Technology Services

Technology Services welcomes you to Southern Cross University

Technology Services is responsible for the provision and support of information technology services throughout the University.

These responsibilities include:

- IT system development and advice
- desktop servicing and support
- support for University-wide IT systems and resources such as email, file storage and backup, print services and work calendars
- data and voice networks (Internet, intranet, telephone, wireless)
- access to and development of work unit and Corporate administrative systems.

Policy and procedures

Technology Services has various policies that all staff need to be aware of, particularly the Computing Conditions of Use and Email Policy. All staff are required to familiarise themselves with these policies to understand their responsibilities in relation to the University's technology resources.

Policies in relation to the use of technology are available at scu.edu.au/it or you can request a copy through Administration by email to itadmin@scu.edu.au or phoning (02) 6620 3711.

Southern Cross University

Staff services

Computing support and online services for staff are available at scu.edu.au/it. This website provides an overview of policy and procedures, training, software, computer guides, contacts, services and more.

Your SCU computer account

As a staff member you will have a computer account. Your account gives you access to:

- SCU network/on-campus staff computer and personal SCU email
- staff and student intranet (MySCU)
- electronic services on the SCU network such as library resources.

To obtain your username and password contact the TS Service Desk:

Lismore (61-2) 6620 3698, servicedesk@scu.edu.au

Coffs Harbour (61-2) 6659 3080, chec.helpdesk@scu.edu.au

For staff located at the Gold Coast Tweed Heads Campus please contact the Lismore Service Desk.

Note: You will not have access to a username and password login or email account until your appointment has been processed by HR Services. Once your appointment has been entered into the HR information system it will take around 24 hours for the various access accounts to be created.

Access to University systems

Your role may require you to have additional access to the University systems.

Administration, Finance and Human Resources

Finance One

Finance One is the University's finance system. The system provides extensive financial and budget reporting for users and management.

Etrans

E-trans is the University's data processing, work flow and transaction tracking system, providing secure transaction enquiry and reporting, and electronic multi- level financial delegations authorisation.

Transactions created and processed include Ereqs (purchase orders), casual staff contracts, casual and non-casual pay claims, expense claims, travel approvals, internal stores requisitions, internal cost transfers, and corporate card.

If you are a casual employee you will need access to Etrans to enter your pay claims. Discuss with your supervisor if you require access.

Access: study.scu.edu.au/it/helpdesk

- Log a new call for Etrans or Finance One
- Download the form, complete and then forward to servicedesk@scu.edu.au.

Human Resource Information System

Aurion is the University's Human Resource Information System (HRIS). It is the corporate system for personnel, leave, payroll, superannuation and training administration.

Continuing and fixed-term staff are able to access their own HR and payroll information over the Internet using the self-service module of Aurion. This enables you to:

- apply for some types of leave, including annual and sick leave
- view your leave balances and takings and predict future leave balances
- view and modify your name and address information and emergency contact details
- view your fortnightly payslips
- manage payroll deductions
- view your employment details.

Continuing and fixed-term staff: Your username and initial password will be emailed to your SCU email address by aurion@scu.edu.au.

Logon to Aurion via a web browser at hris.scu.edu.au/aurprod/ or go to the HR Services website and follow the Aurion self-service link.

Archibus

Archibus is the University's facilities and infrastructure management tool. Using this system staff can report, track and analyse facilities-related information. All requests for repairs, maintenance, space management, and disposal are logged through the Archibus portal.

Discuss with your supervisor if you require access.

Southern Cross University

Support and Student Resources

Student Management System

Student Management manages student records from application to graduation, including offers, enrolments, invoicing, examinations, assessments and government reporting. The system provides user support by means of reports, alerts, data analysers and administration consoles, along with forms and correspondence customised for individual work area requirements.

My Enrolment and *eAcademic* provide web-based access to Student Management for students and staff respectively.

My Enrolment provides students with real-time access to their student record. Students can reliably check the details of their enrolment, update their contact details, enrol online, check their results and withdraw from units and their course, all via a secure log-in.

All students have the above access excluding Research students and International Offshore students. These students have similar access; however, they cannot enrol online but must submit re-enrolment requests and progress reports via My Enrolment.

eAcademic is a set of web menus and functions that enable SCU staff members to set up and maintain personalised watch lists to report information on courses, units and individual students.

It also allows users to submit final grades, grade variations, examination papers and progress reports for research students all via a secure login. It is a web interface with the student records system, using Student Management as its information source.

Discuss with your supervisor if you require access.

Access: study.scu.edu.au/it/helpdesk

- Select the system you require access to
- Select "new account/access" from the request type option
- Accept the terms, complete the form, and submit
- Print off a copy of the form for your record

eLearning Management

The University has a centrally supported eLearning management system called Blackboard. This system, widely used throughout the Australian and international higher education community, is an easy to use browser-based learning environment enabling online interactivity and collaboration as well as access to study materials and resources.

The majority of study units delivered at SCU have an associated Blackboard site.

New staff members will automatically be given an SCU email account. A Blackboard account will also be created – ***please note*** that this does not necessarily mean you have an automatic login access to Blackboard.

New staff members will need to contact bbhelp@scu.edu.au to organise access. In your email include:

- unit code
- year e.g. 2012
- teaching period e.g. Session 1
- role e.g. tutor, grader, lecturer.

The Blackboard support team will email you when your account setup has been completed.

Management Information System

Data Warehouse, *Cognos ReportNet* and *Analysis Studio* allow information from various corporate systems (Finance, Student, Staff, Payroll, Research, etc.) to be merged and available for standardised reports and ad-hoc analysis. This will assist managers to analyse pertinent issues, including student enrolment and retention, course and unit performance, research activities performance, and student/staff demographics.

Discuss with your supervisor if you require access.

Access: staff.scu.edu.au/MIS

- Scroll to "access to MIS portal" and follow link
- Download the form, complete and foward to servicedesk@scu.edu.au.

Customer Relationship Management System

Customer Relationship Management System is an institution-wide system to facilitate the University's strategies for relationship and enquiry management.

Prospective students, current students, alumni, industry and philanthropic partners, educational collaborations etc. are a sample of the relationships managed within this system. It is used to assist in student recruitment and retention activities; facilitate timely, accurate and consistent enquiry responses; and to build and manage key relationships to assist the broader University community and friends. Discuss with your supervisor if you require access.

Access: New staff members will need to contact crmhelp@scu.edu.au to arrange access and training.

IT services

Email

SCU offers all staff an email account. This is provided strictly for your own use, and you must take all reasonable precautions to prevent anyone else using it for any purpose. You can access your email account anywhere via the Internet (webmail) webmail.scu.edu.au. Your SCU email address is used by the University for a range of general communication purposes, e.g. notification of forthcoming events, reminders about exam and class timetable availability, etc.

More information on email: accessing, hints & tips, and setting up a vacation message is available at scu.edu.au/it/services

Email forums and Forum-L

An email forum or list is an electronic mailing list that permits groups of users to discuss specific topics of interest via the email system. In order to use the email list, you must first subscribe to it. At Southern Cross University there are approximately 140 different lists relating to research, teaching units and various other topics.

Forum-L is the electronic mechanism through which general discussion and debate can occur within the SCU staff community. All new and existing staff will be automatically subscribed to Forum-L.

For information on how to unsubscribe to Forum-L and other mailing listslists visit scu.edu.au/it/services, then click on Email and Calendaring, select from the sidebar Email forums and Forum-L.

Bulk staff and student email addresses

Bulk email addresses are provided to allow the communication of information to staff and students. For a list of these addresses visit scu.edu.au/it/services

Staff Computer Backups

It is the responsibility of all staff to ensure their computer has been configured for automatic backup. For advice and support contact the TS Service Desk.

It is advisable to save or backup important files to your U drive or an external drive. Should your computer's hard drive fail, and they do, the files on your U drive will have been backed up for you. The default location for storing your files is your My Documents Folder on your computer. Therefore it is imperative these files are regularly copied to your U Drive or backed up to an external flash or hard drvie. It is your responsibility to ensure all valuable SCU data is backed up.

Staff members can also backup to the Shared Work W: Drive (accessed by your whole workgroup). See below information on File and Print Services.

For staff members using Macs, the process to login to your U: and W: Drive is slightly different. To get assistance with setting up your shared drives on a Mac, please contact the TS Service Desk.

Other ways to backup your data is to copy it regularly onto a USB Flash or External drive. See your supervisor for more information on your departments preferred backup processes.

File and Print Services

Staff members are allocated disk space on a server for safe storage of their University data. Please refer to the 'Conditions of Use Policy' in respect to your obligations for data backup. In addition, School/work units have shared data storage or work areas to enable sharing of files and documents. Your Supervisor or Administrative Officer will be able to advise you on your work unit shared drive.

Printers are available in your work area. Your administrative officer will show you how to identify and access the printers.

Shared Work Calendar

You will have access to web-based personal and shared calendars through your webmail account. Web-based calendars can be accessed from anywhere via the Internet. For information, visit scu.edu.au/it/calendaring and select from the sidebar shared calendars. See your supervisor for information on your department's shared calendars.

Staff Training Information

TS offers a range of training programs covering general computing, online lecture theatres and corporate systems. To assist your planning throughout the year, visit: scu.edu.au/it where information on training is available. TS will provide tailored training for some of the programs to suit staff needs; please contact TS to discuss any requirements.

Training for Lismore campus is normally conducted in the TS staff training room in B Block. As venues change for the Coffs Harbour and Tweed Gold Coast campuses, notification is given close to the date of training.

Computer-based training

Online self-paced training in Microsoft Office is available to all staff. This online training can be accessed via scu.edu.au/it/training.

Southern Cross University

Wireless Networks

Wireless networks are available in selected locations on all campuses wherever 'wireless' signs are presented around the campuses.

For more information including access, maps showing wireless coverage, see scu.edu.au/it/wireless.

Software

Standard Operating Environment (SOE)

The University has a standard installation of operating system and applications for all SCU workstations to maximise effectiveness of support.

The SOE list is available at scu.edu.au/it/soe

Microsoft work at home scheme

SCU staff have access to purchasing MS products for at home purposes (academic & work purposes) through an agreement.

A list of MS products and how to access this is available at scu.edu.au/it/software – select 'more information about software' from the sidebar. This link also provides information on other freeware and licensed software products.

If you require additional software contact the Service Desk – servicedesk@scu.edu.au

Computer Purchases and Support

The Desktop Services team can assist with purchasing IT equipment. Preferred suppliers of computer equipment have been selected to comply with policy and the Desktop Services team can assist new staff with requirements and quotes.

Information on computer purchasing and installations can be found at scu.edu.au/it/services refer to computer section.

Mobility@SCU

Mobile@SCU is a free mobile campus application that brings university information and services to popular smartphones and mobile devices. Mobile@SCU lets the SCU community stay connected wherever they are and offers access to phone directories, searchable campus maps, news, videos, Library, iTunesU. For more information visit scu.edu.au/it, click on Mobility@SCU link on home page.

Telephone and Voicemail

If you require this service please see the administration officer in your area. Directory information including voicemail and instructions for dialling another campus can be downloaded from staff.scu.edu.au. The Online Staff Directory can also be accessed from this site.

Business Cards Online

If you require business cards for your role, these can be ordered through the website. Go to staff.scu.edu.au then click on 'services and facilities'.

Approval is required for business cards to be printed – see your administration officer.

Update Your Staff Directory

As a new staff member, you will need to update your staff directory. This can be done via thestaff intranet staff.scu.edu.au – (MyServices tab) under the Search Tools/Staff Directory is a link for My Details.

University Intranet

The University has an internal web environment (intranet), which is accessible only by current staff and students; this is MySCU.

For students, MySCU, provides access to a range of services and resources that are available online to support their study and student life at Southern Cross University. As it is personalised, students can also access any online learning sites associated with units in which they are enrolled.

For staff, MySCU is personalised and provides access to online learning sites associated withunits you are teaching, your work collaboration areas and a range of services to support yourprofessional work and administration needs.

MySCU provides links to relevant and interesting information for staff such as Staff SCUNews and Events providing links to VC updates, staff classifieds, media releases, public diary, eNews, and policy links. It also provides quick links to access the Library, Human Resources,Student Services, Safety and Support, Teaching and Learning and Learning Support. There are multiply links to various areas and websites within these sections.

The Directories webpage provides links to class timetables, exam timetables, Fire Wardens,First Aid Officers, Online Staff Directories and the telephone directories.

Southern Cross University

Video Conference Facilities

Video conferencing facilities are available for use at all SCU campuses. Visit scu.edu.au/it/ for information on video conferencing for Lismore, Tweed Gold Coast and Coffs Harbour Campuses.

Lismore Campus R Block Room R106

Room R106 can be booked for conferences between campuses and also with external participants. The public can also hire the facility. For more information or to make a booking contact our Audiovisual Multimedia staff by email avmm@scu.edu.au or telephone (02) 6620 3720.

Tweed Gold Coast Campus

The video conference room can be booked internally or externally by contacting our Audiovisual Multimedia staff via email avmm@scu.edu.au or telephone (02) 6620 3720.

Coffs Harbour Campus Room A1.20

Room A1.20 can be booked internally or externally. For more information or to make a booking contact our Audiovisual Multimedia staff via email avmm@scu.edu.au or telephone (02) 6620 3720.

Lecture theatres, computing labs and software training

Lecture theatre training sessions – Lismore Campus

Training sessions are essential and are advertised by staff email two weeks prior to the start of each *semester*. The training sessions are then held the following week.

Contact Audiovisual Multimedia staff on (02) 6620 3720 or email avmm@scu.edu.au, or visit scu.edu.au/it.

Using Computer Lab software for teaching

If you are teaching in the University computer labs, you will need to make yourself familiar with the software applications in the labs and how to use them. For example, student login accounts are available for staff, and lecture materials can be made available for your students on the shared work areas of the lab servers.

Lismore and Tweed Gold Coast Campuses computer labs
Contact the IT Call Centre by email servicedesk@scu.edu.au or phone (02) 6620 3698 to arrange an appointment for an orientation session with the lab staff.

Coffs Harbour Campus computer labs
Contact the CHECiT Helpdesk for assistance with any questions. Coffs Harbour (61-2) 6659 3080, chec.helpdesk@scu.edu.au

TS has a formal process for requesting deployment of software in the computer labs. An email is sent to staff requesting software requirements to prepare and plan for upcoming study periods. Lismore and Tweed Gold Coast Campuses are sent the email request in November to prepare for the following year. Coffs Harbour staff are sent email requests in March and September to prepare for the following semester.

Room bookings

Lismore and Tweed Gold Coast Campuses

Computing rooms, clinical laboratories and other general teaching spaces including theatres are available for booking at Lismore and Tweed Gold Coast campuses.

If you need to book a room at Lismore or Tweed Gold Coast, please complete the Casual Room Hire form which can be accessed at scu.edu.au/services/studentservices and email to timetables@scu.edu.au.

Timetables will verify that the room (or a suitable room) is available and confirm your booking in writing. Fees may apply for room hire and operational costs.

Coffs Harbour Campus

Room bookings and enquiries for computer labs and lecture theatres are taken from 9–11 am Monday to Friday on (02) 6659 3093 or email chec.roombook@tafensw.edu.au. To help familiarise yourself with room booking procedures, a copy of the CHEC Access Policy can be obtained by emailing chec.roombook@tafensw.edu.au.

Student Learning Centre (SLC): Coffs Harbour Campus

The SLC is a specialist supported teaching/learning area made up of nine bays and an open area bay. Each bay has at least one computer (Mac or Windows) installed and will accommodate 8–10 people comfortably. The SLC can be used in a lecture/tutorial situation, for a group project or individual purposes. Each area can be booked for any period of time between Monday and Friday 9 am – 4 pm.

The SLC Support Officer is available to provide advice on how to use the equipment. For more information telephone (02) 6659 3610 or email chec.slc@chec.scu.edu.au.

The services available in the SLC are PCs with Windows 7, 9 bays (5 bays with 20" monitors), scanner for importing graphics through Photoshop and text through Omnipage, TV/video and stereo for study work, and colour laser printer/photocopier. Visit checit.scu.edu.au/slc.

Digital Resources Centre for Learning and Research

Teaching materials

Digital Resources Centre for Learning and Research DRCLR (formerly Flexible Learning Delivery Services FLDS) is responsible for processing/developing a range of teaching resources:

- desktop publishing and editing/proofreading of unit materials including Unit Information Guides, Study Guides and Readings for each study period.
- assisting academics with the development of additional study and assessment resources through services such as:
  - web development – wikis, blogs, online quizzes and animations and other content development for the Blackboard environment
  - video and audio resources development (on and offline)
  - graphic design (including diagrams, technical drawings)
  - editing, proofreading and Quality Assurance for written materials.

DRCLR also offers assistance with teaching support services:

- Elluminate Live!
- Blackboard and audiovisual teaching environments.

Non-teaching materials

DRCLR offers desktop publishing services for printed non-teaching materials (subject to the availability of the necessary time and resources), for example:

- newsletters
- posters for use in conference presentations
- staff training DVDs.

More detailed information about DRCLR's teaching support services, levels of support, procedures for accessing unit materials for revision and submitting them for processing, as well as relevant links, can be found on the DRCLR website scu.edu.au/flds.

Southern Cross University