ITS & FDIC Support

Support/Help Desk Information

The ITS Help Desk is available M-F 7:00am – 4:30pm to support all campus technology. Below you will find more information about various resources provided by the Help Desk.

- Technology support can be reached at support@eiu.edu or 217-581-4357. If EIU is experiencing a large-scale outage status updates can be found on the ITS Twitter feed at: https://twitter.com/EIU_ITS

- Self help resources for all supported technology can be found at: https://www.eiu.edu/panthertech/selfhelp.php

- Training can be provided be your Instructional Support Specialist. To find your ISS visit: https://go.eiu.edu/iss

Classroom

Instructional technology in the classroom is supported and maintained by IT. Support for existing classroom technology can be directed to the IT Help desk at support@eiu.edu or by calling 581-HELP. Training can be provided be your Instructional Support Specialist. To find your ISS visit: https://go.eiu.edu/iss

Telecom

The EIU Telecommunications office provides voice and data services targeted to meet the work needs of our Faculty and Staff members. Modifications or additions to phone services can be done by calling the Telecomm Office at 217-581-4357. For more information on the services available please visit: https://www.eiu.edu/telecomm/phoneservices.php

Instructional Tools

EIU's numerous instruction tools (D2L, Zoom, etc) can be found at the FDIC website which links to each tool for more information and FAQs.

- https://www.eiu.edu/fdic/instructional.php

Campus Reporting Tools

Campus reports can be found at the links below. If a current report doesn't meet your needs campus users can also request new reports be created by visiting the link below:

- Request new report: https://go.eiu.edu/repform
- Argos: https://argos.eiu.edu/
- rePortal: https://reportal.eiu.edu/

Records Retention
Each department at Eastern Illinois University has a Records Retention Schedule prepared by the Illinois State Records Commission in consultation with the department and EIU Records Manager. Departments must follow the retention schedules for disposal of records. For additional information

https://www.eiu.edu/recordsmanagement/ IMPORTANT!... Keep records secure. Lock file cabinets and storage areas. Back up files. Do not dispose of records until proper approval has been obtained.

Laws, Regulation and Requirements

Understand and be aware of confidential information within your department. Depending on your department's needs, it may collect information which will need further security protections in place to comply with regulations or contracted requirements. For example, many departments collect and process information that is covered by one or more State or Federal regulations such as FERPA, HIPAA, GLAB, and PIPA, IPA or industry regulations such as PCI DSS. For further questions or concerns please contact Information Security Officer at (217)581-1939.

Faculty Development and Innovation Center (fdic@eiu.edu, https://www.eiu.edu/fdic/, 271-581-7051, 1116 Booth)

Who we are @ FDIC:

- Dr. Michael Gillespie, Director & Professor of Sociology, 217-581-7056
- Julie Lockett, Director of Learning Innovation, [Schedule a meeting](#), 217-581-8449
- Dr. Lu Ding, Instructional Designer, [Schedule a meeting](#), 217-581-3716
- FDIC Advisory Committee, including faculty representatives from four colleges and Library Services, the Council of Chairs and the Dean's Council

How FDIC can help your Department:

- Consultations online or in-person. Faculty at all stages are encouraged to schedule a meeting with the Director of Learning Innovation or Instructional Designer, regarding course or module design, aligning materials, assignments, and assessments with objectives, and incorporating specific instructional technologies in the faculty's design.
- Meetings online or in-person. Department Chairs or faculty are encouraged to schedule a meeting with the Director of the FDIC to establish a department/program specific workshop or meeting.
- The [OCDi (Online Course Development Institute)](#) guides EIU faculty in the development of an online course before teaching online for the first time at EIU. [Registration](#) is open to anyone preparing to teach an EIU online course. Completion of the OCDi meets the [EIU Online Course Policy](#) requirement for teaching online at EIU. The Department Chair is copied on the email notification when a faculty member earns the OCDi certificate of completion. Department Chairs can also view the faculty member's record in Banner to verify the award to meet the online course policy requirement. If more information is needed including verification of progress or completion of the OCDi, the Department Chair can contact the Director of Learning Innovation at jalockett@eiu.edu.
- The FDIC's Quality Online Course certification is designed to recognize the hard work and dedication of EIU faculty for their excellence in online education and quality online and hybrid course design. At the [Quality Online Course Certification webpage](#), faculty can complete the

simple QOC Inquiry Form there and receive access information to the QOC site in D2L containing full information about the certification process**.**

- All instructors teaching in a given semester have access to the [FDIC Course on D2L Brightspace](). This repository for information includes a blog (in News) written by FDIC staff and guest writers interested in teaching and learning innovations. If a Department Chair or faculty member is not teaching in any given semester and wishes access, send an email request to [fdic@eiu.edu]().
- FDIC [Faculty Partnership Grants]() help EIU faculty develop projects partnering with faculty or staff within the university, in the community, or with faculty in other institutions of higher education. Grants ($1,000) for proposals – on partnerships with faculty in different departments and/or colleges at EIU, with faculty at other institutions, with university staff, or with members of the community – may be used as seed money in conjunction with other support. Grant proposals are usually due in the Fall semester.
- FDIC provides and extensive range of webinars and workshops focus on teaching and learning. On the FDIC website, you can view [upcoming workshops](), [register for workshops](), or view [past workshops]().
- FDIC works closely with ITS staff including the Instructional Support Specialists (ISS), including weekly meetings, Teams, and shared ticketing system ([support@eiu.edu]()). Issues that belong more at one office or the other will get to the right person without multiple contacts.

How FDIC can help orient your New Faculty:

- **D2L Guest Account for New Faculty**: New faculty can practice using D2L while awaiting their individual EIU NetID. The Department Chair can complete this [D2L Guest Account for New Faculty]() form to request a D2L guest account for a new faculty member. When the guest account is created, a sandbox course account will also be created for the new faculty member to use to become familiar with D2L. After receiving a D2L guest account, the new faculty member also can request course accounts to begin developing their courses in D2L with this [D2L Course Account Request]() form. The course can later be copied into the actual course account once the faculty member receives their EIU NetID.
- **OCDi for New Faculty**: For new instructors that need to complete the [Online Course Development Institute (OCDi)]() training before their contract begins, the Department Chair should complete the [D2L Guest Account for New Faculty]() form and the new instructor should register for the OCDi at [https://eiu.gosignmeup.com/]().
- **New Faculty Orientation (NFO).** The in-person portion of the NFO is held the Wednesday before classes begin in the Fall semester. In order to invite new faculty in a timely manner, FDIC requests that Department Chairs send to [fdic@eiu.edu]() the names and email addresses (especially non-eiu email, as new instructors often do not obtain their Panthermail ID until arrival) of ALL instructors/faculty (A, B, adjunct) being hired for Fall, as well as those first hired over Spring or Summer who are continuing. Department Chairs might also request the instructor to register for New Faculty Orientation (NFO) at [https://eiu.gosignmeup.com/]().