

Duvall, Leigh Anne

From: Duvall, Leigh Anne
Sent: Monday, June 07, 2010 9:51 AM
To: All - Faculty, Staff, and Administrators
Subject: Important Info re: Angel -- Please read & retain for your records!

All,

It is very important that you submit your Angel requests via email to helpdesk@trevecca.edu or by phone to 615-248-1223. Requests are logged and responded to by the first available analyst in the order in which they are received. **Please do NOT submit requests to individual ITS members.** When someone is on vacation, out sick, etc... those requests get "lost." Additionally, tracking our service requests helps us to determine how to distribute our staffing resources in the most efficient manner. When your request is logged in our system, you will receive an email notification. We do our best to respond within 2 business days of that notification.

The following are common requests and the information that we in ITS need in order to respond quickly and accurately.

"Tagging" a course for Angel (creating a shell)—Not all professors use Angel. Therefore, you must tell us if you want to use the program for your class. This is the proper way to do that:

1. Contact the Office of Academic Records (OAR) via email to AcademicRecords@trevecca.edu. Have them confirm that your course is active and that you are the instructor of record. (If you are co-teaching the course, please make sure OAR knows the names of all the instructors!)
2. Once you've received confirmation from OAR, email helpdesk@trevecca.edu with the year/term/session, course title, ID, and section of the course. (Ex: 2010/SUMMER/GRAD PSYCH/PSY 5910 sec 52--ADVANCED SEMINAR IN PSYCHOTHERAPY) Please don't just send the "nickname" of your class with no other info. We will "tag" the course and notify you when it is available.

NOTE: Your course shell can be available up to one month (*4 weeks*) prior to the first day of class if the above requirements are met.

Course Rosters—Changes to your course roster are handled automatically by the program within 24-72 hours of the change taking place in our student information system (PowerCAMPUS). **Please do NOT send your roster changes to ITS.** If changes are needed to your roster, please contact the Office of Academic Records. Students are added/removed only when "officially" processed by OAR.

NOTE: There are times when courses are entered into PowerCAMPUS at the "very last moment" because courses do not always "make." Please understand that ITS cannot turn around a course for you without ample notice. Friday @4pm for a Saturday course is not ample notice. We want you to have access to the technology you need, but we want to set realistic expectations, too.

Backing up Course / Copying Course—**Professors are responsible for backing up their course shells at the conclusion of each semester.** We (ITS) send you reminders of this two weeks prior to the beginning and ending of your course. If you teach the same course again in the future, you can copy the old contents to the new shell. You can only do this if you have made the backup and saved it.

Usernames / Passwords—We are still working toward our goal of allowing students to use their network username/password for Angel, so that they don't have to remember two different passwords. (We "made the leap"--Marketing plug!-- with Self-Service on 5/21.) We hit a snag with Angel, but we're still working toward that goal by the end of the year. In the meantime, students must log into the TNU network and obtain their

first-time passwords from their @mail.trevecca.edu accounts. Please direct them to http://www.trevecca.edu/its/login_account_information or the helpdesk for assistance.

Training – Please go to the I.C.E. Page – Technology Menu – Angel for user guides and a video tutorial. Dr. Mike Vail, Director of the Center for Teaching and Learning, hosts formal training for new faculty members. Please contact him at mvail@trevecca.edu if you have advanced training needs.

Official communication – Please, please, please check your @trevecca.edu email for vital information regarding Angel and other university info. I realize we all have personal email accounts, but the university “officially” communicates with you via the @trevecca.edu email. We send notices reminding you to backup your courses, advance warning of system downtime, etc... to you this way.

If you’re still reading at this point, you’re a ROCK STAR, and I am very appreciative! Many thanks!!

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