An Employee Guide to

Technology Services at SOU

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Technology Services

Welcome to Southern Oregon University! This guide introduces you to our computing environment and the services provided by the Information Technology Department. For questions, comments, or assistance, please call the SOU Help Desk at 541-552-6900.

Your SOU Network Account

All faculty, staff and registered students are provided with an account that can be used to access network services, including network printing and file storage space for your own use and the use of your department. If you have not yet applied for a network account, pick up an application in the Computer Services Center or find it at: https://inside.sou.edu/it/it-forms.html

Initial Login

Within 24 hours of submitting your application for a network account, your Computing Coordinator will contact you. In a brief session, your Coordinator will guide you through your initial login with your assigned username and a temporary password. You may do this at any computer with an Internet connection, in person or by phone. Once you are logged in, you must change your password. Your password must be at least eight characters in length and have at least one uppercase, one lowercase and one numeric character.

Duo:

Some employees are required or you may elect to use 2-factor authentication. This includes your password along with another login process (either by phone or text message) Our system for this is known as Duo and your coordinator will assist you should it be a requirement for your position or if you just desire to have that extra security.

Network File Storage

SOU provides you with space on our servers so you can save your important documents and files on the network, accessible only by authorized individuals. Our drives are backed up regularly, so if you lose or accidentally delete a file or folder, we can recover it for you, typically within a few days. You may have a number of network drives available to you, but all faculty and staff will have at least a personal drive (P:) and a department drive (S:).

The P: drive (Personal Drive)

This is your personal storage space. You will have this drive available to you on any computer that you log into on campus. We recommend using this drive to store all of your files. You can create folders here to help you organize the files/documents you need. When you are off-campus you can access these files through OwnCloud on our Inside.sou.edu portal (described on page 2).

The S: drive (Department Drive)

This is a shared drive for all the members of your department. All faculty and staff in your department will have access to read, write, create, erase, modify and save files on the S: drive. Like the Personal Drive, this drive is available both on-campus and off-campus.

The X: Drive

If you are a faculty member, your X: Drive will contain a folder for each class you are currently teaching. Each class folder will have three subfolders: **CourseFiles**, and **Galleries**.

- Files you put into **CourseFiles** are available to your students to copy, but they are protected from student modifications.
- You and your students can place files into the **Gallery** and modify them freely; think of it as collaborative space.

Inside.sou.edu

The Inside.sou.edu portal site (http://inside.sou.edu) provides easy access to online campus services, information, and communications. Inside.sou.edu continues to evolve as an online extension of our campus community with new features and tools for you to use. You can find a link on the login page to manage your SOU account and to get up-to-date network status, campus announcements and maintenance schedules.

Google Apps (Gmail)

Your campus e-mail account, Gmail, is part of the Google Apps suite. It includes a number of applications that work together to provide you the flexibility to work with e-mail, calendars, contacts, documents and more. You may log in through the link in Inside.sou.edu or by entering http://mail.g.sou.edu in your browser address bar. Use your network username and password to log in.

Cloud File Storage

We support file storage on two cloud services.

Google Drive – is a Google Apps cloud storage providing collaborative technologies within the Google Suite. We do not support or recommend other cloud products for business use such as DropBox, etc.

Note: You should avoid personal email, texts, and documents when using your SOU resources as they can be subject to "discovery" in the event of a legal matter being filed against the University in which you are deemed to be a part.

Other IT Resources

Computer Labs

The SOU campuses provide more than 30 student-access computer labs. Each lab provides unique hardware and software resources for students, staff and faculty. Labs provide access to our network as well as to the Internet. Many of them have services such as printing and scanning. Students are charged fees for printing. Screen-reading, screen-magnification and text-to-speech software are available on every computer in our labs. Several labs provide additional facilities for visually and physically disabled persons.

Smart Classrooms

We use the term "Smart Classroom" loosely to identify a classroom that has any kind of electronic instructional technology. For the majority of smart classrooms, the current campus instructional technology standard is to provide an overhead projector, computer, and DVD player in each room. Some smart classrooms have additional equipment including document projectors and televisions.

Classroom scheduling is done by the Academic Scheduling Coordinator in the Enrollment Service Center, in consultation with department chairs. For specific classroom information or requests, please email the coordinator at: schedulerequest@sou.edu.

Media Services

The following electronic devices are available to you for short-term checkout from the Media Checkout window at the Help Desk in the Computing Services Center's Computer Lab from 8AM to 5PM, Monday through Friday. These items are limited; please make a reservation, in person or by calling 541-552-6393.

Laptop Computers	Video Camcorders	Projectors	MP3 Recorders
Cassette Recorders	Digital Cameras	PA System	Microphones
VCRs and TVs	Monitors	Clicker Technology	Wireless Access Cards

Microsoft Office for Home Use

As an employee, you may download the complete Microsoft Office Suite (Macintosh or Windows) for use on your home computer. The installation must be removed if you leave employment at Southern Oregon University. To download, go to Http://portal.office365.com, sign and download the product.

Office 365 is also available free. Note: Do not install the desktop version (Office 2016) and Office 365. They are not compatible to run together. You may download Office 365 for home use from the homepage of inside.sou.edu.

Wireless Access

Our campus is friendly to mobile users. You will find access to our "hotspots" from virtually every area and major building.

- Cell phones, iPads, Android and Windows tablets will connect to our wireless network and the Internet without delay.
- If you are working from a University-supplied laptop it will be pre-configured to allow you secure, easy access to the network (including your P: and S: drives, when on campus) as well as to the Internet.
- If you are using your own personal laptop you will be required to go through a brief "registration" process to ensure that you have an up-to-date anti-virus and operating system before we allow you access to the Internet. If you do not have that protection you will wind up in "quarantine," but don't worry, we will allow you limited access to download protection or updates for your definition files.

Full instructions for connecting to our public wireless network, SOU Wireless, are at
https://support.sou.edu/index.php?/Knowledgebase/List/Index/22/mobile

Computing Coordinators

Each department has one of eight Computing Coordinators assigned to it, to provide a point of contact to the IT department's services, ensuring that your issue receives personal attention.

Your Computing Coordinator will initiate a "ticket" (an electronic document) that will enable the department to track the progress of your issue and ensure a satisfactory and timely result. You can initiate a ticket yourself by either emailing your Computing Coordinator @support.sou.edu or by logging into the Website https://support.sou.edu and choosing "Submit a Ticket."

To find your department's Computing Coordinator, go to the website "Who is my Computing Coordinator?"

IT Help Desk

Having problems with your computer? Maybe you cannot log in, or maybe it just will not turn on. Whatever the problem — hardware, software or training — the Help Desk (2-6900) is the place to call or email (helpdesk@sou.edu). Our trained and courteous student employees will log the call and walk you through the problem. If they cannot solve it for you, then they'll escalate it to the people who can.

Although we do not support your personal computing equipment, we will help you connect to the wireless network and we will be happy to advise you of repair options if your issue requires it. We are staffed Monday through Friday, 8:00 AM to 5:00 PM with limited support after hours until the Main Computer Lab closes (usually around 10pm.)

IT Training Classes

Classroom Training – Classes on a variety of subjects are offered each term in a classroom environment. "Hands-on" and interactive, you'll learn tricks and tips that will help you do your work quickly and more efficiently. Most classes are 50 minutes long and they are staggered in day and time to allow you to find one that fits your schedule. Check class schedules at: https://inside.sou.edu/it/it-training.html.

Department Training – We also offer courses on a departmental basis and will schedule a time and place that works for your whole staff. Our departmental classes can be given in an organized manner to step through the specific needs of your employees.

One-on-one Training – If you are under the gun and need training for an immediate application, give us a call and we will make it happen.

Moodle

Moodle is a web-based learning-management system available to SOU instructors. You can use any or all of its features including online posting of your syllabus and announcements, lecture notes, assignments and quizzes. It also includes a course calendar, online grade book and threaded discussions. Course sites are automatically created for all classes, and you and your students are automatically enrolled into the sites. However, students cannot access any course until you make the site available. You can access Moodle through Inside.sou.edu or by going to http://moodle.sou.edu and clicking on SOU Account Login. You will find a handy getting started guide at https://inside.sou.edu/catl/getting-started.html and plenty of other Moodle Resources at https://inside.sou.edu/catl/moodle-how-tos.html.

Banner Information System

Southern Oregon University uses the Ellucian Banner System to administer student, finance, and human resource information. Banner is a secure administrative software system that supports the full range of functions necessary for student, finance, and human resource administration including registration, admissions, advising, recruiting, accounts receivable, housing, scheduling, payroll, tracking employee personnel records, and tracking departmental budgets and expenses including creating purchase orders, invoices, institutional JV's, and the reports showing these transactions. To get a Banner account, please be sure to check the Banner box on the New Account Request Form. Banner can be accessed through Inside.sou.edu. For Banner training, consult https://inside.sou.edu/it/it-training.html

Banner Self-Service for Faculty (SISWeb)

Banner Self-Service for Faculty is a web system that enables faculty to enter their grades as well as view and print class rosters, wait lists, transcripts, give registration overrides, run degree evaluations and more. All instructors have an account automatically set up for them. You can access Faculty SISWeb through Inside.sou.edu. No account request form is needed for this system.

Student Data Warehouse

This is a subset of data from the Banner Student Information System combined with a user friendly, graphical query/reporting tool (Cognos). In this system, you can perform queries on the student data and format the results as reports, mailing labels, or ASCII text to be exported to other applications. There are also some pre-defined reports available (i.e.; Academic History by Department/Subject, Class Rosters, etc. To get a Student Data Warehouse account, you need to first sign up for a Student Data Warehouse class. Contact the Help Desk at 541-552-6900 to pre-register for a class.

Other Resources at SOU

SOU Website

The office of Interactive Marketing and Media Relations determines the design and content of the SOU web presence. For more information on creating web pages at SOU, including policies, guidelines, and instructions, please contact the office of Interactive Marketing and Media Relations at (541) 552-6186.

SOU Alerts

New employees are automatically registered to receive SOU Alerts using your SOU email account and your work phone number, if you were issued one. In case of a large emergency, this mass notification system will quickly send you an alert message. To customize your alerts, please visit https://inside.sou.edu/emergencypreparedness/sou-alert.html and log in using your SOU username and password. You will also find a link to SOU Alerts on the top right of the inside.sou.edu webpage. We also encourage you to register to receive alerts on your cellular phone if you own one.

Campus Calendar

We encourage you to post on-campus or SOU-related events off-campus to our web-based calendar, located at: http://calendar.sou.edu Click the "Submit Event" button to post an event. An editor will review the content and style before posting it to the calendar (usually within 24 hours). Each weekday an e-mail digest of the day's events and newly-posted events is sent to all subscribers. The academic calendar is available at https://inside.sou.edu/schedule/schedule.html.

Acceptable Use Policy

All faculty, staff and students are expected to be familiar with and abide by the SOU Computing Acceptable Use Policy.https://inside.sou.edu/assets/policies/docs/FAD038-computing-resources-acceptable-use.pdf.

Further information can be found at: https://inside.sou.edu/it/index.html *or call our Help Desk at 2-6900*