CIS & DLIT departments merge!

We are proud to announce the combined efforts of both Computing Information Services (CIS) and Distance Learning and Instructional Technology (DLIT) to meet all of your Technology and eLearning needs as the newly formed iTech Department.

Staff locations and contact information will remain the same. This shift will provide better service for the University and improve the capabilities of TAMUK’s community. iTech will be able to provide unified support system across campus and provide support for any technology or distance learning issues a student, faculty, or staff member may have.

Additionally, a new iTech website has been launched that reflects our combined resources. Visit us at: http://www.tamuk.edu/iTech or choose iTech from the TAMUK Quicklinks.

24/7 iTech Support Services (Help Desk)

iTech has implemented a new help desk which is available 24 hours a day, 7 days a week. This service will provide all employees and students with the ability to submit requests for technical assistance or support, report technical problems, view notices of known issues/planned outages, and look up articles for common issues. Faculty, staff and students will have the ability to update open tickets with additional information, check the status of open tickets, and complete Customer Satisfaction surveys for each closed ticket.

Ready to get started?

To log in, go to http://support.tamuk.edu. Enter your full university email address in the email address field. Your password is the password you use for your university email. You can also email a request or report a problem via email (important: the email must be sent using your university email account). Simply email the details of the request or problem to support@tamuk.edu. Your email will be converted into a ticket and assigned to an iTech staff member for resolution.

Want more information?

Once you have logged into the Service-NOW Web site, you will see a Reference Guide icon in the left-hand menu. This Reference Guide will provide instructions on using the system.

If you have an urgent technical issue, call 361-593-4357 (HELP) and a Support Services technician will assist you. This new service will enable us to better serve you, our customers.

Password Reset

https://password.tamuk.edu

A new password reset program is being used this fall to provide better service to faculty, staff and students. By entering your Banner ID number, birthdate, and last four digits of your SSN, the program will validate these entries against Banner. Once validated, the program displays your email address and ku user name, and allows you to change your password. This password is used for email, wireless, computer login, and Blackboard. Please use strong passwords with a mix of capital letters, numbers and special characters. See iTech website for more information.
Blackboard Learn 9.1 Service Pack 6 Update

Blackboard Learn 9.1 SP6 has been tested by the Distance Learning team and our systems were recently updated on August 9, 2011. Some of the new features and highlights that are available on Blackboard Learn 9.1 with this update is listed below:

**Interactive Rubrics:**
Enhanced rubrics are here to better support instructor efficiency in the grading process and convey expectations to students. The rubrics enable the efficient, consistent grading of manually graded student submissions and also facilitate secondary evaluations used to support program evaluations. categories.

**Needs Grading Tool Enhancement:**
The Needs Grading tool is a view in the Grade Center that instantly provides instructors visibility and access to items that need to be graded. Gradable Blogs, Journals, Wikis, and Discussion Board activity will now appear in Needs Grading status in the Grade Center and on the Needs Grading page.

**Timed Assessments Enhancement:**
This new capability provides instructors with an intuitive means of setting time limits on assessments and configuring the system to auto-submit the assessment at time expiration. Instructors can now choose to make the timed assessment auto-submit, or to allow the assessment to continue beyond the allotted time as in previous releases of the Blackboard Learn platform.

**Impulse Safe•Connect Replacing Bradford**
Beginning this Fall, Impulse Safe•Connect will be replacing Bradford. Safe•Connect helps protect the TAMUK network and user from virus outbreaks while also maintaining user’s devices by checking for updates on antivirus programs and O/S software.

Currently the Universities Wi-Fi and student housing are utilizing Safe•Connect. The rest of the campus will start using Safe•Connect in a phased roll out through out the year.

**Wireless Hotspots**
For more information on connecting to javNet (which replaces AIRHOG and AIRHOG-N), see the iTech website, brochure or call iTech Support Services. iTech is installing additional wireless access points to help handle the additional network traffic that mobile devices want. The Hotspots are indicated by a JavNet icon as shown to the left.