

Information Technology Services

Faculty and Staff Guide 2015-2016



Welcome aboard! Information Technology Services is your digital on-ramp at the state's flagship university.

At the University of Arkansas, information is created through research, disseminated through teaching, and applied in service to Arkansas and the world. The mission of IT Services is to help faculty, staff and students manage information in the context of today's anywhere/anytime environment for working and learning.

The digital environment can help preserve our natural resources, nurture collaboration and promote understanding. It can also distract our students, flood our inboxes and expose our community to malicious online attacks. This guide is an introduction to the many tools and services available through IT Services to help you manage information in ways that are efficient, safe and secure.

We are continually seeking opportunities to enhance and improve our offerings. Your comments and suggestions are always welcome.

With warm wishes for a successful career,
Dennis Brewer
Associate Vice Chancellor for Information Technology
479-575-3301
dbrewer@uark.edu

Where to Find It

Access Grid	17
Antivirus Software	9
Audio Production	18, 19
ARE-ON	24
AskIT	5, 34
Account Activation	6
BASIS	8, 28
Blackboard Collaborate	14, 16, 18
Blackboard Learn	14, 18
Blogging	18, 22
Clickers	15
Code of Computing Practices	30
Comp Server	22, 25
Copyright Violations	32
Course Materials	14, 18
Database Support	25
Data Warehouse	28
Document Management System	28
DropboxIT File Transfer	21
eduroam Wireless Access	10
Echo360 Lecture Capture	14, 18
ELI: EDUCAUSE Learning Initiative	27
Email	11
emPower Document Management System	28
Equipment Checkout	19
Exchange	11
Gaming	19
Faculty Technology Center	18
File Transfer and Storage	21
General Access Computing Labs	20
Help Desk	5, 34

High Performance Computing	25
ICPSR	26
Identity Finder	29
InCommon Federated Login	9
Instant Messaging	13
Internet2	24
ISIS	8
Jabber	13
Kaltura	17
LAMP Stack	25
Learning Management System	14
Lecture Capture	14, 18
LifeSize Videoconferencing	14, 17, 18
Listserv Mailing Lists	13
Lync Instant Messaging	13
Microsoft Outlook	11
Microsoft SharePoint Services	23
MyDocs File Storage	21
Multimedia Classrooms	15
Multimedia Development	18, 19
Networks	24
Online Support Request	5, 34
Online Testing	14, 18
Outages	5, 12
Outlook Web Access (OWA)	11
Password Manager	7
Passwords	7
Plagiarism	14, 18
Privacy Policy	33
Qualtrics	27
Repositories	28

Where to Find It

Research Networks	24
Research Data Services.	26
Respondus.	14, 18
SafeAssign.	14, 18
Scanning	18, 19, 20
Security	9, 12, 29
Site Licenses	29
SharePoint	23
Single Sign-on	9
Smart Classrooms	15
Statistical Services	26
Streaming Video	14, 17
Student Information System	6, 8
Student Response Clickers	15
Student Technology Center	19
Support	5, 34
Surveys	27
Technology Enhanced Classrooms	15
Tech Partners.	5, 34
UARK Accounts	6, 30
UARK Central Login.	9
UARK Passwords.	7
Videoconferencing.	17
Video Streaming	14, 17
vLab.	21
Virus Protection	9
Web Conferencing.	16, 18
Web Publishing	22
webBASIS	8
Wi-Fi, Wireless	10
WordPress.	22

At the University of Arkansas, you can expect a high level of IT support. When you need support for your desktop equipment or your network connection, the first step is to contact your department's tech partner. For all other support, contact the Help Desk or submit a request online using AskIT.

Department Tech Partners

Each department has a technology partner who works closely with IT Services. To find your department tech partner's contact information, see its.uark.edu/help/fac-staff.

Help Desk

When you need support regarding your UARK account, IT Services supported software and services, or you experience an outage, contact the Help Desk at 479-575-2905. Phone support is available Monday through Friday from 7 a.m. to 5 p.m. You can also stop by the Help Desk in the Arkansas Union just outside the General Access Computing Lab or in ADSB at 155 Razorback Road. For in-person hours, go to its.uark.edu/help.

AskIT

You can also receive support by submitting an online help request at askit.uark.edu. An IT Services representative will contact you within two business days.

Outages After Hours

To report an after-hours outage of the network, systems or services such as Blackboard Learn, Exchange, UARK Gmail, etc., call 479-575-2904.

Your University of Arkansas Online Accounts

Activate your UARK account and receive your username and password at **uark.edu/newuser**. You will need your University ID number, which you can request from your department's leave administrator.

IT Services provides all students, faculty and staff with an array of online services that are accessed using a UARK account. The following services use your UARK username and password and are assigned automatically when you activate your UARK account:

- Wireless connections (page 10)
- Exchange mailbox and calendar (page 11)
- webBASIS for Employees (page 8, 28)
- Lync instant messaging (page 13)
- Blackboard Learn (page 14)
- DropboxIT file transfer (page 21)
- General Access Computing Labs (page 20)
- MyDocs file storage (page 21)
- Comp research server and personal websites (page 22, 25)
- Site license requests (page 29)
- Microsoft SharePoint Services (page 23) and WordPress (page 22) are available on request and use your UARK username and password.

The following university accounts are activated separately and use unique usernames and/or passwords:

- ISIS for faculty and staff (page 8)
- Administrative BASIS and administrative webBASIS (page 28)
- Cavern Web server (page 22)
- Data Warehouse (page 28)
- Document management and workflow (page 28)

Password Manager at password.uark.edu is where you activate your UARK account, reset or change your password, or retrieve your password if you have forgotten it.

When creating, changing or resetting a UARK password, your password:

- **must** be 8 to 32 characters in length
- **must** contain three out of four character types: lowercase (a-z), uppercase (A-Z), numbers (0-9), and special characters, i.e., ~!@#\$\$%^&*()-_+=\|}{;:'<.>/?
- **cannot** contain spaces, tabs or control characters
- **cannot** be reused within the last six changes
- **cannot** be any derivative of your username

University regulations require that all UARK passwords be changed every 120 days. If your password reaches 120 days unchanged, it will expire, and you will no longer have access to services associated with your UARK account. You will receive reminder notices via email when it is time to change your password. Such notices will **never** include a link asking for your username or password. Current and expired passwords can be changed at password.uark.edu.

If you have forgotten your password and have not set up a security question, go to the IT Services Help Desk, the Arkansas Union Help Desk, the Student Technology Center or the General Access Computing Lab in the Arkansas Union or Mullins Library during business hours with a picture ID.

ISIS for Faculty and Staff

IISIS (Integrated Student Information System) manages undergraduate and graduate student admissions, student records, and student financial accounts. ISIS supports faculty in managing their schedules, reporting grades, advising students, approving student schedules, and using class, photo and grade rosters. Staff can use ISIS for entering, retrieving, analyzing and reporting information. Specific features within ISIS, such as student and faculty schedules, are accessible using the browser on a mobile device.

Log into ISIS at **isis.uark.edu**. Students log in using their UARK username and password. Faculty and staff log in with their UARK username, but are required to use a separate ISIS password. New faculty receive an email containing a temporary ISIS password. ISIS passwords must contain a minimum of eight and a maximum of 32 characters with at least one number and one uppercase character. The ISIS password cannot be the same as the username and cannot be reused within the last five changes. Information on ISIS training is available at **isishelp.uark.edu**.

webBASIS for Employees

WebBASIS (Business Administrative Strategic Information System) for Employees provides Web access to view or update personal information, review payroll documents, browse monthly leave accrual, view benefits and leave, complete benefits enrollment, manage requisitions, etc. Open enrollment for benefits is also managed through webBASIS. Access webBASIS for Employees at **webbasis.uark.edu** using your UARK username and password.

UARK Central Login

UARK Central Login simplifies logging into multiple university applications by requiring users to enter their username and password only once, allowing access to any supported application without a second login. To log out of UARK Central Login, users must quit their browsers or risk the possibility of remaining logged into applications that use it. UARK Central Login helps prevent phishing attacks, protects UARK account information and is compliant with legislative standards.

UARK Central Login is currently being used on campus for student access to UARK Gmail, as well as applications such as DropboxIT, Tech Articles and RazorGrant. UARK Central Login is the authentication gateway to InCommon federated services, which also allows UARK users to log into resources on other campuses and use services such as research.gov and EDUCAUSE. InCommon, operated by Internet2, supports a common framework for managing secure, shared, online authentication with other member institutions. Find out more at **its.uark.edu/personal/uark-central-login**.

Virus Protection

Free virus protection software is available to University of Arkansas faculty, staff and students. IT Services maintains a campuswide site license to install Symantec AntiVirus software on all university computers, as well as personal computers owned by a registered student or currently employed faculty or staff member. To learn more or install Symantec AntiVirus software on a personal use computer, go to **its.uark.edu/internet/antivirus**.

Wireless Access

Over 1,600 wireless access points on campus provide wireless in most university buildings. When you join a wireless network, you will be asked to log in using your UARK username and password.

IT Services manages the following wireless networks: UARK 5G Wi-Fi, UARK 2G Wi-Fi, UARK Guest Wi-Fi and eduroam. UARK 5G Wi-Fi is the recommended network for UARK users, offering unrestricted and secure access to all Web locations and services. In areas where UARK 5G Wi-Fi is not available, or when using an incompatible wireless device, UARK 2G Wi-Fi offers a slower, secure alternative that can be accessed from any building on any device. For instructions on setting up secure Wi-Fi, go to **its.uark.edu/internet/wireless**.

UARK Guest Wi-Fi does not require setup and is an unsecure guest network that allows access to the Web, but blocks other services such as printing. To access UARK Guest Wi-Fi, choose it from the list of available networks, open your Web browser and enter any valid email address (for example, jsmith@example.com).

The eduroam wireless network provides wireless access for visitors from participating institutions, as well as for UARK users traveling to participating institutions. Visitors can connect to the eduroam network using their institutional email address and password (for example, user@university.edu). Learn more at **techarticles.uark.edu/298**.

The University of Arkansas provides email service for all faculty, staff and students. Your email address is yourUARKusername@uark.edu. Faculty and staff are encouraged to maintain personal, off-campus email accounts in addition to their UARK accounts.

The student email service is UARK Gmail. Students also have access to Google Calendar, Drive and Hangouts. To learn more about using Google Apps in the classroom and find a related link to set up a faculty account, go to **techarticles.uark.edu/302**.

Microsoft Exchange

Microsoft Exchange is the official email service for all faculty and staff. Features in the integrated email and calendaring service include email calendar invites, scheduling views for multiple calendars, and shared calendars. For more information, go to **exchangeinfo.uark.edu**.

IT Services supports Microsoft Outlook for Windows and Mac, available to faculty and staff working in units that participate in the Microsoft Campus Agreement (see **techarticles.uark.edu/65**). Outlook autodiscovers required email settings both on and off campus. All faculty and staff with or without a license can access Exchange through any browser using Outlook Web Access (OWA) at **exchange.uark.edu**.

Security

Phishing scams have become much more sophisticated at imitating university communications, and IT Services encourages users to take care in evaluating email messages and phone calls that purport to be from the university.

For your security, IT Services will **never** request passwords or other personal information in an email or phone call. A valid email from IT Services will provide you with a phone number to verify its legitimacy. IT Services recommends that you always verify the legitimacy of any unexpected email that contains a link requesting your UARK username or password.

Phishing scams, spam and other abusive email should be reported to **abuse@uark.edu** with full header information. Learn more about how to report abuse with full header information at **techarticles.uark.edu/34**.

Here are some easy ways to keep abreast of security issues and outages that can affect you:

- Like IT Services at **facebook.com/uarkits**.
- Follow IT Services at **twitter.com/uaits**.
- Check the Alert Calendar at **itstatus.uark.edu/calendar** and add it to your Exchange calendar.
- Find articles on passwords, phishing and spam at **security.uark.edu**.
- Join the ITSNews Listserv at **its.uark.edu/news**.
- Visit **its.uark.edu** for the latest IT Services news.
- Watch for announcements from IT Services via Newswire regarding updates and virus warnings.

Listserv Mailing Lists

Listserv is the official mailing list distribution system used by the university.

Faculty and staff can create and manage Listservs. Listserv mailing lists can be used to facilitate discussion or communicate in classes or student groups. Staff members can use mailing lists to share ideas, solicit discussion, or disseminate information about office procedures or protocols. Learn more or request a new Listserv at **listserv.uark.edu**.

Instant Messaging

Instant messaging services are available for faculty, staff and students. IT Services recommends that faculty and staff use Microsoft Lync for instant messaging, voice and video calling, and file transfer, as well as integration with Exchange.

All faculty, staff and students can access UARK Jabber chat rooms and use UARK Jabber instant messaging. Students also have access to Google Hangouts.

Learn more at **its.uark.edu/email**.

Syllabus Bank

The Syllabus Bank, at **syllabus.uark.edu**, serves as a resource for students in the course selection process by allowing them to review assignments, exam schedules, attendance policies, reading lists and course materials.

To submit a syllabus, faculty can log into **isis.uark.edu**, navigate to a course and click the icon in the Manage Syllabus column. Syllabi should be submitted as PDFs.

Technology Enhanced Classrooms

Technology Enhanced Classrooms across campus vary from college to college. They can include a complete suite that enables annotation and classroom capture or simply a projector with an Internet connection. Faculty can contact their department tech partner for more information (**its.uark.edu/help/fac-staff**). Documentation and training videos are available at **techarticles.uark.edu/classrooms**.

Student Response Clickers

Student response clickers are remote control devices students use to respond to questions in the classroom. A receiver connected to a computer controlled by the faculty member registers responses. Turning Technologies is the clicker standard at the University of Arkansas. Faculty can include clickers with required books and supplies when registering courses with the bookstore. To opt in to using clickers, contact clickers@uark.edu, or learn more at **clickers.uark.edu**.

Blackboard Learn, at **learn.uark.edu**, is the University of Arkansas learning management system. Log into Blackboard Learn using your UARK username and password.

The Faculty Technology Center supports Blackboard Learn, offers assistance through the Blackboard Learn Help Desk at 479-575-6804, and provides support to digitize, update or create course content in formats suitable for integration into Blackboard Learn.

The following applications are also supported for use alongside or within Blackboard Learn:

- **Blackboard Collaborate**, Web conferencing, page 16
- **Echo360**, lecture capture, page 18
- **Kaltura**, video streaming, page 17
- **LifeSize**, videoconferencing, page 17
- **Respondus**, exams in Blackboard Learn, page 18
- **Respondus LockDown Browser**, locked down testing environment in Blackboard Learn, page 18
- **SafeAssign**, plagiarism prevention, page 18

Faculty who request a Blackboard Learn course automatically receive email updates from the Blackboard Learn Listserv (UABB9@listserv.uark.edu). Notice is provided prior to scheduled Blackboard Learn maintenance, including through the Listserv; when necessary, scheduled maintenance occurs on Thursdays or Fridays from 1 to 5 a.m.

Documentation for using Blackboard Learn can be found under the Support tab at **learn.uark.edu** and at **techarticles.uark.edu/blackboard**.

Web Conferencing with Blackboard Collaborate

Blackboard Collaborate Web conferences can be accessed within or outside of Blackboard Learn.

Blackboard Collaborate can be used within a Blackboard Learn course to offer a virtual class session that automatically gives all enrolled students access. Faculty also have the option to post recorded Collaborate sessions with other course materials in their Blackboard Learn courses.

When a Web conference session is held outside of Blackboard Learn, participants are invited through an email containing a direct link. Participants from any institution can be invited to a Web conference as guests.

Users can create virtual collaborative spaces, such as an online course session, office hours or a committee meeting. Users can see others via webcams, hear and ask questions via voice or instant messaging, and share presentations and ideas using a common whiteboard or by sharing desktops. Sessions can be recorded. Blackboard Collaborate can be used as a videoconferencing tool when there is limited bandwidth and image quality is not a primary consideration.

Blackboard Collaborate requires no software installation and is Web browser and operating system independent. A small Java application is downloaded and installed when a user connects, taking less than two minutes on an average computer.

Blackboard Collaborate is supported by the Faculty Technology Center. For support or information, see **techarticles.uark.edu/250** or contact John Chapman at jchapman@uark.edu or 479-575-7401.

Videoconferencing

Faculty, staff and students can initiate, conduct or participate in standard or high-definition videoconferences at no cost, including one-to-one or one-to-many conferences. Videoconferences can be scheduled in permanent room setups, elsewhere on campus using a portable endpoint, from a desktop, or using the LifeSize Video mobile app for iPad, iPhone, or Android users with 3G, 4G or Wi-Fi access. Automated scheduling for recurring sessions and the ability to archive and stream content are also available.

Although IT Services supports all videoconferencing on campus, most equipment is owned and operated by colleges, schools or departments. Endpoints by LifeSize, Tandberg and Polycom are supported, but LifeSize is the campus standard. Learn more and find videoconferencing locations at **its.uark.edu/classroom/videoconferencing**.

Access Grid videoconferencing is also available at the University of Arkansas, all major higher education institutions in Arkansas and at most research universities across the country. To reserve the Access Grid or learn more, contact John Chapman at jchapman@uark.edu or 479-575-2901.

Streaming Video

Video streaming with Kaltura allows faculty to record videos with a webcam or using screen capture, offer streaming video to students, or assign students to create or upload videos within Blackboard Learn. Learn more at **its.uark.edu/classroom/streaming**.

Faculty Technology Center

Whether you are interested in launching a project using technology, providing students with online course materials, or looking for ways to engage students with technology, the Faculty Technology Center staff can help. The Faculty Technology Center assists faculty in effectively using technology to enhance classroom learning and faculty scholarship.

Faculty can make an appointment and receive support to:

- Digitize, update and create stand-alone course materials and presentations
- Introduce audio or video content to a course
- Transfer course content into Blackboard Learn
- Capture lectures and post them online or in Blackboard Learn
- Offer virtual office hours using Web conferencing
- Offer a virtual class session using Web conferencing
- Incorporate instant messaging, polling, blogging, wikis or discussion groups into a course
- Initiate, conduct or participate in videoconferences
- Receive one-on-one training

The Faculty Technology Center supports Blackboard Learn, Blackboard Collaborate Web conferencing, Echo360 lecture capture, Respondus and Respondus Lockdown Browser online testing, SafeAssign plagiarism detection, Kaltura video streaming, LifeSize videoconferencing, and CourseEval.

The Center is open Monday through Friday from 8 a.m. to 5 p.m. All services are free of charge to faculty and staff. For more information, go to **its.uark.edu/classroom/faculty-tech-center** or call 479-575-7401.

Student Technology Center

The Student Technology Center, located on the third floor of the Arkansas Union, is a place for students to focus on the synergies that emerge from play and work, ideation and project development, and individual work and group collaboration.

Students, faculty and staff can receive technical support, get one-on-one tutoring, and access a variety of specialized workstations and spaces, including:

- The Digital Media Lab
- Team collaboration and presentation areas
- Recording rooms
- The Tech Lounge
- The Gaming Studio

The Student Technology Center assists students in effectively using technology by:

- Providing opportunities for self-paced and individualized learning
- Facilitating learning and exploration of new technologies outside of the classroom
- Offering opportunities for collaboration and on-campus social interaction

Cameras, microphones, laptops and other equipment are available for checkout. For more information, go to **its.uark.edu/labs/student-tech-center** or call 479-575-8602.

General Access Computing Labs

The General Access Computing Labs (GACLs—pronounced gackles) offer networked Windows and Mac computers for faculty, staff and students.

GACLs or miniGACLs are located in the Arkansas Union (ARKU), Mullins Library (MULN), J.B. Hunt building (JBHT), Northwest Quad (NWQB) and the Administrative Services Building (ADSB). GACL hours vary by location. Current hours, locations and contact information are available at **its.uark.edu/labs/gacpls**.

Computers in the GACLs host a wide range of software, including Microsoft Office, Adobe Creative Cloud, Acrobat Pro, math and statistical software, AutoCAD Architecture, iWork, open-source alternatives to Microsoft Office and multimedia products. Web browsers include Chrome, Firefox, Internet Explorer and Safari. Student access to most GACL software is also available virtually using vLab (see page 21).

Laser printing is offered in all labs for all supported software. Color printing can be accessed in the Arkansas Union, Mullins Library, J.B. Hunt building, and the Administrative Services Building labs. All students are subject to a PrintSmart quota when printing in public labs on campus. Details are available at **print.uark.edu**.

Windows and Mac laptops are available for short and long-term checkout by faculty, staff and students who present a University ID at the Mullins Library GACL or the Student Technology Center.

Using vLab, students can access most General Access Computing Lab software remotely from computers on or off campus. After downloading an application and logging in with a UARK username and password, students can work from a Windows 7 desktop and access Microsoft Office Premium, Microsoft Visio Professional 2010 and AutoCAD. Access a complete list of software at **techarticles.uark.edu/108**.

DropboxIT

DropboxIT at **dropboxit.uark.edu** provides file transfer for files too large to send as email attachments. There is a limit of 25 files per transfer and 1.9GB per file. Files must conform to the Code of Computing Practices, **its.uark.edu/policies/code**, with regard to copyright infringement. All University of Arkansas faculty, staff and students have access to DropboxIT using their UARK username and password.

MyDocs File Storage

MyDocs is an individualized file storage account with a 500MB quota available to all students, faculty and staff. Any document saved when logged into Windows in a General Access Computing Lab will automatically be uploaded to MyDocs. Windows and Mac users can map a drive to access MyDocs from any computer. Learn more at **its.uark.edu/personal/mydocs**.

Web Publishing

Faculty, staff and students can host personal websites, including password protected sites, on Comp, the research and personal website server, or using WordPress. Find information on creating a personal site at **its.uark.edu/help/web-info**.

The Faculty Technology Center (page 18) provides Web support for faculty and staff, including media hosting services such as streaming video, podcasts, etc. The Student Technology Center (page 19) provides Web development tutoring and support for faculty, staff and students. WordPress (below) and Microsoft SharePoint (page 23) can also be used for Web development.

For information about your college or organization's official website, contact your department's Web developer or University Relations at 479-575-5555.

UARK WordPress

WordPress is a free, open-source blogging and Web publishing platform that is easy to use. IT Services hosts a WordPress multisite installation, making UARK WordPress available to all faculty, staff and students. Personal websites with a URL of wordpress.uark.edu/ username are created on login. Additional storage space and custom domain names are available on request. Learn more at **its.uark.edu/personal/wordpress**.

Microsoft SharePoint

SharePoint is a web-based application that supports collaboration by allowing users to share and work with content online. Users can create Web pages, manage projects, communicate through online forums, create forms and surveys, host group discussions, and share and access documents from anywhere. SharePoint integrates seamlessly with Exchange, InfoPath, OneNote, Word, Access and Excel.

IT services provides SharePoint sites to faculty, staff, and departments at no charge. The SharePoint server is backed up by a centralized recovery system, allowing for reliable and consistent service.

Some examples of uses for SharePoint include:

- Project and reflection sites for travel abroad, service learning, internships or independent study experiences
- Repository and archiving sites for paperless management of proposals, presentations or documents
- Research and collaboration sites for local, national or international projects
- Interactive graphical sites for displaying data and multimedia at conferences or as course presentations
- Organizational sites for committee collaborations or management of complex projects

Find out more at **its.uark.edu/personal/sharepoint**.

Research Networks

IT Services supports a 20 gigabit per second (Gb/s) core and data center network that connects about half of university users at speeds of 100 Mb/s and half at speeds of 1 Gb/s. Most buildings connect to the network at 1 Gb/s with some connecting at speeds of up to 10 Gb/s. The network supports 2 Gb/s connectivity to the Internet with ARE-ON and Internet2 connections sharing a 10 Gb/s pipe. Three wireless networks, including two 802.11n secure networks and a guest network, provide coverage for most campus buildings.

Internet2

The University of Arkansas is a participant in the national initiative to create high-bandwidth networks for the research community. The university is a member of the Internet2 project and the Great Plains Network, which provide the university with access to national, high-speed research networks.

ARE-ON

The Arkansas Research and Education Optical Network (ARE-ON) provides the optical network infrastructure for Arkansas. ARE-ON supports the Arkansas research and higher education community and actively solicits faculty input in the utilization of this state-of-the-art infrastructure. ARE-ON gives researchers, educators and others access to national and international research networks such as the National LambdaRail (NLR) and Internet2.

For more information, go to **areon.net**.

Comp Research and Web Server

Comp is a UNIX server available to all UARK users for academic and research computing, as well as personal website development. Software on Comp includes statistical software, Lynx, and text editors including Pico, VI Editor, uni-XEDIT and compilers. Programming languages on Comp include C, C++, FORTRAN, Java, PHP, Python and Perl.

Contact the Help Desk at 479-575-2905 for Comp information or support. Learn more at **techarticles.uark.edu/78**.

Open-Source LAMP Stack and SQL

Researchers have access to Linux VMs running Apache and can request a MySQL database. Our systems provide access to PHP, Perl and Python. Researchers can also request a database on the Microsoft SQL server. Request access at **askit.uark.edu**.

High Performance Computing

The Arkansas High Performance Computing Center reports to the vice provost for research and economic development. In early 2011, the center activated Razor, a new supercomputer acquired through funding from the National Science Foundation.

Research Data Services

Research Data Services (RDS) offers statistical software support, research database support, and consultation and assistance with research methods and analysis.

RDS support includes:

- Assistance with selection and implementation of primary and secondary data collection methods
- Assistance with submission of survey instruments to the Institutional Review Board (IRB) for approval
- Assistance with access to public domain and site licensed research databases
- Assistance with data management and preparation of data for analysis
- Consultation and recommendations for selecting statistical methods to meet project objectives
- Recommendations for selection of software to meet reporting objectives

The University of Arkansas is also a member of the ICPSR, offering all faculty, staff and students access to the ICPSR data resources. Go to **www.icpsr.umich.edu/ICPSR** for more information.

Learn more at **its.uark.edu/research/rsd**, or make an appointment by contacting Ling Ting at ting@uark.edu.

Survey Support

Qualtrics is a professional quality, Web-based platform for designing, distributing and evaluating surveys. Qualtrics offers an intuitive user interface, as well as flexibility and functionality across disciplines.

Qualtrics is available to University of Arkansas faculty, staff and students. Surveys must be approved by the Institutional Review Board (IRB) with a “Statement of Clearance” submitted to IT Services before surveys are published.

To request an account, go to **itsforms.uark.edu** and click Survey Request, or email uasurvey@uark.edu for more information.

EDUCAUSE

IT Services provides campus membership in EDUCAUSE and ELI, the EDUCAUSE Learning Initiative. EDUCAUSE is a nonprofit association with a mission to advance higher education through the use of information technology. ELI is designed to support the teaching and learning community by addressing key issues in higher education.

University of Arkansas users can access secure EDUCAUSE and ELI content using their UARK username and password through UARK Central Login. Visit **www.educause.edu**.

Administrative Services

These administrative services are available to faculty and staff for conducting university business. Some accounts are activated separately and require a separate password.

- **BASIS** is a suite of applications used to manage the day-to-day business transactions of the university, including interdepartmental billing and transfers, payroll and position management, online travel authorization, invoice logging, leave accounting, departmental accounting, accounts payable, budgeting, requisitions and more. Activate an administrative account at **basis.uark.edu**
- **BI/Data Warehouse** is a repository where staff and faculty can run queries against university data, usually for reporting purposes. It is made up of financial (purchasing, payroll, general ledger, etc.), academic (ISIS) and historical data. An analysis tool for running queries is available. Distinct from the ISIS and BASIS databases, the BI/Data Warehouse data is copied from the live production systems at regular intervals. Learn more at **its.uark.edu/administrative/data-warehouse**.
- IT Services also provides a **document management system** that securely stores and retrieves electronic documents, providing simple or complex workflows to route documents through a business process. Learn more at **its.uark.edu/administrative/document-management**.

Site License Software

Various software packages are available through IT Services site licenses, including AMOS, CrashPlan PROe, ESRI products, SAS, SigmaPlot, JMP, JMP Genomics, Symantec NetBackup, SYSTAT and SPSS. Faculty and staff can order online at **sitelicense.uark.edu**. Students can order online by logging in at **studentsitelicense.uark.edu**.

Other software products are also available for purchase through licensing agreements including Adobe Creative Cloud, Adobe Acrobat Pro, Microsoft products and Stata. Information and a comprehensive list of software supported by IT Services are available at **software.uark.edu**.

Identity Finder

Identity Finder allows faculty and staff to run comprehensive searches on university computer workstations to locate personally identifiable information and safely remove it when it's no longer necessary. To be in compliance with university policy, IT Services recommends that users run Identity Finder searches periodically to ensure that computers are not saving sensitive information unnecessarily. Learn more at **techarticles.uark.edu/131**.

Code of Computing Practices Summary

The University of Arkansas maintains a Code of Computing Practices. This summary provides a quick review of the terms and provisions of the code, which can be found at **its.uark.edu/policies/code**. By using a University of Arkansas computer account, users are deemed to have agreed to comply with the Code of Computing Practices and to know its provisions.

General Principles

Access to and use of computers, networks and other computing and information technology resources owned and operated by the University of Arkansas is granted as a privilege in support of the university's mission. As a condition of using such university resources, you accept responsibility for and understand the obligations that this privilege provides.

Your use of computing resources is governed by federal and state law, as well as by university policies and regulations. You must only use accounts and resources for the purposes for which they were assigned or as granted in the Code of Computing Practices.

You do not own your computing accounts, but are granted the privilege of exclusive use of those accounts; other access to user accounts may only be granted under limited circumstances.

You must use resources in an acceptable manner that:

- Is ethical and legal
- Reflects academic honesty
- Shows restraint in use of shared resources
- Respects intellectual property and data ownership
- Complies with security mechanisms
- Respects personal privacy
- Does not intimidate or harass

By accepting use privileges, you agree to:

- Use authorized resources only, for authorized purposes only
- Use an approved means of identifying your work
- Use legally licensed software in compliance with agreements
- Use shared resources judiciously

Furthermore, you agree not to:

- Attempt unauthorized access to systems
- Interfere with others' use of resources
- Use resources or accounts for personal financial gain
- Undermine restrictions, such as quotas and access
- Attempt to circumvent security in any way
- Provide access to unauthorized persons
- Disclose confidential data
- Create or otherwise knowingly run or distribute a computer virus or other destructive program
- Overload or waste resources, thereby affecting normal operations
- Violate copyright, trademark or patent laws or licensing agreements by use or distribution
- Harass, threaten or offend another person with offensive language or any actions using computing resources
- Engage in spamming or sending chain email
- Forge communications to appear as if they came from another (spoofing)
- Publish Web pages that are in violation of the Code
- Engage in any other activity that is in violation of the full Code of Computing Practices

Enforcement/Sanctions

Any violation of the Code is misconduct for purposes of the student code of conduct, the law student code of conduct and university personnel policies and may be punished accordingly, including, but not limited to, the immediate suspension or revocation of your account.

Copyright

It is a violation of the Code of Computing Practices for any user to commit copyright infringement using university resources. Copyright infringement can also result in civil and criminal penalties with fines ranging from \$750 to \$30,000 per work infringed.

The Higher Education Opportunity Act (HEOA) describes the responsibilities of institutions of higher education to curb illegal downloading and distribution of copyrighted materials through institutional networks. Institutions are required to provide annual disclosure, create plans to combat unauthorized distribution of copyrighted materials by users of the institution's network, offer alternatives to illegal downloading, and periodically review their plans for effectiveness. Colleges and universities that don't do enough to combat illegal downloading over their computer networks are at risk of losing federal funding due to a provision of the Higher Education Opportunity Act of 2008.

Alternatives

There are legal and inexpensive alternatives to using programs such as BitTorrent. Some companies that offer affordable options, allowing anyone to legally buy and stream or download music, TV shows and movies include: iTunes.com, Amazon.com, Walmart.com, Netflix.com, Hulu.com and others.

More information on copyright infringement and the university's compliance with HEOA is online at its.uark.edu/policies/copyright.

Privacy and E-communications

The privacy of electronic communications is respected at the University of Arkansas. The policies of the university regarding the confidentiality of such communications, as defined by Ark. Code Ann. § 6-61-126 (Act 1799 of 2003), are contained in the university's Code of Computing Practices at **its.uark.edu/policies/code**.

Despite the best intentions of users, the university and system administrators, it is difficult, if not impossible, to completely ensure the privacy of email. Email is not recommended for sensitive information that a user might not want disclosed.

Email can be disclosed to persons other than the intended recipient in numerous ways, including, but not limited to:

- Recipient's address is mistyped, sending the message to someone else other than the intended recipient.
- Recipient forwards an email to someone else without permission of the original author.
- Intruders/hackers break into the email system and read/disclose messages.
- Deleted email continues to exist on computer hard drive or a copy is archived on system backup.
- Email is observed as it travels over public networks and the Internet.

Users are encouraged to exercise appropriate caution at all times in their use of email and familiarize themselves with the Code of Computing Practices' limitations on the privacy of electronic communications.

Particularly relevant university policies are detailed in § II.D (Privacy of Electronic Files), § III.B (Use Without Authorization Prohibited), § III.C (Accounts), § III.D (Security and Related Matters), and § IV (Enforcement and Sanctions).

Contacts

Management Staff

User Services	Susan Adkins	sadkins@uark.edu
BASIS	Randy Putt	rputt@uark.edu
Business Office	Tina Whatley	twhatley@uark.edu
Communications	Starla Stensaas	sstensaas@uark.edu
Computer Labs	Donnie Blagg	dblagg@uark.edu
ISIS	Ron Neyman	rneyman@uark.edu
Faculty Technology Center	Eric Gorder	egorder@uark.edu
Network Services	David Bruce	dbruce@uark.edu
Information Security	Don Faulkner	donf@uark.edu
Research Data Services	Susan Adkins	sadkins@uark.edu
Technical Services	Cathy Middleton	cathys@uark.edu

Department Tech Partners

Each department has a technology partner who works closely with IT Services. Learn more and find contact information for your tech partner at its.uark.edu/help/fac-staff.

Help Desk

When you need support regarding your UARK account or IT Services software and services, contact the Help Desk at 479-575-2905. You can also stop by the Help Desk in the Arkansas Union just outside the GACL, Monday through Friday from 8 a.m. to 5 p.m. or at 155 Razorback Road, Monday through Friday from 7 a.m. to 5 p.m.

AskIT

Open an online help request at askit.uark.edu. An IT Services representative will contact you within two business days.