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The Center for Teaching, Learning, and Leadership (CTLL) welcomes you to the University of North Georgia (UNG). CTLL supports the UNG’s commitment to "academic excellence in a student-focused environment." Through our programs and outreach, CTLL seeks to foster our community of teacher-scholars as they pursue research-based design and implementation of significant educational experiences.

**Academic Leadership**
CTLL partners with the Provost’s Office and University System of Georgia’s Faculty Development Office to offer workshops and professional development materials for faculty who have assumed leadership roles.

- Deans and Department Heads Retreat at USG
- Informal monthly meetings or book groups
- Online Deans and Department Heads Workshop

**Career Milestones**
CTLL facilitates multi-day new faculty orientations and runs a year-long New Faculty Institute program. We also offer a variety of materials and resources for faculty going through pre-tenure, tenure, promotion, or post-tenure. We partner with Distance Education and Technology Integration (DETI) to offer workshops and provide consultations.

- Awards and Fellowships
- New Faculty Orientation and New Faculty Institute
- Promotion and Tenure Workshops

**Scholarly Productivity**
CTLL fosters scholarly productivity through workshops, faculty academies, mini-grants, and opportunities for research presentations at UNG.

- Mini-Grants for Faculty Writing Groups
- Scholarship of Teaching and Learning (SoTL) Academy
- Write@UNG and Write Now Academy

**Teaching & Learning**
CTLL facilitates, supports, and develops programs, workshops, and series that advance excellence in teaching and learning.

- High-Impact Educational Practices (HIPs) Academy with focus on Service-Learning and Undergraduate Research
- Mini-Grants for Teaching Circles
- Research-Based Teaching Series
- Teaching Conversations

CTLL is a unit of Academic Affairs under the Office of Research and Engagement.
For more information, please visit our website at [www.ung.edu/center-teaching-learning-leadership](http://www.ung.edu/center-teaching-learning-leadership).
UNG Account Information for username and password

Within 48 business hours of receiving account information from Human Resources, Information Technology (IT) will contact new faculty with their UNG credentials. IT will provide a temporary password and offer instructions on activating their new account.

Password Reset:
Your username will be assigned a temporary password which will need to be reset before first sign-on. Please visit password.ung.edu to create a new, secure password. Enrolling into the Password Management Portal provides the ability to reset your password at your convenience.

Password ManagementPortal: https://password.ung.edu
Knowledge base Article: https://ungitsm.service-now.com/kb_view.do?sysparm_article=KB0011789

If you have not received your username/password, or have an issue accessing your account, please contact the IT Service Desk at 706-864-1922.
For further information regarding Information Technology, please visit: https://ung.edu/IT

UNG 2FA

UNG 2FA is a new login process that adds an additional layer of protection when accessing UNG systems. This two-factor authentication (2FA) technology integrates a second device, like your cell phone, into the login process, resulting in two types of authentication to verify your identity. This will make it more difficult for an unauthorized person to access your personal information online. UNG 2FA is powered by Duo Security.

UNG IT Service Desk

UNG IT Service Desk | Call Center hours: 7:30 a.m. – 5:30 p.m. Please call the UNG IT Service Desk at 706-864-1922 or email them at helpdesk@ung.edu.
IT Service Desk Locations and hours of service:

<table>
<thead>
<tr>
<th>Cumming</th>
<th>Blue Ridge/ Dahlonega</th>
<th>Gainesville</th>
<th>Oconee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Building 253</td>
<td>Library Technology Center 164</td>
<td>Watkins Building, ACTT Center 155</td>
<td>Administration Building 207</td>
</tr>
<tr>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>8:00 a.m. - 5:30 p.m.</td>
<td>8:00 a.m. - 5:30 p.m.</td>
<td>8:00 a.m. - 5:30 p.m.</td>
<td>8:00 a.m. - 5:30 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>Friday</td>
<td>Friday</td>
<td>Friday</td>
</tr>
<tr>
<td>8:00 a.m. - 3:00 p.m.</td>
<td>8:00 a.m. - 3:00 p.m.</td>
<td>8:00 a.m. - 3:00 p.m.</td>
<td>8:00 a.m. - 3:00 p.m.</td>
</tr>
</tbody>
</table>
Family Educational Rights and Privacy Act (FERPA)
FERPA is a Federal law to protect privacy of educational records and to guide the use and release of those records. FERPA rights begin for all students, regardless of age, at the time of enrollment. These educational records personally identify a student and are maintained by the institution. For questions or concerns regarding FERPA, please contact Steven Stubbs at (706) 864-1798 or steven.stubbs@ung.edu.

What Information Can Be Shared
1. UNG directory information, which can be released unless a non-disclosure form is filed, can be found in the UNG catalog under Accreditation and Compliance. Students may file a form with the Registrar's Office prohibiting the disclosure of directory information. It is coded in Banner and the form is filed in the Registrar's Office.
2. Students may elect to share non-directory information (i.e. to parents) by signing a release form. Always refer to Banner Web or the Registrar's Office to determine with whom information may be shared before discussing student's information.

Please Remember
1. Post grades only in a way that your individual student and you can identify.
2. Post grades online through university-supported, secure software such that only an individual student can view her/his grades.
3. When contacting more than one student at a time via email, please be sure to use the "Bcc:" (blind carbon copy) tool in your email program for all student email addresses and send the message "To:" yourself. This procedure will prevent the release of any student specific information to other students. Remember, you do not know who marked their records as confidential with a non-disclosure form.
4. Always err on the side of security and caution.

Non-compliance with FERPA puts all federal funding, including access to student aid, at risk for the University and could result in time-consuming and costly legal action.
Class Records, Grades, & Banner
The Banner System allows faculty members to access both their class records and student information. This system contains information regarding final grades and student transcripts.

Banner (Records System for Courses and Faculty Information)
Navigate to the UNG home page at www.ung.edu.
1. Click on the myUNG tab in the top right corner.
2. At the top of the myUNG page, scroll over the Banner pull-down menu, and click https://ungssb.ung.edu on UNG Banner Web.
3. On the Banner Web page, click on the link following “All UNG students, faculty and staff” —
4. Enter your Username and Password and click Login. The Two-factor authentication (2FA) will be part of the login process.
5. When you successfully login, the Main Menu appears with the entries for Personal Information and Faculty Services.

Instruction for Class Rosters and Lists
Class rosters contain information regarding the current status of students enrolled in your courses, including their class schedules, contact information, etc.
1. Log into your Banner Web.
2. Click on the Faculty Service tab.
3. Click on Instructions.
4. Click on Class Roster.

Electronic Roll Verification (Attendance)
Instructors must ensure that the rosters for their courses are correct. Missing students who have not attended class after the drop/add period must be reported each term no later than the announced deadline. Once roll verification is complete, you may want to print a copy of the roll verification for you and/or your department’s records. The Registrar’s Office will generate a list of changes and update your rosters based on the data submitted. Students who fail to attend class (according to the UNG Attendance policy) may be withdrawn from the course at the instructor’s request by completing the instructor-initiated class withdrawal form.
Office Hours

Information about office hours is located in the Academic Affairs handbook, Section 3.5.1. Academic Year. Full-time faculty whose teaching load consists of traditional course offerings are expected to post and maintain a minimum of six office hours per week. Faculty members will arrange office hours convenient to the needs of their students.

To learn more about office hours and summer sessions, please visit: http://ung.edu/academic-affairs/faculty-handbook/3-faculty-responsibilities/3.5-office-hours/index.php.

Faculty and Advisors

Information regarding your current and previous courses is available online. Your personal class schedule is available, as well as detailed information regarding each of the students in your courses.

Personal

The Personal Information menu allows users to maintain current data in the system. Please subscribe to the Emergency Alert System (Blackboard Connect Emergency Notification System), which will contact you via phone or email about vital information on campus closing and emergency situations.

Parking Permits: Location and Contact Information

To apply for a parking permit following the instructions on the website: https://ung.edu/parking-transportation/vehicle-registration.php

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Ridge</td>
<td>Parking Services (Dahlonega)</td>
<td>(706) 864-1697</td>
</tr>
<tr>
<td>Cumming</td>
<td>Information Center</td>
<td>(470) 239-3133</td>
</tr>
<tr>
<td>Dahlonega</td>
<td>Parking Services</td>
<td>(706) 864-1697</td>
</tr>
<tr>
<td>Gainesville</td>
<td>UNG Card/Parking Services</td>
<td>(678) 717-3914</td>
</tr>
<tr>
<td>Oconee</td>
<td>UNG Card/Parking Services</td>
<td>(706) 310-6270</td>
</tr>
</tbody>
</table>
Card Services
Card Services is where faculty, staff, and students can:
- Obtain UNG Nighthawk ID Cards
- Make a Campus Cash Deposit
- Request Card Swipe Access
- Purchase a Meal Plan (Meal plans are only available on the Dahlonega Campus)

Card Services Locations and Contact Information:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Ridge</td>
<td>Hoag Student Center, Room 104 (Dahlonega)</td>
<td>(706) 864-1404</td>
</tr>
<tr>
<td>Cumming</td>
<td>2nd Floor, Room 206</td>
<td>(470) 239-3132</td>
</tr>
<tr>
<td>Dahlonega</td>
<td>Hoag Student Center, Room 104</td>
<td>(706) 864-1404</td>
</tr>
<tr>
<td>Gainesville</td>
<td>Student Center, Room 326</td>
<td>(678) 717-3914</td>
</tr>
<tr>
<td>Oconee</td>
<td>Administration Office, Building 100</td>
<td>(706) 310-6270</td>
</tr>
</tbody>
</table>

Obtaining Keys and Key Cards Access
In most cases, employees are responsible for requesting their own keys and key cards. To request a key and a key card, please follow the instructions below. If you have questions, please contact the office administrator of your department.
1. Access the work order system via myUNG, or navigate to:
   https://ung.edu/facilities/cumming-gainesville-oconee-work-request.php
2. Enter your UNG User Name and Password
3. Submit work order
4. To check status of work order:
   Step 1: Access the work order system (see Step 1 above).
   Step 2: Click the "My Requests" tab at the top of the page to view work orders.
   *You will receive an email with any status changes to work orders.
   *You will receive an email when your work order has been completed and closed.

For more information on Card Services, please visit:
https://ung.edu/ung-card-office/index.php
eLearning@UNG (D2L) | Online Learning

- The learning management system (LMS) at UNG, eLearning@UNG, uses Brightspace by D2L. This system provides a variety of tools that can be used in both face-to-face and fully-online courses. Distance Education & Technology Integration (DETI) administers the LMS and provides training and support for UNG faculty and staff.
- Faculty and staff can request support with eLearning@UNG by submitting a DETI Service Ticket https://ungitsm.service-now.com/ess/create_deti.do
- DETI’s website provides a variety of resources, workshop schedules, FAQ’s and training documentation https://ung.edu/distance-education-technology-integration/index.php
- UNG online courses are delivered and facilitated through eLearning@UNG. Faculty teaching a fully-online course must complete a DETI online teaching certification course
- Log into eLearning@UNG using your UNG credentials (same username and password you use for UNG email).

Copyright Information

(Adapted from the USG Copyright Policy)
UNG adheres to the University System of Georgia Copyright Policy. Copyright law applies to nearly all creative and intellectual works. As faculty, you are responsible for being copyright compliant with all content and sources you use in the online environment as well as face-to-face.

For more information on copyright and compliance please visit:
https://ung.edu/libraries/copyright-services/index.php
or contact Terri Bell at terri.bell@ung.edu.
**Bookstore (UNG Campus Connection)**

The UNG Bookstores have a wide variety of merchandise, including textbooks, UNG merchandise, and multiple learning resource products. You can contact your local campus bookstore by calling the following numbers:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumming</td>
<td>470-239-3133</td>
</tr>
<tr>
<td>Dahlonega &amp; Blue Ridge</td>
<td>706-864-1635</td>
</tr>
<tr>
<td>Gainesville</td>
<td>678-717-3636</td>
</tr>
<tr>
<td>Oconee</td>
<td>706-310-6372</td>
</tr>
</tbody>
</table>

**Faculty Textbook Orders**

Faculty will receive an email with the below information and due dates pertaining to ordering textbooks. In addition, faculty will receive several emails generated directly out of system if they still have blank adoptions. If you need assistance, contact the UNG Bookstore at ungbookstore@ung.edu

**Online Adoption Log-In Information**

1. Go to [https://ung.verbacollect.com/users/lost](https://ung.verbacollect.com/users/lost)
2. Type in your Email address and press “Recover Access” Please use your UNG email. You will need to have used your UNG email to access Verba.
3. Log back in to your email. You should receive a second email with a link that will take you directly in (you won't need a password). Please Note: You will be able to set up a user log in once you receive the second email.
4. Once logged in there will be a training tutorial on your home screen. Select the tutorial video for additional information or contact me directly for further assistance. Also, if you do not see your course in the initial list, you will need to add yourself to the course by selecting “Click here to assign yourself to a course” link. If the course is incorrectly assigned, please contact textbook specialist for your campus below:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Ridge, Oconee, Online/Off Campus, Cumming, and Dahlonega</td>
<td>Amanda Cartrette <a href="mailto:Amanda.Cartrette@ung.edu">Amanda.Cartrette@ung.edu</a></td>
</tr>
<tr>
<td>Gainesville</td>
<td>Sabrina Ross <a href="mailto:Sabrina.Ross@ung.edu">Sabrina.Ross@ung.edu</a></td>
</tr>
</tbody>
</table>
Human Resources

Human Resources is dedicated to providing quality services, guidance, and assistance to all UNG employees and align their efforts in support of the goals and objectives of the University.

Human Resources is committed to excellence, integrity, and service in all that they do and strive to promote an environment in which human values and relationships are respected, diversity is supported, and the people are recognized as UNG’s most valuable resource.

To learn more, visit https://ung.edu/human-resources/

Human Resources Locations and Contact Information:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dahlonega</td>
<td>Downtown Office Building, Suite 244</td>
<td>706-864-1440</td>
</tr>
<tr>
<td>Gainesville</td>
<td>Administration Building</td>
<td>678-717-3821</td>
</tr>
</tbody>
</table>

Human Resources Staff can be found here:
https://ung.edu/human-resources/faculty-staff-bio/index.php

Information on benefits, employee wellness, and retirement can be found at:
http://OneUSGConnect.usg.edu

Title IX

Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681) provides that no person shall, on the basis of sex, be excluded from participation in, be denied benefits, or be subjected to discrimination under any education program or activity receiving federal financial assistance.

To learn more, visit https://ung.edu/sexual-assault-and-violence-education/title-ix.php
Bio Pages

Every faculty and staff member has the opportunity to have a bio page on ung.edu that links to the main directory. It is recommended to have at least an overview section on your bio page, written in third person. There are also fields to include the following information: education, publications, courses taught, research interests, and more.

To submit your bio information, go to https://go.ung.edu/biopage

To request a free headshot, please go to https://go.ung.edu/carform

All headshots must meet University Relations guidelines: http://go.ung.edu/sXL

Updating ung.edu

Every department at UNG has web coordinators who serve as liaisons between their home department and the UNG Webteam to update and maintain the public-facing site, ung.edu. If you have updates for your department’s website or another ung.edu site, please contact the unit’s web coordinator. They are the only ones with permissions to submit updates through the ticketing system.

Find your unit’s web coordinator: https://ungitsm.service-now.com/sp/?id=coordinators
Campus Maps
To learn more about the different campuses at UNG or directions and maps, please visit ung.edu/campuses/index.php.

Dining Services
UNG has a selection of dining services located on various campuses. Please visit the Dining Services page to learn more about their hours and their menus at https://ung.edu/auxiliary/dining/index.php

Cumming
*Cumming P.O.D.—*Extensive grab & go selection, snacks and a variety of chilled beverages at P.O.D. Express convenience store.

Dahlonega
*Main Dining Hall*—Southern Kitchen, Mongolian Grill, and Cafe Roma.
*Hoag Student Center*—Miso Noodle & Sushi, Twisted Taco, Einstein Bro. Bagels, and P.O.D. Express.

Gainesville
*Student Center Food Court*—Serves tacos and nachos, hamburgers, french fries, and pizza.
*Nesbitt Building, 2nd Floor*—Coffee Bar that serves a small selection of sandwiches and snacks, and Starbucks coffee.

Oconee
*The Coffee Bar,* a deli that serves Starbucks coffee.
CTLL AFFILIATES & STAFF

Interim Director: Rebecca Johnston  
rebecca.johnston@ung.edu | Gainesville Campus, Dunlap-Mathis Building 310 | 678-717-3628 | Dahlonega Campus, Downtown Office | 706-867-3011

Interim Associate Director: Carl Ohrenberg, Associate Professor of Chemistry | carl.ohrenberg@ung.edu  
Dahlonega Campus | 706-867-3011  
Gainesville Campus | 678-717-3933

Interim Assistant Director: Michael Rifenburg, Associate Professor of English | michael.rifenburg@ung.edu  
Dahlonega Campus | 706-867-2958

Interim Assistant Director: Lindsay Linsky, Associate Professor of Middle Grades | catherine.linsky@ung.edu  
Gainesville Campus | 678-717-2286

Co-Director of SoTL Academy: Laura Ng, Assistant Dean, College of Arts and Letters | laura.ng@ung.edu  
Oconee Campus | 706-310-6217

SoTL Librarian: Rebecca Rose, Head Librarian  
rebecca.rose@ung.edu | Cumming Campus | 470-239-3119

Senior Faculty Fellow: Shane Toepfer, Assistant Professor of Communication, Media & Journalism | shane.toepfer@ung.edu  
Oconee Campus | 706-310-6783

Faculty Fellow: Lori Furbush, Lecturer of Psychological Science  
lori.furbush@ung.edu | Cumming Campus

Faculty Fellow: Kelly McFaden, Associate Professor of Teacher Education | kelly.mcfaden@ung.edu  
Dahlonega Campus | 706-867-3257

Faculty Fellow: David Osmond, Assistant Professor of Teacher Education | david.osmond@ung.edu  
Gainesville Campus | 678-717-3686

Faculty Fellow: Nathan Price, Assistant Professor of Political Science & International Affairs | nathan.price@ung.edu  
Blue Ridge Campus | 706-946-5460

Faculty Fellow: Jennifer Williford, Assistant Professor of Math  
jennifer.williford@ung.edu | Gainesville Campus | 678-717-3886

Managing Editor of CTLL Blog: Esther Morgan-Ellis, Associate Professor of Music | esther.morgan-ellis@ung.edu  
Dahlonega Campus | 706-867-2218

SoTL Academy Mentor: Brad Bailey, Professor of Math  
brad.bailey@ung.edu | Dahlonega Campus | 706-867-2877

SoTL Academy Mentor: Minsu Kim, Associate Professor of Math  
minsu.kim@ung.edu | Gainesville Campus | 678-717-3546

SoTL Academy Mentor: Samuel Prestridge, Associate Professor of English | samuel.prestridge@ung.edu  
Oconee Campus | 706-310-6249

SoTL Academy Mentor: Ramjee Sharma, Assistant Professor of Mathematics | ramjee.sharma@ung.edu  
Gainesville Campus | 678-717-3530

Write Now Academy Mentor: Abby Meyer, Assistant Professor of Psychological Science | abby.meyer@ung.edu  
Dahlonega Campus | 706-867-4513

Write Now Academy Mentor: Paul Raptis, Assistant Professor of Communications | paul.raptis@ung.edu  
Gainesville Campus | 678-717-3785

Write Now Academy Mentor: Derek Thiess, Assistant Professor of English | derek.thiess@ung.edu  
Oconee Campus | 706-310-6359

Office Administrator: Kathleen Pendleton  
kathleen.pendleton@ung.edu  
Gainesville Campus | 678-717-3933

Communications Assistant: Noël Hahn  
noel.hahn@ung.edu  
Gainesville Campus | 678-717-2379