KENNESAW STATE
UNIVERSITY
UNIVERSITY INFORMATION
TECHNOLOGY SERVICES

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KSU
Technology Guide
for Faculty & Staff

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Contents

01

Getting Started: IT at KSU

University Information Technology Services (UITS) is Kennesaw State University's IT division. We manage KSUmail, NetID, wireless and wired internet connections, and phones, as well as KSU-provided hardware such as laptops, tablets, and audio-visual equipment. UITS supports all Owls by ensuring University technology works seamlessly for you!

Technology Support

When you have questions or concerns, UITS is here to assist!

Contact the KSU Service Desk

The KSU Service Desk is the point of contact for technology support for all KSU Owls. Our friendly team is available in-person on campus, by phone, or by email to assist directly with your technology needs.

> *To ensure smooth and secure assistance, the KSU Service Desk uses video calls and two-factor authentication (Duo) to verify your identity. We will never ask for your password.*

(?) Find Answers to Your Technology Questions

Technology self-help: For quick answers to frequently asked questions, please consult the Knowledge Base.

Throughout the Tech Guide, the question mark icon indicates a link to the Knowledge Base.

ONLINE
service.kennesaw.edu/technology

EMAIL
service@kennesaw.edu

PHONE
470-578-6999

IN PERSON

Sturgis Library, Suite 4500 (Kennesaw)
Academic Building, Lower Level (Marietta)

See PAGE 66 for hours

Accounts

Username: NetID

NetID is the username for centralized access to KSU campus resources. It is formatted as the first initial of your first name and a portion of your last name, often followed by numerals. This username will be used to gain access to most campus-supported technologies.

> *Your NetID password expires yearly. You will receive email reminders to your KSU email address starting 30 days prior to the expiration date.*

Two-Factor Authentication: Duo

Duo provides robust two-factor authentication to enhance the security of personal and university data for all Owls. With two-factor authentication, you will log into KSU services using your KSU email address and password, then you will securely confirm your identity via Duo on your phone or other mobile device. (See page 26.)

> ***We strongly recommend registering more than one device*** *because this will ensure easy access to multiple authentication methods in the event that you do not have access to your primary device.*

How to Find Your NetID

Please visit our website to watch the video.

Email: KSUmail

Your KSUmail address(NetID@kennesaw.edu) will be the primary way colleagues and students get in touch with you. Your KSUmail password is the same as your NetID password. You can set up KSUmail on your phone as well as your computer. (See page 08.)
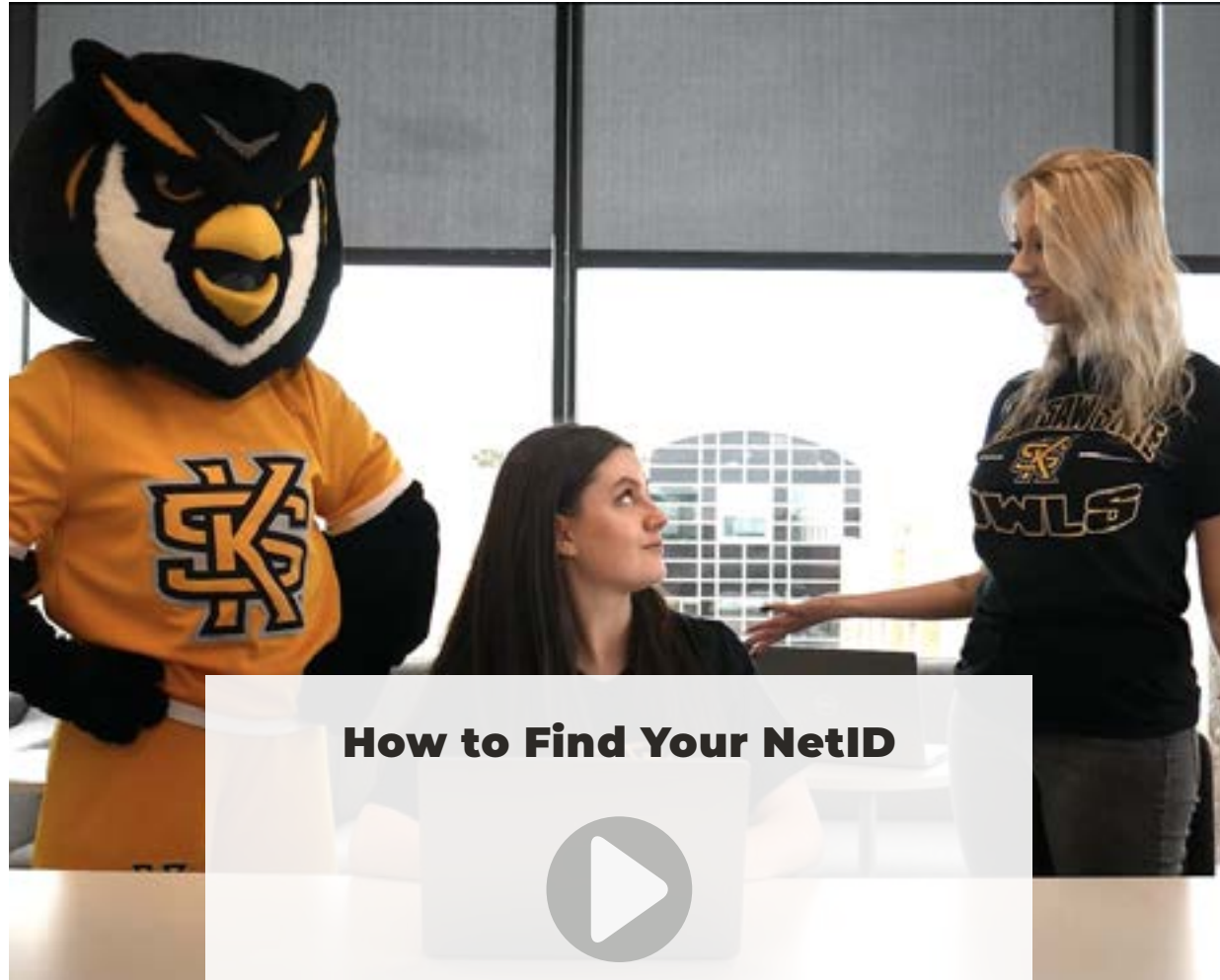
Microsoft 365

With your KSU credentials, you can install Microsoft 365 on up to five computers.

> ### How to Access Microsoft 365
>
> *Log in to your Microsoft 365 account at microsoft365.com to view all the software that is included within the installation package, see how many installations you have left, and deactivate installs on one computer to use it on another.*

Most commonly used applications:

KSUmail (Outlook)	Calendar	Teams	Word
Excel	PowerPoint	OneDrive	OneNote
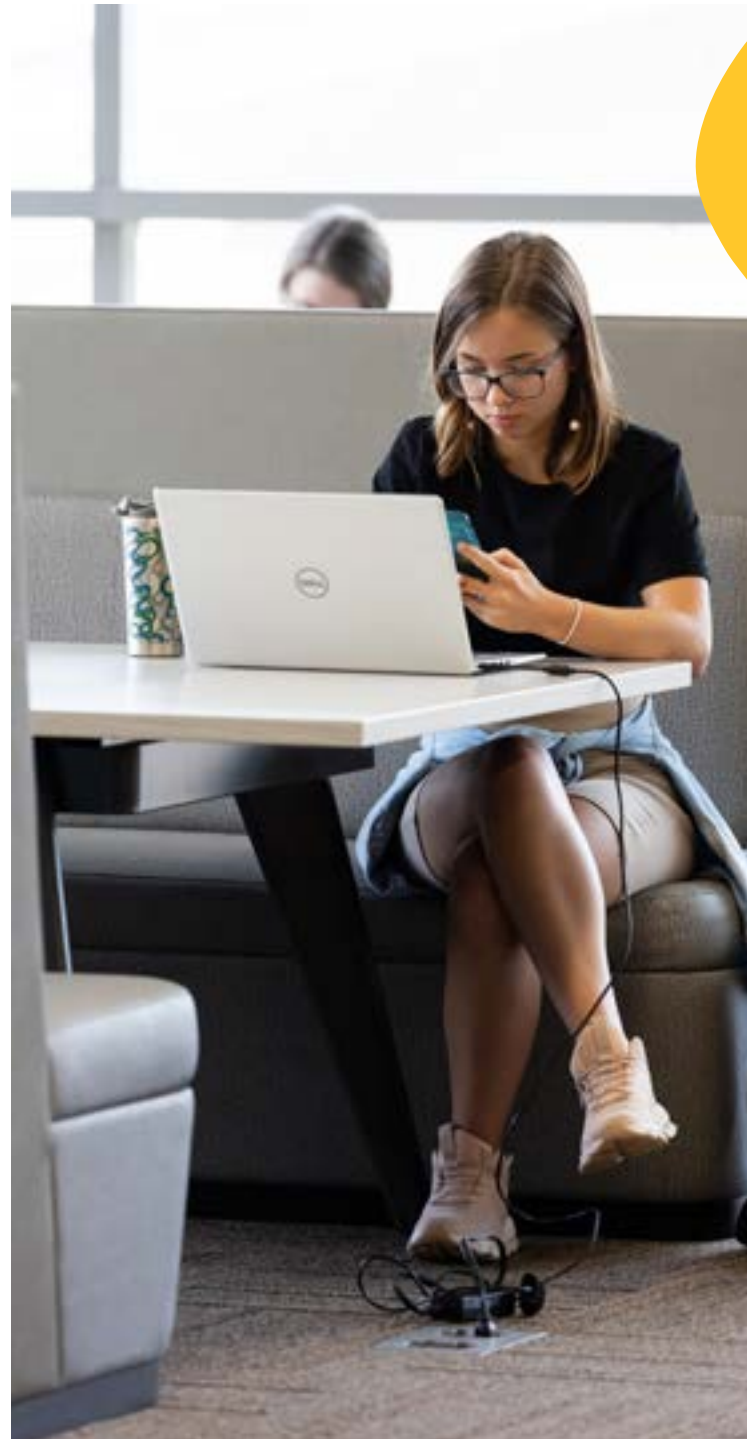
Internet

Connect to the internet using KSU's Wi-Fi network using your NetID and password.

Security Overview

Two-Factor Authentication

KSU uses Duo to enhance data security. To learn more about Duo, check out page 26.

Cybersecurity Awareness Training

In accordance with University System of Georgia (USG) policy, all KSU employees are **required** to complete Cybersecurity Awareness Training twice annually, in Spring and Fall. (See page 30.)

New KSU employees also must complete additional training in their first 30 days of employment. For more information about required training, please see HR's website.
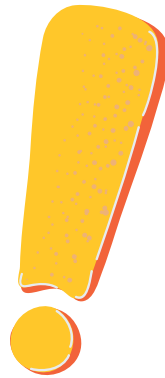
Emergency Communications

In the event of an emergency, you will receive emergency alerts via text, email, and/or desktop notifications. (See page 12.)

Virtual Private Network (VPN)

Use KSU's VPN to securely access internal web resources from off campus. (See page 27.)

What is Duo?

Please visit our website to watch the video.

How to Get Technology at KSU

KSU provides a variety of hardware and software resources for faculty and staff. For more information, including instructions for requesting technology hardware for new employees, see <u>page 17</u>.

Research Technology

Learn about the technology available to researchers, including KSU's High-Performance Computing resources and KSU's connection to Southern Crossroads (SoX). (See <u>page 56</u>.)

Questions about your Talon One Card? Please view information at the <u>Talon One Service Center</u>.

02

Communications Technology

Communications technology is essential to delivering on KSU's commitment to fostering connectivity, innovation, and collaboration. The University's communication applications and infrastructure support diverse academic and research activities, enabling seamless interaction among students, faculty, and staff.

Email: KSUmail

You can sign in to KSUmail, the university-provided email service, on your computer, tablet, and phone. Your KSUmail username is [NetID]@kennesaw.edu, and your password is the same as your NetID password.

Getting Started with KSUmail

For your convenience and to serve your preferences, there are multiple methods of accessing your KSUmail account:

- **Access KSUmail on the Web**: ksumail.kennesaw.edu

- **Outlook Desktop Client for PC and Mac**—This is the method UITS recommends for faculty and staff accessing KSUmail from a non-shared office computer.

- **Mail Client for Mac**—Apple's built-in MacOS mail client

- **Default iOS and Android Mail Applications**—UITS recommends these methods for accessing KSUmail on your mobile devices.

- **Outlook App for iOS and Android**—Microsoft's dedicated Outlook application for mobile devices, available from your mobile device's app store.

Email is the official method of communication at KSU; all announcements and business-related correspondence are shared by official KSUmail accounts.

(?) *For answers to common questions about KSUmail, search the Knowledge Base, where you can find short articles with answers to common technology questions.*

Microsoft Teams

KSU students, faculty, and staff can effortlessly communicate and collaborate using Microsoft Teams anytime and anywhere. Integrated with Microsoft 365, Teams makes it simple to chat, co-author documents, and hold virtual meetings, enhancing productivity and connectivity across our community.

⑦ How to navigate the Microsoft Teams interface

Phone Services

Teams Calling

Managers of new employees are encouraged to sign employees up for Teams Calling rather than traditional desk phones. Because Teams Calling is fully integrated within Microsoft Teams, it provides flexible and easy-to-use service, enabling Owls to place and receive calls internally as well as externally.

How to Request Teams Calling for an Employee:

1. Navigate to service.kennesaw.edu/technology.
2. Select **Service Request**
3. In the left-hand menu, select **IT Equipment Services**.
4. Select **Teams Calling Plan** or **Phone Request** and complete the form to submit your request.

Cellular Devices and Services

All University-supported cellular devices and/or service must have prior approval from the Chief Information Officer.

How to submit a request for prior approval:

1. Navigate to uits.kennesaw.edu/devices.

2. Determine whether you need only a device or a service plan, or both.

3. Fill out the Cellular Device and Service Request Form.

Please note that in addition to the requestor, the requestor's supervisor and budget approver need to be named on the form and must sign the form.

KSU News and Updates:
KSU Weekly Feed

The Weekly Feed is KSU's official digest of events, information, and announcements. UITS uses this platform to share technology news and updates, as well as information about upcoming technology workshops for faculty and staff.

For more information about the Weekly Feed, including guidelines and instructions for posting announcements, check out the KSU Office of Strategic Communications website: Internal Communications.

Check out UITS's Weekly Feed webpage for recent technology announcements and updates, and watch for our upcoming posts each Monday in the KSU Communication email.

Emergency Communications

KSU Alerts—RAVE and Alertus

KSU's comprehensive notification systems, RAVE and Alertus, promptly alert students, faculty, and staff in emergencies. These systems are managed by the KSU Office of Emergency Management and utilizes outdoor sirens, emails, texts, voice calls, desktop alerts, the university website, and social media. Their purpose is to ensure timely and relevant emergency communication for the entire campus community.

Please note that RAVE alerts will be sent to the phone number you have listed in OneUSG Connect for emergency notification, so it's important to keep that information updated. You should also ensure your number is marked as a mobile phone number so you will receive texts as well as phone calls in an emergency.

? *Ensure your phone is set up to receive emergency alerts.*

Need to change your preferred language for emergency alerts? Follow these instructions.

For more information, see the Office of Emergency Management's website.
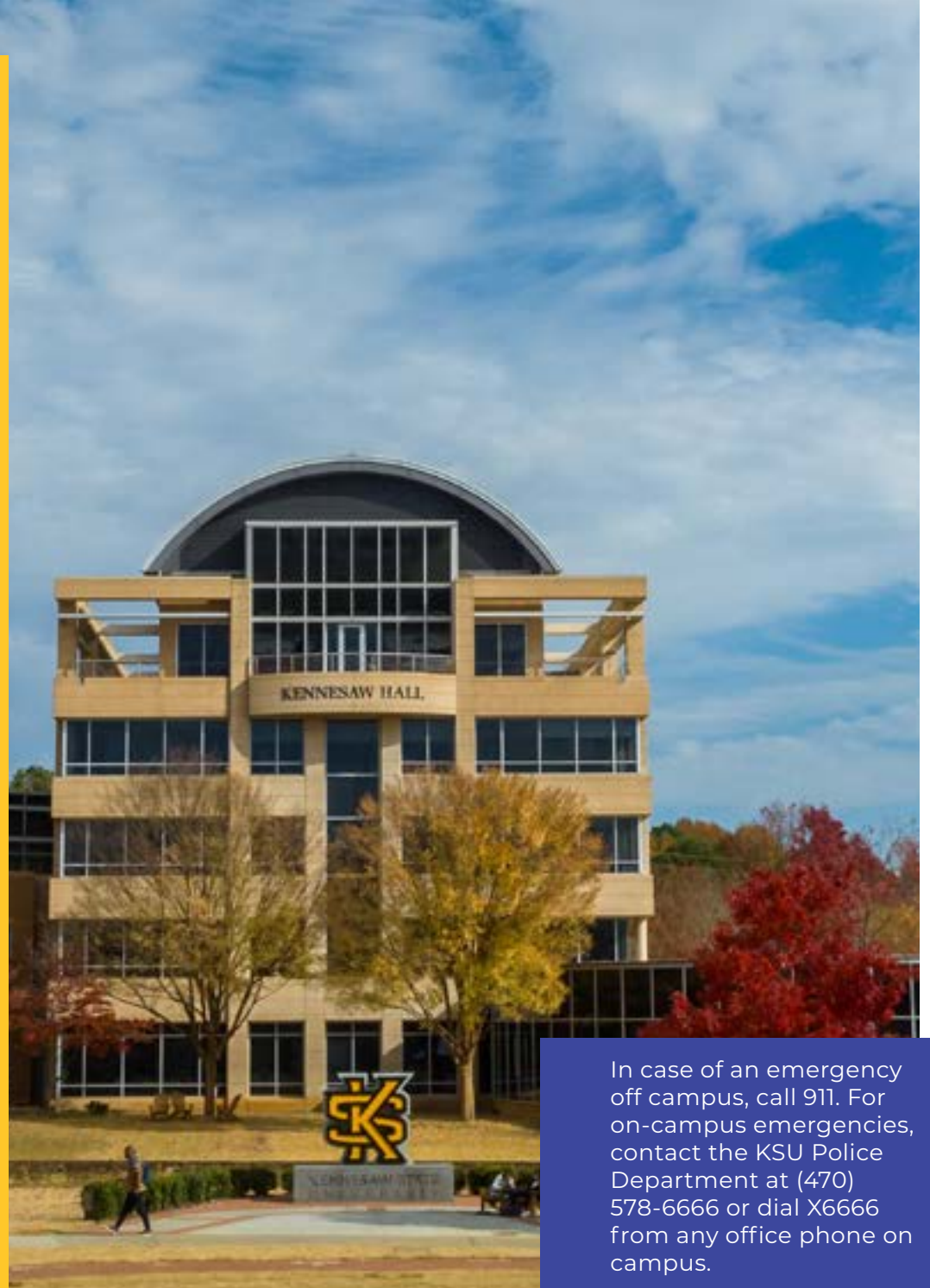
In case of an emergency off campus, call 911. For on-campus emergencies, contact the KSU Police Department at (470) 578-6666 or dial X6666 from any office phone on campus.

LiveSafe

LiveSafe is a free app that provides students, faculty and staff with a direct connection to campus police. Its easy-to-use features help you stay safe every day. <u>Learn more or download LiveSafe</u>.

03

Connecting to the Internet

KSU Wi-Fi

Owls: How to Connect to KSU Wi-Fi

Connect to KSU's Wi-Fi using your NetID and password.

Note: Windows Wireless Manager must be enabled and any third-party wireless managers should be disabled.

> *Note: Windows Wireless Manager must be enabled and any third-party wireless managers should be disabled.*

- [Guidelines for turning off the DW LAN / Dell Wireless WLAN utility manager](#)
- [Guidelines for turning off the Intel PROSet Wireless utility manager](#)

(?) Follow these instructions to connect to KSU Wi-Fi with . . .

- [Windows 11](#)
- [macOS](#)
- [iPad](#)
- [an iOS Device (iPhone or iPad)](#)
- [an Android Device](#)
- [a Chromebook](#)

You can connect to the KSU Wi-Fi on any of your devices that support 802.11a, 802.11g, or 802.11n. You can determine whether your device supports these standards by searching in your device settings. **Most users never need to worry about this since most modern devices are using these standards.**

Nerd Alert: The 802.11 technology is a family of wireless networking standards. The letters a, g, and n are related standards.

How to Connect to KSU Wi-Fi

▶

Please [visit our website](#) to watch the video.

Guests: How to Connect to Guest Wi-Fi

Guests can connect to the guest network by following the instructions here.

Please note that guests have limited bandwidth and are restricted to Internet connectivity through a web browser. Additionally, guests are only able to access the Network between 6 a.m. and midnight.

Eduroam

Do you ever travel to other USG schools? Take advantage of Eduroam, a free wireless service that allows users to connect to campus Wi-Fi through their account no matter which USG institution they may be visiting. With Eduroam, you can use your KSU credentials (email address and password) to connect to campus Wi-Fi at any of the USG's 26 schools.

For more information, including instructions for connecting to Eduroam, check out these Knowledge Base articles.

Wired Connections

If you would like to use an ethernet cable to connect to the internet in your office, please reach out to the KSU Service Desk.

04

Get Technology: Hardware and Software

Standard Technology Hardware

Standard Technology Hardware for Employees

Permanent full-time faculty and staff and limited-term faculty are eligible to receive a standard new computer and basic accompanying hardware including an external monitor, mouse, headset, and keyboard. This technology hardware is provided and paid for by UITS.

Part-time faculty and staff, including student assistants, are eligible to receive a gently used computer—please see below for more information about gently used technology equipment.

Once a new employee has accepted a job offer to work at KSU, their supervisor should submit a request for new technology hardware, and the equipment will be procured and delivered to them by UITS. Three options are available: Dell Bundle, Apple bundle, or custom* machine. All options come with standard accessories: monitor, mouse, and keyboard, and the equipment will be procured and delivered to them by UITS. Three options are available: Dell Bundle, Apple bundle, or custom* machine. All options come with standard accessories: monitor, mouse, and keyboard.
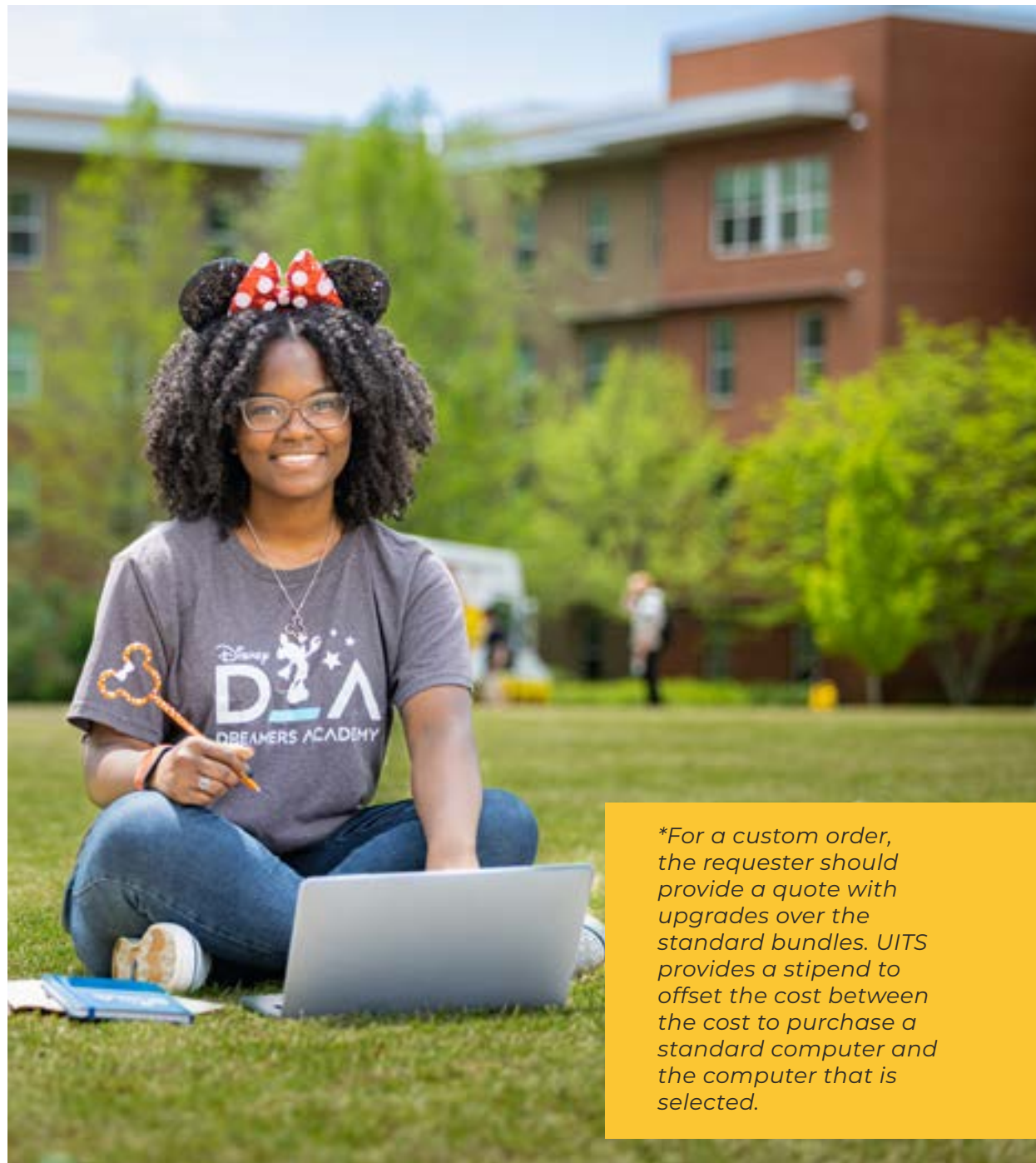
*For a custom order, the requester should provide a quote with upgrades over the standard bundles. UITS provides a stipend to offset the cost between the cost to purchase a standard computer and the computer that is selected.

New Standard Technology Hardware

For your convenience, UITS stocks standard technology hardware to get it to you quickly. These items are available for departmental purchase. Once you select and submit technology hardware to purchase, your department's budget owner will receive a notification to approve your purchase. Once approved, we will process the order and contact you for delivery.

Additional IT equipment—including printers, tablets, computers, keyboards—is available for departmental purchase from UITS.

Gently Used Standard Technology Hardware

Faculty and staff can request gently used computers and other technology hardware through the Technology Service Portal at no departmental cost: Gently Used IT Equipment Catalog. Please provide a business justification as quantities are limited.

Please note that gently used technology hardware is available on a first-come, first-served basis, pending justification and stock. If we cannot fill your order, we will contact you to offer a replacement if one is available.

If you or anyone on your team needs to purchase or rent technology hardware not previously reviewed and approved by UITS, please see page 22 and page 23.

Standard Technology Hardware Checkout

Is your computer lost or being repaired? Faculty and staff can check out a laptop from UITS. Additionally, you (and your students) can check out audio/visual equipment, including podcast kits, GoPros, video and still cameras, microphones, tripods, and PA systems.

To check out technology equipment, log in to the Technology Checkout Portal and follow the prompts.

> *Please note: Reservations are recommended. Online reservations must be made at least 24 hours before the requested pickup time. Equipment requests made less than 24 hours in advance must be done in person.*

Technology Replacement— Lifecycle Replacement (LCR)

The general useful life cycle of a computer at KSU is 5 years. When your computer is due for replacement, you will receive an LCR notification from UITS to kick off the replacement process.

If 5 years have passed and you have not received notification, or if you are having issues with your computer, you should initiate a service request for repair. UITS will determine whether the computer should be repaired or replaced.

Standard Software

KSU faculty and staff have a variety of software applications, which are available at desktopsoftware.kennesaw.edu.

How to Download Standard Software

Software is available for download at desktopsoftware.kennesaw.edu. To view and download this software, follow these instructions:

1. Navigate to desktopsoftware.kennesaw.edu.
2. Log in with your KSUmail address and password.
3. Choose the software you plan to use for work.
4. A button on the top-right reads Add to Cart, Get Instructions, or Get Access.

If you or anyone on your team needs to purchase new software not previously reviewed and approved by UITS, please see page 22 and page 23.

a. If the button says Add to Cart, click it to add the software to your cart, then view your cart and check out.

b. If the button says Get Instructions, click it to open instructions for installing the software.

c. If the button says Get Access, click it to be directed to an external site where you can access the software.

Non-Standard Technology Hardware and Software

In accordance with USG policy, UITS reviews all new technology hardware and software prior to purchase or rental to ensure it . . .

1. Fits within the technology environment at KSU,
2. Does not pose a security risk, and
3. Does not duplicate technology already available at the University.

If you need to purchase or rent non-standard technology hardware or non-standard software that has not previously been reviewed and approved by UITS, we must review it prior to purchase or rental to ensure it meets the three criteria above. That's where the UITS pre-purchase review and approval (AKA "Technology Approval") process comes in.

Depending on the scale of your purchase and the steps involved to successfully integrate it at KSU, you might need to submit an IT Project Request.

Technology Pre-Purchase Review and Approval (AKA "Technology Approval")

Q: What technology needs to be reviewed and approved by UITS?

A: Per USG policy, UITS is required to conduct a pre-purchase review of and approve **all** technology not previously approved for purchase or rental at KSU, including all . . .

- Hardware, including (but not limited to) computers, printers, scanners, displays, headphones, wireless presenters, webcams, audio/visual equipment such as cameras and microphones, and other technology accessories.

- Software not already provided standard by KSU (Please note that non-standard software is not supported by UITS.)

Q: When should requests for pre-purchase review and approval be submitted?

A: A request for technology pre-purchase review and approval must be requested after a quote has been received but before placing an order to purchase or rent technology. (See page 24 for more information about technology quotes.)

Q: How should I request a technology pre-purchase review and approval?

A: First, you will need a technology quote. Once you have a quote, you should submit a request for UITS to review and approve the technology by completing the Technology Approval form.

*Important: Once technology that has undergone pre-purchase review and received approval from UITS, it has been verified by UITS to meet USG and KSU standards. **However, technology approval is not budget approval.** Because technology is ordered and paid for by an employee's department, the employee must ensure they have budget approval from their supervisor and/or budget owner. All purchases must be made in accordance with KSU's procurement guidelines.*

Technology Quotes

A technology quote is an estimate of how much technology should reasonably cost, and it is required before UITS can review and approve technology as required prior to purchase or rental (see page 23 for more information about technology pre-purchase review and approval).

Once you have a quote—but before purchasing or renting technology hardware or software—follow the instructions on the Technology Approval Form to request a technology pre-purchase review and approval from UITS, as required by the USG.

After UITS has reviewed the technology and you have received technology approval, you can order the approved technology through your department.

For questions or assistance, contact the KSU Service Desk.

*Technology Quotes from UITS: UITS may be able to provide a quote for technology hardware (e.g., for computers, tablets, servers, or audio-visual equipment). **To request a quote from UITS, please complete this form: Quote Request Form.** Please note that UITS is not able to quote all types of hardware; we are limited depending on vendor. UITS can provide quotes for technology hardware from Dell, Apple, CDW, Southern Computer Warehouse (SCW), and B&H. If the hardware you are interested in is from a different vendor, you will need to get a quote on your own and must still request pre-purchase review and approval from UITS prior to purchase or rental.*

UITS does not provide quotes for software (but software does need to be reviewed and approved by UITS, so you still need to provide a quote).

After submitting a quote request, you will receive a quote via email (using DocuSign), usually within two business days (but possibly longer, depending on complexity).

Technology (hardware and software) that has been approved by UITS previously would be considered by UITS to be "pre-approved."

05

Two-Factor Authentication: Duo

Your KSU Password

Virtual Private Network (VPN)

Avoiding Phishing

Cybersecurity Awareness Training

Security

Two-Factor Authentication: Duo

Duo is KSU's two-factor authentication solution supporting the security of personal and university data for all Owls . Two-factor authentication is a method of confirming your identity using two separate elements: 1) Something you know (your NetID password), and 2) something you have (your registered mobile device or landline phone).

How to Set Up Duo

To set up Duo, use your computer to navigate to ksumail.kennesaw.edu. When you log in for the first time, you will be prompted to set up Duo.

Going forward, you will use Duo to verify your identity whenever you sign into KSUmail, D2L, and most other KSU services.

Your KSU Password

Keep your password private! Never share your KSU password with anyone, even if a person says they work for KSU. (UITS will never ask for your password.)

Tips for Creating an Effective Password:

1. Complexity is key: Incorporate a mix of numbers, special characters, and uppercase and lowercase letters. Avoid simple or guessable patterns like "password1234."

2. Uniqueness matters: Use a different password for each account.

3. Length is strength: The longer your password is, the better. Each password should include at least 12 characters.

4. Phrases may outperform words: Consider using memorable phrases or short sentences as passwords—and remember to include numbers and special characters, as well.

5. Passwords should be updated regularly: Change your password every 6–12 months, at a minimum. If you suspect your account has been compromised, change your password immediately. Please note that your KSU password expires yearly. You will receive email reminders via KSUmail starting 30 days prior to the expiration date.

Changing Your Password

As noted above, your KSU password expires yearly, and you will receive email reminders via KSUmail. However, you can change your password prior to the automatic expiration date by logging in to netid.kennesaw.edu.

What To Do if You Receive an Unexpected Duo Prompt?

IMPORTANT: If you ever receive a Duo notification at a time when you're not logging into a KSU application, deny the request and immediately reset your password at netid.kennesaw.edu.

Virtual Private Network (VPN)

KSU's Virtual Private Network creates a **secure connection** between your device and KSU's network, protecting your data as well as the University's. **You should use the KSU VPN any time you are working away from campus—especially when using public Wi-Fi.**

To begin using the KSU VPN, follow these instructions to download and install the VPN software, GlobalProtect, on the device you will be using to remotely access KSU services and/or your office desktop.

Avoiding Phishing

Phishing is the practice of sending fraudulent emails purporting to be from trusted individuals or companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers. Don't take the bait!

If you have mistakenly provided credentials to a confirmed phishing email, please change your NetID password immediately at netid.kennesaw.edu. If you receive a suspicious email not currently in the Phish Market, please forward it to abuse@kennesaw.edu.

Assess Every Email! Follow these tips:

1. Look for [EXTERNAL] in the email subject line. This indicates that the email may come from a non-KSU sender. Does the email address end in "**@kennesaw.edu**"? If not, the email may be a phishing attempt.

2. Don't automatically trust an email sender's display name. Even if the name displayed matches the name of a person you know, check the email address to confirm the sender. Any email claiming to be an employee of the university that does not originate from email ending in "**@kennesaw.edu**" should arouse your suspicion, especially if it claims to be from a person in a leadership position.

3. Check (but don't click) the links to web sites. Hover your cursor over links in the message and note the address. Does the address make sense and match the rest of the content of the email? For example, links to most KSU or USG sites will include kennesaw.edu or usg.edu. The same is typically true of other companies.

4. Check for errors. Attackers are often less careful about spelling or grammar than legitimate senders.

5. Be cautious about attachments. Do not click on attachments that are unexpected or from unknown senders.

6. Beware of urgency. Remember that scammers might try to make it sound as if there is an emergency (e.g., someone needs money right away, your account has been compromised, or someone is in trouble). If the sender is trying to influence you to act quickly, it may be wise to slow down instead.

7. Take time to think it through. Phishers can use company logos, professional photos, and even spoofed email addresses to make their attempts look more legitimate. Take extra caution in reviewing an email that you did not expect to receive and asks you to take action.

Phish Alert Report Button

Reporting suspicious emails is as simple as clicking the "Phish Alert Report" button in your KSUmail application and confirming your submission in the pop-up panel on the right-hand side of the screen.
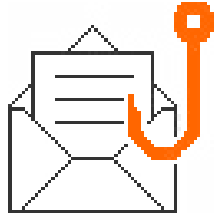
The Phish Alert Report button can look slightly different based on whether you're using Outlook on the Web (ksumail.kennesaw. edu), the Outlook app on your computer, or Outlook for mobile devices. Familiarize yourself with the variations:
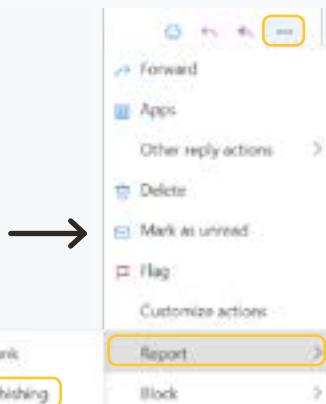
On Outlook Web and Outlook Desktop App
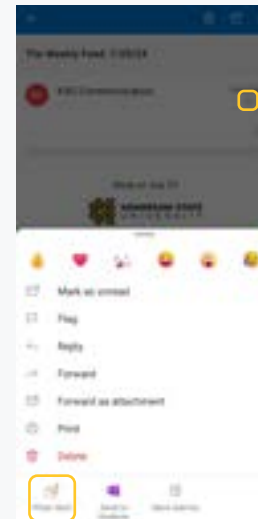
Phish Alert Report Button on Action Bar

Or...

Click Ellipsis on Action Bar to Reveal Phish Alert Report Button
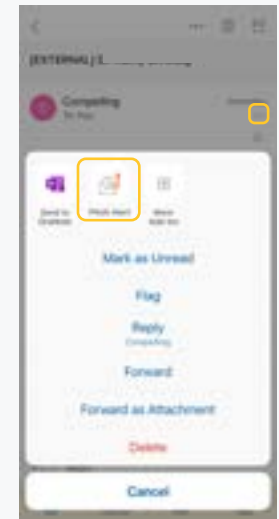
On Mobile Devices

Android

iOS

FAQ:

Q: What happens when I click the Phish Alert Report Button?

A: When you click the "Phish Alert Report" button, another pop-up on the right-hand side of the screen will confirm your choice to report the email. The email will then be deleted from your inbox and forwarded to the Email Security Team for investigation.

Q: What happens if I made a mistake in clicking the Phish Alert Report button and need to access a reported email?

A: If you need to access a message that has been reported, the message can be found in that user's "Deleted Items" folder until it is emptied-which makes the deletion permanent, similar to any other deleted message. As long as the message is still in the "Deleted Items" folder, it can be moved back to the user's inbox.

Q: What if I'm not sure whether an email is a phishing attempt?

A: It's always best to err on the side of caution. If you are unable to verify a sender's unusual or suspicious request in-person, by phone, or through a Teams message, you can report that message by clicking the Phish Alert Report and confirming your submission on the pop-up panel on the right-hand side of the screen. You can also check the Phish Market site for information about any ongoing, campus-wide alerts.

Phish Market

The KSU Phish Market is a selection of phishing attempts made on members of the KSU community. We collect them online for you to peruse so that you are familiar with their foul smell when they hit your inbox.

Cybersecurity Awareness Training

The USG requires all Kennesaw State University employees, including student assistants, to complete Cybersecurity Awareness Training twice annually. You will receive instructions and links via email, and UITS will also post reminders in the KSU Weekly Feed and on social media.

Cybersecurity Awareness Training is available on KnowBe4, the USG-provided cybersecurity training platform, which can be accessed via a link during the designated time period. Cybersecurity Awareness Training is one of the few mandatory trainings not completed in OwlTrain. (See page 40 for more information about OwlTrain.)

KnowBe4
Human error. Conquered.

Student and Employee Information Portal: Owl Express (AKA "Banner")

Learning Management System: D2L

Instructional Resources

06

Student and Employee Information Portal: Owl Express (AKA "Banner")

Owl Express is KSU's employee and student information portal.

Employee Services

Faculty and staff: Log in to Owl Express and select Employee Services to quickly access parking and vehicle information, update your preferred name, make sure you (and employees you manage) are up to date on required training, and more.

Faculty Services

Faculty: Log in to Owl Express and select Faculty Services to view your course schedules and rosters for each class you teach (including photo rosters of your students). At the end of each term, this is where you will post students' final grades.

Please note that courses added to your roster by the registrar typically populate in Owl Express several weeks before they appear in D2L. (For students, classes typically appear in D2L on the day of the first class meeting.)

Check out the KSU Registrar's resources for faculty.

*Do you have questions about teaching at KSU? **Check out these Teaching FAQ** from the KSU Center for Excellence in Teaching and Learning (CETL).*

Learning Management System: D2L

D2L is the USG's Learning Management System. UITS supports faculty needs as you set up and manage course content on D2L.

Find detailed information about course availability, course-related requests (course shell, course reset, third party integration, enrollment), account access, and updates to the D2L system and related technologies here: D2L Information for Faculty and Staff.

Using D2L

Getting Started With D2L

D2L Access:

- Faculty Access to D2L
- Staff Access to D2L
- How to Grant Students Special Access to a D2L Assignment

Course Shells:

- What Is a D2L Course Shell?
- How to Request a D2L Course Shell

Content:

- How to Create a D2L Content Overview
- How to Upload OneDrive Files to D2L Content

Widgets/Home page:

- How to Create and Apply a Custom Homepage in D2L
- How to Customize a Widget in D2L
- How to Add the Teams Meeting Widget to Your D2L Course

Import/export/copy components:

- How to Copy Course Components in D2L
- How to Export Course Components in D2L

Anthology Ally:

- How to use Ally, an accessibility tool integrated into D2L, to enable students to access and download course content in several alternative formats.

⑦ Managing Your Courses

Classlist:

Groups:

Discussions:

⑦ Assessment in D2L

Gradebook:

- How to Create a Grade Item in the D2L Gradebook
- How to Edit Items in the D2L Gradebook
- D2L Gradebook FAQ

Statistics:

- How to View Student and Class Statistics in D2L
- How to View D2L Quiz Statistics
- How to View D2L Discussion Statistics

Assignments:

- How to Choose Submission and Completion Settings for D2L Assignments
- How to Add an Assignment to a D2L Module
- How to Grant Students Special Access to a D2L Assignment

Rubrics:

- Types of Rubrics in D2L
- How to Grade D2L Assignment Submissions Using a Rubric
- How to View D2L Rubrics Statistics

Quizzes:

- How to Build D2L Quiz Questions
- How to Preview a Quiz in D2L
- How To Set D2L Quiz Availability Dates & Conditions

LockDown browser (Respondus):

- How Can My Students Take a D2L Quiz that Requires the Respondus LockDown Browser?
- How to Access LockDown Browser in D2L
- How to Use LockDown Browser for D2L Quizzes

Turnitin:

- How to Enable Turnitin Within D2L
- How to review the Turnitin Similarity Report in D2L
- How to View the Turnitin Originality Report for a Submitted D2L Assignment

D2L Support

Do you need help navigating D2L, or do you have questions about how to use a particular feature? UITS is here for you!

- Check out UITS's D2L Day videos.
- Register for a workshop about D2L—check our workshop schedule.
- Sign up for a one-on-one training session to address specific issues and questions.
- Check out the USG's D2L Help Center.

Integrated Applications

Various applications are integrated with D2L, including . . .

- **Anthology Ally:** Use this accessibility tool to ensure documents and other content in D2L is accessible.

  Learn to use Ally to make your course materials accessible

- **Kaltura MediaSpace:** Record, edit, and share media—all from within D2L Brightspace.

  Kaltura MediaSpace Resources

- **ReadSpeaker:** Enable students (or others) to listen to the text of an online document (e.g., PDF or Word format) using text-to-speech to transform the text into sound.

  ⑦ How to Turn on ReadSpeaker docReader in D2L

- **SoftChalk Enterprise:** Create lessons and publish them online.

  ⑦ How to Use SoftChalk in D2L

- **VoiceThread:** Create an interactive presentation that gives students the opportunity to write or record their responses.

  ⑦ How to Access VoiceThread in D2L

- **Zoom:** Use this video conferencing platform to manage video conference meetings, lessons, and live chat.

  ⑦ How to Add Zoom to a D2L Class

(?) Integrated Applications

- **Integrity Tool**

  - **Respondus LockDown Browser:** LockDown Browser is a custom browser that locks down the testing environment within a learning management system. You can mMonitor students' access to external resources while taking quizzes within D2L.

    How to Publish Questions to Respondus 4.0

    How to Retrieve Questions from D2L into Respondus

    The Respondus LockDown Browser locks down the testing environment within D2L. You can use it to monitor students' access to external resources while taking quizzes within D2L.

    How to enable LockDown Browser

    How to enable the Respondus LockDown Browser in Moodle

    How to Use LockDown Browser for D2L Quizzes

    How can my students take a D2L Quiz that requires the Respondus LockDown Browser?

  - **Respondus Monitor:** Respondus Monitor is a companion product for the Respondus LockDown Browser that records students during online quizzes.

    How to Enable Respondus Monitor for D2L Quizzes

    How to review Respondus Monitor webcam videos

  - **Turnitin:** Use this internet-based plagiarism-detection service to discourage and detect academic dishonesty.

    How to Use Turnitin Review Tools

Learn more about these applications here: D2L Integrated Technologies.

If you would like to connect a different third-party application to D2L, UITS and Digital Learning Innovations (DLI) review, approve, and, if approved, facilitate and support these integrations. Please plan ahead to allow enough time to ensure a successful implementation.

Follow these steps to connect a different third-party application to D2L:

1. Navigate to service.kennesaw.edu/technology.
2. Select **Service Request**.
3. In the left-hand menu, select **D2L Special Requests**.
4. Select **D2L Third Party Integration Request Form** and complete the form to submit your request.

*UITS provides technical support for instructional technologies supported by KSU, while **Digital Learning Innovations (DLI) provides instructional design support to faculty**. DLI's support includes assisting with course design in D2L and the role of uHoo Analytics, helping make documents more accessible, as well as conducting online and hybrid course reviews. To request assistance from DLI, navigate to kennesaw.service-now.com/dli and select Service Request.*

Engage students with Kahoot! Kahoot is an interactive learning platform that allows users to create and play game-based quizzes and assignments to engage students. Interested in incorporating Kahoot! into your classes?

? *Learn how to Create a Kahoot!*

Please note that KSU has limited Kahoot licenses, which are assigned on a first-come, first-served basis.

D2L FAQ

07

Online Training Platform: OwlTrain

CAISY

Technology Training and Workshops at KSU

Live Virtual Workshops

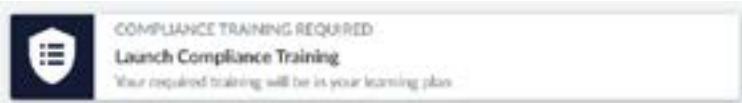One-on-One and Group Training by Request

Technology Training

Working in the heart of education, you know the importance of lifelong learning. Check out these free technology training resources to boost your skills as you continue to grow professionally.

Online Training Platform: OwlTrain

OwlTrain is KSU's free e-learning platform for employees. Take time to explore this platform and its wealth of live and self-paced courses, e-books, audio-books, and other resources for learning and professional development!

COMPLIANCE TRAINING REQUIRED
Launch Compliance Training
Your required training will be in your learning plan

OwlTrain is also where you access most of your mandatory training by clicking on Launch Compliance Training on the main page. Please note that the following required trainings are not accessed via OwlTrain: Cybersecurity Awareness Training and Clery Act and Title IX.

KSU partners with Coursera to offer over 2,800 Massive Open Online Courses (MOOCs) to faculty and staff. Here you can earn free micro-credentials to boost your skills and resume.

CAISY

OwlTrain features CAISY, an AI conversation simulator from Skillsoft. You can use this tool to practice realistic interactions and receive feedback tailored to your performance. Check out how to play different scenarios and practice different skills in varying contexts. You can even choose the level of agreeableness of your counterpart.

Technology Training and Workshops at KSU

You have several options for technology training at KSU:

Live Virtual Workshops

Join one—or many!—of UITS's virtual technology workshops to learn how to use KSU-supported technology.

Topics include Adobe Express, Adobe Photoshop Express, Adobe Rush, AI with Adobe, D2L, Microsoft Copilot, Microsoft Excel, Microsoft Forms, Omni CMS, Qualtrics, and more!

How to Register for a Live Virtual Workshop

1. Navigate to uits.kennesaw.edu/support/technologyworkshops.php.
2. Identify the workshop(s) you are interested in.
3. Click the appropriate **link to register** for each workshop. You will be taken to the registration page within OwlTrain.
4. Confirm the workshop date and time, and select **Register**.
5. You will receive an email confirmation with an attachment to add the workshop to your calendar.
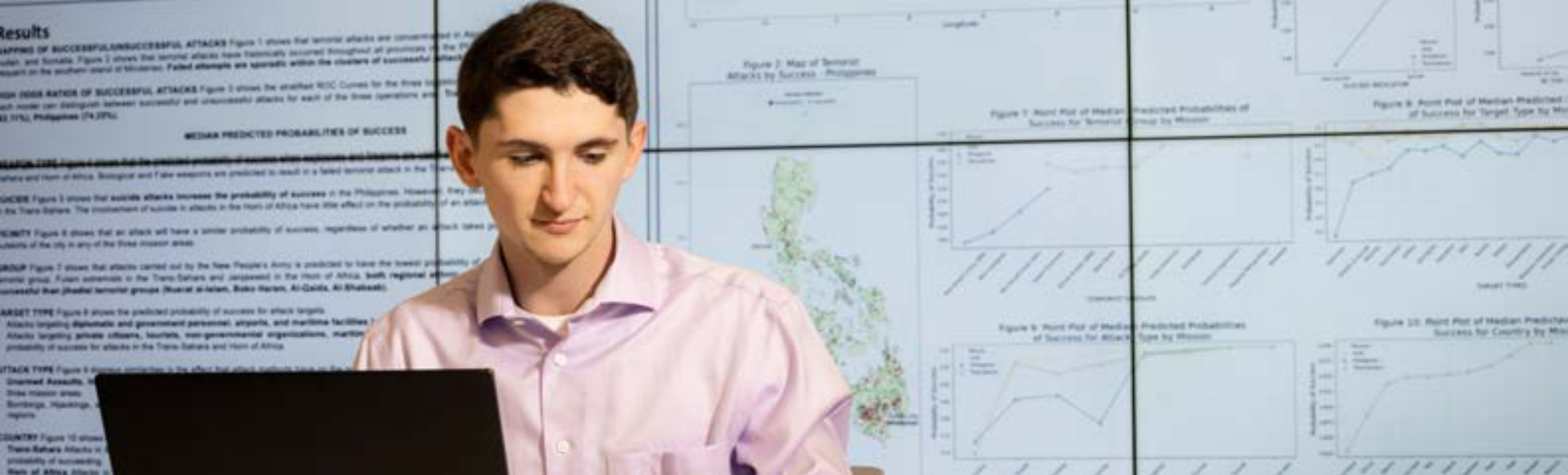
One-on-One and Group Training by Request

UITS provides customized one-on-one and group training sessions on a variety of software applications. We are happy to hold sessions for . . .

- An individual faculty or staff member

- An entire student academic class

- An entire department

- A pair or small group of faculty and/or staff.

Topics we cover include Adobe Express, Adobe Photoshop Express, Adobe Rush, AI with Adobe, D2L, Microsoft Copilot, Microsoft Excel, Microsoft Forms, Omni CMS, Qualtrics, and more!

Training can be modified to fit within the time constraints of one or multiple meetings.

All one-on-one sessions are conducted virtually via Microsoft Teams.

Generally to facilitate group training, the course instructor or group representative will need to arrange for a computer lab large enough to accommodate his or her group. Details can be coordinated with our team.

How to Request One-on-One or Group Technology Training:

1 Navigate to **service.kennesaw. edu/technology**.

2 **Log in** (in the top-right corner) and authenticate using Duo.

3 Select **Service request**.

4 From the menu on the left, select **Software Support**.

5 Select **Training Request for KSU Technology** and complete the form. Here, you will indicate whether you would like to request **individual** or **group training**.

6 Click **Submit**, and a UITS team member will be in touch with you soon (typically within 2–3 business days).

*Please note: Individual support sessions **MUST** be scheduled at least 36 hours in advance. These sessions are not intended as substitutes for workshops; they are meant to address specific issues and questions.*

Technical Resources and Services

08

Technology for New Faculty and Staff

KSU Systems Access

Supervisors or department administrators have the authority to grant a new employee access to . . .

- Email distribution list(s)

- Resource email account(s)

- Shared network drive(s)

- Network printer(s)

- Faculty Web (instructors only)

- KSU's Event Management System (EMS)

- SAS Web

- Faculty Information System (FIS)

- Banner

- OnBase

How to Request Access for a New Employee

1 Navigate to **service.kennesaw.edu**.

2 Log in using your KSU NetID and password.

3 Select **Service Request**.

Select **Technology Access** from the left-hand menu.

4 Select **Technology Access for New Hire Request** and complete all necessary fields.

Once you have submitted this form, UITS will handle the request quickly, typically within 1–2 business days.

Technology Hardware

For information and instructions related to technology hardware for new faculty and staff, please see page 18.

AI at KSU: Microsoft Copilot

Microsoft Copilot is an AI-powered sidekick, ready to help KSU faculty, staff, and students tackle everyday tasks as well as larger projects. Copilot can help you generate text, crafting images, and summarizing articles.

Use Copilot Securely Using Your KSU Credentials:

① **Navigate to copilot.microsoft.com and use the button on the top-right to sign in using your KSU credentials.** This keeps your information secure.

② **Explore the Interface**: Note the green "Protected" icon in the top-right, which indicates that you are now using data protection. Begin interacting with Copilot by typing into the chat box.

③ **Customize Your Experience**: Copilot offers settings to adjust text and images it produces. Look for the option to adjust your conversation style (More Creative, More Balanced, or More Precise). Tailoring this setting can enhance Copilot's assistance to better match your needs.

❓ *Detailed instructions on accessing Copilot through the Copilot website, Bing, or Edge*

? Explore detailed articles on Copilot:

- [How to Access Copilot](#)

- [How Does Copilot Keep my Data Secure?](#)

- [How to Create Effective Prompts](#)

- [How to Generate Summaries with Copilot](#)

- [How to Generate Text with Copilot](#)

- [How to Generate Images with Copilot](#)

Do you have specific questions about how to get the most from Copilot? Schedule a 1:1 training session.

Printing and Scanning

Printing

KSU offers many options to print documents. Depending on your department, you might have Ricoh printers, network printers, or individual printers. You can inquire directly with your supervisor or department admin to find out if your department uses a network printer, Ricoh, or both.

For personal printing or copying, faculty and staff can load KCash to their Talon Card to pay for copying and printing at a convenience copier located around campus.

Individual printer

If you wish to have an individual printer, depending on your requirements you can either submit a Service Request for an approved printer (see page 19) or purchase one by following the process described in the Non-Standard Technology Hardware and Software section (see page 22).

To use your printer, simply connect the cord to your device and follow the installation prompts on your device. You may have to download the drivers for your printer model at HP's website. KSU does not permit wireless connection for individual printers on campus.

Network printer

Ricoh printers are maintained by KSU Campus Services. To use a Ricoh printer, you will need to use your Talon One Card.

Follow these steps to order Ricoh supplies in Service Now:

1. Navigate to service.kennesaw.edu/technology.
2. Select **Service Request**.
3. In the left-hand menu, select **Copy Print Support**.
4. Select **Ricoh Printer Supply Request** and complete the form to submit your request.

For network or individual printers, you place orders through the department or for office supplies. Your department will be charged for all supplies ordered.

Network printer

If your department uses network printers, your supervisor will request access to printers for you by completing a form in ServiceNow.

Follow these steps to grant someone on your team access to the network printer:

1. Navigate to service.kennesaw.edu/technology.
2. Select **Service Request**.
3. In the left-hand menu, select **Copy Print Support**.
4. Select **Copy/Print Speed Chart Add/Remove Form** and complete the form to submit your request.

For printer repairs, send an email to service@kennesaw.edu or call 470-578-6999 with the device's Asset tag and location.

If you are interested in 3D printing, visit the 3D Center.

Scanning

Scan documents at a Ricoh printer and send them to your email by using your Talon One card:

> (?) [How to Scan to your Email with Ricoh Printer](#)

Comprehensive Ricoh printer locations and instructions can be found on the [Printing Services website](#).

For individual printers, refer to instructions for your model at the HP website. Usually, a scanning software is required for scanning to your HP device and can be downloaded at the HP website.

> *UITS does not provide or support faxing. Some departments may purchase faxing software to use in conjunction with individual scanners or printers. You can also transmit files scanned at a Ricoh printer to email.*

> *If you want to print high-quality brochures, booklets, high quantities, or large formats, the [Campus Print Shop](#) does an excellent job. Contact them for a quote.*
>
> *If your design includes the KSU logo, you will need to request [Design approval](#) from Strategic Communications.*

E-Signature: DocuSign

Use DocuSign, a browser-based tool for obtaining electronic signatures, when you want to document a legally binding agreement.

Docusign can be used to . . .

- Import existing documents for the purpose of obtaining electronic signatures and/or text entry elements.

- Send and receive electronic documents.

- Create workflows for documents requiring multiple signatures.

Access to DocuSign

All faculty and staff at KSU can send documents through DocuSign. All KSU community members can electronically sign them.

DocuSign Training and Support

Complete this DocuSign course to learn how to create Templates and PowerForms in DocuSign. **Before you can be granted permission to create Templates and PowerForms in DocuSign at KSU, you must complete this course.** At the end of the course, you will be able to complete the form to request Template and PowerForm access in DocuSign.

Check out our Knowledge Base articles to learn . . .

- How to Log In to DocuSign

- How to Navigate the DocuSign Home Page

- How to Sign a Document in DocuSign

- And more!

Survey Software: Qualtrics

Qualtrics is an online survey software used for things such as customer satisfaction, market research, employee pulse, website and application feedback, etc.

Access to Qualtrics

All KSU faculty and staff have access to Qualtrics; your account will be automatically created the first time you log in using your KSU credentials at survey.kennesaw.edu.

To request the use of Qualtrics on behalf of a student researcher, faculty must submit an Application Access Request by following these instructions:

1. Navigate to service.kennesaw.edu.

2. Select **Service Request**.

3. Select **Technology Access** from the left-hand menu.

4. Select **Application Access Request** and complete the form.

Once you have submitted this form, UITS will handle the request quickly, typically within 1–2 business days.

An approved protocol is not needed to submit a Qualtrics account request, but student accounts must be requested by a faculty member on their behalf.

Qualtrics training and support

Qualtrics offers extensive support through documentation, tutorials, and telephone calls as part of KSU's campus level of service. You may contact them at 1-800-340-9194, or online at qualtrics.com/support.

If you prefer live training, you are more than welcome to join this Qualtrics workshop to learn how to create surveys and generate reports with Qualtrics.

> If you would like to request individual or group training on Qualtrics before the next Qualtrics workshop, you are welcome to request one-on-one or group training by following these instructions: One-on-One and Group Training by Request.

Qualtrics offers extensive support through documentation, tutorials, and telephone calls as part of our campus level of service. You may contact them at : 1-800-340-9194, or via online at www.qualtrics.com/support.

The A.L. Burruss Institute of Public Service and Research can help set up the survey and provides additional services like conducting Focus Groups, analyzing the collected data, and preparing a report of the data.

Information Technology Projects

UITS is responsible for information technology (IT) projects at KSU. To fulfill this responsibility, which is delegated by the USG, we collaborate with faculty and staff to effectively and methodically create new technology-related products and services, and to implement major upgrades to existing ones.

IT Project Requests

An IT project request is a request for a technology update or change that is beyond a standard service request, involves multiple departments, or requires complex planning and troubleshooting to accomplish. Any faculty or staff member can submit an IT project request.

After you submit an IT project request, UITS will review it and a UITS team member will reach out to learn more about your request and your business processes. Next, the IT project request will be reviewed by UITS leadership. Finally, your project will be prioritized based on input from the President's Cabinet and placed in the queue.

> *Please note: The earlier a project request is submitted, the sooner UITS can help guide the plan and shape the project, ensuring an effective outcome.*

How to Submit an IT Project Request

A: Follow these steps*:

1. Navigate to **service.kennesaw.edu**.
2. Select **Log in** in the top-left corner and log in using your KSUmail address and password.
3. Select **UITS Project Management**.
4. Select **Submit a Project Request**.
5. Complete the form entitled Create a New Project Request/Demand. Provide details about the project and upload any relevant attachments.

? *For detailed instructions, including screenshots, please refer to this article: How to Submit an IT Project Request.*

09

High-Performance Computing (HPC)

Southern Crossroads (SoX)
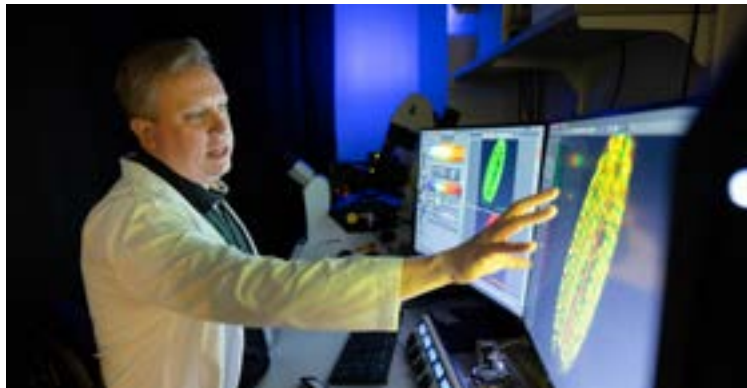
Research Technology

UITS is committed to providing students, faculty, and staff researchers with access to the latest technology necessary for collaborative research and innovation at KSU. These resources are woven into the fabric of the University's infrastructure, enhancing the student learning experience and empowering all Owls to push the boundaries of knowledge and discovery.

High-Performance Computing (HPC)

KSU's <u>High Performance Computing (HPC)</u> resources are key to the University's research infrastructure. These HPC are designed to handle massive datasets and perform intricate simulations, enabling student, faculty, and staff researchers to perform complex computational tasks and large-scale data analysis across disciplines.

You do not need to take any extra steps to use this network connection; you are directly using these connections any time you are on campus and access internet-based resources.

Southern Crossroads (SoX)

In 2023, KSU joined the CDC, Georgia Tech, Vanderbilt University Medical Center, and other leading research institutions in establishing high-speed pathways to Internet2 and other heavily used commercial content providers. This allows for rapid sharing of large amounts of data with other research organizations, facilitating real-time collaboration between researchers at KSU and other participating institutions worldwide.

Want to learn more? The following resources provide details about the internet pathways that we have access to:
- *Regional Research and Education Networks*
- *Internet2 Peer Exchange (I2PX)*

Each campus is equipped with a high-speed network connection known as 100 Gigabit Ethernet. This advanced technology allows researchers to send and receive data at incredibly fast speeds, specifically up to 100 gigabits per second. Such a rapid rate is ideal for academic research, where handling extensive datasets efficiently is often required.

Data Categories

Data Storage

Data Sharing

10

Data Management

When deciding on where you store a physical document, you ascertain how sensitive the content is and then either put it on a shelf, in a drawer, a locker, or in a fireproof safe. Digital files need the same considerations and careful storage.

UITS provides KSU students, faculty, and staff with multiple solutions for storing, accessing, and sharing University data.

All individuals utilizing University technology resources must comply with KSU's Data Security Policy, viewable at the Policy at KSU webpage. This policy has been created to protect sensitive University data, including the personal data of students and employees, and is essential for compliance with federal, state, and the University System of Georgia data security regulations.

While some data use is programmatically monitored, these data management solutions do not necessarily enforce compliance with KSU's Data Security Policy. **It is the individual's responsibility to ensure that data is stored, collected, and/or transferred using the available tools in accordance with all policy and legal requirements.**

Below is an overview of KSU's document management solutions. For more information, including a downloadable PDF, please review this webpage.

Data Categories

FERPA information—Examples include . . .

- Student grades
- Student ID information
- Student class schedule information

Confidential information—Examples include . . .

- Social security numbers
- Driver's license numbers
- Banking account information
- Credit/debit card numbers
- Unencrypted passwords
- Identifiable medical Information
- Visa and passport information

For more information about FERPA visit kennesaw.edu/ferpa.
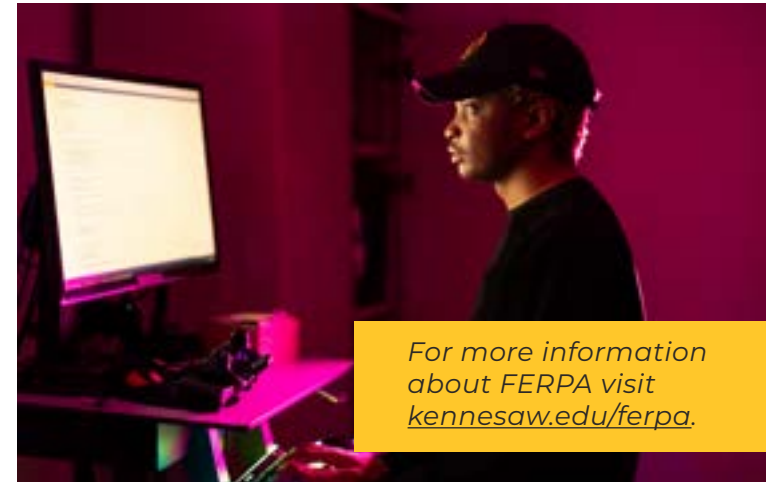
Protected research—Examples include . . .

- Sensitive research data
- Restricted intellectual property
- Research with contractual security requirements

Unrestricted/public information—Examples include . . .

- Campus maps
- KSU class schedules
- KSU policies
- Press releases
- Departmental contact information

Data Storage

Several file storage solutions are available for storing and accessing data at KSU, as follows:

OneDrive is Microsoft's cloud storage solution.

Onedrive is appropriate for storing . . .

- FERPA information
- Unrestricted/public information

Please note that when an employee leaves KSU, content in their OneDrive folders disappears and will no longer exist or be accessible for others.

SharePoint is a web-based tool. UITS must approve requests for new SharePoint sites.

Sharepoint is appropriate for storing . . .

- FERPA information
- Unrestricted/public information

Microsoft Teams is a unified collaboration and communication and platform that can be used to store some types of information, as shown below.

Teams is appropriate for storing . . .

- FERPA information
- Unrestricted/public information

Shared network drives (I, M) are designated storage drives on the campus network. Access to folders on shared drives can be granted to individuals or groups of individuals. Shared network drives are **the only solution available for storing confidential data on a network**. Confidential data stored on a shared network drive must have a designated custodian; please contact the Office of Cybersecurity for more information. Shared network drives are accessible on campus and off campus using the KSU VPN.

Shared network drives are appropriate for storing . . .

- Confidential Information

Data Sharing

KSU provides various solutions for sharing data, as listed below.

KSUmail is appropriate for sharing . . .

- FERPA information
- Unrestricted/public information

DocuSign is appropriate for sharing . . .

- FERPA information
- Unrestricted/public information

LiquidFiles (AKA Sendafile)* is appropriate for sharing . . .

- FERPA information
- Confidential information
- Protected research
- Unrestricted/public information

Qualtrics** is appropriate for sharing . . .

- FERPA information
- Unrestricted/public information

Teams is appropriate for sharing . . .

- FERPA information
- Unrestricted/public information

IMPORTANT: It is the sender's responsibility to ensure that only the intended recipient(s) receive communications containing FERPA, confidential, or protected research information.

11

KSU Status Page

Technology Self-Help: The Knowledge Base

UITS on Social Media

Technology Information

KSU Status Page

The KSU Status Page provides up-to-date service information about the status of and upcoming maintenance for Kennesaw State University IT systems and services. If you are encountering a problem that is not listed on this page, please report your issue to the KSU Service Desk at the KSU Service Portal.

To subscribe and receive text or email alerts when services you use undergo maintenance or have outages, visit status.kennesaw.edu and click "Subscribe To Updates."

When you encounter an IT problem, check the Status Page and see if it is a known issue. If it is not listed there, you can report it to the KSU Service Desk at service.kennesaw.edu.

Technology Self-Help: The Knowledge Base

UITS's Knowledge Base contains a library of concise articles to address your technology-related questions and concerns.

Check out the Knowledge Base to learn . . .

- How to add a new device to your Duo account

- How to access and install Adobe applications

- How to access the Closed Captions Editor in Kaltura MediaSpace

- And more!

UITS on Social Media

Follow UITS on Instagram: @ksu.uits We post technology tips as well as information about upcoming updates and changes related to technology at KSU.

Knowledge Base

KSU Service Desk

Service Desk Hours

Submit a Service Ticket

Email

Call

Contact Us in Person

Technology Assistance

Knowledge Base

Do you need assistance with KSU-supported technology? **UITS is here for you!**

Start by searching the **Knowledge Base** for answers to frequently asked questions.

KSU Service Desk

Service Desk Hours

🕐 **Fall and Spring Semester Hours of Operation (beginning the first day of classes)**

Monday–Thursday: 7:30 a.m.–10 p.m.

Friday: 7:30 a.m.–5 p.m.

Saturday: 8 a.m.–5 p.m.

Sundays: 1–5 p.m.

Holidays: closed

🕐 **Summer Semester Hours of Operation (beginning the first day of classes)**

Monday–Thursday: 7:30 a.m.–9 p.m.

Friday: 7:30 a.m.–5 p.m.

Saturday: 8 a.m.–5 p.m.

Sunday: 1–5 p.m.

Holidays: closed

🕐 **Hours When Classes Are Not in Session**

Monday–Friday: 8 a.m.–5 p.m.

Saturday–Sunday and holidays: closed

Submit a Service Ticket

Follow these instructions to submit a service ticket online:

1. Navigate to **service.kennesaw.edu/technology**.

2. Select **Service Request**.

3. **Log in** using your KSUmail address and password.

4. **Select from the menu** to request the type of help you need.

Call

Call 470-578-6999 to speak with a Service Technician.

(Students should call 470-578-3555.)

Email

Send an email to service@kennesaw.edu.

(Students should email studenthelpdesk@kennesaw.edu.)

Contact Us in Person

Come to one of our walk-up counters on campus:

📍 Kennesaw—Sturgis Library, Suite 4500

📍 Marietta—Academic Building, Lower Level

🕐 **Please note that walk-up counter hours differ from regular Service Desk hours, as follows:**

Monday–Thursday: 8 a.m.–9 p.m.

Friday: 8 a.m.–5 p.m.

Saturday–Sunday and holidays: closed

UNIVERSITY INFORMATION TECHNOLOGY SERVICES (UITS)

Kennesaw Campus
1075 Canton Pl NW
Kennesaw, GA 30144
Phone: 470-578-6620

Marietta Campus
Building H, Suite 136
1100 South Marietta Pkwy
Marietta, GA 30060
Phone: 470-578-6620

KSU Service Desk
Faculty/Staff: 470-578-6999
service@kennesaw.edu

Submit a service ticket

KENNESAW STATE
UNIVERSITY
UNIVERSITY INFORMATION
TECHNOLOGY SERVICES