office, and iLife 06.

FPAC 223

Demonstration classroom
1 Mac
1 VCR/DVD Combo
1 Digital Presenter
2 35mm Slide Projectors
NEC Projector

FPAC 130

Demonstration classroom
1 Mac
1 VCR/DVD Combo
1 Digital Presenter
4 35mm Slide Projectors
NEC Projector

1 Rolling Cart with Mac and Projector
- located in Wanda's office

College of Health and Human Sciences

IT Services Help Desk (227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

Three Demonstration Classrooms as follows:

- Belk 412 (under construction) - Belongs to Criminal Justice (verify availability through CJ)
- Moore 107 - Belongs to Health Sciences (verify availability through HS)
- Moore 201 - Belongs to Nursing (verify availability through Nursing)

Four Teaching Carts with NEC video projector, Windows computer, VCR, and audio capability

- 1 - Belk Building
- 2 - Moore Building

Four TV/VCR Carts

- 3 - Belk Building (1 with DVD)
- 1 - Moore Building

Kimmel School of Construction Management and Technology

IT Services Help Desk. (227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

Main Conference Room

- PolyCom video and video conferencing systems
- SmartBoard projection system
- Plasma monitor w/DVD-VCR combo
- Laptop connection in conference table w/wireless keyboard and mouse
- In-house laptop already connected to SmartBoard system

Automation Laboratory

- Siemens S7 series PLC's
- Fanuc AC servo robot
- BOSCH conveyor components
- Axis webcam

Machining Laboratory

- CAD/CAM capable
- Various CNC milling and turnign centers (7 total)
- Light sheet metal fabrication w/welding (MIG, stick)

Polymers Laboratory

- Injection molding presses (2)
- Thermostat machine
- Various material testing equipment (impact, tensile, Rockwell hardness)

Rapid Prototyping Laboratory

- Automated rapid prototyping machines (3)
- Coordinate measuring systems (2)

Laser Machining Laboratory

- 500W CO2 Laser
- Duel-wavelength micro-machining system

Electronics Laboratories

- Various electronic test equipment
- Electronic fabrication equipment
- Digital programming and simulation software

Optical Laboratories

- Various optical test equipment
- Optical bread boards

Enka Campus

IT Services Help Desk (828-227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

Student Lab – 10 Windows computers and network printers

Access to the WCU domain via VPN

Regional SimLab – provides real case scenarios and reactions via computerized mannequins

Some of the specialty software available includes Respondus and SPSS, and there is a PDA requirement for all incoming students.

UNCA Graduate Center

IT Services Help Desk (828-227-7487), or itshelp@email.wcu.edu
Cherwell Self Service – <http://help.wcu.edu>

Specific Equipment Available

The WCU Graduate Program at UNC Asheville is assigned 15 classrooms to be used during the evening when the classes are held. Two of these rooms are seminar rooms, two are auditorium style rooms, and one is a computer lab with 20 student stations. These facilities are located in Karpen Hall on the UNC Asheville campus.

Division of Educational Outreach

Specific Equipment Available

With the exception of distance learning activities, all equipment available through the Division of Educational Outreach is fee-based. Please call 7397 for reserving the equipment on the WCU Cullowhee campus and obtaining the fee schedule.

- One Demo classroom with instructor station which includes:
Computer, Symposium monitor, wireless mouse, video overhead and speakers
- Two PC-Windows electronic classrooms with twenty-four (24) student stations and a complete teaching cart in each room. The electronic classrooms are equipped with SmartBoards as well.
- Additional equipment such as overhead projectors, LCD projectors and laptops are available.
- Two 24-36 person classrooms with movable desks
- Two 12-18 person boardrooms with a large center table.



ITV TELECONFERENCING FACILITY

ITV (Interactive Television) services are available to faculty and staff of WCU at no charge. Available services include video conferencing for virtual business meetings as well as interactive video classes allowing place bound students to attend WCU classes in a video environment.

The ITV faculty occupies suite 133 in the Cordelia Camp Building. The Video Classroom accommodates 35 people. The teleconference room accommodates 12-20 people.

WCU is able to video conference with all University sites in N.C. via the North Carolina Research and Educational Network (NCREN); <http://www.mcnc.org/ncren/videocontact/>. NCREN can also provide gateway services to allow ITV connectivity with other states as well as international destinations. Some NCREN gateway services require a premium fee.

ITV connectivity with most community colleges in the state and many public schools and government agencies is available via the North Carolina Information Highway (NCIH): <http://www.ncih.net/>.

Arrangements for delivery of credit courses utilizing ITV resources must be approved and coordinated through Educational Outreach after being approved and confirmed by the dean of the sponsoring department.

Unless otherwise requested, all ITV programming is recorded. Recordings of ITV credit courses are currently not maintained beyond the semester in which the course is delivered. Recordings of business activities are maintained for two weeks.

Training for faculty teaching for the first time in an ITV format at WCU can be arranged by appointment. Please contact Ken Beck at 227-2134 or e-mail him at kbeck@email.wcu.edu or Steven Becker at 227-3689/227-2383 or email at sbecker@email.wcu.edu.

All scheduling requests for ITV resources should be directed to Ken Beck or Steven Becker (contact information above).

Please Note: The ITV facility at WCU does not provide remote video recording, phone conferencing, or satellite downlink programming. Web based video conferencing is not available through this facility, but we can accommodate ad hoc “webinars” depending on time and date. Contact Ken Beck at 227-2134 or e-mail him at kbeck@email.wcu.edu or Steven Becker at 227-3689/227-2383 or email at becker@email.wcu.edu for more information.

For questions regarding services and capabilities contact Ken Beck at 227-2134 or e-mail him at kbeck@email.wcu.edu.

What is ITV?

Videoconferencing for researchers and faculty

Undergraduate/Graduate/Extension courses in various disciplines

- Research collaborations among members of the research community
- Scientific & technical seminars along with workshops
- Medical grand rounds & health programs
- Seminars in emerging Grid network & computing technology
- Graduate & professional school preparatory workshops & classes
- Continuing education, licensure & training programs

Examples

Student recruitment

- Many international students are recruited through ITV videoconferencing

Cherokee studies

- ITV is being used to help preserve the Cherokee language & arts around the nation.

Kay Beyer Poetry

- Many High School students are able to learn personal expression through poetry & the teachings of Kay Beyer.

NCDOT

- Through the help of ITV Services, NCDOT transportation was set up between WCU & Jackson County

Job Interviews

- Instead of traveling long distances, ITV Services can provide services to meet up with employers

About ITV Services

- ITV Services are available to faculty and staff free of charge
- ITV Services are located in suite 133 of the Cordelia Camp Bldg
- ITV Services are available with all University sites in NC via the North Carolina Research and Educational Network (NCREN)
- All ITV programming saved for the semester & business activities are saved for 2 weeks unless otherwise requested
- Training to use ITV Services can be arranged by appointment

Note: Some web based video conferencing may not be available through this facility



MULTI-MEDIA RESOURCES

The partnership of Instructional Technology Services, as part of IT Services, and the Hunter Library provide faculty with presentation technology for instruction, research, and outreach. This partnership works to enhance pedagogically sound uses of presentation technology, along with professional staff assistance.

In addition to supporting faculty, Instructional Technology Services provides and supports access to audio/visual equipment for the university community, facilitating presentations by setting up media equipment and providing technical assistance. Staff members are available to assist faculty with learning how to operate the various pieces of equipment, and in maximizing the use of the presentation hardware.

In addition to classroom media support, Instructional Technology Services provides event presentation equipment and assistance with setups for meetings, workshops, small venue performances (approximately 50 people), and presentations for WCU faculty and staff, as well as guests of the University. Equipment available for support of these events includes data projectors, laptop computers, computer speakers, and digital presenters (document cameras). To request assistance with a setup, please contact the IT Services Help Desk at 7487 or put in a Cherwell Self Service request online at <http://help.wcu.edu/>.

A circulating collection of audio and visual equipment is housed at the circulation desk in Hunter Library, for use by the members of the WCU community. This equipment can be used to support a wide spectrum of instructional and learning strategies at Western. The circulating collection includes basic digital still and mini DV cameras, voice recorders, laptop computers, and portable projectors. Accessories such as projection screens, stands and tripods, and personal PA systems are also available upon request. Please contact the Hunter Library Circulation Desk for all requests concerning this type of equipment.



WEBCAT (Learning Management System)

227-7487

WebCat is a versatile, learning management system providing an assortment of instructional tools to enable faculty and students to reach their teaching and learning objectives. Simply put, WebCat provides an easy way to put course content on the Internet. WebCat is used at Western Carolina University in many different ways, providing everything from a complete virtual classroom environment for distance education to a single tool to augment a face-to-face class.

WebCat's capabilities include:

Communication Tools to encourage student-faculty contact, cooperation between students and active learning.

- Discussion
- Text and Voice Chat
- Blogs
- Mail
- Whiteboard
- Journals

Content tools to emphasize time on task and respect diverse learning styles

- Upload and Organize documents, Acrobat files, images and other content by topic or date making it easy for students to access course materials
- Organize links to outside internet resources
- Automatically create a course map containing links to navigate the entire course

Assessment Tools to enable prompt feedback and communicate high expectations

- Group or individual assignments
- Drop Box
- Online Quizzes and Tests
- Self Tests
- Grade Book

WebCat is fully supported by the Coulter Faculty Center. Support includes instructional design, instructional technology consultation, WebCat training, and technical phone and email troubleshooting.

WebCat Login: <http://mycat.wcu.edu/> or <https://online2.wcu.edu/>

WebCat Training: https://online2.wcu.edu/?page_id=83

WebCat Self-service Knowledge Base:

<http://d2.parature.com/ics/support/default.asp?deptID=8030>

WebCat Support: https://online2.wcu.edu/?page_id=54



FREQUENTLY ASKED QUESTIONS

1. Are personnel available to come into my class to introduce instructional software?

There are wide variety of staff and other faculty who may be able to assist you with introducing instructional software to your class. Please call the Counter Faculty Center (CFC) at 227-7196 or submit a request for assistance via the Cherwell Self-Service system at <http://help.wcu.edu>. They will put you in contact with a Training Coordinator for Technology at Western.

2. How can I get help with preparing multimedia materials to use on-line or in my classroom?

Contact the Faculty Sandbox or our Multimedia Specialist, or submit a request using the Cherwell Self-Service system (<http://help.wcu.edu>) for assistance depending upon your needs. Our Instructional Designers will be glad to assist you with online design. Also see the new resource page for digital media at the following URL: <http://www.wcu.edu/7507.asp>.

3. Is there multimedia equipment that I can borrow?

The Media Desk in Hunter Library has some equipment that can be reserved and loaned to you for short periods. There is often a wait list for this equipment so please try to plan head. Some of the equipment available consists of projectors, screens, laptops, video camcorders & tripods, digital cameras and voice recorders. Please call 227-7485 for any questions regarding this service.

4. If I have video and/or audio files that I would like to make available to my class, is there a streaming sever that will accommodate this?

The University has media servers and is a member of iTunes University. Contact the Faculty Sandbox or our Multimedia Specialists at the Coulter Faculty Center at 7196, or submit a request for assistance via the Cherwell Self-Service system at <http://help.wcu.edu>.

5. If I don't have a Web page, how can I get resources for my students on-line?

- A. WebCat is used to offer course material online to students. The content is password protected and can be accessed from any computer connected to the Internet at the following URL: <https://online2.wcu.edu/>. Contact a member of the CFC WebCat team at 227-2730 or submitting a Cherwell Request at <http://help.wcu.edu>.
- B. Electronic Reserves through Hunter Library will allow you to scan documents for student access. Procedures for how to setup the electronic reserves can be found at the following URL: <http://www.wcu.edu/1610.asp>.
- C. Qualtrics is software that offers faculty, staff, and faculty-sponsored students the ability to create online surveys. More information can be found at the following URL: <http://www.wcu.edu/23663.asp>. Contact Sue Grider (sgrider@email.wcu.edu) or John Hawes (jhawes@email.wcu.edu) by calling 227-7196.

6. How can I communicate with my classes on-line?

- A. My Cat provides a conduit which can be used to e-mail a message to an individual student or all your students. The My Cat page is at the following URL:
<http://mycat.wcu.edu>.
- B. WebCat offers communication tools (Mail, Discussion, Chat, and Whiteboard) that remain self-contained within the course management software.
- C. You can also setup a distribution list in Outlook. The step-by-step instructions of the Adobe Acrobat PDF can be found at the following URL:
<http://www.wcu.edu/WebFiles/PDFs/IntroMSOutlook2007.pdf>.
- D. Newsgroups, on a local server, can be setup by contacting IT Services Help Desk at extension 7487.

7. How can I get class time scheduled in an electronic classroom?

If the course you are teaching is not already scheduled by your department for an electronic classroom then go to the following URL for the electronic classroom calendars:
<http://r25web.wcu.edu/wv3>. If the time you need is available, please contact IT Services Help Desk at 227-7487, visit the IT Services Help Desk at Hunter 66 or submit a request via the Cherwell Self-Service system at <http://help.wcu.edu> and ask to reserve an electronic classroom. Hunter 186, the electronic classroom in the library, is scheduled through Dora Melton (227-7307).

8. How do I get help if I have a problem in one of the electronic or demonstration classrooms?

Press the HELP DESK Intercom button on the Extron control box (at the teacher's station) or call IT Services Help Desk at 7487. Tell the person who answers the intercom/phone which electronic classroom you are using and a brief summary of the problem including station numbers. The person who answers will immediately try to work through your problem or will give the message to the staff member "on-duty" who will then respond as quickly as possible.

9. How do I get training on the use of the equipment in an electronic or demonstration classroom?

Call the IT Services Help Desk at 7487, visit the IT Services Help Desk at Hunter 66 or submit a request via the Cherwell Self-Service system at <http://help.wcu.edu> and ask for training in the use of the Electronic Classrooms. You will be contacted by an instructional trainer who will setup a time to meet with you. This training is available to anyone who will be using an electronic classroom, demonstration room or mobile cart.

10. How do I get materials printed for my class?

- A. Some materials can be printed at the Print Shop (7159).
- B. Check with your department secretary for department procedures for duplication of materials.

NOTE: Do not instruct students to go to the labs to print large documents. The students must pay for every page they print in the labs.

11. How can I request texts and supplemental materials for my class online?

- A. Below are the procedures of how to request texts for your classes. Please refer to the following URL for more detailed information: <http://wcubookstore.wcu.edu/fdp.htm>.
- i. The WCU Bookstore Manager will send a letter each semester to Deans, Department Heads and Faculty to explain adoption procedures to solicit rental textbook orders and to specify response dates, which must be met to permit order and deliver of books by the beginning of the next school term.
 - ii. Forms may be obtained from the Book Rental Department, from the Office of the Dean of each school, or you may download a copy from the forms download page.
 - iii. The person initiating the request for a new adoption must fill in all information requested, including the most current price available. Price information may be obtained from BOOKS IN PRINT, available in the Book Rental Department or Hunter Library. In addition, WCU Bookstore personnel can assist faculty members in obtaining this information by telephone.
 - iv. The completed form must be signed by the Department Head or Dean of the School if the Department Head originated the request.
 - v. Telephone request for new adoptions will be processed only after the Book Rental Department receives the completed and approved form.
 - vi. For additional materials to enhance your course design, contact our Instructional Developers at 7196 or the librarians at 7485.
- B. Distance Education faculty can utilize the WCU Online Bookstore to order textbooks for their program at the following URL: <http://books.wcu.edu/SiteText.aspx?id=2920>. *Students in Distance Learning programs and Graduate programs must purchase their textbooks.*

STUDENT RESOURCES



OPEN ACCESS STUDENT COMPUTER LABS

Instructional Technology Services, as part of IT Services, manages and operates three microcomputer labs for Western Carolina University students to use to assist them with the completion of class assignments. These labs are staffed with trained Student Lab Assistants to aid students in the use of the computer workstations.

All computer workstations are networked and provide access to various university network resources, as well as the World Wide Web. Basic software accessible on all lab microcomputers includes the Microsoft Office 2007/2008 Suite (Word, Excel, PowerPoint and Access), Internet Explorer, Mozilla Firefox, and FTP applications (both Mac and Windows platforms are supported). In addition to these standard supported software applications, other curriculum specific software is also available. However, Technology Management does not provide support for this software. Students using curriculum specific software must contact their professors for support. Student Lab Assistants are not trained in the operations of all curriculum specific software, and therefore are not responsible for support on those particular packages.

The Open Access Student Computer Labs are maintained and supported by Student Technology fees, which are included with each student's tuition. Consequently, faculty and staff **ARE NOT ALLOWED** to use the computers in any of the Open Access Labs.

If you have any questions, comments, or suggestions, please contact William Frady at x7487, or via email at frady@email.wcu.edu.

Hours of Operation The hours of operation for all Open Access Computer Labs are subject to the physical hours of operation for the buildings in which they reside. As such, these hours may fluctuate.

Fall and Spring

Hunter Computer Lab Commons

8:00am - 1:00am Monday through Thursday
8:00am - 6:00pm Friday
10:00am - 7:00pm Saturday
12:00pm - 1:00am Sunday

Moore 202 Computer Lab

8:00 AM until 6:00 PM from Monday through Friday

Closed Saturday and Sunday

Forsyth 313 Computer Lab Access to this Computer Lab is managed through WCU's card swipe access program, requiring all students to use their Cat Cards to enter the Lab.

8:00 AM until 6:00 PM from Monday through Friday

Closed Saturday and Sunday

Summer

Hunter Computer Lab

8:00 am until 1:00am from Monday through Thursday
8:00 am until 6:00pm on Friday
10:00 am until 5:00pm on Saturday
2:00pm until 1:00am on Sunday

Forsyth 313 / Moore 202 Computer Lab

Closed

Holiday and Break hours are available on our website
<http://www.wcu.edu/10639.asp>



CLASS TIPS (TECHNOLOGY INSTRUCTION/PEER SUCCESS)

Hunter Library room 53
828-227-7487

itshelp@email.wcu.edu
<http://tips.wcu.edu>

ClassTIPS (Technology Instruction/Peer Success) within IT Client Services is the place for students to learn both new technologies and technologies new to them. Our tech-savvy tutors are pros, harnessing and using technology, in a socially and professionally responsible way, teaching other students the skills they need to complete course assignments through hands-on, one-on-one sessions. The tutors also help new students use and maximize WCU's eBriefcase.

The setup of the center is much like labs across campus; however, emphasis is placed on individual needs of the student. Students can get assistance for all types of technology used for class assignments.



FREQUENTLY ASKED QUESTIONS

1. Are there any services to help students with their academic success?

- A. The three Academic Success Centers at Western are listed below. To find out more about what kind of support each center offers, please refer to the following URL: <http://www.wcu.edu/success/>.

Catamount Academic Tutoring Center

Location: 30 Hunter Library
Phone Number: 227-2274
Web Address: <http://catcenter.wcu.edu>

Mathematics Tutoring Center

Location: 455 Stillwell
Phone Number: 227-2300
Web Address: <http://www.wcu.edu/mathlab/>

Writing Center

Location: 161 Hunter Library
Phone Number: 227-7197
Web Address: <http://www.wcu.edu/WritingCenter/>

- B. Class TIPS (Technology Instruction/Peer Success) within IT Client Services is the place for students to learn both new technologies and technologies new to them. Students should contact the IT Services Help Desk at 7487 or request assistance through the self-service Cherwell system at <http://help.wcu.edu>.

2. Will I be notified if one of my students uses one of the Academic Success Centers?

Student visits are documented in TutorTrac, a database the Academic Success Centers utilize. You will not be notified if one of your students uses one of the centers, but once a student has visited, you may access details about your student's visit by logging in to TutorTrac. You can find instructions for accessing this information under the Instructors' link at <http://success.wcu.edu>.

3. What computer labs are available for my students?

There are three Open Access Student Computer Labs on campus; FPAC 254, Moore 202 and Hunter Library Lab. Please refer to the following URL for more details regarding the labs: <http://www.wcu.edu/10624.asp>. The Open Access Student Computer Labs are maintained and supported by the Student Technology fee. Subsequently, faculty and staff **are not** permitted to use the computers in the Open Access Labs.

- 4. What computer capabilities are my students expected to have?**
 - A. All undergraduates are required to have computers capable of accessing the campus network and the Internet.
 - B. The WebCat computer requirements are the same for all students whether they are taking classes on campus or are purely distance education students. The computer requirements for Western Carolina University can be found at the following URL:
<http://www.wcu.edu/1582.asp>.

- 5. Can my students have Web pages assigned in class? What assistance is provided?**

Students may be assigned to create a webpage. If your student requires assistance completing the assignment, they may be referred to “Class TIPS” for assistance. We won’t do their assignments for them but we will provide them with the basic knowledge and skills necessary to complete the assignment.

- 6. Can my students have electronic presentations assigned in class, such as PowerPoint? What assistance is provided?**

Students can be assigned electronic presentations in class. If the students need assistance in creating the presentation, they may get assistance at “Class TIPS.”

- 7. Can my students get a copy of the ArcGIS software for their personal computers?**

Students may obtain a 1 years (365 day) copy of the ArcEditor software from the ESRI Administrator at WCU. This software is free to active students and they will need to provide the name of their instructor, the course they are enrolled in and the purpose of project. At this time, please have students contact Sue Grider (sgrider@email.wcu.edu) for a copy of the software. *NOTE:* Please do not send students over at random as there may not be anyone to assist the students.

OFFICE TECHNOLOGY



ACCOUNT SUMMARY

E-Mail (a.k.a. WCU Domain)

- If you are running a Windows operating system, you will be using Microsoft Outlook
- If you are running a Macintosh operating system, you will be using Microsoft Entourage
- This will be used as the initial login for all Windows XP and Windows Vista computers (excluding labs/classrooms)
- ***This password expires every 90 days!!***
- E-mail address format = username@email.wcu.edu

My Cat portal

- Provides access to Western's online services and business information with a single University-issued user ID and password
- Delivers important University Dates, deadlines, and announcements
- Allows user to choose additional news and information
- Provides access to Banner to view class rosters, advising information as well as the ability to submit grades

WebCat (Learning Management System)

- Tool to provide online instructional resources (Learning Management System)
- Activation is automatic

PAWS

- Server providing space for faculty web page development
- New faculty who are attending New Faculty Orientation in August will automatically be provided PAWS accounts.

All other accounts must be requested through the Cherwell Self-Service site at <http://help.wcu.edu>.



MICROSOFT OUTLOOK/ENTOURAGE

Microsoft Outlook for Windows and Microsoft Entourage are the primary electronic mail applications for faculty and staff. They are designed to operate as an independent personal information manager (PIM), an Internet mail client, or in conjunction with the Microsoft Exchange Server for group scheduling, email, and task management.

With Microsoft Outlook, you can:

- Send and receive email
- Keep a calendar of your appointments, events, and meetings
- Maintain information about the people and organizations with who you are in contact
- Directly access web pages from Outlook (Microsoft offers Outlook Web Access, to those who use Exchange Server as an information store, but don't have Outlook or Entourage. With Outlook or Entourage Web Access, you can use your web browser to gain secure access to your email and calendar you maintain on the Exchange Server; you can also use group scheduling and have access to public folders.)
- Keep track of your to-do lists
- Save miscellaneous notes, documents, and files on the hard drive
- Share information by means of public folders, forms, and Internet connectivity

Outlook and Entourage juggle scheduling, groupware, personal information (contacts, tasks), email, and documents all in one place, and allows you to create and view information using a consistent interface. Outlook and Entourage let you arrange information any way you want to see it.

How does logging into the domain work?

- User logs in using their Outlook/Entourage (e-mail) Username and Password, and the Log On To: box should read WCU. **THIS IS THE DOMAIN!**
- Your computer will authenticate against Active Directory.
- If authentication fails at this point, please call the IT Services Help Desk at 7487 for assistance.



MY CAT

My Cat portal engages the Western community through authenticated access to university online services, personalized information, official communications, and collaborative tools.

My Cat is available for all students and faculty, and staff.

What does My Cat have to offer?

- Access to Western's online services and business information with a single University-issued user ID and password
- Important University dates, deadlines, and announcements
- Customization: users choose additional news and information to view from personal preferences
- Group forums: secure forums for each course or recognized student organization these are designed for discussions between students registered in a course or organization and their faculty member and/or advisor
- Access to Banner to view class rosters, advising information as well as the ability to submit grades

How Do I Access My Cat?

There are two easy ways to access My Cat:

1. Use the My Cat link from the WCU homepage (<http://www.wcu.edu>)
2. Use the following URL: <http://mycat.wcu.edu>

Have Questions or Need More Information?

Contact the IT Services Help Desk at 227-7487.



PAWS

Introduction to paws.wcu.edu

PAWS is a web server at Western Carolina University for the exclusive use by faculty and staff. For more information about script engines and web-server extensions available on <http://paws.wcu.edu>, please check the system information page at <http://paws.wcu.edu/sysinfo.asp>.

Disk Quota

Staff and faculty account disk quotas are set to 1 Gigabyte. Disk storage is a limited and finite resource, so we ask everyone to do periodic account housekeeping.

Who is Eligible for this Server?

Faculty/Staff

Accounts are automatically created when employee is entered in Banner.

How Long Do Accounts Remain on Server?

Accounts remain on server until employee's last day as a Western employee.



LOGGING INTO YOUR COMPUTER

Windows

1. Turn on your computer.
2. When prompted, press the **Ctrl, Alt, and Del** keys at the same time on your keyboard
3. If your login window only has two boxes to fill in, username and password, please click once on the **Options>>** button.
4. If your username is not in the **User name** box, enter your e-mail username.
5. Enter your e-mail password in the **Password** box
6. Make sure that the **Log on to** box has WCU selected from the drop down list.
7. Click once on the **OK** button.

Macintosh

1. Turn on your computer.
2. Enter your username in the **username** box.
3. Enter your **Entourage** (shared department printer(s)) **password** in the empty box.
4. Either press the Enter key or click once on the **OK** button.



PAW PRINTER SERVICES

A network of 200 machines that are all-in-one high-speed printers, copiers, fax machines and scanners are being installed throughout the Cullowhee campus as part of a cost-effective service called PAW Printer Services. Each PAW Print multifunction printer is linked to a network print server, enabling faculty and staff to print, copy or scan at any one, or all, of the new devices on campus. These machines will cut costs by roughly 50 percent per page.

PAW Print offers you two printing methods:

1. Select a direct print queue and send your job for an immediate printout to the closest device to your desk.
2. Select the PAW_PRINT queue for printing and then swipe your CatCard at any PAW Print machine on campus to access the network print server, pull up a list of your secure print jobs, and then select which job you wish to print and the number of copies. The job will be completed at speeds from 35 to 60 pages per minute, depending on the type of device.

The new Paw Printer devices also allow for scanning documents to email (no charge) and copy functions (requires use of your personal or departmental Cat Card).

Note about CatCards (6/5/09): As of June 15, 2009 faculty/staff will no longer be able to manually enter their ID number to copy or release secure print jobs on the pay-for-print devices recently installed. Faculty/staff will need to swipe their ID card to copy or release a secure print job. ID cards issued before July 2006 (when we went to 92#s) will not work. Anyone with an old ID card will need to have a new one made at the Cat Card Office. Please make sure to bring your old CatCard with you for verification purposes and to avoid being charged a replacement fee.

Offices can have departmental copy cards made for use by people who are not faculty/staff members. These cards are intended for use by guests, contractors, etc. and not used for routine copying. As a reminder, faculty/staff will select the budget code that the printing is to be charged against, so a departmental copy card is not needed to track copy volume by budget code. Contact the CatCard Office for information about the departmental copy cards.

At the following URL (<http://www.wcu.edu/23714.asp>), you will find the instructions on how to use the Paw Print Services which include desktop printing, copying, scanning, and faxing. Follow the links on the left purple side bar for detailed instructions.



CHERWELL SELF-SERVICE

Western recently implemented a new ticketing system for tracking all computer incident and service requests for the faculty, staff, and students of WCU. This system, Cherwell Service Management, brings an exciting new feature for self-service to our menu of IT and related services. With Cherwell Self-Service, one can enter support requests, track and edit open requests online in real time, search for solutions to common problems and view the top issues reported around campus.

Cherwell Self-Service is online at <http://help.wcu.edu>.

Cherwell Self-Service is available to all WCU faculty, staff, and students using your WCU username and password. When prompted for login, enter wcu\username and then your password. If you encounter any problems logging into this system, please call our IT Services Help Desk at extension 7487.



USE OF COMPUTERS AND DATA COMMUNICATIONS Policy 52

I. PURPOSE

The University provides computer access and capabilities through the Office of the Chief Information Officer and various College and department computer systems. The University relies heavily upon these systems to meet operational, financial, educational and informational needs. It is essential that these systems and machines be protected from misuse and unauthorized access. It is also essential that WCU's computers, computer systems, and computer networks, as well as the data they store and process, be operated and maintained in a secure environment and in a responsible manner.

This policy applies to all University computer systems and refers to all hardware, data, software, and communications networks associated with these computers. In particular, this policy covers computers ranging from multi-user timesharing systems to single user personal computers, whether freestanding or connected to the network.

In addition to this computer policy, users of these computer systems are subject to applicable state and federal laws. Computer abuse will be referred to the Chief Information Officer and/or college or department computer network and laboratory managers. Abuse involving theft or vandalism will also be reported to the Director of University Police.

Computing resources are valuable, and their abuse can have a far-reaching negative impact. Computer abuse affects everyone who uses computing facilities. The same moral and ethical behavior that applies in the non-computing environment applies in the computing environment.

II. DEFINITION OF TERMS

A. Computer Systems

Computer systems include any personal computer (stand-alone or networked), workstation, mini-computer or mainframe computer used on this campus or accessible by way of networks at other locations.

B. Computer Networks

Computer networks include any local or wide area communications systems connecting above defined computer systems.

C. Network Backbone

Network backbone consists of the primary communications media, which connect small networks and individual terminals, personal computers, workstations, etc., to other devices.

D. Local Area Networking Media

Local area networking media may consist of copper wire, fiber optic cable, thin or thick wire cable, which is used to connect one terminal, personal computer, workstation, etc., to another or to network interface equipment.

III. COMMON FORMS OF COMPUTER ABUSE

Misuse or abuse of computers, computer systems, computer networks, programs, and data are prohibited. The following topics are considered areas of abuse:

A. Privacy vs. Open Records

Investigating or reading another user's files is considered the same as reading papers on someone's desk - a violation of that person's privacy. Reading protected files without authorization, by whatever mechanism, is a criminal violation.

Western Carolina University reserves the right to examine files, programs, passwords, accounting information, printouts, or other computing material without notice for the purpose of investigating possible abuses of this policy. No accurately addressed and delivered electronic mail will be read by system personnel without the user's consent except in those situations that are explicitly delineated as exceptions in the Electronic Communications Privacy Act ("18 U.S.C. 2510, et. Seq").

Violations include, but are not limited to

- attempting to access another user's computer files without permission
- supplying or attempting to supply false or misleading information or identification in order to access another user's account
- deliberate, unauthorized attempts to access or use University computers, computer facilities, networks, systems, programs or data;
- the unauthorized manipulation of WCU's computer systems, programs or data
- the unauthorized capturing of computer network data directly from network backbone or local area networking media

B. Theft

Theft includes the stealing of any property of the institution or the State of North Carolina.

Violations include, but are not limited to

- unauthorized use of university computing resources, including the use of E-mail or Internet communications, for personal gain or personal purposes
- using subterfuge to avoid being charged for the use of computer resources
- deliberate, unauthorized use of another user's account to avoid being billed for the computer usage
- abusing specific computer resources such as the internet
- attempting unauthorized access to computers outside the University using the University's computers or communications facilities
- removing any computer equipment (hardware, software, data, etc.) without written authorization
- copying, or attempting to copy, data or software without proper authorization

C. Vandalism

Any user's account, as well as the operating system itself, is a possible target for vandalism. Attempted or detected alteration of user system software, data or other files, as well as equipment or resources disruption or destruction, is considered vandalism.

Violations include, but are not limited to

- sending either mail or a program which will replicate itself or do damage to another user's account
- tampering with or obstructing the operation of the University's computer systems (for example, attempting to "crash" the system)
- inspecting, modifying, or distributing data or software without proper authorization or attempting to do so
- attempting to interfere with the performance of the system
- damaging computer hardware or software

D. Copyright Issues

The University owns licenses to a number of proprietary programs. Users who redistribute software from the computing systems break agreements with its software suppliers, as well as applicable federal copyright, patent and trade secret laws. Copyright protection also applies to many resources found on the Internet, including but not limited to, images, audio and video files, and electronic versions of print materials.

Therefore, the redistribution of any software or other copyrighted materials from computing systems is strictly prohibited except in the case of software that is clearly marked as being in the public domain.

Violations include, but are not limited to

- copying, transmitting, or disclosing data, software or documentation without proper authorization, or attempting to do so

E. Harassment

Harassment of other users may be the sending of unwanted messages or files.

Violations include, but are not limited to

- interfering with the legitimate work of another user, to include sending of chain mail or other non-university related messages
- the sending of abusive or obscene messages via computers
- the use of computer resources to engage in abuse of computer personnel or other users

F. Miscellaneous

Other uses commonly considered unethical include, but are not limited to

- unauthorized and time consuming recreational game playing
- using computer accounts for work not authorized for that account
- sending chain letters or unauthorized mass mailings
- using the computer for personal profit, the private benefit of other individuals or organizations, or for other illegal purposes
- personal advertisements

IV. COMPUTER USAGE GUIDELINES

- A. Users may not engage in any of the common forms of computer abuse listed above.
- B. Users are to have valid, authorized accounts and may only use those computer resources that are specifically authorized. Users may only use their account in accordance with its authorized purpose. Users are responsible for safeguarding their own computer account. Users should not let another person use their account unless authorized by the system administrator for a specific purpose. Passwords should be changed often to ensure that private and secure files are kept secure.
- C. Users may not change, copy, delete, read, or otherwise access files or software without permission of the custodian of the files or the system administrator. Users may not bypass accounting or security mechanisms to circumvent data protection schemes. Users may not attempt to modify software except when intended to be user customized.
- D. Users may neither prevent others from accessing the system nor unreasonably slow down the system by deliberately running wasteful jobs, playing games, engaging in non-productive or idle chatting, or sending mass mailings or chain letters.
- E. Users shall assume that any software or file they did not create is copyrighted. They may neither distribute copyrighted proprietary material without the written consent of the copyright holder nor violate copyright or patent laws concerning computer software, documentation or other tangible assets.
- F. Users must not use the computer systems to violate any rules in the University Staff Handbook, Faculty and Student Handbooks, or any local, state or federal laws.
- G. A user shall disclose to the appropriate authorities misuses of computing resources or potential loopholes in computer systems security and cooperate with the systems administrator in the investigation of abuses.

In connection with inquiries into possible abuses, the University reserves the right to examine files, programs, passwords, accounting information, printouts, or other computing material without notice. Only the Chief Information Officer may authorize examinations. Whenever such an examination is conducted, the examiner will maintain an inventory of all items examined.

V. PENALTIES

Abuse or misuse of computing services may not only be a violation of this policy or user responsibility, but it may also violate the criminal statutes. Therefore, the University will take appropriate action in response to user abuse or misuse of computing services. Action may include, but not necessarily be limited to: suspension or revocation of computing privileges. Access to all computing facilities and systems can, may, or will be denied; reimbursement to the University for resources consumed; other legal action including action to recover damages; referral to law enforcement authorities; computer users (faculty, staff and/or students) will be referred to the appropriate office for disciplinary action. Students will be referred to the Office of the Vice Chancellor for Student Affairs.

VI. DISTRIBUTION OF THIS POLICY

The University will insure that all users are aware of the policy by publishing it in appropriate media designed to reach all faculty, staff and students.

Formerly Executive Memorandum 94-109
Initially approved December 12, 1994
Revised December 20, 2002
Administering office: Office of the Chief Information Officer

Posted June 08, 1999



FREQUENTLY ASKED QUESTIONS

1. What Software is automatically installed on my computer?

Microsoft Windows Vista Enterprise Operating System

- Adobe Media Player
- Adobe Acrobat Reader
- CD Burning Software as supported by Vendor
- Filezilla
- Firefox
- Flash Player
- iTunes
- Quicktime
- Java Runtime Environment
- Microsoft DVD Playback Pack
- Microsoft Office 2007 Professional
 - Access
 - Excel
 - Outlook
 - PowerPoint
 - Publisher
 - Outlook
- Microsoft Windows Media Player
- Microsoft Internet Explorer
- Symantec Endpoint Security
- RealPlayer Enterprise
- Shockwave

Mac OS 10.5 Operating System

- Adobe Reader
- Fetch
- Filezilla
- Firefox
- Flash Player
- Flip4Mac WMV Utilities
- iTunes
- Quicktime
- Java
- Microsoft Office 2008 for Mac
 - Entourage
 - Excel
 - PowerPoint
 - Word
- Perian Utilities
- Safari
- Shockwave
- Stuffit Expander

2. If I forgot my 92 number, where can I get it?

Please contact your department administrative assistant for your 92 number.

3. What if I need my computer cleaned up and re-loaded or re-worked?

- A. Call the IT Services Help Desk at 7487 or submit a request for assistance via Cherwell Self-Service system at <http://help.wcu.edu>, and the IT staff will assist you.
- B. Visit the IT Services Help Desk in Hunter 66 (adjacent to Stillwell) for assistance.

4. Who will initially help me get into the computer and on-line?

Contact IT Services Help Desk at 7487, visit the IT Services Help Desk at Hunter 66 or submit a request for assistance online via Cherwell Self-Service at <http://help.wcu.edu>. The IT staff will assist you over the phone or arrange for an IT staff member to meet with you.

5. How do I get help if my computer isn't working properly (error messages, software not installed, no printers, etc.)?

Contact the IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request for assistance online via Cherwell Self-Service online at <http://help.wcu.edu>. They will assist you over the phone or arrange for an IT staff member to meet with you.

6. Who is responsible for backing up the documents that I create while at Western?

Each individual is responsible for backing up the files that he or she creates. There is limited storage space provided for each faculty and staff. If you require assistance with backing up your files, please visit the [Help](http://helpdesk.wcu.edu) Desk online at <http://helpdesk.wcu.edu>.

7. How can I access WCU servers, other than e-mail, remotely?

You may connect to some WCU shared resources using our Virtual Private Network (VPN) (<http://www.wcu.edu/WebFiles/PDFs/LogIntoVPN.pdf>).

8. What additional software (not automatically installed) is available for my computer?

A. Centrally licensed? The software automatically loaded WCU computers (see question 2 above) is supported at different levels. These levels are re-evaluated annually to ensure appropriate service is provided. Please call the IT Services Help Desk at x 7487 or submit a request via Cherwell Self-Service online at <http://help.wcu.edu> for assistance with your software questions.

B. College specific? The list of available resources for each college starts on page 34 of this document. You may also contact the IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request via the Cherwell Self-Service online at <http://help.wcu.edu> for additional information.

9. May I install additional personal software on my computer?

The software must be licensed and you are responsible for installing it on your computer. Please call the IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request via Cherwell Self-Service online at <http://help.wcu.edu> to inquire about support for your specific software. If we are unable to assist you with your software support needs and know of another person or department using the software, we will provide you their contact information. If you encounter problems while installing or using the software, assistance will be provided to you as time permits.

10. How do I get centrally licensed software installed on the computer if it is missing?

A. Call IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request via Cherwell Self-Service system online at <http://help.wcu.edu> and request that the software be installed on your office computer. An IT staff member will schedule an appointment to install the software.

B. If you feel comfortable installing the software yourself, call IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request via Cherwell Self-Service online at <http://help.wcu.edu> to see if a copy of the software is available for checkout.

11. Can I install WCU software on my personal computer?

At this time, we have four applications that you may install on your personal (home) computer:

- Microsoft Office for Windows and Macintosh
- Symantec Antivirus
- SAS (Statistical software)
- ArcGIS (Faculty/Staff Only)

12. May I bring my own computer equipment from home to use in the office?

- If you do bring equipment from home, keep in mind that WCU cannot support or license your equipment and/or software.
- Also, be aware that your personal computer and any software on it will be inventoried by the university's asset management software if the computer is attached to the network.
- Neither the University nor the state UNC system carries insurance to cover the loss of any personal items, including computer equipment.
- For more information, see University Policy # 67 at

13. How do I get a new computer or computer peripherals for my office?

Any new computers or computer peripherals will be purchased by your college/department. If you have questions or need to consult with someone about what to order, call IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request for assistance via Cherwell Self-Service online at <http://help.wcu.edu>.

14. Does Information Technology buy computers or computer peripherals for you?

Purchasing computers or computer peripherals is the responsibility of the individual colleges and/or departments.

15. If my university computer breaks down, will I get a temporary replacement computer to use while my computer is being repaired?

Please call IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request for assistance via Cherwell Self-Service online at <http://help.wcu.edu> to discuss computer repair issues.

16. How do I get my Web page transferred to WCU servers?

For beginners:

Call IT Services Help Desk at 7487, visit the IT Services Help Desk at Hunter 66 or submit a request for assistance via the Cherwell Self-Service system at <http://help.wcu.edu>. You may also contact Jason Melvin (3023 or jmelvin@email.wcu.edu) for assistance.

For experts:

Reference the Web Publishing page for detailed instructions <http://www.wcu.edu/WebFiles/PDFs/FTPwithWinExplorer.pdf>.

17. Does the University provide any web publishing software and support?

All faculty staff and students have access to Macromedia Dreamweaver, Fireworks and Contribute. Students have access to this software in the electronic classrooms and Open Access Student Computer Labs. Faculty and staff may have the shortcuts to the software installed on their computers upon request. To request access please go to the following URL and complete the short application: <http://www.wcu.edu/10694.asp>.

18. What policies govern personal Web pages?

- A. The university policies that govern personal computing can be found at the following URL <http://www.wcu.edu/10834.asp>.
- B. To ensure that students with disabilities can access web-based, instructional related materials, instructional Web pages need to meet the W3C Priority One, content accessibility guidelines. For more information please visit the following URL: <http://www.w3.org/WAI/>.
- C. The copyright policy for materials developed for online instruction can be found at the following URL:

19. How do I connect to the network using my wireless card?

You will need to register the physical address or Mac address of your wireless card. Please go to the following URL for instructions on how to connect to the wireless network at WCU: <http://www.wcu.edu/10697.asp>.

20. How can my students and I protect ourselves from computer viruses or spyware from the Internet?

- A. All WCU provided devices have Symantec Antivirus installed.
- B. The students can download the Antivirus program for their personal computer from the following location: <http://www.wcu.edu/10608.asp>.
- C. There are some anti-spyware programs that do a good job of keeping the spyware off your computer. Please call IT Services Help Desk at x 7487, visit the IT Services Help Desk in Hunter 66 or submit a request via Cherwell Self-Service online at <http://help.wcu.edu> for assistance in dealing with spyware.

PUBLICATION AND RESEARCH



ASSISTANCE WITH PRESENTATIONS

The Faculty Center has staff that can assist you with preparing professional presentations with PowerPoint, Camtasia, the Internet, and many forms of digital media. Please call Jason Melvin in the Faculty Sandbox at 227-3023 or email him at jmelvin@email.wcu.edu for assistance.



ASSISTANCE WITH PUBLISHING

The Faculty Sandbox in the Coulter Faculty Center offers a wide variety of expertise to all faculty members at Western. We understand that publishing is a requirement of being a faculty member. We also understand that publishers each have slightly different requirements with regard to formatting.

The Coulter Faculty Center (7196) can assist you as you learn how to perform the different formatting tasks using Microsoft Word so that your publication submissions will be successful.



RESEARCH & IRB

As mandated by the federal government, the Institutional Review Board (IRB) at WCU reviews requests for research involving human subjects, where the investigator(s) intends to present the findings in a public forum (presentation, publication, etc.). Research strictly for WCU course use where data is collected from students in the class is exempt from the IRB. Please note that the IRB approval process may take up to a month (although it is generally completed in half that time). If you have any questions about whether your research requires IRB approval or need any other information, please consult <http://research.wcu.edu/6801.asp> or call the IRB Chair at 3177.



STATISTICAL SOFTWARE AND SUPPORT

The Coulter Faculty Center assists with research through consultation, interest groups, research tools, and design and data analysis.

Campus researchers have a variety of powerful tools at their disposal. Software support for installation and functional usage is available through IT Services Help Desk by scheduling a consultation with Sue Grider (sgrider@email.wcu.edu).

Support is available for the following software packages:

- SAS (<http://www.sas.com>) 9.1.3 (quantitative)
- SPSS (<http://www.spss.com>) v. 17 (quantitative)
- Atlas.ti (<http://www.atlasti.com>) v. 6.0 (qualitative)



QUALTRICS (Online Survey Software)

Qualtrics offers the Western faculty, staff and faculty-sponsored students the ability to create online surveys. The product offers the following features:

- Unlimited questions in each survey
- Unlimited pages in each survey
- The ability to create and administer surveys via the Web
- Ability to perform analysis of data within the online software as well as the ability to export data for advanced analysis
- Wide variety of questions types
- Survey customization features

To obtain a Qualtrics account, please go the following URL: <http://www.wcu.edu/23663.asp>. If you require assistance with Qualtrics, please contact John Hawes (jhawes@email.wcu.edu) or Sue Grider (sgrider@email.wcu.edu).



FREQUENTLY ASKED QUESTIONS

1. What additional resources are available to help with research?

- A. If you are interested in funded research and grants, contact Reggie Rogers, Office of Research Administration Coordinator at 2576. Whether you're a seasoned researcher or you've not yet undertaken a research project, we've the knowledge and tools you'll need as you develop your proposal and search for funding—from forms, resources and references to information on export control, human subjects, and institutional animal care and use.
- B. You may choose to work solo or as part of a team through faculty-student research and partnerships with off-campus entities. No matter what, our team will support you every step of the way and you'll have access to experts in every field of study, chances to present your research on campus at symposiums and off campus at professional meetings, and an ideal learning environment in WCU's professional-level facilities and equipment.

Please also feel free to visit the WCU Research Administration website at the following URL: <http://research.wcu.edu/>.

2. How do I get computers and software for my research?

As you are applying for your Grant(s), you should include any computer technology related funding, e.g., hardware, software, licenses, etc. Please contact Research Administration Coordinator, Reggie Rogers at 2576 if you have any questions. He can provide assistance with finding funding, budget development and proposal submission. Please also feel free to visit the WCU Research Administration website at the following URL: <http://research.wcu.edu/>.

3. What statistical programs are being used at WCU and which are centrally licensed?

- A. The statistical programs currently being used on campus are SAS – version 9.1.3 for Windows, SPSS Network Version 17 for Windows, and Atlas.ti – version 6.0 for Windows. SAS is the only program that is centrally licensed. It may also be installed on personally owned faculty, staff and student computers. Faculty and staff may gain access to the SAS software by calling Sue Grider at the IT Services Help Desk at 7487 or e-mailing her at sgrider@email.wcu.edu.
- B. If you require assistance with using any of the statistical software, please call Sue Grider at 227-2279 or email her at sgrider@email.wcu.edu.
- C. For research design or additional questions, please contact the CFC Faculty Fellow for Research at 7196.

- 4. How can I get help with presentations for meetings, conferences, etc.?**
- A. Please call Jason Melvin in the Faculty Sandbox at 3023 or email him at jmelvin@email.wcu.edu for assistance in preparing you presentations.
 - B. Call the Print Shop at 7159 about what publishing formats they will accept.
 - C. Call Information Technology IT Services Help Desk to reach a Multimedia Specialist, at 227-7487 for assistance in setting up computer equipment for presentations.

GENERAL OFFICE ACTIVITIES



FREQUENTLY ASKED QUESTIONS

1. Is there a Quick Help Sheet on How to Use the Phones at Western?

You will find a Quick Help Sheet on how to use the phones at the following URL: http://www.wcu.edu/WebFiles/PDFs/facultycenter_wcuphonequickref.pdf. For more detailed information, please refer to the Telecommunications web site at <http://www.wcu.edu/11406.asp>.

2. How can I reserve a university vehicle on-line?

Make sure to obtain a travel authorization (http://www.wcu.edu/WebFiles/Excel/controller_travel.xls) prior to making reservations. Then request the vehicle(s) by logging into the following website: <https://itapp.wcu.edu/CFRedirector/Redirect.aspx?App=MotorPool>.

3. How can I reserve a meeting room or other facility?

All room/facility reservations must be done through Resource 25 (R25) (<http://r25web.wcu.edu/wv3>). There are several rooms available on campus varying in size and available resources. Some of the rooms do charge for usage, such as the University Center rooms. Many rooms are free and can be used by any group if available.

To find an available room, please go to the following URL for instructions: http://www.wcu.edu/WebFiles/PDFs/oirp_Event_Scheduling_with_Webviewer.pdf. You will need to check back to see if your request has been honored.

Below are some resources that may require some research:

- University Center rooms: call 7215 for reservations. There is a charge for setting up tables, chairs, etc.
- Ramsey Center: call Debbie Hyatt at 7677. There is no charge for using these facilities unless it is a moneymaking event. If the event involves food, you must use the campus-catering services that can be reached at 3969.
- The Outreach Center: call Distance and Continuing Education at 7397. There is a charge for the use of these facilities.
- Alumni House or Guest House: call 3035 for daytime use or 7103 for overnight use.
- Picnic area: contact the University Center at 7215.
- University Club: contact Elaine Hyatt at 7206.
- Residential Living common areas at 7303.