

# U-High Tech Support Procedures

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## Campus & in-house Technology Systems

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U-High utilizes both campus-wide systems that are administered by Administrative Technologies (AT), as well as in-house services hosted by U-High. Service level agreements between the U-HIGH Tech Team and AT allow for certain levels of support to be conducted at the department-level, but require other requests to be handled by AT staff. The level of support provided by the U-HIGH Tech Team for each campus system is described in detail below.

Any requests submitted to the U-HIGH Tech Team, which are outside of our support level agreement, will be automatically transferred to the appropriate AT group for resolution.

### Blackboard

Blackboard is hosted at U-High. The U-HIGH Tech Team is equipped to handle requests for the following items in Blackboard:

1. New user creation,
2. Course creation
3. Troubleshooting

Higher-level program errors will be submitted to Blackboard for resolution.

### File saving/storage

All U-High faculty and students have access to the following supported file-saving solutions:

1. The "S-drive" at //uhdata/adilstu/ulid. This is our hosted solution which allows faculty up to 20 gb of storage, backed up twice daily, and students up to 1 gb of storage, backed up twice daily. The U-High tech team supports user creation along with full-support for this method of storage.
2. The campus datastore. ISU provides all faculty and students with a campus storage option which is also backed up. User creation and support for this is provided through the ISU campus help desk.

### DyKnow monitoring

Dyknow is hosted at U-High. Dyknow provides all faculty with the ability to monitor and manage the school-provided laptops of all students in their classrooms during class time. The U-High technology team is equipped to handle:

1. Requests from teachers for a Dyknow account.
2. Configuration of all class rosters into Dyknow.
3. Support for Dyknow issues.
4. Issues that cannot be resolved locally are submitted to Dyknow (with whom we maintain a support contract).

### Exchange (email)

All U-HIGH faculty and staff are set up to use exchange for email and calendars. A [request for exchange access](#) must be completed by the faculty or staff member on or before their first day of work. After which, the U-HIGH Tech Team is equipped to handle requests for the following items:

1. Creation of email aliases
2. Changes to group calendar permissions (classrooms, conference rooms, etc.)
3. Outlook (client) setup and troubleshooting

## LiveText

The College of Education supports the online portfolio system, LiveText. TCH students at U-High utilize that system; however, it is not normally used by U-High faculty or students. Workshops and support are provided by the COE Tech Team on both a scheduled and one-on-one basis, by appointment. Questions regarding LiveText will be sent to the COE Tech Team through an online support request. To reserve a time for LiveText support, an online support request will be filled out.

## Mainframe

U-High does not support the mainframe. When requests are submitted that are related to the mainframe, the U-HIGH Tech Team will forward those requests to the appropriate party.

## Select Survey

Both the campus and U-High support Select Survey systems, and faculty and students can choose to use either system. The U-HIGH Tech Team will manage access privileges to the hosted Select Survey system.

## Fitnessgram

The U-High wellness program uses Fitnessgram to track and store student fitness data. This system is hosted on U-High servers and access via the website. The U-High tech team administrates the software and is responsible for creation of new users and support. Technical issues which cannot be resolved locally are submitted to Fitnessgram with whom we have a contractual support agreement.

## Telecom/Networking

The U-High tech office is equipped to support the basic troubleshooting of Internet connectivity, both wireless and wired. When basic troubleshooting cannot solve the issue, or when the issue has to do with a VOIP phone, the U-HIGH Tech Team may work with Telecom to resolve the issue.

Requests for telecommunications service and activation, such as re-wiring of cables, installation of new jacks, and jack activation must be communicated to the U-High tech team for approval, and determination of a funding source. These requests are then submitted to AT Infrastructure, Operations and Networking for completion.

## VOIP Phones

Voip phones will be supported in a limited manner. Since these utilize the conduit between the wall port and the user's computer, the U-HIGH Tech Team will do limited diagnosis on the hardware to determine if the phone is malfunctioning, when necessary. Most incidents involving phones (broken hardware, name changes, VOIP Port activation, etc.) will be handled through the telecom forms on the TSC webpage. Due to the technical nature of these forms, the U-HIGH Tech Team should fill out the forms for U-HIGH users, pending fiscal approval from the unit head (when necessary).

## Incident Requests

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Faculty and staff may both use the campus incident request form to request technical assistance for hardware, software and network connectivity. They may also request help directly from the U-High tech team using email, a phone call or stopping by the tech office at U-High.

## Access to computers

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U-High provides access to computers as follows:

## Full-time faculty and staff

A laptop or desktop computer. Laptop computers may be used outside of the building but must be returned to U-High for inventory management and updating when requested. If the unit is lost or stolen it must be reported immediately so that a police report and lost inventory report can be completed.

Before any user takes possession of a computer they must complete the inventory checkout form provided.

## Ipads for Full-time faculty and staff

Faculty who were issued an iPad between 2011-2014 may continue using it as long as they would like. They must be returned to U-High for inventory management when requested. We have discontinued issuing Ipads to new faculty or staff.

## Interns

Student interns will be issued a laptop at the start of their internship in August. These units should be returned to U-High on the last day of the intern's service.

## Students

U-High currently manages a 1-1 computer initiative in which each student receives a new computer to use for the duration of their time at U-High. The checkout, return and legal parameters for this are spelled out in the Student Laptop Agreement form and Acceptable Use Policy form.

## Computers for testing

U-High maintains a bank of 90 laptop computers for use in student testing in April of each year.

## Computers for summer school

U-High will check out laptop computers to summer school students on an as-needed basis. These laptops will be configured at the workgroup level using a generic login. Students must complete a laptop agreement form prior to taking possession, and they will be responsible for any damages. Laptops must be turned in by the last day of summer school.

## Computers for TCH students (requested by departments)

Depending on availability, U-High will entertain departmental requests to provide computers for regular use by a TCH student (or students). These are normally set up at the workgroup (not domain) level, and are expected not to leave the building.

## Loaner computers for other requests

Because of the cost of maintaining extra computers, along with issues regarding inventory and configuration, U-High does not provide loaner computers outside of the categories listed above.

## Library computers

U-High has a limited number of desktop computers in its library which may be accessed by anyone with an ISU ulid.

## Lab computers in the tech lab, room 108

U-High maintains a computer lab for its technology education program. Because of the specialized software on these machines, and their essential nature to this course of studies, this lab is not available for outside use at any time.

## Software & Hardware

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### Non-University Software and Hardware

Faculty and staff are required to obtain the authorization of the U-High IT specialist prior to purchasing software. Non-U-High software may be installed on U-High-owned equipment if the software has been approved by the U-High tech office, and properly authorized and licensed by the software manufacturer for such installation. Unlicensed software may not be installed on U-High-owned equipment. U-High-licensed software may be installed on personal hardware only if the license permits such installation. Use of non-U-High software or hardware without authorization or use of unlicensed software is a violation of this policy and subject to removal. In addition, technical staff at U-High will not be responsible for supporting or recovering non-U-High software or hardware. Refer to ISU policy 9.2 for additional information in this area.

<http://policy.illinoisstate.edu/technology/9-2.shtml>

### Supported software (unrestricted)

All school-provided computers for faculty, staff and students have software pre-installed. As of 1/31/2015 this list includes:

Microsoft Office 2013	Dyknow	Sketchpad	Logger Pro
Windows 8.1	Audacity	Movie Maker	Java
Itunes	Quicktime	Flash	Shockwave
Interactive Physics	Geogebra	Adobe Digital Editions	Firefox
Mozilla Thunderbird	Google Chrome	Internet Explorer	Papercut
Dyknow	Sketchup	SmartMusic	Bridge Builder

## Web-based services and cloud computing

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Our use of cloud services is governed by the Data Stewardship and Information Technology procedures in place at ISU (Procedure 9.8.1, Data Classification Procedures and Procedure 9.8.2, Procedure for Securing and Accessing Each Data/System Classification).

The U-High tech office works to test, select and support a number of cloud-based services for use by faculty, staff and students. School-managed services are carefully selected based on the following criteria:

- Do they serve an educational and/or productivity purpose?
- What's the cost-benefit ratio?
- Do they duplicate services already available on campus?
- Do they create an unnecessary sharing of student data with cloud services?
- Do they create unnecessary addition of usernames and passwords for students?

- Are they adequately supported by the host company?

### Hosted cloud-based services:

DyKnow	Blackboard	Fitnessgram	Select Survey
Wordpress (websites)			

### Outside cloud-based services

Currently, U-High subscribes to the following outside host services:

Aesop	Skyward	Teacherease	Illinois Virtual School
Tandem (calendar)	Conduit (school app)	Livestream	Youtube
Career Cruising	Twitter	Facebook	Pinterest
Linkedin	Hoot Suite	Google School	Flickr
Sign-up Genius	Clinical Scheduler	ULink Scheduler	

### Other cloud-based services

Services not tested and approved for general use are discouraged because they can cause both confusion for users, and an unnecessary exposure of personal data to external sites. The U-High tech office only provides support for the services listed above.

## Equipment Purchasing

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### Standard Equipment

The following equipment will be provided/replaced for all U-High users, depending on job needs.

- For faculty, one laptop or desktop.
- For staff, one laptop or desktop.
- For students, one laptop.

Please note: faculty who were provided with an ipad may continue to use it. No new ipads will be provided.

### Additional Items

Requests for technology equipment and/or peripherals outside that which is listed above must go through the technology coordinator. Any items purchased outside of the coordinator will not be supported in any way by the U-High tech support team.

## Support Models

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### Full Support

Machines that are assigned to full-time faculty and staff and are within the standard configuration and will be supported completely. This includes:

- Active management of licenses, software, and operating system updates

- Warranty hardware repair
- Replacement for machines that are unusable due to hardware failure or other factors
- Domain membership – ULID login
- Once per year, each machine must be brought to campus for updates. At this time, the U-HIGH Tech Team will wipe all information on the machine and reconfigure it with current software

## Printing

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### Office Printers

Office printers for all departmental offices have been purchased by the U-High tech team, which also supports the devices. These are designed for low-volume print jobs necessary to faculty work. High-volume jobs, such as multiple copies of a worksheet, should be run on the main office copiers.

Beginning in August, 2015, departments will be responsible for replacement of all color toner, while the U-High tech office will fund black toner replacement. Each printer is shared and can be accessed from the //uhighapps/ pathway. Problems printing should be reported to the U-High tech office.

### Classroom printers

All classrooms have a printer which may be used by faculty and/or students. These printers are automatically listed on student computers, and can be mapped to faculty computers as needed. Toner for these units is purchased by the U-High tech office.

### Other printers

Shared printers are available in the U-High library and the U-Link center. These printers may be accessed by anyone via the //uhighapps/ printer mapping. Replacement toner is currently provided by the U-High tech office.

## DISPOSING OF COMPUTER EQUIPMENT

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- Any technology equipment no longer needed by an individual or department should be returned to the technology office.
- Tech office will determine whether to retain the equipment for future use, or whether to return it to property control.
- a work order will be put in by the inventory director (currently Ms. Zaitzeff) for removal of the equipment by property control.

## NEW EMPLOYEE (& INTERN) ORIENTATION PROCEDURES

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The Building Principal is in charge of facilitating the entry process of an employee. The Building Principal will notify the following managers of the name and ulid of each new employee, and then verify that the following managers complete the following entry procedures.

The tech office will:

- add the user to



1. the network share
  2. Blackboard
  3. The uhighteachers adilstu group
  4. The filter lists
  5. Select survey
- issue the employee a laptop or desktop

The skyward data steward will add the faculty/intern to Skyward

The Teacher Ease Steward will add the faculty/intern to Teacherease

## EXITING EMPLOYEE (& INTERN) PROCEDURES

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The Building Principal is in charge of facilitating the exit process of an employee. The Building Principal will verify that the following managers complete the following exit procedures:

The tech office will:

- Remove the user from
  1. the network share
  2. Blackboard
  3. The uhighteachers adilstu group
  4. The filter lists
  5. Select survey
- Collect the employee laptop or desktop and erase the hard drive.

The skyward data steward will remove the faculty/intern from Skyward

The Teacher Ease Steward will remove the faculty/intern from Teacherease

## NEW STUDENT PROCEDURES

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- Names of new students need to be provided to the tech office, along with ULIDs, by June 15.
- The tech office will:
  1. issue the student a laptop, bag and adapter
  2. create a network share
  3. create a Blackboard account
  4. add students to the filter list
  5. add student names to Dyknow

## EXITING STUDENT PROCEDURES

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- Names of departing students need to be provided to the tech office, along with ULIDs, by June 15 (or at any point during the year if the student is leaving).

- The tech office will:
  1. Ensure that the student has turned in their laptop, bag and adapter
  2. Remove the network share
  3. Remove the Blackboard account
  4. remove students from the filter list
  5. remove student names from Dyknow

## 1-1 LAPTOPS

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### Support

- Our goal is that no student be stuck with a non-working computer for longer than a few hours. Most problems are solved in 15 minutes or less, but even more serious repairs, such as broken screens, are normally fixed the same day.
- For day-to-day help, students are encouraged to visit the [tech help desk](#) which is open several hours each day.
- For more advanced help, students can visit Mr. Kurz, our tech coordinator, in room 224 ([jmkurz@ilstu.edu](mailto:jmkurz@ilstu.edu)).

### Repairs

- All parts for our laptops are kept in stock. Our student techs can replace laptop covers, screens, touchpad assemblies, keyboards and bases usually within the hour during open help desk hours.
- Students are charged a flat fee of \$25 for replaced parts (screens are \$40) and the school covers the rest of the charge (prices current as of the 14-15 school year).
- For severely damaged computers, repair costs are capped at \$100 for the first incident.

### Lost items

- Students are responsible for the cost of any lost or stolen item up to its full value as spelled out in the [laptop agreement](#).
- We do not provide loaners for any equipment, including laptops, power adapters or bags.

### Check-out

- Freshman receive their laptops, bags and power adapters approximately 2 weeks prior to the start of school when they attend a laptop orientation session.
- Sophomores, Juniors and Seniors have approximately 7 days over which they can checkout their laptop. When they come in, they do the following:
  - complete the [inventory checkout form](#)
  - complete the configuration steps

## Check-in

- Students turn-in their laptops at the end of the school year. Seniors turn their laptops in approximately 2 weeks prior to the end of the year so that we have time to assess damages.
- At check-in, we check to see that each student turns in the laptop, power adapter and bag number that they were issued.

## Laptop damages and billing

- Over the week after check-in, student workers assess the units for damages using our check-in/check-out sheet.
- For units that are identified as being damaged, the tech director examines each damage and makes the final decision about charges using the amounts listed in the laptop agreement.
- Careful notes are made on each sheet about specifics of the damage so that this additional clarification can be shared with parents who have further questions when they see the charge on their school bill.