

Information Technology at Union

About IT

Welcome to Information Technology (IT) at Union! The Department of Information Technology strives to provide a single point of contact for all your technical support needs here at Union Institute & University. IT at Union is made up of 4 integral components – The Help Desk, Infrastructure Team, Development Team, and the Instructional Design Team. The Help Desk is available to all learners, faculty and staff who need technical support. For minimum tech requirements, please visit the IT Web site at <http://www.myunion.edu/it> and click the Minimum Tech Requirements link on the right menu. The Infrastructure team provides technical services for Union computers, the university network, and servers. The Development team manages Union's Jenzabar Student Information System as well as other custom development. The Instructional Design team works with the faculty to develop and support online courses. For a more detailed breakdown of the IT department, please visit us at www.myunion.edu/IT.

Our Systems

The IT department at Union supports a wide variety of systems and software applications. This includes software developed by UI&U as well as extensive outside technologies. The systems are designed with the faculty and learners in mind – our goal is to provide an overall solution that is fully accessible to everyone. Each system will be covered in greater detail in the following sections.

1. **CampusWeb** – <http://campusweb.tui.edu> - serves as the “front end” for the Student Information System (SIS). Most, if not all needed learner information can be obtained through this website. Faculty/learners are able to access key information specific to each individual.
 - Faculty have the ability to enter grades, view course rosters, and print ID cards.
 - Learners are able to access personal information, check grades/schedules, make payments online, and print out their student identification card.
 - Note - Use your Union ID# to login. For a more complete guide to CampusWeb, please visit the IT Web site at <http://www.myunion.edu/it> and select the CampusWeb link on the right menu.
2. **Email** – serves as a critical communication avenue for all faculty and learners. Faculty and learners alike are strongly encouraged to utilize their Union email when communicating between each other as well as other members of Union – this is the official method of university communication.
 - Full/part time faculty and affiliated faculty receive an email account with Union upon their start date. Easily accessed through either Citrix or Webmail, Union Email provides a convenient and stable system for all faculty to use. Please access your faculty email by navigating to <http://mail.myunion.edu> or <http://apps.myunion.edu> for Citrix. Note - Use your network login for access to faculty email.
 - Learners also receive an email account with Union upon registration. The main difference with learner webmail is the location. UI&U has partnered with Microsoft to create lifetime accounts for each new learner. And these accounts do not only offer email services....they come with free storage space, free downloads, and....did I mention...this account is yours to keep forever! Please access your learner webmail by navigating to <http://webmail.myunion.edu>.
 - Finally, one last note on the differences between faculty and learner email accounts. **Faculty** email addresses will be in the format firstname.lastname@myunion.edu while **Learner** email addresses will be firstname.lastname@email.myunion.edu. Note that the only difference is the “email” sub domain in the learner address.
 - For a more complete guide to Union Email, please visit the IT Web site and select one of the Email options.

3. **eCollege** – <http://eCollege.myunion.edu> - serves as the learner management system used for online learning at UI&U. Most, if not all Union courses are hosted by this site and it provides a one stop site for your online learning needs. Whether it be at the undergraduate, masters, or doctoral levels, eCollege will certainly become familiar during your stay at Union. Upon confirmation of your involvement in an eCollege course, specific instructions and login details will be sent to you. For specific help while using eCollege, you may contact the eCollege Helpdesk 24/7 at ecollege@myunion.edu or via the online Chat within eCollege. Note – Use your UnionID# to log in. For a more complete guide on eCollege please visit the IT Web site and select the eCollege option.
4. **Library** – Every institution must have a library, and UI&U is no different in that aspect. Our one major difference is that Union’s library is mostly online. Officially known as Gary Library, our library provides instructional and informational support to Union’s entire academic community. It offers a full range of library services and hundreds of online research databases. For more information, please visit Gary Library at <http://www.myunion.edu/library/>. Note - Please use your UnionID# to access password restricted databases.
5. **Conferencing** – In a growing online environment, web conferencing has become an integral method of communication between both faculty and learners. Whether it be just a one on one conference call or a week long residency, conferencing provides UI&U members with effective communication options. Conferencing at Union consists of two major components, Adobe Connect Pro and Citrix HiDefCorporate Conference calling.
 - Adobe Connect is the online technology that connects faculty and learners together. Through this web portal technology, virtual “meeting rooms” can be set up. Similar to a live classroom scenario, Adobe Connect provides webcam access, chat rooms, information sharing, and much more. Adobe Connect remains a growing entity within Union, and will continue to be a valuable asset in the academic environment.
 - Audio conference calls are provided primarily by Citrix HiDefCorporate telecommunications services. This can be used in a standalone conference call as well as in addition to Adobe Connect sessions.
 - For more information on Adobe Connect or conference calls, please visit the IT Web site.

Computer Literacy

1. All faculty and learners at Union are expected to have a basic working knowledge of computers as outlined below.
 - Basic knowledge of computers and standard productivity software – Windows/Mac operating system, saving and running files, copy and pasting, installing applications, and downloading software.
 - Information retrieval skills – working knowledge of the World Wide Web (WWW) and its functions, including searching, surfing, and using a web browser.
 - Electronic communication skills – using email and proper netiquette.
2. To measure these skills or simply to brush up on prior knowledge, please visit our comprehensive IT Web site.

Training/Forms

1. Training is an essential ingredient at Union, and the IT Department is a strong supporter of that fact. Our goal is to provide solid training materials that efficiently and effectively educate you on our systems, policies, and software. Toward that end, the IT Department Web site provides current information that is easily accessible to members of Union. Please take the time to visit our site at <http://www.myunion.edu/it> .
2. In the past, online forms were difficult to find and many times were spread out over the entire Union site. To make things simpler and easier to find, an overall forms site has been created. This site provides access to any form you might need – all in a clear and consistent layout. To access these forms or just to take a look at the new layout, please visit our comprehensive forms site at <https://secure.myunion.edu/Forms/> or choose Forms from the Quicklinks dropdown menu on <http://myunion.edu>.

Policies

Union Institute & University requires all Faculty, Staff, and Learners to abide by UI&U Policies related to technology. To access information on topics such as ADA compliance, Affirmative Action, Campus Crime, FERPA, International learners, non-sexist language, racial and ethnic harassment, and sexual harassment, please see the links below.

1. To learn more about UI&U specific policies, please visit <http://www.myunion.edu/> and click on University Policies at the bottom of the main page.

Contact Us

Here in the Department of Information Technology, we pride ourselves in supporting all members of UI&U. At Union, our customer is the most important person to us. The customer does not depend on us- we depend on them. When the customer calls or visits our office, it is not an interruption to our work- the customer is the purpose of our work. Our customers should feel like they are part of our family- not an outsider. They are deserving of the most courteous and attentive service we can give. Our customer is the reason we exist. Our customers are the learners, faculty, staff and alumni of Union Institute & University. If, for any reason, you have a question/concern or just a comment, please feel free to call The Helpdesk at **1-888-85-UNION** or email us at help@myunion.edu. From all of us at UI&U IT, thank you for being a part of the UI&U family.

Quick Links

Systems	Address
IT Home	http://myunion.edu/IT
CampusWeb	http://campusweb.tui.edu
Faculty Webmail	http://mail.myunion.edu
Learner Webmail	http://webmail.myunion.edu
eCollege	http://eCollege.myunion.edu
Library	http://myunion.edu/library
Forms	https://secure.myunion.edu/Forms