# Faculty and Staff Technology Tips

## 2010-2011

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Welcome to the Benedictine University technology community. This page is an overview of the Faculty and Staff Technology Tips (FAST) packet and highlights the most important information from the document.

Benedictine University voluntarily provides computing equipment and services. The primary purposes of this computing equipment are the academic, research, administrative and communications needs of its students, faculty and staff. To use these resources all Benedictine users must comply with our Acceptable Use Policy. It is very important that you read and understand this essential document included here.

As an employee of the University, you are eligible for a user account that allows you to access the network and our email system. Our Acceptable Use Policy (AUP), which you must agree to adhere to, allows you to use these systems for personal work provided that it is legal, does not violate university policies, does not violate the AUP and does not detract from your ability to accomplish your job duties. Any personal work that you store on the university’s computer equipment becomes the property of the university and the university is not obligated to return it to you when you leave. Additionally, you might get accounts that allow you to access MyBenU, our PeopleSoft Student Information System, and BenUConnect which provides for off-campus access to Benedictine’s computer network. Your supervisor must fill out the appropriate forms (includes network, PeopleSoft, and phone access) and submit them to the office of Information Technology (IT).

Benedictine University has a wide range of technology geared towards enhancing delivery of education. These tools include course management systems (Blackboard), Streaming Media Server (Windows Media Server), Multi-Media Classrooms (e.g., Tellabs, Scholl 101), and open labs for students with a wide range of software (e.g., Krasa Community Center). Additionally, we have mobile AV equipment. If you need to reserve this equipment you should email your request to avrequests@ben.edu twenty-four hours in advance. We would appreciate an AV request for any use of a Multi-Media classroom. This will allow us to better serve you by scheduling equipment maintenance at times appropriate to usage.

All students who are registered for classes at the University also receive a user account. This account allows a student to access MyBenU, the Benedictine network, BenUConnect, and our email system. Benedictine University will use the student email system as a primary method to communicate information. It is each student's responsibility to check their Benedictine University email account on a frequent basis to insure he or she is aware of all University deadlines. Faculty and staff need to reinforce this message often with students.

IT is responsible for providing the following services: Application Support (MyBenU/PeopleSoft), Network Services (Internet, servers, etc.), Helpdesk, Desktop Support, Audio Visual Services, Telecommunications, and Software Training for faculty and staff.

If you need technology assistance with any of these services please contact the Benedictine University Helpdesk at helpdesk@ben.edu or at 630 829-6684. The Helpdesk is staffed during normal Library hours. The Helpdesk is your first line of support and will assist you with user account issues, BenUConnect, Blackboard access, etc. If there is an issue they cannot resolve over the phone, the Helpdesk team will create a trouble ticket and assign it to a technician.

We are also very interested in hearing from you on how we can improve our service. The most immediate and direct means to contact us is to send an email to itsuggestions@ben.edu.
ACCEPTABLE USE OF BENEDICTINE UNIVERSITY TECHNOLOGY RESOURCES

Benedictine University voluntarily provides information technology resources for students, faculty and staff. This document:

• Provides guidelines for responsible use of Benedictine University’s technology resources by all users.
• Provides policies that Benedictine University uses in providing technology resources and network services to the University community.
• Explains enforcement procedures of these policies.
• Applies to all those using University computing equipment whether they are on or off campus.

Computing equipment means all computers, software, wiring, network components and network services owned and/or provided by Benedictine University.

GUIDELINES FOR RESPONSIBLE USE OF UNIVERSITY TECHNOLOGY RESOURCES

Benedictine University recognizes that free expression of ideas is central to the academic environment. For this environment to flourish, all users must adhere to the guidelines within this document.

Benedictine University voluntarily provides computing equipment and services. The primary purposes of this computing equipment are the academic, research, administrative and communications needs of its students, faculty and staff. The use of computing equipment for other purposes is tolerated provided that it does not violate (a) any federal, state or local law; (b) the University mission or policies; and (c) any guideline in this document. Access to all Benedictine University owned and/or operated computing facilities is a privilege and not a right. Individuals who refuse to follow the Acceptable Use Policy (AUP) will not be granted user accounts. Violations of the AUP by individuals with accounts may result in penalties included but not limited to closure of all accounts and revocation of all computing privileges. Other penalties may be levied up to and including dismissal from the University or termination of employment.

USER RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

• Maintaining privacy and security by keeping all passwords confidential.
• Honoring all computing security procedures implemented by the University.
• Not wasting resources i.e., logging off when not using a PC, printing only needed number of pages, storing only files needed for future use.
• Deleting old and unused email and file(s) on a regular basis.
• Maintaining the accuracy of private mail groups by updating when members change.

UNIVERSITY NETWORK RESTRICTIONS INCLUDE, BUT ARE NOT LIMITED TO:

• Users may not misuse, abuse or otherwise damage University computer equipment.
• No one may install or use any software or hardware designed to disrupt the security of any computing equipment, whether owned by the University or by others.
• No one other than Information Technology staff may download or install any software on any student-accessible university computer.
• No one may use University resources to support political or non-University related business interests.
• No one may sell or provide access to Benedictine University’s computing resources to outside individuals, groups or businesses except (1) as authorized by the Executive Vice President and (2) for authorized University business relationships.
• Recreational uses – such as game playing or music or video file sharing – are tolerated as long as they are (a) legal, (b) do not interfere with the primary purposes of the system, and (c) do not interfere with the primary purpose of your position at Benedictine, as determined by the Senior Director of Information Technology in consultation with other members of the university community.

• No one may engage in any activities designed to spy on network traffic or to access passwords, user IDs, files or programs of other users.

• No one may engage in software piracy or copyright infringement. Note that a single-copy software license is not a license to share software.

• No one may send, store, print or solicit receipt of email messages, files or programs that contain fraudulent, harassing, racist or obscene verbiage, visual or audio content. Exceptions may be made for legitimate academic research purposes.

• Note that any email message (other than official University business) sent to an individual after that individual has indicated in writing or via email that they no longer want to receive email from the sender constitutes harassment. Complaints are handled via the Enforcement Procedures section (see below).

• No one may use email to engage in “chain letter” or “spamming” [bulk “junk” email activity].

• No one may send, store, print or solicit receipt of email messages, files or programs that are offensive or in conflict with the Mission Statement of Benedictine University. or federal or state laws, as determined by the Administrative Council.

• No one may use University computing resources for illegal behavior or activities as defined by federal, state, and/or local laws.

UNIVERSITY TECHNOLOGY RESOURCES AND NETWORK SERVICE POLICIES

Disclaimer: The responsibility for the content of personal files, programs, web pages and email rests solely with the individual and not with the University. Benedictine University does not monitor the contents or embedded links of personal user accounts or personal web pages although it expressly reserves the right to do so.

To preserve the integrity and maintain efficient functioning of the University’s computing facilities, the University enforces the following policies:

• Backup service for individual email is not provided.

• The creation of public mail groups is limited to University departments, committees and official student organizations.

• A block of home directory (network drive) space is provided for each registered student.

• Computing resources are provided for academic, research, administrative and communications uses.

• The University reserves the right to establish time limits on the use of public workstations as needed.

• Benedictine University realizes that the free expression of ideas is central to academia, but will not tolerate the display of pornographic, obscene, abusive, racist or other inappropriate material at any public workstation. The University reserves the right to judge the appropriateness of material displayed on public workstations.

• The Benedictine University computing facilities constitute a private system. As such, the information stored on the University equipment is the property of the University with the exceptions noted in the Creative Works sections of the Faculty Handbook (Section 2) and Employee Manual (Section 4.0.17). The University respects the privacy of authorized users of its computing resources. Therefore, the University will not access the personal files or monitor the system usage of any authorized user without that individual’s consent, with certain exceptions:

1. A subpoena.
2. A written request from the Chief of the Benedictine University Police to provide information as part of an ongoing investigation by the Benedictine University Police. The Executive Vice President must endorse such a
request for non faculty employees/students, or the Provost and Vice President for Academic Affairs for faculty members.

3. A written request from a Systems Administrator, based on reasonable evidence that files or programs stored in an authorized user’s directory are the source of interference with the efficient functioning of the University computing facilities. The Senior Director of Information Technology must endorse such a request.

4. A written request from the President of the University.

5. A written request from University attorneys.

Information Technology will maintain records of all of these requests for access and will report the number of requests annually to the Information Technology Advisory Committee.

- Under the Illinois Freedom of Information Act, electronic files are treated like paper files.
- Student user accounts are deleted after graduation or after one year of inactivity. Employee user accounts are disabled as soon as the office of Information Technology is notified of termination of employment (faculty and staff).

ENFORCEMENT PROCEDURES

Benedictine retains unfettered discretion to monitor, authorize, control or stop the use of said technology at its sole discretion. Violations of the Acceptable Use Policy will be referred to the Associate Vice President of Student Life (students), the Provost and Vice President for Academic Affairs (faculty) or the Executive Vice President (non-faculty employees) for action through the established disciplinary processes of the University. The result could be these or other disciplinary actions:

- Files and/or programs may be deleted.
- User access privileges may be inactivated.
- User account may be removed.
- User may be suspended, expelled or terminated from University employment.

If a user believes that his or her rights have been violated by another user of the University computing facilities, he/she should report the incident to the Associate Vice President of Student Life (students), or his/her supervisor (faculty and staff) for appropriate action.
HELPDESK

The Benedictine University Helpdesk is located in the University Library. Hours align with the Library hours. Direct your IT service requests via email to helpdesk@ben.edu. Our service desk software monitors this email inbox and automatically creates your service request. Or you may call the Helpdesk at 630 829-6684 and the person answering the phone will take the information necessary to help resolve your request.

The Helpdesk will be able to assist you with user passwords, printing, etc. The Helpdesk will not help you with issues with your personal PC. If there is a problem that cannot be resolved over the phone, the Helpdesk team will create a trouble ticket and assign it to a technician. If creating a ticket is necessary, please be sure to give relevant contact information and availability to facilitate contacting you. (If you have a cell phone number, that number would be preferred over an office extension number.)

TECHNICIAN SUPPORT

The normal business hours for technicians are Monday through Friday 8:00 am to 5:00 pm. Once the ticket is assigned to the technician, he/she will contact you to resolve the problem. (Technicians cannot help you with issues related to your personal PC.)

COMPUTER LAB SUPPORT

Supplies for PC lab support are provided M – F from 8:00 am to 10:00 pm. If you encounter a problem with a lab PC or printer please call the Helpdesk at 630 829-6684 to report the issue. A technician will be dispatched based on the severity of the problem. Normally issues requiring a technician will be addressed during regular technician hours.

AUDIO VISUAL

If you need AV equipment, you should email your request to avrequests@ben.edu at least twenty-four hours in advance. You will receive a confirmation number once your order is processed. If you need AV support for Benedictine owned equipment in a non-emergency, please call the Helpdesk team at 630 829-6684 and they will dispatch an AV support person. Classroom computing emergencies: Use a cell phone or a classroom telephone to contact the AV team directly in the event of a problem. On weekdays or weekends, call 630 829-6610 and indicate that the problem is a “Class in session – Priority 1” call.

CUSTOMER FEEDBACK

To ensure we are delivering timely and appropriate service, we have implemented feedback mechanisms to measure customer satisfaction. The most immediate and direct way to provide feedback is to send an email to itsuggestions@ben.edu. Alternatively, if you call the Helpdesk and have a ticket entered you may be asked to complete a customer satisfaction survey that is generated randomly. Please take the opportunity to participate in these feedback channels to help us provide the most appropriate service to you.
USER ACCOUNT AND PASSWORDS

ACCOUNT CREATION
As a faculty or staff member at Benedictine University, you are eligible for a user account that allows you to access the network file and print services, email, course management system and the University's student information system. Your username and password for the systems are the same.

A user account will be created upon receipt of a Network and Voicemail account form emailed by a department head to helpdesk@ben.edu. The form is located at S:\University Info\Forms\User Account Request and, when completed, should be attached to an email message. The Network and Voicemail Request Form is also provided online at http://www1.ben.edu/it/fs_forms.asp.

ACCOUNT DELETION
Open, unused user accounts pose a significant security threat to information systems. A hacker who gains control of such an account can utilize that account as a base of operations with less risk of being caught. Due to this vulnerability, Benedictine University will remove accounts from the system upon employee termination.

LAB LOCATIONS
If you do not have access to a computer at work or home, then the two most likely places for you to gain access to your email are on the BU campus where we provide computers or at your local public library.

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THINGS YOU SHOULD KNOW ABOUT YOUR USER ACCOUNT
• Your user account will allow you to login to any of the above locations and your office computer.
• The only time students should use a teaching lab is if their class is meeting in the teaching lab.
• You should not allow others to use your account login.
• You MUST login to the network in order to print, save files to your network drive, or use any software that is accessed over the network.
• All faculty/staff members receive network storage called the home drive. You will be able to find this drive under My Computer looking something like this: jdoe on benufs\Home (H).
• You are only allowed three failed login attempts, after which your account must be unlocked. Go to the faculty/staff password reset page at http://www1.ben.edu/benadmin/ if you can. If you cannot, call the Helpdesk at 630 829-6684 to have your account unlocked.

INSTRUCTIONS FOR LOGGING IN
1. You will need to press CTRL + ALT + DEL at the same time.
2. Now you should see a box labeled Logon to Windows. This window will have three boxes for input (User Name, Password, and Log on to).
3. In most cases the User Name will be first initial followed immediately by the lastname (i.e., jdoe). This entry is NOT case sensitive. It is limited to 20 characters.
4. For the Password, the first time you login to use your account you will enter the default password given to you. After you login and change your password, you will use the new password you have created. (Note: passwords must be a minimum of 8 characters and contain at least one number. They ARE case sensitive). You will be prompted to change your password periodically.

5. Make sure that Ben is identified as the domain you are logging into.

6. After completing the above steps you will be able to use the university computer network.

**PASSWORDS**

Passwords are and will continue to be the number one defense against computer intrusion and malicious activity. They also remain the number one weakness to security if we lack adequate standards and cooperation from all users. Advances in password cracking programs mean that passwords deemed “safe” in past years are now “crackable” within minutes if not seconds.

- **Duration:** Passwords will expire after 90 days. Use Ctrl + Alt + Del to change.
- **Length:** Passwords must be 8 or more characters.
- **Composition:** Passwords should be an alphanumeric mix. Special characters may also be included. (Examples: &time56clock; Guarant33d; #r00ster; TELa1200). NOTE: passwords ARE cASe SenSitive.
- **Re-use:** Passwords may not be re-used if they are one of the most recent three used.
- **Predictable Patterns:** Simple or predictable patterns may not be used (examples: abc123 is not acceptable; firstname is not acceptable).
- **“Strong” Password:** Select a phrase, then use the first letters of each word, and include a number or special character (example: The Eagle Lands at Midnight = TEL@1200).
- **Password Security:** If you have trouble remembering a password, write it on a small piece of paper that you keep in your wallet or purse. Never post a password on your monitor, desktop, or any location where it can be seen by anyone else.

To change (reset) your own password, access the Faculty/Staff Password Reset Page, via http://www1.ben.edu/benadmin/, and follow the directions on that page.

**HELPFUL HINTS WHILE COMPUTING**

- Save work frequently. This holds true especially when typing large or important documents.
- Save your work in two different places (i.e., save to your H: drive and to a removable medium). This should help prevent you from having to redo work due to disk failure or accidental deletion. Do not save files to the C: drive on lab computers. The files are automatically deleted when the computer is restarted.
- Always make sure you log off or shutdown the computer before leaving your work area. Leaving yourself logged in could result in someone reading or changing your work on your H: drive.
OVERVIEW

As an employee at Benedictine University, you have a University email/network account and (optionally) an account in the University's administrative system, MyBenU (PeopleSoft). Your username and password for the systems are the same (and the same holds for Blackboard if you have a Blackboard account).

All of these systems are available through the BenUConnect link on the University's homepage, http://www1.ben.edu/BenUConnect/.

For new users of the university's network, your temporary password (which you must change before logging into BenUConnect- see next paragraph) is the last four digits of your social security number repeated twice. For example, if the last four digits of your SSN are 1234, your temporary password is 12341234.

To change your password so you can log into BenUConnect, access the Faculty/Staff Password Reset Page, via http://www1.ben.edu/benadmin/, and follow the directions on that page.

Navigation instructions for BenUConnect, MyBenU, Class Roster View, Grade Roster Entry, and Class Attendance Entry are available through the Faculty Resources Home Page on the University's website, http://www1.ben.edu/programs/faculty_resources/.

If you have any technical questions/issues regarding these systems, please contact the University Helpdesk at helpdesk@ben.edu or at 630 829-6684.
HOW TO RETRIEVE YOUR EMAIL USING OUTLOOK WEB ACCESS (OWA)

- You will need to be connected to the Internet via broadband or dial-up. The preferred browser to use is Microsoft’s Internet Explorer. Some OWA features are unavailable using other browsers.

- You can get to the email application by going to http://webvpn.ben.edu and logging into the BenUConnect window shown in the next screen shot. Enter the same username and password you use for network access but preceded by ben\ before your user name. Click on Login.

- Next click on the “Faculty and Staff Mail” link under Web Bookmarks as shown below.
When you have successfully logged in you will see the Outlook Web Access window shown in the next screen print.

Don’t forget to Log Off near the upper right corner of the OWA window when you’re finished using OWA (see #5 in the screen print below). This is particularly important when using a shared or public computer to prevent unauthorized access to your email.

Helpful features in Outlook Web Access (OWA):

1. Quick Access buttons for folders
2. Hide/enlarge control for Quick Access buttons
3. Navigation Pane
4. Refresh Folders button
5. Log Off control
6. Search control
7. Help files
ARCHIVING

OVERVIEW

Here are two methods to archive your Outlook files. The manual procedure is the simplest approach but it does require you to remember to do it occasionally. Below that is a description of the AutoArchive feature that, after a little setup work by you, remembers to archive files for you.

MANUAL ARCHIVING

To manually store the contents of an Outlook folder so they can be retrieved again should you need them, do this:

Select File, Archive from the Outlook menu bar. The Archive dialog box appears.

Click the second selection from the top, Archive This Folder and All Subfolders.

Then, in the large “tree” window, click on the folder or subfolder you want to store. If the tree seems kind of small, and short on detail, click on the boxes with plus signs in them and hidden subfolders appear on the tree. Now make your selection.

In the Archive Items Older Than window below the tree, set the date that determines the cutoff for archiving. To archive all the content, use tomorrow’s date.

You can leave blank the checkbox for Include Items with “Do not AutoArchive” Checked.

Set the Archive File path to your H: (home) drive using the Browse button.

Click OK at the bottom. There will be a small animation visible at the lower right corner of your screen during archiving. To help the archiving process take place at maximum speed, wait until the animation is gone before using your PC.

To check whether archiving took place, follow the retrieval instructions on the next page.

AUTOARCHIVING

This is a two step procedure. The first step is to turn on AutoArchiving, the second step is to set up each of your Outlook folders as to what you want stored and how often by the AutoArchive feature you just activated. AutoArchiving runs automatically, at the interval you specify, whenever you start Outlook.

Step 1: To turn on AutoArchive go to Tools, Options on the Outlook menu bar and select the Other tab. Click on the AutoArchive button. In the AutoArchive window, click on the AutoArchive check box and enter a number between 1 and 60 in the frequency of days window. Turn on the next check box to receive a warning before autoarchiving takes place. Change the default path to your H: (home) drive and click OK at the bottom of this window and the Options window. Now you’re ready to set the archive specifications for each of your folders that will be automatically archived.

Step 2: Make sure your Folder List is showing. If it isn’t, go to the Navigation Pane and turn it on. Right-click each folder and select Properties from the shortcut menu. Click on the AutoArchive tab. To activate AutoArchive for that folder, place a check mark in the check box at the top. Enter the interval that you want archiving to take place and be certain there is a dot in the radio button for Move Old Items To. Change the default path to your H: (home) drive and close the Properties window. A couple of things to note: There is
no AutoArchive tab for Contacts and the Deleted Items folder is set to permanently delete its contents. This latter setting should be changed if you use Deleted Items for long term storage.

**RETRIEVAL**

Find the Archive folder below the current folders in the Folder List view of the Navigation Pane.

Click it to view its contents in the Outlook window. The contents can be used as is or, if you want to return an item to a current folder, right click the item, select Move to Folder and click on the folder you want it sent to. You can also drag and drop it if you prefer.

Some other things to note:

- Archiving is a moving operation, not a copying operation, and your documents are removed from their current folder.
- Your current folder structure is maintained in the archive folder structure. If there is a parent folder above the current folder you choose to archive, the parent folder is created in the archive file, but items within the parent folder are not archived unless you choose to do so separately.
- When a current folder’s contents are archived, the folder is left in place even if it is empty.
- Repeated archive operations over a period of time append later items into an archive folder, they do not replace the earlier contents.

If you need assistance archiving, please contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.
EMAIL ETIQUETTE

EMAIL AND ELECTRONIC COMMUNICATIONS PRACTICES, POLICIES, AND ETIQUETTE

Communicating via email gives you great power to reach many people, to inform them, to obtain information, and to irritate and anger friends and strangers alike. Some simple, common sense practices will help you use email as a productive tool in your personal and professional life and help you maintain positive relationships with friends and coworkers. Here are some generally accepted “do’s and don’ts” for email.

BEFORE YOU BEGIN: A REMINDER ABOUT BENEDICTINE’S ACCEPTABLE USE POLICY

• Benedictine University voluntarily provides computing equipment and services for the academic, research, administrative, and communications needs of its students, faculty, and staff.

• Access to all Benedictine University owned and/or operated computing facility is a privilege and not a right. Individuals who refuse to follow the Acceptable Use Policy (AUP) will not be granted user accounts. Violations of the AUP by individuals may result in penalties included but not limited to closure of all accounts and revocation of all computing privileges.

• …the information stored on the University equipment is the property of the University… the University will not access the personal files of any authorized user without that individual’s consent, with certain exceptions.

See the Information Technology web page (http://www1.ben.edu/it/fs_forms.asp) for the complete text of Acceptable Use of Benedictine University Technology Resources. This document pertains to all students, faculty, and staff.

MATCH YOUR COMMUNICATIONS MECHANISM TO YOUR PURPOSE AND AUDIENCE. (EMAIL ISN’T RIGHT FOR EVERYTHING.)

• If you have information to disseminate, think about effective tools that work but do not waste resources or intrude on individuals not likely to be interested in your news.

• If you decide that you do not want to pay attention to email from any particular person you may use email filtering to divert such mail to a separate folder (for review at your leisure) or directly to your deleted items folder. You may filter email based on both the sender and on to whom the message was sent (in other words, you can accept messages addressed directly to you while filtering out messages from the same person sent to you via a distribution list).

SPAM = ELECTRONIC JUNK MAIL – DON’T SEND IT

• The web is filled with “spam” (electronic junk mail). Do not contribute to this annoying and wasteful problem.

• Remember that one person’s “interesting tidbit” may be someone else’s junk.

• Choose your audience carefully – do not send mail to public or private distribution lists unless a significant percentage of that list has a reasonable chance of being informed by your email.

• Do not flood the airwaves with incessant reminders about coming events – if you want to publicize an event by mass email, send one message well in advance and then another a day or two before the event.
• Remember that chain letters, political advertising, solicitations for non-university sponsored organizations or causes, proselytizing, and any commercial venture not approved by the Executive Vice President are not acceptable uses of the BU email system.

JUNK EMAIL – WHAT TO DO IF YOU RECEIVE IT

• If you receive unsolicited, unwanted email from a member of the Benedictine community, REPLY to that individual, stating simply that you do not want to receive mail of this type from this individual. SAVE the original mail and your REPLY as evidence. (See Abuse)

• If the unwanted email is from a known vendor that you have done business with or from a legitimate group, then replying to them with a “take me off your list” should get results. BUT…

• If you receive unsolicited/unwanted spam-type email from someone unknown to you outside the Benedictine community – DELETE IT. DO NOT REPLY TO IT. Replying only provides proof that the “spammer” has found a live, currently used email account. Your account address may then be sold to dozens or hundreds of other spammers and junk mail merchants.

• Do not participate in CHAT groups, NEWSGROUPS, online “Surveys”, etc. – unless you want to be flooded with junk email.

• There is very little that you can do to shut off a flood of junk email once it has started. Just learn to use the DELETE feature.

• If you choose to subscribe to a listserv (an automated mailing list that distributes email among a group of users interested in specific topics), be sure that you print out and save the instructions on how to Unsubscribe should you find that the list does not meet your needs.

• If you find your Benedictine University email flooded with junk, then your best defense will be a quick finger on the DELETE icon. If the junk mail is flooding a personal email account with an outside provider (Hotmail, AOL, etc.) then you may just want to change your email address. Outside providers allow you to do this easily. You’ll have to inform all of your contacts about the new address.

SECURITY AND PRIVACY START WITH YOU

• Protect your password! Once someone has your password, they can read your email and they can send email in your name.

• LOGOFF! If you do not logoff (and close the browser when using web mail), you can be the victim of a “drive-by emailer”. Anyone using that computer can send offensive messages that come “from: you”.

• Remember that email is never private; it is more like a postcard than a letter. Any recipient can forward what you send to “the world”. And…BU reserves the right to read anyone’s email (see Acceptable Use Policy for details.)

• Deleting an email does not mean that it is “gone”. Email lives forever in the reels of backup tapes made nightly. If you don't want it saved, copied, forwarded or shared…then don’t email it; pick up the phone and call.

STYLE – IT’S NOT THE SAME AS A PHONE CALL

• Be brief. You can usually fit everything you need to say on one screen.
• Use a blank line between paragraphs. It is easier on the eye.

• Email carries none of the tone of voice, facial expression, or other cues that tell us when someone understands what we mean. Stay away from sarcasm, and use emotion icons such as a smiley :) or a <grin> to let someone know when you are joking. The net saying is “be precise in what you send, and forgiving of what you receive.”

• Use mixed upper and lower case. In the email world, USING ALL UPPER CASE IS THE SAME AS YELLING.

• Many email programs do not display italicized or underlined words. If you want to emphasize something, you can use *asterisks. If you are really excited, you can SHOUT.

• Watch your spelling and grammar; people will form opinions about you by how well (or poorly) you handle the language. Remember that you represent both yourself and Benedictine University.

CONTENT - COMMON SENSE COUNTS
• Start your message with the name of the person you are addressing, just as in a handwritten note or letter.

• If your message is lengthy or complex, you can use a word processor to compose the message. Once you are done, copy and paste the text into the email you are ready to send. This is preferable to attaching a document due to the fact the documents will be larger and consume more resources, and not every user will have the same word processor as you used. Also, users with slower connections will appreciate your consideration. Note incoming emails are limited to five megabytes.

• If you are replying to a message someone else has sent to you, it is often good to include short, relevant parts of his or her original message in your reply. This helps everyone remember what he or she is talking about. A greater than sign (>) signifies that you are repeating someone else’s words:

>when will you be sending that article to us?

We’ll get it to you next week; is Friday OK?

• End your message with your full name and your email address. (Some email systems allow you to automatically include your “signature” at the end of each message. It is a useful tool.)

SENDING EMAIL
• Always use a short, informative subject line. People are more likely to read your message if they know what it is about. (It is considered rude to leave the subject line blank- and mail with missing or non-descriptive titles may be deleted without being read.)

• Send mail to relevant people. Don’t broadcast mail to people unlikely to be interested or involved in an issue.

• Avoid flame wars! If you find yourself disagreeing with someone, do not start a volley of back and forth emails, with copies distributed to every known person on the distribution list! Get off your chair and walk down the hall to work out your differences of opinion face to face! Or at least, pick up the telephone and speak to the person. There is nothing better than personal interaction to resolve difficult issues. Email just does not work well for this situation.
**ABUSIVE EMAIL - DEALING WITH IT**

- Your first defense (if the sender is known to you or is sending from a BU email account) is to REPLY to an offensive message, stating that you are offended by the content of a message and that you do not wish to receive similar messages. SAVE and PRINT a copy of the original text and your reply as evidence should you need it.

- If the sender is not known to you and is not sending from a BU mail account, then do NOT reply. Just delete the message. If you get repeated email then you may be able to complain to the emailers account provider (this has a modest percentage of success.)

- If a student believes that his or her rights have been violated by another’s use of technology in a form of harassment, whether verbal, pictorial, or any other means, the individual should report the abuse to the Associate Vice President of Student Life for appropriate action. Save and print out any offensive messages you receive as evidence. See “Acceptable Use Policies” for more details.

- If a faculty or staff member believes that his or her rights have been violated by another’s use of technology in a form of harassment, whether verbal, pictorial, or any other means, the individual should report the abuse to the Personnel Resources Office for appropriate action. Save and print out any offensive messages you receive as evidence. See “Acceptable Use Policies” for more details.
BLACKBOARD (FORMERLY WEBCT)
Blackboard CE is the course management system (CMS) used at Benedictine University to provide online enhancements to traditional lecture/discussion classes and to support blended and online courses. Faculty may use Blackboard to deliver course materials, maintain an online grade book, conduct threaded discussions, present and grade online quizzes, distribute and collect homework assignments, and direct students to course related web sites. (Some online programs use the Angel CMS rather than Blackboard. Angel support is provided via the toll free number 866 291-1166.)

Blackboard User Names and Passwords are the same as Network IDs and Passwords. If a user's first access to campus network resources, including Blackboard, is from off-campus, a prior password reset is required. The Student password reset page is http://www1.ben.edu/stuadmin/. The Faculty/Staff password reset page is http://www1.ben.edu/benadmin/.

Logging in to Blackboard loads the participant's personal Blackboard Home Page (called the myBlackboard page). Links to all the participant's Blackboard courses appear on the myBlackboard page.

Blackboard is accessed using a full-featured web browser by using http://www1.ben.edu/blackboard.

Blackboard workshops for faculty are offered regularly throughout the academic year. Faculty may also contact Eileen Clark, Professional Development Coordinator (eclark@ben.edu or 630 829-6576) to arrange one-on-one training. Blackboard support materials are available at http://www1.ben.edu/programs/TLC/Blackboard.asp and video tutorials for faculty are available at http://www1.ben.edu/programs/TLC/Bb%20Tutorials.asp.

Faculty may submit the form at http://www1.ben.edu/BbCourseRequest to request creation of Blackboard courses. Faculty must use that same form each term to insure students are correctly enrolled in Blackboard courses.
AV equipment in addition to what is permanently installed in classrooms and/or labs can be reserved for delivery to your teaching location or checked out for short-term instructional or professional use outside of the classroom (email: avrequests@ben.edu with details). AV training is available on request. Contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684 to request an AV training session. We do not loan equipment for personal use.

An instructor or staff member must reserve all equipment, even if it is for use by students. If the equipment is used outside of the classroom, the instructor or staff member must sign out the equipment. Your signature on the sign out form means that your Department accepts financial responsibility for any and all damages to the equipment, regardless of the nature or cause of the damage.

<table>
<thead>
<tr>
<th>Location</th>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Typical Classroom</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Most classrooms in Birck Hall (BK), Kindlon Hall (KN), Scholl Hall (SH) | • Projection screen  
• Overhead transparency projector  
• Standalone TV (only upon request)  
• VHS video player  
• Network port |
| **EECs (Electronically Enhanced Classrooms)** | |
| KN 124-126, 134-136, 161-164, 225  
BK 104-105, 112, 144, 151, 218, 225-228, 231, 235, 316, 356  
SH 101, 106, 110, 138-139, 202, 205-206, 208, 217, 222-224, 243, 246 | • Projection Screen  
• 1 PC with CD/DVD drive  
• Ceiling mounted data/video projector  
• VHS video player  
• Network port |
| KN 125, 163-164  
BK 104-105, 144, 151, 316, 356  
SH 206, 223  
Krasa Presentation Room | These have a document camera in addition to the equipment listed above. |
| **Computer Classrooms w/ EEC equipment** | |
| KN 227 (25 student PCs in here), KN 244, BK 214, BK 236 | • Projection Screen  
• At least 20 student PCs with CD/DVD drive  
• 1 Instructor PC w/ CD/DVD drive  
• Ceiling mounted data/video projector  
• VHS video player  
• Overhead transparency projector  
• 21 Network ports |
| **Computer Labs – NO EEC Equipment** | |
| KN 228, SH 218 | • 30 student PCs with CD/DVD drive in KN 228  
• 20 student PCs with CD/DVD drive in SH 218 |
| **Mini EECs** | |
| Available only for off-site classes and conference rooms not equipped with a presentation unit. It includes a data projector. | • Projection Screen  
• Laptop with CD/DVD Drive  
• Network Port |
| **Smartboard conference room BK 121** | • 77 inch Smartboard, laptop and projector |
| **BK Lower Level classrooms** | • Document camera  
• DVD/VHS combo  
• Sound distribution amplifier  
• Instructor PC  
• Ceiling mounted data/video projector |
OTHER EQUIPMENT AVAILABLE BY RESERVATION
These items will be delivered and setup in your classroom by the AV staff. 24 hour advance notice required. All reservations are subject to availability of equipment.

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portable presentation unit</td>
<td>Laptop with portable LCD projector, perfect for small classrooms and meeting rooms.</td>
</tr>
<tr>
<td>Audio tape recorders/players</td>
<td>Upon request. Limited availability.</td>
</tr>
<tr>
<td>Camcorders (digital)</td>
<td>Mini-DVD type for faculty and staff checkout only. Mini-DV for event recording only.</td>
</tr>
<tr>
<td>Digital cameras</td>
<td>Only one available and only upon request.</td>
</tr>
<tr>
<td>Overhead projectors</td>
<td>Upon request. Limited availability.</td>
</tr>
<tr>
<td>TVs</td>
<td>Upon request. Limited availability</td>
</tr>
<tr>
<td>VCRs</td>
<td>All VHS (found on most classroom EECs)</td>
</tr>
<tr>
<td>Portable screens</td>
<td>Can be ordered for special events and meetings</td>
</tr>
<tr>
<td>Sound systems</td>
<td>Small, medium and large. Wired and wireless microphones. Sound system setup for a large event can be complex; requires careful pre-planning by event organizer in consultation with AV staff. Do not assume &quot;it can be done&quot; without consulting the AV staff.</td>
</tr>
<tr>
<td>Laptop Computer</td>
<td>Available for short term loans only (1 week or less) to faculty or staff who are traveling. NOTE: a favorite use of these machines is to access email when away from the campus. In order to do this you (a) need to have your own isp (internet service provider) and (b) you need to check out the equipment a day in advance so that you can load any isp software that you need in order to connect.</td>
</tr>
<tr>
<td>Flip Charts/Easels</td>
<td>Flip chart paper is provided at no cost to the departments. Markers and paper are provided.</td>
</tr>
</tbody>
</table>

EQUIPMENT AVAILABLE IN LABS FOR FACULTY AND STAFF

<table>
<thead>
<tr>
<th>Scanning/OCR</th>
<th>A scanner for student use is in KN 228. Faculty/staff are welcome to use it too.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD Burning</td>
<td>All of the PCs in the Tech Training Room KN 145 include a CD writer (burner) for faculty and staff use. The University requires users to follow all copyright laws.</td>
</tr>
<tr>
<td>Test Scoring Device (Scantron)</td>
<td>A Scantron connected to a PC (which holds test-scoring software) is available in the second floor of the Library in Kindlon Hall room 232 (near the Helpdesk office) for faculty and staff use.</td>
</tr>
<tr>
<td>Color Printer</td>
<td>A number of individual departments have a color printer in their offices. Check with Office Services to see if one is available for your use.</td>
</tr>
</tbody>
</table>

MEDIA SERVICES
Our Audio Visual “Department” is not staffed to provide many media services but we will do our best to accommodate you. What we (and other offices on campus) can do:

<table>
<thead>
<tr>
<th>Audio copying</th>
<th>We can make duplicates of audiotapes in modest quantities. You must provide (a) Proof of license to make copies and (c) plenty of lead time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video (VHS/DVD) copying</td>
<td>We can also make duplicates of videotapes in modest quantities. However we cannot duplicate DVD/VHS media having copyright restrictions. You must provide (a) Proof of license to make copies and (b) blank tapes. Contact audio-visual at <a href="mailto:avrequests@ben.edu">avrequests@ben.edu</a> to use this service.</td>
</tr>
</tbody>
</table>
OFF CAMPUS AUDIO VISUAL EQUIPMENT LOAN FORM

POLICY:
The Audio Visual Services Department will provide AV equipment for loan to all Faculty and/or Staff members for professional use only, if the requested equipment is available.

PROCEDURE:
1. Reservations must be sent electronically via Benedictine University’s email at least 36 hours prior to the date(s) needed to avrequests@ben.edu.
2. The borrower must come to Kindlon 167A and sign out the requested AV equipment. An IT staff member will also sign the form stating the equipment is in working condition.
3. Equipment may be loaned for up to one (1) week pending availability.
4. The borrower must return the equipment in the same condition that it was received and must return it no later than the return date specified. At that time the borrower and the IT staff member will sign the form stating the condition of the equipment.
5. The borrower’s department is financially responsible for the equipment while in their possession and must report any problems with the loaned equipment when returning it to the AV Services Department located at Kindlon Hall Atrium, room 167A.

<table>
<thead>
<tr>
<th>Name of Borrower:</th>
<th>Today’s Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Borrower:</td>
<td>Extension:</td>
</tr>
<tr>
<td>Date(s) Equipment Reserved:</td>
<td></td>
</tr>
<tr>
<td>Equipment Needed:</td>
<td></td>
</tr>
<tr>
<td>Model/Serial Number:</td>
<td></td>
</tr>
<tr>
<td>Accessories:</td>
<td></td>
</tr>
</tbody>
</table>

Return Date of Equipment: ________________________
Check Out - The above AV equipment is in working condition.

_______________________  ________________
Signature of Borrower     Date

_______________________  ________________
Signature of IT Staff      Date

Signature of Supervisor

Date

By approving this request your department agrees to be responsible for the equipment that will be checked out. If pieces of the equipment are not functioning when returned, or are not returned the department will be responsible for the replacement/repair cost.

Return - The above AV equipment has been returned in working condition.

_______________________  ________________
Signature of Borrower     Date

_______________________  ________________
Signature of IT Staff      Date

If the equipment is not in working condition, please specify why:

_______________________________________________________
1) Communicating
   a) **Benedictine University is an email-driven communications network organization.**
   b) Almost all of the official notices from administrative offices are distributed solely via email.
   c) Advance warnings about and information about systems outages, computer lab availability, etc., are distributed solely via email.
   d) We use Microsoft Exchange as our email system. It is accessible from your office PC as a client based system (through Outlook); it is reachable from any PC with an Internet connection via a web browser. Instructions for web-based use are on page 12 in this document.
   e) **It is very important for us to have an email address for you.**
      i) **Full-time Faculty** – You are expected to have a ben.edu email account that is the primary means of communications on campus. See “Computing on Campus” below to learn how to obtain your account.
      ii) **Adjunct Faculty** - If you do not have any email access, contact Helpdesk at helpdesk@ben.edu or at 630 829-6684.

2) Finding People
   a) The Online Telephone Directory is available at www1.ben.edu; click on Directory. Due to privacy law restrictions we do not have an online student directory.
      • You may search by department or by any string. The search engine accepts wildcards. Read the Help on Searching link if you have problems finding someone.
      • You may print a simple alphabetical listing by leaving the search boxes at the default settings and clicking the SEARCH button. You will get a complete listing that you can then print out if you wish.
   a) Outlook email Address Book contains
      • A Global list of all accounts on the system.
        o Faculty and Staff accounts are all in the format lastname,firstname.
        o Student accounts are all in the format firstname_lastname.
      • We maintain a series of public group mailing lists. Each of these is preceded by a “#” sign to identify them as a mailing list. Groups are hierarchical – i.e., there is a #Arts & Sciences, a #Education and a #Business, Professional and Technical list. Due to issues related to spam, viruses, and complexity with maintaining accurate lists, several ”#all” groups are now restricted. To get messages to the entire community please forward the message to your Dean or Director for distribution. Additionally, you can contact the Marketing Coordinator (630 829-6190) to have your message included in the weekly Campus Notebook.

3) Computing on campus
   a) Equipment Provided:
      i) **Every full-time faculty** member is assigned a PC with standard software load, and access to the campus network and to the Internet. All faculty print to shared network printers.
      ii) **Adjuncts** - The office facilities and equipment available for adjunct faculty varies greatly, so what we say here may or may not be of use to you.
   b) Benedictine supports only Windows PCs (no Macs or Linux).
   c) All PCs are loaded with the standard software: Windows, Microsoft Office 2007 Professional (Word, Excel, Access, PowerPoint, Outlook, Visio and Publisher), Norton Anti Virus, Internet Explorer and Mozilla Firefox. Certain other special purpose software may be available via the local access network (LAN) or may be loaded locally.
d) **Account Setup** - Each faculty member has a personal account on the LAN that includes an email account and a network directory (referred to as your H: drive). Faculty may also have access to shared departmental network drive space (S: drive). Access to PeopleSoft is available upon request from your supervisor; access rights are set to match your needs.

- Account setup is **not automatic**. Your department head must complete an Access Request Form (available at S:\University Info\Forms\User Account Request\Access Request Form or online at [http://www1.ben.edu/it/fs_forms.asp](http://www1.ben.edu/it/fs_forms.asp)) and email it to helpdesk@ben.edu.
- The Benedictine **data network is segmented for security purposes**. The three segments are Faculty/Administrators, Student, and Dorm. All faculty should have an account on the Faculty/Administrators segment. We offer remote access to our networks via [http://webvpn.ben.edu/](http://webvpn.ben.edu/).

e) If you want to save an email or its attachment permanently you must:

- **Save** the email or the attachment outside of the Outlook/Exchange environment. [Note that just saving the email does NOT save its attachment] – **OR** –
- **Archive** your email. Directions for setting up automatic archiving are on the Information Technology web page and on page 14 in here. [Archiving can only be done on an on-campus PC running the Outlook client; it does not work via the web access version.]

f) All hardware and software support comes via the Helpdesk at helpdesk@ben.edu or at 630 829-6684.

4) **Training**

a) Information Technology offers scheduled group training sessions in all of the standard productivity software (Microsoft Office major applications and Windows). Schedules are announced via email or call the Helpdesk.

b) Personal one-on-one consulting sessions are available for the standard software packages for advanced topics or for special projects. Contact the Helpdesk to request a consultation.

c) **AV and Classroom presentation technology training is available on request.** We **urge** all faculty to request a personal training session prior to using any in-classroom presentation technology. Contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684 to request a training session (a session would typically last about 30 minutes). Sessions can be scheduled days, evenings or weekends, as we have AV staff on duty at all of those times. However, we cannot schedule training from 5:00 pm – 6:30 pm M-Th as these are the busiest times for AV setups.

5) **Computing – in the classroom - Logistics**

a) **Do not attempt to use any PC-based classroom technology unless you first take the time to learn how to connect and use the equipment.** Contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684 to schedule a personal training session (30 minutes or so is all that is needed).

b) **Installing software - Classroom and lab PCs are LOCKED. You cannot permanently install software on them** – as soon as the PC is rebooted, anything you install is deleted. We do this to protect the machines from tampering and to insure that the machines run reliably. If you want to run specialized software for a class, you need to provide it in advance (July for Fall terms, November for Winter/Spring terms and April for Summer terms) to the **Helpdesk**. If you bring in software a week or so in advance, we will make a good faith effort to install it on instructor’s machines (only – we will not install it on student lab machines), but not guarantee that it will run. If you show up the day of a class with software, we cannot accommodate your request, as loading software on machines with dozens of other programs is always a risky proposition.

c) **Portable computer/data projection systems** - You may request a portable presentation unit which includes a computer and data projector if you wish to use a PC in your classes. Send an email to avrequests@ben.edu at least 24 hours in advance. **Note: we have a limited number of these. They are scheduled on a first come first served basis.** If you have a specific date when you
absolutely need a unit, schedule as far in advance as possible. Also, if you schedule a portable presentation unit and then realize that you will not need it, please CANCEL the reservation via the Helpdesk (630 829-6684) or send a message to avrequests@ben.edu.

d) Network and Internet access - Almost all classrooms have a single network port. Presentation units can be connected to the network. **Classroom network ports are normally part of the “STUBEN” (student) network segment**, so if you want to access network software or files saved on a network drive you will need to login on the “BEN” domain.

e) **Permanently installed data/projections systems** - If you utilize a PC in every or nearly every class you can ask to be scheduled in an EEC (Electronically Enhanced Classroom). Make this request via your college’s scheduling representative and make the request as early as possible – there is not an unlimited number of EECs available. See list on page 21.

f) **Classrooms with PCs for students – continual use** - Kindlon 244, Kindlon 227, Birck 214 and Birck 236 contain at least 20 PCs plus an instructor station and data projector for use by classes that require students to have access to a PC during class. These rooms are scheduled for the entire duration of a class (i.e., every class meeting is held in one of these rooms). Contact your college’s scheduling representative if you want your class scheduled into one of these rooms. **NOTE:** maximum enrollment in any class in these rooms is 20. These rooms are connected to the “STUDENT” segment of the network and have different access rights. You must have a network segment account established for you to logon to these PCs. Contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.

g) **Classrooms with PCs for students – occasional use** - You can ask to have your class scheduled in Kindlon 227 on an occasional basis. This room has 25 student PCs plus an instructor station. You may reserve this room for occasional use by contacting the scheduling coordinator in the Registrar’s Office at 630 829-6334.

h) **Classroom computing emergencies** - use a cell phone or a classroom telephone to contact the AV team directly in the event of a problem. On weekdays or weekends call 630 829-6610 and indicate that the problem is a “Class in session – Priority 1” call.

6) **Computing - in the classroom – Developing Web-Based Technology-Enriched Materials**

a) Like almost every organization, the development of web pages at Benedictine is a shared responsibility.

b) Obtaining an account to post basic web materials – contact the Associate Director of Online and Electronic Communications Nadia Darwish (630 829-6093) in Marketing and Communications.

c) **Blackboard** is the accepted and supported standard teaching tool for placing course materials online. Blackboard includes a number of features (such as threaded discussion lists, online chat rooms, grade book, syllabus posting and the ability to include just about any type of web page or link you want to use).

- Contact Eileen Clark at 630 829-6576 if you are interested in obtaining a Blackboard account and/or if you need assistance in learning how to use Blackboard.
- An extensive online Help package (in addition to Blackboard’s own online help) supports users of the program.

8) **Course-specific specialized software:**

a) All funds for technology purchases flow from a central technology budget.

b) Faculty must request academic software items during the normal annual budget development cycle.

c) Software must be available to Information Technology 2-3 months prior to the start of a term in order to load and test it (typically the deadlines are early July for fall terms, early November for winter/spring terms, and April for Summer terms). The long lead-time reflects the complex process of “building an image” of the dozens of programs on student PCs.
d) If you provide software to be loaded on the network you must also provide adequate evidence of the appropriate licenses. Information Technology will not load or allow others to load any software without the proper number of licenses.

e) We try to make course-related software available on all student accessible PCs. We have installed and are using a license control software system so the number of copies we need for a given product will depend on the number of students expected to use it at any one time.

f) **All student lab PCs are equipped with “software locks”**. These allow students to download anything they want, install anything they want, change any settings they want, save any files they want – but everything they do is erased the next time the PC is rebooted. This is the only way we have been able to keep student lab PCs functional for more than 24 hours.

9) Computing – Students

a) Students have access to PCs in Kindlon 228, Scholl 218 and the Library (typically) 8:00 AM until 10:30 PM (shorter hours on weekends and in the summer; hours may stretch at the end of the semester). They also have 24-hour access to PCs in Krasa Center. Resident students have 24-hour access to PCs in Ondrak, Neuzil, and Jaeger residence halls. All of these PCs are configured in the same way as those in teaching classrooms.

b) We provide **every** student with a personal account (network and email) on the LAN. Note that many students do not routinely use their Benedictine email accounts. They arrive with a personal account already established. If you want to communicate with these students you are advised to **require** every student in your class to use their Benedictine email account.

c) Every student must use his or her personal account in order to use any network services on any Benedictine-supplied PC on campus (i.e., printing, network drive access, network-loaded software, email).

d) If you teach in a computer classroom we strongly advise you to include as a requirement in your course syllabus that every student obtain and test their network account by the start of the second class meeting.

10) Audio-Visual Equipment

a) Information Technology provides most standard AV equipment. See page 22 for a complete list. *Flip chart markers and media (tapes/blank CDs) are the responsibility of the requesting person.*

b) The Audio Visual team also delivers and sets up the conference phone for large conference calls.

c) Most classrooms have as standard equipment an overhead projector, TV, and VCR. See page 21 for a complete list.

d) **Reserving AV Equipment:**

- Reserve all AV equipment via email to avrequests@ben.edu at least 24 hours in advance for routine requests and **at least a week** in advance if there is any particularly complex or sophisticated setup required.

- **Be sure to include complete information. In order to provide you excellent service we need to know:**
  1. Your name
  2. Your telephone number and email address
  3. Your class name, number and section
  4. The room and building you teach in
  5. The START and STOP times of your class or event

- If we lack complete information we may not be able to serve your needs.

e) Making AV Services work is a challenging part of Information Technology. It requires the cooperation of every requestor. We typically have only one person on duty in audiovisual operations. That person cannot be everywhere at once.
If equipment is broken, report it immediately to 630 829-6610.
Do not “borrow” equipment from another room.
If you notice multiple TVs or overheads in a room, please report it to 630 829-6610.
If you notice that equipment is missing from a room, report it to 630 829-6610.
Schedule your needs in advance.

f) Our AV department is not a full-service production department but we can provide some services:
   - We can duplicate audio and videotapes in small quantities (and with the appropriate copyright issues handled by you). Large quantity jobs will be subcontracted at your department’s expense.
   - We normally do not do videotaping (we deliver cameras; you provide a student to do the taping), as we lack the staff for this task. But for special events it might be possible based on availability of staff.

Videoconferencing availability
Videoconferencing is becoming increasingly popular as a way to facilitate meetings, and save time and money on travel and accommodation. It can make meetings easier to arrange, overcoming some of the difficulties of getting people from different places together at same time.

Videoconferencing is commonly used for:
- Interviewing prospective students and staff
- Research group meetings
- Business meetings
- Teaching and distance learning
- Presentations
- Seminar presentations to remote audiences
To set up a videoconference, call the AV Coordinator at 630 829-6692.

11. Telecommunications
a) All full-time faculty have a telephone number assigned [your department head must request a telephone account on the same form as the computer account setup]. If you do not have an assigned number, please list the Department’s administrative assistant number as your “on campus” point of contact.

b) Voice mail accounts for Lecturers (Adjuncts) are provided upon special request.

c) Contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684 if you have any telephone questions or problems.
YOU CANNOT SAVE ANY FILES TO A LAB PC.

If you or your students are working on a Benedictine-owned lab PC anywhere on campus, you can download files, install programs, save files, change settings – BUT ALL OF THIS WILL BE ERASED AS SOON AS THE NEXT PERSON LOGS ON – the PC will automatically reset itself to the standard Benedictine settings. This means that any file you saved to the PC’s C: (local hard drive) will be lost.

WHAT YOU OR YOUR STUDENTS SHOULD DO: You have two choices-
Save files to your NETWORK DRIVE (your H: directory). These files will then be available from any other Benedictine supplied PC when you log in there.
Save files to a removable medium of your own. A USB flash memory drive is a good option.

EMAIL IS PURGED AFTER 90 DAYS.

In order to keep the amount of e-mail – which includes messages in the Inbox and Sent Items – within the capacity of your email account, the Exchange server is set to automatically move mail more than 90 days old to your Deleted Items folder. This is an on going routine and you will receive a system generated message about it. You should remove excess material from Deleted Items because, when your account reaches its limit, no more e-mail can be delivered to your Inbox.

WHAT YOU SHOULD DO:
- PURGE unwanted material. Delete it permanently… OR
- SAVE as many messages and attachments that you want to keep to a disk space that is outside of the email system (your H: network drive or a USB flash drive. If you are working on your own personal PC, your C: local drive). Note that saving a mail message to another location does NOT save any attachments – you must save each attachment separately… OR
- ARCHIVE your email on a regular basis to a drive that is backed up. See page 14 in this document for instructions on how to set this up or contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.

ONLY FILES SAVED TO A NETWORK DRIVE ARE BACKED UP.

All files that are stored on your H: drive and your S: drive are backed up on a daily basis by the system administrator. Any files that you save to your local C: drive (such as files that you store to your “My Documents” folder) exist only in that folder. If your local C: hard drive fails, you will lose those files – unless YOU back them up to another drive, such as a removable medium or your H: or S: network drive.

DID YOU KNOW THAT ALL DRIVES AND DISKS FAIL…SOONER OR LATER?

In other words, if you choose to save files only to your C: drive on your own PC or only to a flash drive when working on a Benedictine PC (flash drives have been known to fail too) there is a very high probability that at some time you will lose some or all of your valuable documents -- and the days, weeks, and months of work that went into creating these documents.

WHAT YOU SHOULD DO:
- When working on a Benedictine PC, set up your directory structure on your H: drive and save everything to that directory space. All files on the H: drives are backed up every night. For extra protection use a USB flash memory device also.
- For files on your own PC, always make a copy onto another drive or removable medium besides the C: drive. The easy way; keep a USB flash memory drive handy. Every time you finish a document save it both to your C: drive and to the flash drive as well.
What it is:
Spam Digest from Red Condor software is a spam trapping service subscribed to by the University. All faculty, staff and students are enrolled automatically. If you have reason to believe Spam Digest is not working on your email account please contact the Helpdesk at 630 829-6684.

Mail sent to you will be automatically filtered before it arrives in your inbox and the spam will be stored in an online quarantine. You can safely view your quarantine anytime you like without risk from fraudulent and dangerous email.

How it works:
Each day, you will be emailed a Spam Digest that includes the suspect email in your personal quarantine. Only suspect email that has arrived since the previous digest is included in each new Spam Digest. Review the contents of the Spam Digest. If you see something you want, simply click the Release button to send it to your regular inbox. There is no need to delete the unwanted email you see in your Spam Digest. You can adjust your personal email filter settings or search your quarantine by visiting your Personal Dashboard. A link is provided in each Spam Digest that will take you to the Personal Dashboard. No password or login ID is required.

To learn more, please read the Frequently Asked Questions at [http://www.redcondor.com/support/](http://www.redcondor.com/support/).

**Important Note**
To ensure you receive your Spam Digest, it is important that you turn off the “Junk Mail” feature in your University Outlook account. To do that, log into your mailbox, click the “Options” button, scroll down to the “Privacy and Junk E-mail Prevention” section, and uncheck the box for “Filter Junk E-mail.” This will allow the new messaging security system to properly filter your mail.