
Technology Services & Support for Adjunct Faculty

A Guide to Resources and Services

Introduction

The following are the "essentials" aimed primarily at adjunct faculty. Technology is a vital and ever-present part of your life at Towson University. We're here to help you make the best use of it in your teaching, research, and day-to-day work.

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| <ul style="list-style-type: none">• General Support• Products for Learning and Teaching• Academics: A Few Basics• Classrooms and Computer Labs• Accounts and Passwords• File Storage, Collaboration, Wireless | <ul style="list-style-type: none">• Email• Computer Systems• Mobile Devices and Home Networks• Hardware and Software• Information Security and Safety• Campus Resources and Miscellaneous Tips
(Dining, Parking, Banking, Emergencies, etc.) |
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General Support

1. A Distributed Support Approach

Towson University's Office of Technology Services is the central IT department that provides enterprise-wide services to the campus. This is only one aspect of support available to faculty and staff. Many individual departments and colleges have their own technology providers or coordinators; check with your department head or administrative assistant for information on locally provided services. Procedures vary.

2. OTS Faculty/Staff Help Center

Contacting us by telephone is by far the best way to get help: (410) 704-5151. You can also complete a support request using our self-service web-based system, TechHelp: <http://techhelp.towson.edu>. **IMPORTANT:** In-classroom help calls use a separate process and phone number; see Classrooms and Computer Labs section of this guide.

3. Business Hours and After-Hours Assistance

The Faculty/Staff Help Center is staffed Monday through Thursday, 8 a.m. to 7 p.m., Friday 8 a.m. to 5 p.m. during the fall and spring terms and Monday through Thursday, 8 a.m. to 5 p.m., Friday 8 a.m. to 4 p.m. during January and summer terms. When closed, limited after-hours night and weekend support is available through a partner resource.

4. Self-Help Resources

Hundreds of self-help documents, quick sheets, movies, and other resources are available 24/7. See the OTS Training website: <http://www.towson.edu/technology/training/>

5. Technical Support for Computers in Faculty/Staff Offices

On-site technicians are available for office visits by appointment when necessary. Adjunct faculty computer problems should generally be reported to your department's administrative assistant who will contact OTS for service.

6. Self-Service Problem Reporting, Questions, and Service Requests

TU uses a web-based system called TechHelp, which offers 24/7/365 service to submit and track your requests, questions, and problem reports. The system also provides FAQ and self-help documents. See <http://techhelp.towson.edu>.

7. TU Web Portal

Bookmark this: <http://mytu.towson.edu> this is your gateway to PeopleSoft where you can get your class roster and post grades, to Blackboard—our course management system, and to other commonly used resources.

8. Virtual Tour: Get To Know Your Classrooms Before Classes Start

This is one of the best ways to learn the skills needed to use the technology in your classroom as well as handle common problems and issues. The Virtual Tour link is at the top of our main classroom website at <http://www.towson.edu/cclt>. Each entry includes instructions, troubleshooting resources, best practices, and a link to report problems. Whenever possible, do a “dry run” before classes start, and visit your rooms for a test drive. For a one-on-one orientation, call (410) 704-TECH (8324).

Products for Learning and Teaching

1. Lynda.com Online Learning

Supplement your curriculum with Lynda.com online tutorials and courses on business, technology, and creative skills for academic and lifelong professional success. Using Lynda.com as an extension to your curriculum, you can free up hours of class time. Direct students to [Lynda.com](http://www.lynda.com) or create playlists and [integrate Lynda.com](#) into Blackboard as part of an assignment. You can also [create playlists within Lynda.com](#) and [share them with your students](#). Students can learn new skill sets at their own pace, enabling them to be more productive and better equipped during class time. For further information, see <http://www.towson.edu/lynda>.

2. Instructional Recording (Also Known as “Lecture Capture”)

Today’s software allow you to easily create videos of not just lectures but all kinds of instructional content—course introductions, student presentations, short how-to videos, and even video markup and critique of student papers. Panopto, which integrates nicely into Blackboard, is the primary campus solution. It runs on Windows, Macs, and iOS devices. For further information, see <http://www.towson.edu/panopto>.

3. Web Conferencing (WebEx)

WebEx provides flexibility to meet around busy schedules without limiting collaboration. It allows you to share your computer desktop, individual documents, etc. and communicate with each other using voice, video, and chat. You can use [WebEx](#) to deliver instruction, conference with colleagues and students, or record your lectures. Students have access to WebEx too and can use it to collaborate on group projects.

4. Blackboard Collaborate Ultra

Use Blackboard Collaborate Ultra to work with your students, record lectures, or conduct group activities, all within Blackboard. Get creative and offer virtual office hours or set up meetings with your students to review assignments, share files and applications, chat, or interact using the virtual whiteboard. All you have to do is set up a time to meet. **Note:** Blackboard Collaborate Ultra is the most compliant web conferencing technology and is the recommended solution when working with individuals who require the use of a screen reader.

5. Windows Remote Desktop Gateway

Faculty often have their office computer set up exactly the way they need it, from bookmarks, software, icons, etc. By using Windows Remote Desktop, you can bring your familiar office environment into any classroom instead of using the instructor workstation. Additionally, before your class, you can open all your Web pages, documents you need for class, or software on your office computer in advance, lock it. When you walk into class, you just need to remote to it, log in, and everything will be ready to go—could a significant time saver. See <http://remotedesktop.towson.edu>. Note: You can only remote into a Windows computer.

6. Virtual Workspace

Towson is continuing to expand its virtualization resources. The Virtual Workspace (VW) at <http://vw.towson.edu> provides another custom desktop that moves with you from classroom to classroom. While you can’t pre-stage documents and applications in advance, you can create icons and shortcuts that may save you some time. For more information see: <https://www.towson.edu/technology/training/resources/remote.html>.

7. Learning Space Reconfiguration and New Instructional Technology

Towson funds the majority of classroom technology through Student Technology Fees. A well-established process ensures colleges can request funds to incorporate innovative technology solutions into the current environment. Each college has their own internal procedures, but ultimately, deans or their designees submit final project requests for funding review. Please share your ideas with your department and college leadership if you feel your learning spaces need additional instructional technologies. OTS Classroom and Compute Lab staff stand ready to help with preliminary evaluation. In some cases, OTS has loaner and trial equipment that faculty can try out, such as virtual reality technologies, wireless collaboration, etc. See our [website](#) for details.

8. StrengthsQuest Assessment

For faculty considering collaborative learning, it's often helpful for students to know their key strengths, particularly for group assignments and project work. The StrengthsQuest assessment is online and provides the student a customized report that lists their top five talent themes. All students have access for free using their NetID. After, you can arrange to have a 60-minute [StrengthsQuest presentation](#). For more information see <http://www.towson.edu/strengthsquest>.

9. Plagiarism Detection Applications

Towson faculty and students currently have SafeAssign available within Blackboard for checking work for original authorship and accuracy of citations. During the Fall 2017 semester, we will also be exploring adding to or replacing SafeAssign with another product, Turnitin <http://www.turnitin.com/> which offers additional features. Stay tuned for more information.

10. Other Site Licenses

The software products listed in A through E below are covered under a site license and there are no extra costs required from your department. In addition, many other software titles are in use at Towson. More information about these products, availability, and how they are licensed can be found on our online [Software Inventory](#).

- A.** Adobe Creative Cloud Software: [Adobe's suite](#) of design applications including Photoshop, Illustrator, Dreamweaver, etc.
- B.** LanSchool: LanSchool helps you manage your classroom and control what is seen on the screens of all Mac and Windows computers.
- C.** [SPSS](#): A statistical software that discovers patterns and trends in structured and unstructured data with an intuitive visual interface.
- D.** [SAS](#): A scalable, integrated statistical software environment that is specially designed for data access, transformation, and reporting.
- E.** NVivo: Powerful software for qualitative data analysis; provides better understanding of unstructured data, which will allow for smarter insights, better decisions, and more effective outcomes. A cloud-based version will be available sometime during the academic year.

Academics and the Division of Academic Affairs

The Division of Academic Affairs, not OTS, is responsible for all academic matters. New faculty are often confused about OTS' role since many academic services involve computers or websites in some way. To clarify, OTS hosts the physical technology environment. For pedagogical, policy, and procedural matters, work with your department and college, and get familiar with academic resources provided in Academic Affairs.

1. Getting Started and Information for Faculty

The Office of Academic Innovation has a website that has getting started resources for new faculty, including information on creating a syllabus, etc. See <https://www.towson.edu/provost/initiatives/leadership/newfaculty/index.html>

2. Academic Affairs Main Website

This is the hub for important academic information and resources. See <https://www.towson.edu/provost>

3. Faculty Resources

See <https://www.towson.edu/provost/academicresources/index.html>

4. Rosters, Grades, and MyTU

Faculty get their course rosters and submit grades online in PeopleSoft, our campus enterprise records system. Go to <http://mytu.towson.edu>, login, and go to the Faculty Center. If you have technical problems reaching the website, contact OTS Faculty/Staff Help Center. For “how to” questions concerning grades, rosters, or your class not showing up when you login, contact your department’s administrative assistant.

5. Blackboard

This is our web-based course management system. Most faculty use it at least to post copies of syllabi and other documents. It has a great gradebook, and you can use it to easily send announcements to all of your students. It has a lot more features, but if you are just getting started, focusing on the “big three” will be helpful for you and your students. Your course is automatically created but it’s up to you to use it. Training is provided by OTS. See <http://blackboard.towson.edu>. Your academic department or college may have its own policies regarding Blackboard use; ask your chairperson or administrative assistant. Again, OTS is responsible for the environment; how it’s used is an Academic Affairs matter.

Classrooms and Computer Labs

1. Our Main Website for Smart Classrooms and Help Resources

See <http://www.towson.edu/cclt>. Includes Smart Classroom Technology and Support Guide with survival and problem-solving tips, Smart Classroom Tips and Best Practices, and more.

2. Classroom Audiovisual Technology Support

First-level telephone support for most classrooms is generally handled by OTS unless otherwise noted. Call 410-704-8324 (4TECH). This service is provided Monday through Thursday, 7:30 a.m. to 8:00 p.m. and until 5:00 p.m. on Friday. At TU, there is no “emergency runner” system in place; our team focuses on problem prevention, but we work quickly to restore or repair reported problems. If it takes more than a phone call to solve the problem, additional support is often coordinated in conjunction with academic departments and colleges, especially for follow-up if a room visit is required.

3. More on Reporting Problems or Calling for Help

We can only fix things we know are broken, so please help and report any problem you encounter using the classroom audiovisual system or computer. The instructor’s workstation in the classroom should have an instruction sheet or placard that identifies who to contact for help, but it’s usually 410-704-8324 (4TECH). You can also use <http://techhelp.towson.edu> to report non-urgent issues and problems. Check with your chairperson, administrative assistant, or department technology provider before the semester starts; your college or department may have specific tips and procedures for your area.

4. Have a Technology “Plan B” and Enlist the Help of Students in Your Class

Our staff and contractors work hard to keep classroom systems working through a proactive, preventative-maintenance approach. However, things occasionally go wrong. Always have a “Plan B” that allows you to continue to teach even if the technology isn’t cooperating. There is usually a technologically capable student in your class who may be able to pitch in and try to get things working—or who can call for help and work with a support technician. Tip: dismissing classes for technical glitches is usually not viewed positively by students or colleges.

5. Computer Labs for General Student Use; OTS Student Computing Services

OTS maintains an open-use student computer lab in Cook Library, another site in the west residential campus, and a third at TUNE. All other campus labs are staffed and supported by individual departments or colleges. See your department head or administrative assistant for information on computer labs managed by your college or department. For more on Student Computing Services, see <https://www.towson.edu/technology/studentervices>.

6. Connecting a Laptop in the Classroom

This is a frequent question adjunct faculty have. You may need to supply a “dongle” or cable, depending on the department you teach in and the room you use. If you plan to bring in a laptop, you should contact your hiring department’s administrative assistant or IT support provider beforehand so you can verify what you need to bring—or if the department provides cables or dongles. Also, know which keys you need to press on your laptop keyboard to select the laptop screen, an external monitor, or both. This varies by brand and model.

7. Classroom and Lab Computer Software

New software installs must be planned and tested so as not to destabilize the computer or introduce problems for other faculty. Contact your department or college technology coordinator if you would like to use a particular software package other than Microsoft Office and “the basics” on a shared computer. Lead time is up to the college/department; some require 4-6 weeks or more.

Accounts and Passwords

1. Your NetID (Username)

Your primary username at TU is termed your NetID. Along with your password, your NetID lets you log into your office computer, use Blackboard and PeopleSoft, connect to the campus remotely, and more. Although you may hear other terms interchanged for the branded “NetID” they all refer to the same thing.

2. NetID Issuance and Activation

Your academic department will make sure you get your NetID created at the time of your contract and you will be notified through your personal email address. We will include instructions on how to activate it.

3. NetID Lifespan

Your NetID will remain active as long as you are teaching—and one year after your last engagement. Since adjunct faculty are hired each semester under a new contract, this ensures continuity of service for those teaching on an ongoing basis. If you have not taught after one year, any files on your OneDrive or H: drive will be permanently deleted.

4. Duo Multi-Factor Authentication

Towson uses Duo Multi-Factor Authentication (MFA) to enhance the security of NetIDs and to prevent data breaches. Duo requires a second form of identification to help you securely login to university systems. Once you’re enrolled in Duo, you’ll use *both* your password and a mobile device or landline phone when logging into various TU systems with your NetID. Starting in summer 2017, Duo will be rolled out to all faculty/staff over several months. So you may not need to use it now, but it will be coming to your department soon. For more information about Duo, visit <http://www.towson.edu/duo>.

5. PeopleSoft Access

You will be able to access PeopleSoft once you activate your NetID. Due to security and auditing requirements, your PeopleSoft access will end two to three weeks after each semester; all other services—email, access to files in OneDrive or your H: drive will remain for one year.

6. Password Changes, Mobile Device Sync

By audit requirement, passwords must be changed at least every 90 days to help reduce the chances of identity exposure and account compromise. Plan to change your password at least every 90 days—and if you forget it or it expires, use our self-service tools along with your Security Question to reset it. You must also reset your password on your mobile device(s) whenever you change it; if not, a “stale” password can lock you out with failed attempts. See <http://www.towson.edu/netid>.

7. Password Tips and Strong Passwords

Never give out your password by email, by phone, or in person. No reputable IT support provider needs it. Consider any attempt to obtain your password an identity theft attempt. Also, avoid using the same password throughout your digital life. If you have other email services, like Hotmail, or you create accounts for online shopping, use different passwords. If compromised, they won't have access to everything as they would with a "master key." Strong password learning tool:
<https://password.kaspersky.com>

8. Your Security Question: Forgotten or Expired Passwords

When you activated your NetID, you also set a Security Question; you will need the answer to reset your password if it expires or you forget it. For security question resets, contact the Faculty/Staff Help Center. We cannot reset passwords unless you visit the help center in person due to the potential for exposure by identity impersonation. Manage your NetID and password at
<http://www.towson.edu/netid>

9. Bad Password Attempt Lockout

If you have six bad password attempts in a row within ten minutes, your NetID will be locked for ten minutes, after which you can try again.

10. Keep Your Computer Locked When Unattended

When leaving your office or classroom computer unattended, even if it's just for a few minutes, lock it using the Windows L key combination or the Mac lock feature (Control + Shift + Eject/Power). This keeps curious and potentially malicious people out.

File Storage, Collaboration, Wireless Services, Student Printing

1. Network Storage and Sharing Files: Personal and Departmental Shares

You have many options to store your files and documents. While the H: and O: drive remain available for individual and departmental storage, respectively, cloud storage using Office 365 is becoming more prevalent and provides additional functionality. At the same time, security of data and risk of exposure has become much more important when making decisions about where to store things. To help guide you in making good choices, please review this chart and consider printing it as a quick reference:
<http://www.towson.edu/technology/facultystaff/documents/storing-data-risks-vs-benefits.pdf>.

- 2.** Realizing most people will continue to use their H: and O: drives even though they are not cloud based, you can still access them remotely through Virtual Workspace and Remote Desktop Gateway. You'll be able to get to them on your office computer—plus computers in classrooms and labs. Files are backed up daily, so if you lose or overwrite something, you can restore them following these instructions: [managing your network drives.pdf](#).

3. Avoid Using USB Drives; Caution with Cloud Storage Services

USB thumb drives are easily lost, stolen, or damaged. People seldom bother to back them up—and they may contain vast amounts of information. Parting with one of these handy devices can be catastrophic and lead to exposure of confidential data, identity theft, and worse. Use OneDrive for Business through Towson or your TU H: network drive instead.

4. Transferring Big or Confidential Files and Documents using the File Delivery Service (FDS)

Email lets you send files up to 25 megabytes, but even that is too big for many recipients. TU has a web-based option that allows you to send and receive huge files. Additionally, confidential files regardless of size, big or small, can also be shared using FDS. Visit <http://fds.towson.edu> and log in to explore the options and read the Help information. With this service, you can create temporary accounts for guests at other Universities, professional collaborators, editors, etc. and use FDS to send and receive files.

5. Collaboration: Custom Shares, SharePoint, and Blackboard Communities

Collaborating by email is time consuming and can be frustrating if you have to share documents and other materials. OTS can create custom network shares that allow you to share files with university faculty, staff, and even students outside your own department—much like you can with your departmental O: drive. Microsoft SharePoint and Blackboard Communities are other collaboration options. Contact the Faculty/Staff Help Center for more information and to go over your specific needs.

6. Cloud Storage and Sharing Files

The university offers a secure and feature rich cloud-based way to store and share your university files. You really should use this. You may have used personal cloud storage in the past, which is fine for you stuff, but, when it comes to teaching and research, use OneDrive for Business. You have 1TB of storage to use—this is in addition to your H: and O: drives. We only support OneDrive for Business. If you use anything else, you're totally on your own including any data exposure you may experience. For more information, see

<https://www.towson.edu/technology/training/resources/office365.html>.

7. Wireless Networking; Cellular Signal Strength

Wireless covers most areas of the campus. Offices, classrooms, and computer labs may receive a wireless signal, but strength varies. If you use cellular for data (or voice), realize signal strength from public carriers may not reliably penetrate all buildings due to design and shielding.

8. TU Open Access

When you first attempt to connect your device to our wireless network you're going to see two networks. "tu-secure" and "tu-openaccess." We strongly recommend that you connect your device to "tu-secure" to maximally protect your device and data. When you bring guests to campus, they can connect to "tu-openaccess" without a Towson NetID and password.

9. Find and Install Printers for Office, Classroom, Lab, and General Use Spaces

Discover what printers are available on campus and install them with one click of your mouse—<http://print.towson.edu>.

10. Cloud Printing Service for Students

A cloud printing service, WEPA, was launched in August 2013. Students are able to send documents from their computer to WEPA's print cloud service. Students can then go to any WEPA print station on campus and print out their work. The fee-based service administered through Printing Services is flexible and convenient. See <http://www.towson.edu/wepa>.

Email

Use TU email when communicating with students, staff, administration, or other faculty at TU. Do not correspond with students or TU staff with personal email accounts.

1. Use Office 365 for Classrooms, Computer Labs, and Shared Computers

When using a desktop computer or laptop, this is the best email option for adjuncts, whether at home, work, or in campus classrooms. You don't need to install anything; it's all web based. <http://office.towson.edu>. This method does not store email on your computer—an important security considering when using a public computer.

2. Emailing Students Within Blackboard

You can email your students using Blackboard, either to individuals or to the whole class. Find the Course Tools on Blackboard side menu, then click Send Email.

3. Email-Enabled Phones (Smart Phones) and Tablets

This is another convenient way to communicate with your students and colleagues. TU recommends the Outlook app for Windows and Android phones. You can add another email account tied to your TU Exchange/Outlook email, and even though all your mail will look like it's the same inbox, the phone actually keeps it separate. So when you remove your Exchange account from your phone, your TU email (and only your TU email) will be deleted from the phone. For configuration settings to use TU's Exchange email: <http://www.towson.edu/mobilesupport>.

IMPORTANT: A passcode on your phone is MANDATORY to use Exchange services. If you don't have one already, you will need to set one up on your phone.

4. Email All Students in Your Class Using Outlook

To email your class, you MUST use the Outlook Web App or your Exchange/Outlook email account on your phone. This is a handy way to communicate with your class regularly, or in an emergency such as if you're stuck in traffic. You will need to figure out how to construct your class email address. It's pretty easy. Here is a sample email address that would send everyone enrolled for fall 2015 in Engineering Studies (ENGS) course number 136, section number 104:

1164engs136101@towson.edu using the template below:

1yysddddnnnccc@towson.edu

- 1) The digit **1** (the email address always starts with 1)
- 2) **yy**: the two-digit year (16, 17, 18, etc.)
- 3) **s**: semester code (January = 1, Spring = 2, Fall = 3, Summer = 4)
- 4) **dddd**: three or four character department course code (e.g., COSC, EDUC, SCED, ART, etc.)
- 5) **nnn**: three-digit catalog number (e.g., 101)
- 6) **ccc**: three-digit section code (e.g. 204)
- 7) **@towson.edu** (always)

IMPORTANT: You must send email from a TU email system, either your TU account on your smartphone or from the Outlook. If you send it from another system, it will be undeliverable.

5. Forwarding Your TU Email to Another Personal or Work Account: Don't

Many adjuncts are employed fulltime and ask whether it's okay to set up email forwarding from their TU address to another account, or giving students your work/personal email address for your convenience. This is not a good practice. When you communicate with students and colleagues, you are representing TU. Forwarding it blurs that relationship and can be a problem if the student email has sensitive information (grade discussions, notice of illness, etc.). Some legal factors could also come into play, like HIPAA, FERPA, etc.

Computer Systems

1. Don't Turn Off Your Computer

If you have an assigned office computer, do not turn it off. Simply logoff when done using it. This ensures it will get updates and security patches.

2. Shared Computers

Adjunct faculty often share computers. You will not be able to install software or change settings that could affect other people who use the computer. If you need something special, check with your department chair or administrative assistant.

3. Virtual Workspace

This is our web-based, remote access service. You can use it through your web browser, or for full functionality, install the VMWare Horizon client free on Windows, Macs, and tablets (iOS and Android). It's a good way for adjuncts to connect to TU resources for email, Microsoft Office documents, and access to one's personal network storage space, the "H: drive." See <http://vw.towson.edu> to get started.

4. Google Chrome

While other browsers are installed on TU computers, Chrome works best for most websites, especially if you have a Google or Gmail account. If you sign in, all your bookmarks will be synchronized which can be handy in the classroom. It's also the most stable for many TU websites, especially Blackboard.

Mobile Devices and Home Networks

1. Support for Personally Owned Devices (Home Computers, Laptops, Printers, etc.)

Help should be obtained through an external computer service person, company, or your Internet provider or data plan carrier.

2. Mobile Device Support in General

For personally owned devices (iPhone, iPad, Android, Windows, etc.), support is limited to providing configuration information to connect to the campus network and use university resources. See this link for additional information: <http://www.towson.edu/mobilesupport>.

3. Home Networking Equipment

Your home Internet service provider, retailer, or device manufacturer will typically help you set up routers, wireless devices, and computers—as well as troubleshoot problems—by phone or through online help resources. Since they have a wide range of experience with a host of consumer-level networking devices—as well as diagnostic capabilities that may even allow them to check signal paths to your home—they are your solution of choice.

Hardware and Software

1. Special Software

If you need special software installed in the classroom or lab, discuss your plans in advance with your department head, administrative assistant, and local IT person if your college or department has one. Each department has its own policy for requests and lead time.

2. Clickers to Control PowerPoint Presentations

The process varies by college and department. Most, except CBE, require faculty to purchase their own, others may provide them on request. Check with your department. They are not offered through OTS. Administrator rights may be required to install or use them—check with your college or department technology provider.

3. Microsoft Office 2016 for Windows and Mac

Microsoft Office 2016, the full office suite, is the current standard for TU-owned desktop and laptop computers. It is installed on all TU computers by default and OTS manages the installation, upgrade, and management of that software. TU computers will receive upgrades through OTS deployments or through software distribution using Software Center on Windows computers and Self Service application on Mac computers.

4. Office 365

You may install Office 365 on a personally owned laptop or home computer—up to five systems—if you don't already have a copy of Microsoft Office or would like to use the new 365 version. This is up to you. For information see <http://office.towson.edu>

Information Security and Safety

1. Antivirus Software for Personally Owned Computers

If you don't have an up-to-date antivirus product on your personally owned laptop, do not use it on campus. Update it first. This protects you and us. Computers in offices, classrooms, and labs already have malware protection installed.

2. Use University Computers, Software, and Network Resources for University Business

Computers and systems such as email, printing, file storage services, and other network resources are funded by Maryland's citizens and our students. Please limit your use to that which directly supports your work, research, teaching, scholarly activities, and university business. Comingling one's personal digital life and work life can lead to exposure in both.

3. Email, Phishing, Social Networking: Reduce Your Exposure

TU technical support staff will never ask for your password or other sensitive data—by phone or by email. Be skeptical and cautious. Personal, professional, and university exposure could result. Forward any suspicious TU emails to phishing@towson.edu so it can be blocked and to avoid further exposure to the university.

Campus Resources and Miscellaneous Tips

1. Your OneCard ID Card

Your hiring department will notify you to get a OneCard ID at the University Union. The card serves as identification, may unlock doors if so authorized by your department, and can be “charged” with funds to allow you to use vending machines or eat at various campus dining locations.

2. Campus Map, Phone Directory, Smart Phone App, etc.

These are available on the main TU website. A mobile version of the campus map and an online directory is included in the free TU App for iOS and Android. See <http://mobile.towson.edu>.

3. Parking

Be very cognizant of parking rules, signage, and other requirements. Familiarize yourself with the information on Parking Services website: <http://www.towson.edu/parking>

4. Dining

If you need to eat before class, or just want to find a place to enjoy a break and have some coffee, see <http://www.dineoncampus.com/towson> Some favorites include Paws in the University Union, the Den in Newell Hall, Batemans (not owned by TU) in the 7800 York Road building, and Starbucks in Cook Library. Seasons Pizza on York Road also offers dine-in and take-out.

5. Events, Performances, Games

The campus events calendar provides information on upcoming events. Some are free, some are paid. Your OneCard may be required for admission. Feel free to enjoy the culture, art, sports, music, and other exciting things TU offers. See <http://events.towson.edu>

6. University Store

The store, located in the University Union, has branded apparel, school and office supplies, snacks, electronics, and other items. See <http://towsonustore.com> for hours.

7. Dry-Erase Markers and Chalk

Many adjuncts teach in the evenings—and board supplies often run out by days end. Tip: keep a personal supply in your bag so you aren’t caught without something to write with.

8. Inclement Weather and Other Closings

See <http://tunews.towson.edu/university-closing-information>

9. Police, Fire, and Medical Emergencies

Familiarize yourself before your first class with the University Police services and procedures. See <http://www.towson.edu/publicsafety/emergencies/index.html>

10. Smoking on Campus

TU is a smoke-free campus. No smoking is allowed anywhere on the campus, including in cars and outdoor spaces.

11. Counseling Services for Students in Distress

If you notice or suspect a student is distressed, the Counseling Center provides resources and services for students and offers consultation services to support and advise faculty dealing with students in distress. For emergencies, call the University Police. See <http://www.towson.edu/counseling>

12. Banking

If you need money, ATMs are conveniently located on campus at the University Union (PNC, SECU), Hawkins Hall, and Newell Hall are the closest to the core academic buildings. See <http://www.towson.edu/auxiliaryservices/banking.html>

13. Support Service for Students with Disabilities

The Disability Support Services Office provides services such as testing accommodations. If a student is a client of DSS, he or she may give you a letter to inform you that special arrangements for class or testing have been granted. This is a confidential communication; if you have questions or need to discuss ways to implement the authorized actions, contact DSS. If you need accommodation as a faculty member, discuss it with your department or contact the DSS office. See <http://www.towson.edu/dss>

14. Safety Escort Service

The University Police offer a safety escort program. When working late or alone and would like an escort to your car or a ride to another campus location, call 410-704-SAFE. See <http://www.towson.edu/publicsafety/escort.html>

15. Housekeeping and Cleaning

If you have an urgent classroom cleanup need or you notice a serious problem in an adjacent area (hallway, restroom, etc.) report it to your department if you're teaching during regular business hours. If it's after hours, call Housekeeping Services directly at (410) 704-2610.

16. Photocopying and Printing

Check with your department; most have walk-up copiers for small jobs and your administrative assistant can explain how to get large quantities of materials printed, such as exams.

17. News

Towson Tigers Today, T3, is a daily news email everyone receives; you should skim over it since it is an official news channel and may have important information—as well as events, performances, athletic games, and other things you can attend. If you miss the email, it's also online: <http://tutigerstoday.towson.edu>

18. Police, Fire, and Medical Emergency and Emergency Alerts

Call the University Police: (410) 704-4444 for emergencies, (410) 704-2134 for non-emergencies. See the website for more information and resources: <http://www.towson.edu/publicsafety/police>. An emergency alert text service is available; see <http://www.towson.edu/publicsafety/notification/index.html>