

All Things Technology at WTAMU



Faculty/Staff Technology Handbook



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TECHNOLOGY ACCOUNT ACCESS

As a new faculty or staff member, your department will generally provide you with information on your username, and how to setup your password. Please know, all paperwork must be completed, submitted, and processed through Human Resources before an account can be created. To get your password setup, contact the Information Technology Success Center (ITSC) at 806.651.HELP (4357), or stop by the Information Technology Success Center office in Room 53 of the Hastings Electronic Learning Center.

After your account has been created and a password is setup, you can access My Buff Portal. My Buff Portal is a Single-Sign-On (SSO) system to allow you to have one password to access your most commonly used features.

To access My Buff Portal:

1. Go to www.wtamu.edu
2. Click on the My Buff Portal link.



3. Enter your Username and Password.

A screenshot of the WTAMU Login page. The page has a dark red header with the text "WTAMU Login". Below the header, there are two input fields: "WTAMU User Name:" and "Password:". Below the password field, there is a checkbox labeled "Warn me before logging me into other sites." and two links: "Forgot Password" and "Change Password". At the bottom of the form, there is the West Texas A&M University logo and a "Sign In" button.

4. Click Sign In.

DUAL/TWO-FACTOR AUTHENTICATION (DUO)

DUO two-factor authentication is required for any system with confidential data (Buff Advisor, WTClass, Colleague, etc.) as well as with webmail and VPN (from off-campus computers). Cell phones and mobile devices with mail applications will not require two-factor authentication.

Additional information on DUO two-factor authentication and how to get it setup can be found at <http://www.wtamu.edu/it/duo.html>

PASSWORDS

Passwords expire every 180 days. There will be a prompt that will appear on on-campus computers to notify you that your password is about to expire. There is no notification from off-campus computers.

CHANGING YOUR PASSWORD

From an on-campus computer:

1. Press CTRL+ALT+Delete
2. Select **Change a Password...**

From an off-campus computer:

1. Access webmail (webmail.wtamu.edu)
2. Click on the **gear icon (Settings)** in the top right corner of the page.
3. Select **Options**.
4. Select **General**.
5. Select **My account**.
6. Select the **Change your password** link.

If you do not know your password, or your password expires before you can change it, please contact the IT Success Center at 806.651.4357. **Please mention “Academic account” when requesting a password reset.** Passwords cannot be reset by email. *Any temporary password provided is only valid for 24 hours.*

Your account will be locked if you attempt to log in 6 times unsuccessfully.

PASSWORD REQUIREMENTS

A strong password is one that is difficult for others to determine by guessing or by using automated programs. A strong password is an important first step in protecting your personal information. A strong password meets complexity.

Complexity Requirements:

- Contains eight (8) to sixteen (16) characters.
- Uses three of the following types:
 - Uppercase letters (A, B, C).
 - Lowercase letters (a, b, c).
 - Numerals (1, 2, 3).
 - Special characters (` ~ ! @ # \$ % ^ * () _ + - = { } | [] \ : " ' ; ' ? , . /).
- Is not a common word or name, or a close variation on a common word or name.
- Is not one of your twenty (20) previously used passwords.

Your password cannot contain:

- Spaces, ampersands (&), angle brackets (< >) or non-English characters.
- Significant portions of your account name or full name.
- The portion of your e-mail address before the @ symbol.

GETTING HELP

There are numerous resources for getting help:

Faculty Support Website –

<http://faculty.wtamu.edu>

Provides walkthroughs in PDF and video format for how to do things in WTCClass and other supported software (Respondus, Camtasia, WebEx, etc.) as well as information on Universal Design, and improving online course materials.

Information Technology Success Center (ITSC) –

806.651.HELP (4357) or itsc@wtamu.edu

Provides help for resetting passwords, software installations or upgrades, or place a ticket for other IT related issues. The ITSC is located in the Hasting Electronic Learning Center, Room 53.



FACULTY AND STAFF EMAIL

You can access your email through Outlook on the computer in your office, through Webmail for access via an internet browser, or using an app on a device/phone.



OUTLOOK

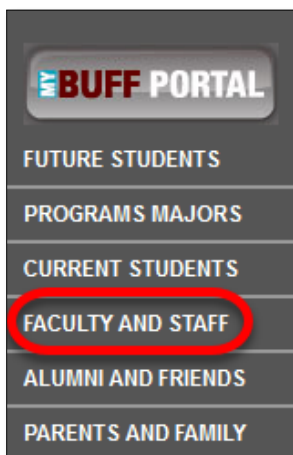
Outlook allows you to access your email on your computer in your office. For help setting up Outlook in your office, please contact the IT Success Center at 806.651.4357.

WEBMAIL

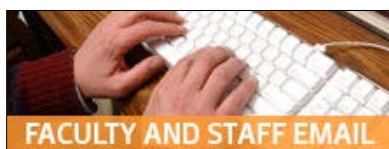
Webmail allows you to access your email when you are away from your office computer. Please remember, if you are off campus you will need to have DUO for 2-factor authentication configured in order to access Webmail.

You can access webmail at <https://webmail.wtamu.edu> or by:

1. Go to www.wtamu.edu
2. Click on the Faculty and Staff link in the menu on the right.



3. Click on the Faculty and Staff Email icon.



4. Log in with your Academic login information

Security (show explanation)

☒ This is a public or shared computer
☐ This is a private computer

☐ Use the light version of Outlook Web App

User name:

Password:

Sign in

EMAIL ON DEVICES

Your WT email account may be setup on your device to allow you to access your email from anywhere. Please call 806.651.4357 or come visit the Information Technology Success Center (ITSC) for help with setting up your WT email on your device.

FACULTY AND STAFF WIRELESS NETWORK



A Faculty and staff wireless network is available for use for university owned laptops as well as personal cell phones and tablets. The faculty and staff wireless network does not “timeout” after 15 minutes, unlike the guest network. Please call 806.651.4357 or visit the Information Technology Success Center, HELC 53 for help getting devices setup on the Faculty and Staff Wireless Network.

REMOTE COMPUTER ACCESS

Access to your computer and network drives is available by using Remote Desktop. Your account must first be setup for VPN access. Please call 806.651.4357 or visit the Information Technology Success Center (ITSC) for help with setting up VPN and Remote Desktop on your computer.

CONFERENCE CALL EXTENSIONS

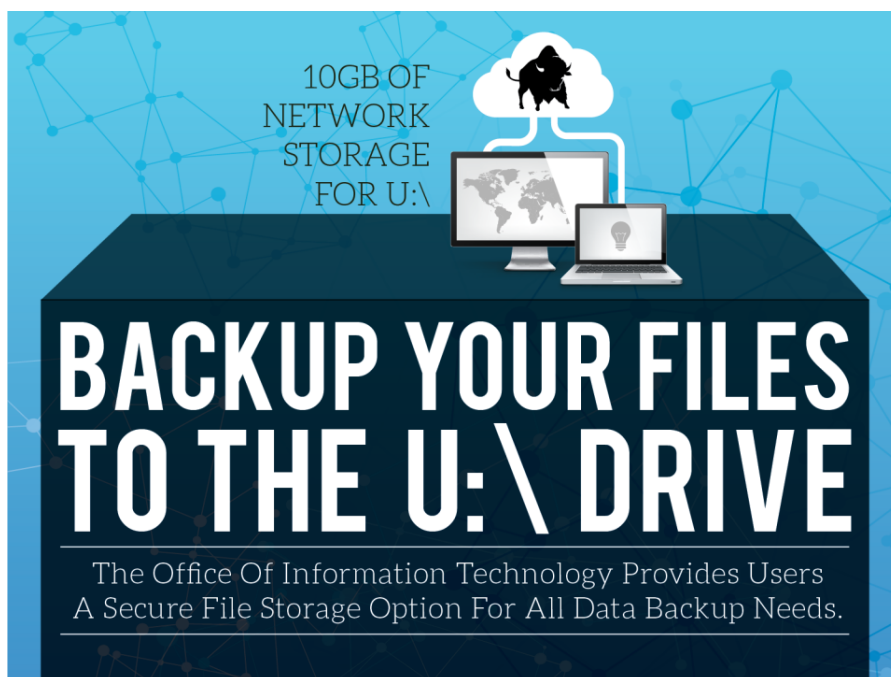
Conference call extensions are available for limited time use for faculty and staff for conference calls. The conference call must originate from on campus, but conference attendees may attend through on or off campus phones.

Conference call extensions are limited to 15 attendee callers per phone conference.

To request a conference call extension and receive instructions, please contact the IT Success Center at 806.651.4357.

NETWORK STORAGE DRIVES

Network storage drives allow you to save your files to the network. These drives are backed up nightly. Therefore, files saved on a WTAMU network drive would not be lost in the event of a computer failure. There are three types of network drives available on campus to save your work: Personal, Departmental, and Public.



PERSONAL DRIVE: U DRIVE

Typically labeled as the “U” drive, your personal drive provides 10GB of secure network file storage space. This area can only be accessed by you unless you change permissions. While you are provided 10 GB of space, you may request your space to be increased.

DEPARTMENTAL: COMMON DRIVE

Typically labeled as the “G” drive, the common or department drive provides a space for files that you want to share with someone else in your department or committee. Files saved to this area are also back up nightly. Only members of your department have access to this drive.

PUBLIC DRIVE

Typically labeled as the “P” drive, the public drive provides a space for sharing files between departments. Anyone with an academic account has access to the public drive. **This is considered temporary storage.** The files are NOT backed up, and are typically cleared out every 30 days.

TECHNOLOGY TRAINING

FACULTY AND STAFF TRAINING

Regular training sessions are offered over WTClass as well as other software provided by the university. Training Schedules are emailed to all faculty and staff throughout the year, and may be found at https://apps.wtamu.edu/it_training/ (available for on-campus access only), or within WTClass on the Resources tab. To register for training, please visit https://apps.wtamu.edu/it_training/ (available for on-campus access only) or email the training you would like to attend to techtraining@wtamu.edu.

OFFICE CALLS

Training and assistance is available with WTClass tools and services as well as any other academic technology within the comfort of your own office. Instructional Technology Services staff members will make "Office Calls" to faculty, instructors, and staff offices for individualized, one-on-one training. Please visit http://faculty.wtamu.edu/office_calls to request an Office Call or email your request for an Office Call to techtraining@wtamu.edu.

SMART CLASSROOM AND LECTURE CAPTURE TRAINING

One-on-one training is available for Smart Classroom technology and Lecture Capture training. Learn how to use all of the technology available in classrooms, as well as best practices for your personal teaching style. Complete the Office Calls request form to request Smart Classroom training at http://faculty.wtamu.edu/office_calls or email your request for a Smart Classroom Training to techtraining@wtamu.edu.

STUDENT TRAINING

Training sessions are also conducted for students. Trainings, dates, and times can be found on the Student Support website at <http://students.wtamu.edu/live.html> or within WTClass on the Resources tab. WTClass training is always held at the beginning of every Fall, Spring, Summer 1, and Summer 2 semester.



OTHER TECHNOLOGY AVAILABLE

Additional training can be found on the following technologies:

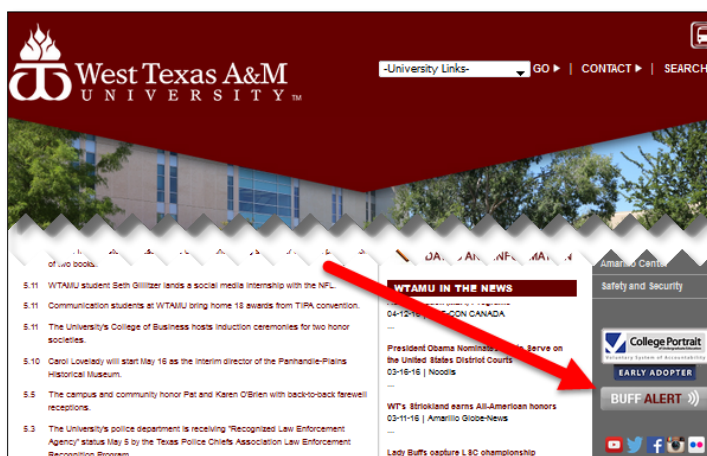
- Colleague
- Informer
- Buff Advisor

Please contact the IT Success Center at 806.651.4357 for help or to request training on additional technologies available.

BUFF ALERT (EMERGENCY NOTIFICATION SYSTEM)

Buff Alert is an emergency notification service, managed by the University Police Department (UPD), that gives WTAMU the ability to communicate health and safety emergency information quickly—via email and text message. By enrolling in Buff Alert, university officials can quickly pass on safety-related information, regardless of your location. This service is used for emergency notification purposes only, and is not used for general information or spam communication.

You can access Buff Alert to register, login, and edit your account through the WTAMU main webpage.



WEBCONFERENCING SOFTWARE (SKYPE)

Microsoft Skype for Business is a powerful way to instantly communicate with WTAMU colleagues, WTAMU students and other people around the world. With the click of a button you can open a text chat, make a voice or video call, or even start an online meeting. Skype for Business makes online communication more collaborative and engaging. And, you can use Skype for Business from nearly any computer or mobile device, on campus or anywhere in the world you have Internet access.

Help with Skype can be found at <http://faculty.wtamu.edu/skype> or by contacting the Information Technology Success Center (ITSC) at 806.651.4357 or itsc@wtamu.edu.

AVAILABLE SOFTWARE

AVAILABLE THROUGH THE UNIVERSITY

Should be automatically installed on university computers:

- Microsoft Office

Can be requested to be installed on university computers:

- Respondus – test creation software for online and paper based tests.
- Camtasia (with a license purchased by your department through IT) – screen capturing and video editing software.
- Adobe Acrobat Pro (based on need).

AVAILABLE FOR PURCHASE FOR YOUR PERSONAL COMPUTER

The Texas A&M System has many software licenses that are available for faculty and staff to purchase at a discounted rate for personal use.

Available software includes:

*prices and availability subject to change

- Camtasia for home use: \$18*
- Windows Upgrades: \$5*
- Microsoft Office for PC or Mac (See Below)

To purchase:

1. Go to Texas A&M Software site at <https://software.tamu.edu>.
2. Click the “begin your purchase” button. Select “West Texas” from the dropdown list.
3. Login to the Portal (this step may be skipped).
4. Agree to the terms and conditions, and click “continue with Purchase.”
5. Select the products you wish to purchase.
6. Proceed to Checkout.

MICROSOFT OFFICE AND ONEDRIVE

With your WT Academic Email account, you can download Microsoft Office on up to five (5) devices, and have access to 1 TB of storage space through OneDrive.

For more information on how to get your account setup with Office 365 to download Microsoft Office and gain access to Microsoft OneDrive visit <http://wtamu.edu/it/office365.html>

EQUIPMENT CHECKOUT

The Information Technology Success Center (ITSC) at West Texas A&M University provides access to equipment for faculty and staff to checkout for presentations and other university events. All technology is to be used for university-related purposes only, not for personal use.

There are no costs involved with checking account equipment as long as the equipment is returned on time, in the same good condition it was in when checked out, and with all of the parts and cables returned. Any stolen, broken or missing items must be reimbursed.

Equipment reservations are for limited time use and dependent upon need and availability. This is necessary to ensure that all students, faculty, and staff have access to a limited inventory of equipment. Reservations can be made by contacting the Information Technology Success Center at 806.651.7904.

You must present a valid Gold Card to check out equipment. You will be required to sign a contract that states you will bring the equipment back on time, in the same condition it was in when you received it and with all the pieces and parts that go with it.

Equipment available for checkout:

- Digital Cameras (DSLR Cameras and Point & Shoot Cameras)
- Video Cameras
- Tripods
- Portable Audio Systems
- Voice Recorders
- Projection Screens
- Cables/Adapters/Connectors
- Projectors

*Equipment available subject to change

Stop by the office in the Hasting Electronic Learning Center, Room 53, Monday through Friday between the hours of 8:00 am and 5:00 pm.

FACULTY ORIENTED TECHNOLOGIES

CLASSROOM TECHNOLOGY: SMART CLASSROOMS

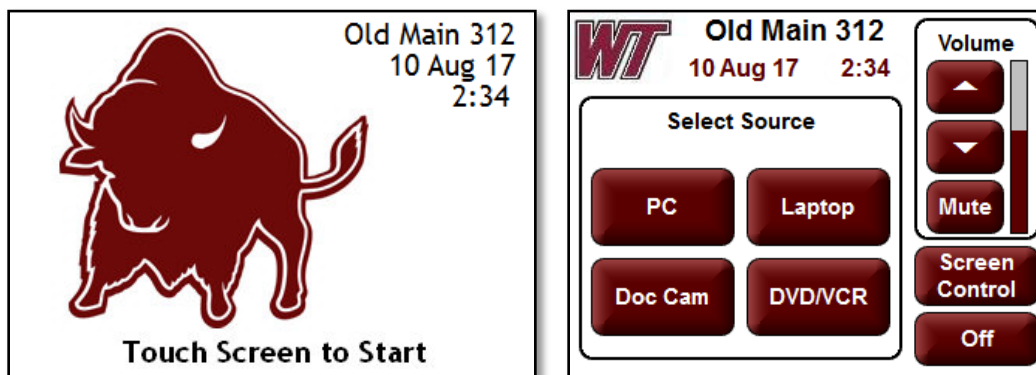
All academic classrooms on campus are equipped with following technologies:

- Touchscreen Control System
- Projection System
- Computer
- Visual Presenter/Document Camera
- VCR/DVD Player
- Laptop Connections (audio/video)

One-on-one Smart Classroom Training is available upon request by emailing your request for a Smart Classroom Training to techtraining@wtamu.edu.

TOP 3 THINGS YOU SHOULD KNOW ABOUT YOUR CLASSROOM TECHNOLOGY

1. **Power-Up:** Use the panel to power on the projector, switch video sources, and control the volume.



2. **Connect:** Extra video cables have been provided in the classrooms to facilitate presenting with a laptop. Simply use the extra VGA cable available on the podium and then select the appropriate input. There is no need to hunt for cabled plugged into the back of the computer.
3. **Choose:** Switching video sources for the projector is a snap! Using the panel, select the input controls for the appropriate source.

LECTURE CAPTURE

Classroom/Lecture Capture is a technology that allows you to record your voice and/or video presence along with what is being displayed on a computer screen or other device in the smart classroom. This often means capturing your class lecture along with the slides, websites, videos, document camera or other media being presented with the lecture.

Some additional uses of lecture/classroom capture technology are: to provide material in advance of your lecture, to facilitate guest speakers whose schedules do not allow them to attend during class time, to provide students with rich feedback about their assignments and papers, and to record individual/small group student presentations.

As of August 2017, over 50 smart classrooms across campus are also equipped with lecture capture technology. Lecture capture classrooms can be requested through your Academic Department. These requests are submitted with the course schedules to the Registrar's Office prior to room assignments for the next semester.

One-on-one Lecture Capture Training is available upon request by emailing your request for a Lecture Capture Training to techtraining@wtamu.edu. For more information on Lecture Capture please visit <http://faculty.wtamu.edu/LC>

ENSEMBLE VIDEO

The Ensemble Video Streaming service is a fully managed service offering storage and delivery of digital media content to WTAMU faculty. Streamed video may be viewed/accessed by publishing the video link or embedded video through WTCClass, university websites or by email or communications of the video link. Ensemble Video also provides auto-captioning of videos to ensure ADA compliance of videos.

WT Faculty may request an account for themselves or for a department by contacting techtraining@wtamu.edu

ACCESS TO WTCLASS AND COURSES

Instructors listed as Instructor of Record in Buff Advisor/Colleague are automatically added to courses in WTClass when the course is created.

Courses are generally added approximately two weeks after midterms during the Fall and Spring semesters (see table below).

Approximated Date	Semesters Added
2 weeks after Fall Midterms	<ul style="list-style-type: none"> • January Intersession • Spring
2 weeks after Spring Midterms	<ul style="list-style-type: none"> • May Intersession • Summer 1 • Summer 2 • Fall

STUDENT ENROLLMENTS IN COURSES

Students get access to courses they have registered for five (5) days before the first day of each semester. Students are auto-populated onto the roster within 24 hours of registration.

You may also request GA's, TA's, or other instructors be added into your course. Please see the WTClass Faculty Help website at <http://faculty.wtamu.edu/wtclass> for directions on how to request additional users be added to your course.

ACCESSIBILITY OF CONTENT

State and federal standards and guidelines help to clarify just how to go about the business of making our online courses usable for all students.

Pertinent Laws:

- Federal Laws
 - [Section 508 of the Rehabilitation Act](#)
 - [Americans with Disabilities Act of 1990](#)
- State Laws
 - [Texas Government Code 2054, Subchapter M, 2005](#)
 - [Texas Administrative Code Chapter 206](#)
 - [Texas Administrative Code \(TAC\) 213 Accessibility Standards for Institutions of Higher Education](#)

Resources are provided for helping make content fully accessible by helping create transcripts and closed captions for videos.

PUBLISHING MIDTERM AND FINAL GRADES

The Registrar's Office sets the dates for when Midterm and Final Grades are due. These dates are listed on the Registrar's Approved Academic Calendar at <http://www.wtamu.edu/administration/registrar-calendar.aspx>.

MIDTERM GRADES

Reporting of Midterm Grades are required for core classes. Midterm grades are typically due for courses requiring a midterm grade the week after Midterm for Fall and Spring semesters. An email is sent out before Midterm with instructions for how to publish Midterm Grades for the semester. Information is also available on the Faculty Support Website at <http://faculty.wtamu.edu/wtclass>.

FINAL GRADES

Final grades are typically due the Monday following the last day of finals by 9:00 a.m. for the Fall and Spring semesters, and the day after finals for Summer semesters. An email is sent out before Finals begin with instructions for how to publish Final Grades for the semester. Information is also available on the Faculty Support Website at <http://faculty.wtamu.edu/wtclass>.

INCOMPLETES

An Incomplete grade may be assigned under certain circumstances in some courses. Please refer to the Faculty Handbook, or your department, for criteria to assign an "I" (Incomplete) for a student.

For all "I" grades assigned, instructors must:

1. Complete a Contract for Incomplete, available at <http://www.wtamu.edu/administration/registrar-forms.aspx>
2. Have the contract signed by the Department Head.
3. Forward signed contract to the Registrar's Office.

For a student to retain access to WtClass past the course end date, instructors must additionally:

4. Place a work order with Information Technology Success Center (ITSC) (ext. 4357 or itsc@wtamu.edu) for extended access in WtClass for student(s) with incomplete grade(s).
Information to include in work order:
 - a. Student name,
 - b. Student ID#
 - c. Course Name,
 - d. Course Number,
 - e. Length of time to complete the Incomplete.