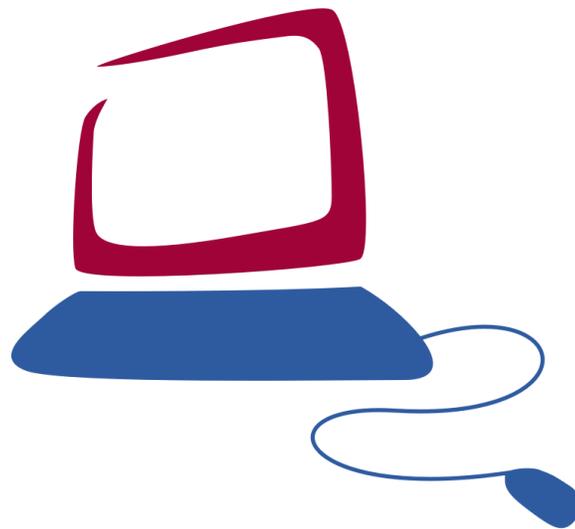




Information Technology Services



Faculty Computing Handbook 2017-2018 Edition

Available online at www.udmercy.edu/about/its

Information Technology Services Faculty Computing Handbook

Table of Contents

Computing at University of Detroit Mercy	2
Your Office Computer	2
Loaner Program.....	2
Standard Software Suite	3
Non-Standard Software	3
Open Source Software	3
Connecting to the Network on Campus	3
Connecting to the Wireless Network on Campus	3
Connecting to Detroit Mercy from Off-Campus	4
Network Status/Documented Outages	4
ITS Computing Labs	4
Lab Locations	5
Lab Reservations.....	5
Lab Rules	5
Lab Software	6
Lab Printing	7
Audio-Visual and Classroom Support.....	7
Reserving Audio-Visual Equipment.....	7
Classroom Podium Software	8
Classroom Pictorial Directory	8
Audio-Visual for Special Events	8
Video-Conferencing Technology	8
Additional AV Related Items.....	9
User Accounts on the TitanConnect and TitanNet Systems	9
Portal, Email, User Codes and Passwords.....	10
Email Phishing Scams	10
Forgotten TitanConnect Password	11
Email Suggestions	12
SPAM Protection	12
Student Email Policy (Policy ITS-0024) - Faculty Should Know About This	14
Acceptable Use Policy (Policy ITS-0028)	14
Unauthorized Distribution of Copyrighted Materials (Policy ITS-0014)	15
Additional ITS Policies and Applicable Governmental Laws	15
Listservs	16
Telecom	16
Student/Faculty/Staff Personal Computer Purchase Programs	16
Course Management System (Blackboard).....	16
Course Evaluations.....	16
Apple Support	17
Obtaining Assistance	17

Content provided in this handbook is subject to change without notice. Please visit www.udmercy.edu/about/its/index.php for the most current and accurate information available.

Computing at University of Detroit Mercy

Welcome to University of Detroit Mercy's Information Technology Services.

As a member of the faculty at University of Detroit Mercy, you will have access to many resources and services within the realm of Information Technology Services (ITS). This guide acts as a reference for what is available, where you might find it, how to use it and where to obtain help when needed.

Your Office Computer

For full-time faculty, your office will generally have a desktop computer within it or you will be issued a notebook computer. The determination of whether you have a desktop computer or a notebook is made between you and your dean's office. When starting new, you may be inheriting an existing computer.

University owned computers are primarily provided for University-related business. While occasional personal use is permitted, personal use that impacts the computing environment may result in loss of computing privileges.

For data security reasons, you should refrain from conducting University business on your personally owned computer.

The ITS department provides new equipment using a five-year refresh cycle for office computers and a three-year cycle for centrally managed student computer labs on the McNichols campus. From time-to-time departments or grants will afford a faculty member the ability to be refreshed on a more regular basis. When a grant-funded computer results in adding an additional unit to your office, please note the refresh program does not cover the additional unit.

When an additional unit may be needed and grant funds or departmental support is not available, the ITS department can provide a recycled computer – if available. Recycled computers are units that have come off the refresh program (meaning 3-5 years of age) but are still usable and supported by the Help Desk.

Equipment issued to faculty teaching in the professional schools is allocated and refreshed through the respective dean's office. The refresh schedule varies from time-to-time.

The University has defined standards for all University owned equipment. These standards are updated and available on the www.udmercy.edu/about/its/ website.

See www.udmercy.edu/about/its/computing/acquisitions/refresh.php for more information on Detroit Mercy's Refresh/Recycle program.

Loaner Program

For faculty assigned a desktop computer but temporarily requiring a notebook computer for business-related travels, the Loaner Program will provide notebook loans for up to seven days at a time.

Reservations for a loaner unit should be made well in advance.

In addition, a data projector may also be borrowed for up to seven days at a time.

Equipment may be scheduled by request through the ITS Help Desk system.

Equipment is to be picked up and returned from the ITS Help Desk in Fisher 230.

At the time of pick-up, you will be required to sign a form accepting departmental responsibility of the equipment.

Standard Software Suite

All windows based University equipment has installed the Microsoft Office Professional productivity suite (which includes Word, Excel, Access, PowerPoint, Publisher), McAfee Anti-Virus, SPSS, Internet Explorer and an SSH client.

By request, NVivio may be installed.

Non-Standard Software

Requests for the purchase of non-standard software are generally handled by your dean's office. Once the new software arrives, the ITS Help Desk department will contact you to coordinate installation.

Open Source Software

Requests for installation of open-source software on your University-owned computer should be submitted to the Help Desk. The Help Desk department will contact you to coordinate the installation.

Connecting to the Network on Campus

All offices are equipped with one network port. This network port is uniquely provisioned for your office computer and plugging in other devices will more than likely not work. If your network connection is not functional, please verify the network cord is fully plugged into the back of your computer and the wall or from your computer to your phone and then to the wall prior to calling the Help Desk. You may also want to check with colleagues in close proximity to your office to determine if this is an outage that is only impacting you or that is impacting additional colleagues before contacting the Help Desk.

Should you need to relocate the computer to another office, please schedule this move by contacting the Help Desk. The Help Desk will ensure that the ports are properly reconfigured in your new location.

Connecting to the Wireless Network on Campus

Wireless network connectivity is available in all McNichol's classroom buildings, all residence hall rooms, the Library, the Student Center, Calihan Hall and various other locations around campus.

Levels of access vary with some areas served by 802.11n and others by 802.11a, 802.11g or 802.11b.

The University uses SSIDs "udmw", "udma", "udmlaw", "udmdental", "udmsecure", "dormsecure", "detroitmercy", "detroitmercysecure", "detroitmercydental" and "detroitmercylaw" for wireless connections. While we cannot guarantee any wireless connection is attached to an official Detroit Mercy access point, we can confirm that connections to access points with different SSIDs are not legitimate.

SSID passwords may be requested from your supervisor or at the Help Desk.

Connecting to Detroit Mercy from Off-Campus

Many academic and administrative resources are available to faculty online and may be reached from off-campus locations across the Internet. A high-speed internet connection is recommended.

All sites are reachable through the University's official website.

www.udmercy.edu

Detroit Mercy's official Website – listed here are all of the links for Student Service Areas, e.g. Financial Aid Office, Registrar, Student Accounting, etc.

tc.udmercy.edu

TitanConnect Portal/Email system for academic and administrative services (registration, grades, etc.).

hd.udmercy.edu/

Online ticket submission system, technology knowledge base and self-install software repository.

www.udmercy.edu/about/contact.php

Detroit Mercy's online phone directory.

Network Status/Documented Outages

To check on network outages, please visit udm-its.blogspot.com. If an outage is not reported there, please contact the Help Desk at hd.udmercy.edu or 313-993-1500.

ITS Computing Labs

The ITS department operates several labs at the university. The main lab, known as the Quad Commons lab, has generous, student-friendly hours and is not subject to classroom reservations.

All ITS Computing labs are equipped with the same login process and all have the same applications. If you are accustomed to using one of the labs during a class, you will find all other ITS Computing labs provide an identical experience. Students from across the university are welcome to use any of the labs; however, classroom reservations do take priority over individual usage. Schedules are posted outside the door of each lab and at www.udmercy.edu/about/its/computing/academic-labs.

Several academic departments (Law, Computer Science, Electrical Engineering, Civil Engineering, English, Communications Studies, etc.) operate their own labs for which different procedures and policies apply. Please visit these labs for more details.

All ITS Computing labs are equipped with PC-based computers. Some labs have large flat panel monitors, some have small flat panel monitors, some labs have scanners, all labs have black and white laser printers for limited printing, all labs have high-speed internet connectivity and most lab computers have convenient USB ports for ease in use of USB storage devices.

All ITS Computing Labs are designed for academic purposes. Students can use the internet for research, work on group academic projects, type papers and access email accounts. As a courtesy to others, students are allowed to print up to \$20 worth of printing per term; however, ITS strongly recommends going paperless and using storage devices such as USB keys. If you need multiple copies of a single document, print one original document and use the copy services located throughout the University to make additional copies.

When creating documents in the lab, your students should frequently save their documents. Although it may seem easier to save documents to the local hard drive or desktop, this is not recommended. At each reboot, all systems are cleansed of all personal documents and any document saved on the computer and not on a

personally owned removable device or online storage location will be deleted. When saving documents, ITS suggests saving your document twice in two different locations. Having a backup copy is a smart computing practice.

If you find yourself without personally owned media to save your files, you may find emailing the document to yourself a viable option.

Lab Locations

Quad Commons Lab

Quad Commons Building (Detroit Mercy ID required to open external door)

General Purpose Lab – No Classroom Reservations

Fall/Winter Hours: 8:30 am – 11:00 am Every Day

Summer Hours: Please call 313-993-1596 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

C&F Labs

C&F 9 & 10 (in the basement)

Fall/Winter Hours 8:30 am – 10:00 pm Monday – Friday

Summer Hours: Please call 313-993-1800 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

CHP Lab

CHP 8 (in the basement)

Fall/Winter Hours 8:30 am – 10:00 pm Monday – Friday

Summer Hours: Please call 313-993-1174 or 313-993-1800 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

Lab Reservations

Reservations are handled on a first-come, first-served basis and may be made on a per semester or per class basis. Semester-long classes are generally scheduled by the Registrar's office and take priority. Individual sessions may be scheduled by emailing labres@udmercy.edu.

If the lab you prefer is not available, please keep in mind all other labs are set up exactly the same.

Students may not reserve a lab for themselves or on behalf of a faculty member.

Lab Rules

Lab rules are listed below (Policy ITS-0025). Rules are also posted in each lab and available online at <http://www.udmercy.edu/about/its/policies/index.php>

1. Academically related tasks take precedence over non-academic usage. During peak usage times it may be necessary to ask those students working on non-academic projects to defer to those students who need to work on academic projects. Students working on non-academically related tasks are most welcome to return to the

labs during non-peak periods. Students working together in this manner help create and support the team spirit approach to the Detroit Mercy academic process.

2. The labs are available to provide a quiet learning environment. Cell phones, music players or other potentially disruptive device are not allowed to be broadcast within the lab.
3. Food and beverages are not allowed in the lab. The labs are a smoke-free environment.
4. ITS is not responsible for problems caused by computer viruses, improper use of the equipment, or loss of data due to equipment malfunctions or any other reason.
5. Equipment in the computer labs may not be removed, modified, relocated, or disassembled without permission of the Lab Manager.
6. ITS Computing Labs does not loan equipment to students under any circumstances.
7. Do not post signs in the lab or on the lab doors without first seeking the permission of the Lab Manager.
8. The ITS Computing Labs are designed and intended for the use of currently enrolled Detroit Mercy students. No student is allowed entrance into any of the ITS Student labs without a currently validated Detroit Mercy student ID. Spouses, children, parents, other family members and friends of currently enrolled Detroit Mercy students are not permitted to use these labs.
9. Internet stalking is a crime. Piracy is a crime. Illegal sharing of files is a crime. Anyone found participating in any of these activities will be dealt with accordingly.
10. Computers are available on a first-come, first-serve basis. Therefore, individual reservations for a computer are not permitted.
11. Users should log out of the computer when finished and tidy up the area around the computer they used before they leave.

Please be courteous and respectful to your fellow students. Use of the labs is a privilege that can be revoked.

In addition to these rules, please see policies ITS-0007 Academic Computing Laboratory Reservation Policy and ITS-0012 Academic Computing Laboratory Courseware Installation and Removal Policy.

Lab Software

Over sixty courseware applications are installed on each computer, such as, Microsoft Office Professional, Internet Explorer, Firefox, Microsoft Project, Microsoft Visio, AutoCAD and many more are available for use. For the most recent list of applications, please visit www.udmercy.edu/about/its/computing/academic-labs/index.php. The installed application base in each lab is updated three times per year coinciding with the start of each semester.

Students actively enrolled in a CIS or CS course may wish to speak with their professor regarding special software privileges for course applications.

Installation of courseware is performed by the ITS-Academic Labs department only three times per year. Installation requests are to be submitted along with media, instructions and licenses on August 1 for Term I, the Wednesday before American Thanksgiving for Term II and April 1 for Term III. No exceptions. A reminder is sent by email in advance.

If software is to be purchased, please plan well in advance to ensure that it arrives in time.

Late submissions will be incorporated in the following term.

If your students will require an application installed on the computers, please be advised that the software request must come from their faculty member.

Lab Printing

PaperCut, a pay-for-print solution, is designed to help students and faculty make environmentally friendly choices about printing in the ITS labs and significantly reduce paper waste. A 400 page (\$20) per academic year allotment is provided for all students to support their course printing requirements. Additional pages may be purchased if needed. Users will be asked to confirm their print requests by entering their TitanConnect credentials at the time of print. Once successfully entered, the print job will be sent to the printer. Printing instructions will be available in all Academic Computing Labs and the Lab Assistants will be available to address any questions.

Faculty requiring more printed pages are to use their faculty printers where there is no limit to printing.

Audio-Visual and Classroom Support

Location: Main Office in Briggs 14 (and a satellite office in Engineering 236)

Phone: 313-993-1800

Hours: Mon-Friday 8:00 am - 10:00 pm, Saturday 8:00 am - 5:00 pm

The Audio-Visual and Classroom Support (AVCS) department provides presentation related technologies to support the academic teaching environment of the University. ITS continues to expand the built-in capabilities of all teaching locations and, where not yet present, offers mobile delivery and pick-up service.

The department provides for faculty teaching Detroit Mercy courses notebooks, data projectors, DVD players, VCR's and various other items. AVCS does not provide slide or film projectors.

The AVCS office requires 48 hours' notice when requesting equipment. While they try to accommodate last minute requests, they do not guarantee that equipment will be available in these instances.

Reserving Audio-Visual Equipment

The reservation of audio-visual equipment is handled on a first-come first-served basis. Forms are available at www.udmercy.edu/about/its/computing/av/index.php or in the Briggs & Engineering AV offices. Reservations may also be made over the phone by calling 313-993-1800.

Instructors must complete and sign a reservation request form which includes a drop-off and pick-up time. The drop-off and pick-up time need not be the start and end of the class but may be the period in which the equipment is to be used.

Semester-long reservations are accepted but run to the last day of class and not to the exam date. Equipment required during exams will need to be individually scheduled.

Instructors who are unable to complete and fax a copy of their reservation in may call 313-993-1800 to make their request. The instructor will be required to sign the reservation form at the time of delivery (or the equipment will be returned).

Only instructors teaching official Detroit Mercy courses may request equipment for a class session on the McNichols campus. Off-campus service may be available through the ITS Loaner Program. To contact the ITS Loaner Program manager, please submit a request into the hd.udmercy.edu system.

Requests made by a student on their behalf or their instructor's behalf will not be honored. If a student requires equipment for a class, the instructor must accept the responsibility for the equipment and submit the request.

Multimedia podium users must submit a reservation form to have the podium open for use of the local computer. Podiums are locked at all times.

Instructors agree to stay with the equipment until the Audio-Visual department pick-up arrives.

Instructors who complete their class session prior to the pick-up period and who would like to leave are to contact the Audio-Visual and Classroom Support department to move-up their pick-up time. The instructor is obligated to remain with the equipment until the Audio-Visual department arrives.

By signing the reservation form instructors agree to remain with the equipment at all times. In the event equipment is abandoned and then missing, the instructor's school or college will be charged for the replacement of the equipment.

Equipment may not be borrowed overnight.

Equipment may not be used outside of the building.

Classroom Podium Software

All McNichols classroom podiums have the exact same software image as the lab computers.

Classroom Pictorial Directory

An online pictorial directory is available showcasing pictures and equipment descriptions of all classrooms on the McNichols campus. If you are unfamiliar with a classroom space, please visit www.udmercy.edu/about/its/computing/classrooms to review the directory.

Details such as built-in equipment, screen size, podiums, DVD/VCRs, WIFI coverage levels, capacity and air conditioning are documented on a room-by-room basis. Please note capacity is generalized and subject to change.

Audio-Visual for Special Events

Audio-Visual requests for events, outside of University scheduled classes and outside of the academic calendar, incur a use-charge to cover the replacement costs and staffing. The fees include the setup and tear down of all equipment.

Equipment is reserved through the University Services event requisition process. For more information, please visit www.udmercy.edu/faculty-staff/facilities/hostevent.php

Details are available online at www.udmercy.edu/about/its/computing/av/events.php.

Video-Conferencing Technology

The McNichols campus has one video-conferencing system in place that may be used for individual or online teaching purposes. For more details, please visit www.udmercy.edu/about/its/communication/video-conferencing.php.

Additional AV Related Items

Do you have slide projectors? No.

Do you have film projectors? No.

Can I play YouTube in class? Before depending on having a good clean connection to play a video directly from the web, ITS strongly suggests downloading and playing the video from external media. This eliminates the potential issues that may exist with YouTube's website and Detroit Mercy's connection. It also ensures that the faculty member has a copy of what he/she needs just in case the original version is removed or changed. An example site you may use to download a YouTube video is <http://keepvid.com>.

What equipment can be reserved? Besides the available built-in technology in many classrooms, mobile delivery service can provide notebooks, data projectors, screens, DVD/VCR units, conference phones, boom box CD players, and a small microphone system.

Can I take equipment off-site? Equipment distributed through the ITS Audio Visual & Classroom Support department may not be taken off-site. It has been exclusively purchased for the primary benefit of supporting the instructional needs of the University and is shared by many. If there is a need to take equipment off-site (e.g. to a conference), certain equipment may be signed out for up to seven days through the ITS Loaner Program.

What if equipment breaks while I'm using it? Immediately notify the ITS Audio Visual & Classroom Support department and, if the equipment is available, they will replace the broken equipment. Please be courteous and let them know so that professors who are planning to use equipment at a later time do not have a negative experience.

How can I learn to use the equipment? The Audio Visual & Classroom Support department will be glad to meet with an employee outside of the classroom setting to demonstrate how to use the equipment. Unfortunately, due to the large volume of deliveries required between class sessions, training cannot be provided five minutes before any class. Please contact the office at 313-993-1800 or av@udmercy.edu to schedule a quick training session.

I play foreign DVD's from other regions, will those play? Don't count on it. Contact the ITS Audio Visual & Classroom Support department a couple days in advance to verify that the media will properly play in the University equipment.

User Accounts on the TitanConnect and TitanNet Systems

Generally, at the start of employment, a supervisor will submit an account application request to establish your TitanConnect, Office 365 (email), and TitanNet accounts.

What's the difference?

TitanConnect - Detroit Mercy's Portal

- *Current students* use TitanConnect to register for classes, view class schedules, review and accept financial aid awards, make tuition payments, view final grades and request official transcripts.
- *Employees* use TitanConnect to submit timecards, review paycheck and W2 information, submit purchase requisitions, review budgets, enter grades, view time-off balances and perform other job functions as assigned.
- *Alumni* use TitanConnect to review academic history records.

To log in, navigate to tc.udmercy.edu.

Office 365 - Provides access to email

- Office 365 is a cloud-based solution providing access to Detroit Mercy email, as well as Microsoft office applications and file storage and sharing tools.

To log in, visit tc.udmercy.edu and click on the Office 365 email link.

TitanNet - provides network access to network space for current employees

- TitanNet is used by employees and student employees across the University. TitanNet authenticates users to their University computer and provides mapped drives for file storage.

To log in, enter TitanNet credentials at the initial login screen of a University computer.

Portal, Email, User Codes and Passwords

You may access your University email by logging into Office 365 at portal.office.com from any internet connected computer. University email is to be used for conducting all University-related business.

During your initial login you will be required to change your temporary password and establish password recovery details.

Upon initial login to the University's portal, tc.udmercy.edu, you will be required to change your temporary password to something unique as well as set up security questions and answers. These security question and answers may be used to reset your password should you happen to forget it. Please make certain your security questions and answers may only be answered by you and no one else.

Depending on the complexity you use to set your password, you may be able to set the same password for both systems. For security reasons, it is not recommended but it is possible.

Documentation is available online at www.udmercy.edu/about/its/help/training.php.

Email Phishing Scams

Beware fraudulent "phishing" scams

In the world of email communications, "phishing" is the deceptive practice of masquerading as a trustworthy entity in order to acquire sensitive information such as user codes, passwords, Social Security numbers, credit card numbers, or any other information that can be used to compromise and abuse an account, and leave a user open to monetary theft and identity theft.

Phishing perpetrators often forge customized letters on a domain basis — for instance, including "udmercy.edu" in the message — to make a user believe the request for information is legitimate. At Detroit Mercy, we occasionally see messages come into our email boxes pretending to be from the University's ITS Help Desk,

Web Services or similar areas, indicating a need for account information to address a technical issue (e.g. account maintenance, exceeded email quota, system upgrade); all of these messages should be treated as complete and total fraud. Detroit Mercy will never ask!

As administrators of the University's email system, the ITS department never has a need for a user's password. If someone is asking for it, always refuse to give it out. The request alone should be a hint that the communication is illegitimate.

What if you were tricked?

Change the security information. If a password was mistakenly given out, attempt to immediately sign into TitanConnect and click the "My Account" link to:

- set a new password and
- set new secret questions and answers.

It is important to change the secret questions and answers, in addition to changing a password. If only a password is changed, a hacker could regain control of an account by using unchanged secret questions and answers.

If unable to do this, contact the ITS Help Desk. It is the standard procedure of ITS to set up an in-person meeting to review the situation and provide some additional educational information to further prevent such a situation from reoccurring. For repeat offenders, ITS may temporarily or permanently suspend email privileges.

Check your banking information

Because TitanConnect includes banking information — e.g. for direct deposit of paychecks or financial aid — immediately sign into TitanConnect and use the "TitanConnect Self Service" link to verify that bank account and routing numbers are still valid. Also, consider alerting banks associated with the compromised account.

Please note that email is a privilege at Detroit Mercy and those who allow multiple cases of abuse with their account can lose this privilege.

Further risks

Within an integrated system such as Detroit Mercy's TitanConnect, there are other risks to consider. A perpetrator may use University login credentials to:

- change bank information, redirecting a user's direct deposit refund or paycheck to their account
- hijack all a user's contacts to send an offensive message impersonating the user
- access and distribute online W2 forms
- change all contact information
- run up charges on a user's University account

Never share passwords or other sensitive information with anyone!

Forgotten TitanConnect Password

What happens if you forget your password?

If you forgot your password, the TitanConnect portal has an option on the main page that allows you to answer a couple self-made security questions. Answer your questions correctly and the system will allow you to change to a new password. If you are still unable to log in, please contact the ITS Help Desk.

Account Locked Up or Expired

Should you be unable to correctly log in within 5 attempts or if you have not logged in within the past 365 days, you will need to contact the ITS Help Desk to have your account unlocked. This procedure may be completed over the phone.

Email Suggestions

Users new to email may not be familiar with some of the commonly accepted practices.

- Most people do not appreciate forwarding of many messages. Often referred to as spam, many “special messages” circulate around the internet and are more an annoyance than helpful.
- Messages that warn of certain activities should be validated prior to taking any external action. Most warnings and threats are false.
- Most attempts to validate personal information are a part of an attempt to collect information for identity theft purposes. This is also known as “phishing.”
- Never click on a link that you are “pressured” into.
- Never provide any personal data at the request of another. You can always close a window by using the “X” box on the active window.
- If you are doubtful of the authenticity of a request, ask the webmaster or postmaster of the company website to verify the request.
- Never simply click on a provided link as many spam messages contain false websites used to collect personal data. Although it may look authentic, it may not be official.
- Never include your SSN, mother’s maiden name or any password within an email message. While you may believe email is very private, messages travel across public networks and are susceptible to interception along the way. This is the nature of use of a public network.
- Never type a message in all capital letters. All capitals are considered an electronic method of shouting at someone.
- When quoting a message, only quote the pertinent parts to save space in your outbox as well as the recipient’s inbox.
- Verifying email attachments are virus free is important.
- Many viruses generate email that spoof accounts. If you receive a message stating you have attempted to send an infected message to a user but know you never attempted to do so, your email address is more than likely being spoofed to send spam to other email accounts. Locating the computer or user doing this can be difficult. We would suggest reviewing the headers of the message to review the route the message traveled and contacting the postmaster at the original domain account to request assistance in overcoming the spoofing of your account.

SPAM Protection

Report a Message as Spam

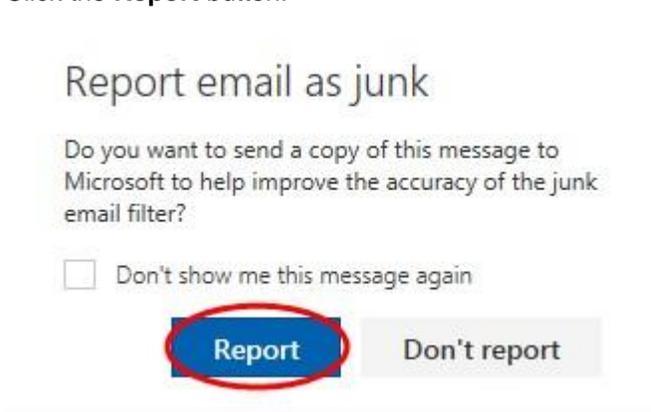
To report a message as spam, click the **Junk** option. Reporting an email as Junk helps to improve the spam filtering system used by Detroit Mercy so that similar messages won’t be delivered to your inbox in the future.

- Via the Outlook Web App, right-click the message you want to report as “junk.”

- Select the **Mark as Junk** option from the drop-down menu.



- Click the **Report** button.

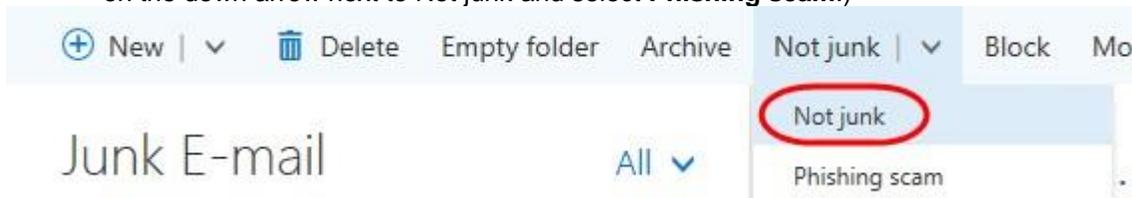


- After a few seconds, the message will be processed and submitted for analysis. It will also be moved to your "Junk Email" folder.

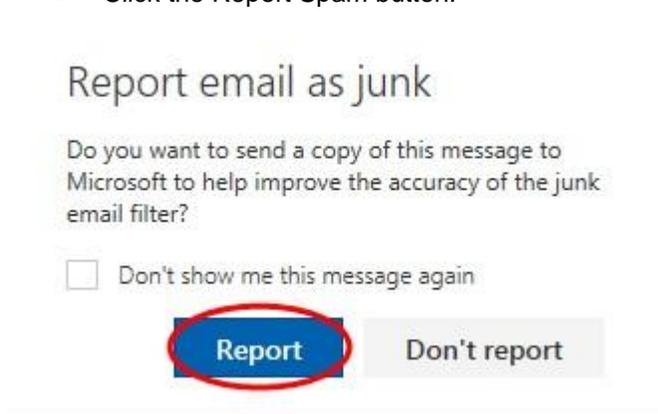
Report a Message that has been Misclassified as Spam

To report that a message was marked as spam when it should not have been, click the **Not junk** option. Reporting an email as not junk helps to improve the spam filtering system used by Detroit Mercy so that similar messages will be delivered to your inbox in the future.

- Via Outlook Web App, open the message you want to report as not junk.
- Click the **Not junk** button, located above the content of the email. (To report as a phishing scam, click on the down arrow next to Not junk and select **Phishing scam**.)



- Click the Report Spam button.



- After a few seconds, the message will be processed and submitted for analysis. It will also be moved to your "Inbox" folder.

Student Email Policy (Policy ITS-0024) - Faculty Should Know About This

Policy

All undergraduate and graduate students (including employees who are taking classes) will be assigned a University student email address with the expectation that they will read their email regularly. This will help ensure that they are kept informed of current University updates, deadlines, emergency notification, etc. It is the student's responsibility to read all University correspondences sent to the student's University email address by Detroit Mercy faculty and administration.

Rationale

Detroit Mercy is committed to increasing its interactions with students and improving ways of conveying important information. This policy will enhance the ability of faculty and administrative offices to send official and course-related information to students via email with minimal barriers.

Guidelines

In general, redirecting Detroit Mercy email to another non-University email address is not encouraged. The University will not be responsible for the handling of email by outside service providers or servers. Having Detroit Mercy email redirected to another account does not absolve a student from the responsibilities associated with the timely reading of communications sent to an official email address.

For those students who may not own a personal computer, a variety of computer resources are provided at sites around the campus in an effort to make the University email system relatively easy to access. Please refer to the Student Handbook and the IT website www.udmercy.edu/about/its/ for specific locations. Public libraries are also places where students can go to access email.

Acceptable Use Policy (Policy ITS-0028)

Detroit Mercy has a fairly detailed acceptable use policy that details guidelines for appropriate use of information technology resources.

The policy is applicable to all students, faculty, staff and community members that use University of Detroit Mercy computing resources or are connected to the University's network.

By virtue of usage, users agree to the terms and conditions set forth by this policy, the policies documented on the ITS website (www.udmercy.edu/about/its/policies/index.php), the acceptable use policy of the University's internet service provider (Merit) and all applicable international, federal, state, local and University policies.

The University expects users to act in a responsible, ethical and legal manner consistent with the mission of the University.

Use is a privilege that may be revoked and not a right.

Please review the policy in detail at www.udmercy.edu/about/its/policies/index.php.

Unauthorized Distribution of Copyrighted Materials (Policy ITS-0014)

In accordance with the requirements of the United States HR 4137 Act Sec 493(29), the ITS department has installed a packet filtering solution to drop incoming and outgoing TCP/IP and UDP packets from all known illegal file-sharing services.

When the RIAA or any copyright owner sends the ITS department a warning or "settlement letter" with Internet Protocol (IP) addresses of alleged offender requesting that the University forward the letter to the user whom they allege have infringed the copyright upon. ITS will internally identify **to the best of our ability** and forward the notice to the individual whose computers are on record as being assigned to the IP address identified in the settlement notice.

The University is not responsible for the accuracy of the identification of addresses to which such notices are sent or for how individual users elect to respond to such notices. All users of University IT resources are ultimately responsible for their own conduct and for responding to any notification received from a copyright owner that is passed on to the user by the University. Users who have questions regarding a notice should contact legal counsel of their own choosing for advice.

Annually, the University will notify all students that if found in violation of this Act, they will be they will be **dealt with as documented below**.

On the first detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to see the ITS Help Desk manager to discuss the activity and take corrective action to eliminate the activity. Once cleared up, ITS will remove the block.

On any successive detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to report to the Dean of Students. The Dean of Students will then handle the case according to Student Code of Conduct. Once the Dean of Students communicates approval in writing to lift the block for the offending device to ITS, then, and only then, ITS will then remove the block. Legally, civil or criminal penalties may apply.

Additional ITS Policies and Applicable Governmental Laws

A list of all Information Technology related policies and government laws is available online for review at www.udmercy.edu/about/its/policies/index.php.

Listservs

The University maintains several listservs for quick communication to the various constituencies within the University. Policies govern who may post and what content is acceptable. Please visit www.udmercy.edu/about/its/policies/files/its-0019.pdf for more information.

You may create a personal listserv by visiting the listserver.udmercy.edu site and selecting the “Create” option. If you own a listserv and need it removed, please submit a Help Desk ticket with this request to hd.udmercy.edu.

Telecom

The Telecommunications Services department provides design and support service to the University community for the telecommunications systems in use across all campuses.

All telecommunication problems are to be reported to the ITS Help Desk. (Please do not submit tickets into the Facilities Help Desk as they will not be received by the Telecomm department.)

Most phones have voicemail available. Should you need your voicemail passcode reset, please report this request to the Help Desk.

Instructions on the use of the voicemail system are available online at www.udmercy.edu/about/its/communication/telephone/index.php.

Student/Faculty/Staff Personal Computer Purchase Programs

The University of Detroit Mercy is pleased to have arranged educational pricing for hardware and software directly from a number of vendors. For more information, please visit www.udmercy.edu/about/its/computing/personal/index.php.

Course Management System (Blackboard)

The University utilizes the Blackboard Learn Course management system, which is available at blackboard.udmercy.edu. Should you need help using Blackboard, assistance is available to faculty through the IDS department’s online Help Desk. To reach the IDS department, please call 313-578-0580.

Please report Blackboard issues and questions at: research.udmercy.edu/help/knowledge/ask.php

Course Evaluations

ITS Web Services hosts an online evaluation system used by all schools and colleges.

The course evaluation system is available online at www.udmercy.edu/evaluate.

Each school and college has a different schedule as to when course evaluations are open and available for their students to complete. The system will send an email and reminder emails to students to complete their evaluations. Should you require verification that a student has completed your course evaluation, let them know they need to provide you a printed copy of the completion sheet at the end of their session.

ITS strongly recommends faculty include the course evaluation information in their syllabus and very regular promotion near the end of the semester.

Please be advised the schedule is firm and open and close dates are not adjusted. Confusion often arises when a "short course" ends prior to the standard end of the term and the evaluation period for the short course follows the end of the course which is at a different time when the majority of course evaluations are open.

Apple Support

For faculty issued an Apple based personal computer, support is available by contacting the ITS Help Desk.

Obtaining Assistance

For support in the ITS labs, please speak with the on-site student assistant or the lab manager when available.

For support of Audio-Visual services, please speak with the staff in Briggs 14 or Engineering 236 or the Audio-Visual and Classroom support manager when available.

For all other IT related matters (including Telecom), please visit hd.udmercy.edu, email helpdesk@udmercy.edu or call 313-993-1500.