



**UNG** | UNIVERSITY *of*  
NORTH GEORGIA™

CENTER FOR TEACHING, LEARNING,  
AND LEADERSHIP

# 2021-2022 QUICK START GUIDE

**Information for new faculty at  
University of North Georgia**

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If you need this document in an alternate format for accessibility purposes, please contact  
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# CENTER FOR TEACHING, LEARNING, AND LEADERSHIP

The Center for Teaching, Learning, and Leadership (CTLL) welcomes you to the University of North Georgia (UNG). CTLL supports 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
- New Department Chairs Workshop Series

## 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:
  - Write Now Academy
  - Shut Up & Write
  - Friday Writing Sessions

## 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
- New Faculty Institute
- Promotion and Tenure Workshops

## 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, Undergraduate Research, Work-Based Learning, and Capstone Project
- Mini-Grants for Teaching Circles
- Research-Based Teaching Series
- Teaching Conversations

**CTLL is a unit of Academic Affairs.**

For more information, please visit our website at [www.ung.edu/center-teaching-learning-leadership](http://www.ung.edu/center-teaching-learning-leadership).



# INFORMATION TECHNOLOGY SUPPORT

## 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](https://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 Management Portal:

<https://password.ung.edu>

**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](mailto:helpdesk@ung.edu).

### Adjusted IT Help Desk Locations and hours of service:

Blue Ridge	Cumming	Dahlonega	Gainesville	Oconee
Room 144	Room 253	Library Tech, 164	Watkins, ACTT, 155	Admin. Building 207
<b>Monday-Thursday</b> 8:00 a.m. – 5:30 p.m.	<b>Monday-Thursday</b> 8:00 a.m. – 5:30 p.m.	<b>Monday-Thursday</b> 8:00 a.m. – 5:30 p.m.	<b>Monday-Thursday</b> 8:00 a.m. – 5:30 p.m.	<b>Monday-Thursday</b> 8:00 a.m. – 5:30 p.m.
<b>Friday</b> 8:00 a.m. – 12:00 p.m.	<b>Friday</b> 8:00 a.m. – 12:00 p.m.	<b>Friday</b> 8:00 a.m. – 12:00 p.m.	<b>Friday</b> 8:00 a.m. – 12:00 p.m.	<b>Friday</b> 8:00 a.m. – 12:00 p.m.



# FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

## 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](mailto:steven.stubbs@ung.edu).

The Federal Family Educational Rights and Privacy Act (FERPA) affords students three basic rights:

1. The right to inspect and review their education records.
2. The right to have some control over the disclosure of their education records.
3. The right to seek the amendment of incorrect education records.

## 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, AND BANNER

## 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](http://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** webpage, 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.



# CLASS RECORDS, GRADES, AND BANNER

## 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.

## 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.

## 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>



# PARKING PERMITS

## 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>

Campus	Location	Contact Information
Blue Ridge	Parking Services (Dahlonega)	(706) 864-1697
Cumming	Information Center	(470) 239-3133
Dahlonega	Parking Services	(706) 864-1697
Gainesville	UNG Card/Parking Services	(678) 717-3914
Oconee	Parking Services (Dahlonega)	(706) 310-6270



# CARD SERVICES

## 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:

Campus	Location	Contact Information
Blue Ridge	Hoag Student Center, Room 104 (Dahlonega)	(706) 864-1404
Cumming	2 <sup>nd</sup> Floor, Room 206	(470) 239-3132
Dahlonega	Hoag Student Center, Room 104	(706) 864-1404
Gainesville	Health Services, Room 205	(678) 717-3914
Oconee	Administration Office, Building 100	(706) 310-6270

## 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:
  - A. Cumming, Gainesville, or Oconee: <https://ung.edu/facilities/cumming-gainesville-oconee-work-request.php>
  - B. Dahlonega or Blue Ridge: <https://forms.ung.edu/view.php?id=347000>
2. Enter your UNG Username 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) AND COPYRIGHT INFORMATION

## 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](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/online-learning/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

The Office of Copyright Services assists the UNG community on matters of copyright and scholarly communications through outreach, education, consultation, and workshops in order to facilitate an understanding of copyright law, the use of copyrighted works in higher education, and related concepts.

Copyright Services coordinates with the Office of General Counsel to develop and apply policies for intellectual property at UNG, to ensure a consistent application of law and policy within our institution.

### (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](mailto:terri.bell@ung.edu).

For any legal questions, contact the Office of General Counsel at

<https://ung.edu/legal/index.php>



# BOOKSTORE

## Bookstore (UNG Campus Connection)

The UNG Bookstores have a wide variety of merchandise, including textbooks, UNG merchandise, and multiple learning resource products. Barnes and Noble College provides services on all five campuses and the website. You can contact your local campus bookstore by calling the following numbers:

Cumming	470-239-3133
Blue Ridge & Dahlonega	706-864-1635
Gainesville	678-717-3636
Oconee	706-310-6372

## 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 the system if they still have blank adoptions. If you need assistance, contact the UNG Bookstore at [ungbookstore@ung.edu](mailto:ungbookstore@ung.edu)

## Online Adoption Log-In Information

1. Go to <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 text book specialist for your campus below:

Campus	Contact
Blue Ridge - Cumming – Dahlonega - Oconee – Online/Off Campus	Amanda Cartrette <a href="mailto:Amanda.Cartrette@ung.edu">Amanda.Cartrette@ung.edu</a>
Gainesville	Sabrina Ross <a href="mailto:Sabrina.Ross@ung.edu">Sabrina.Ross@ung.edu</a>



# HUMAN RESOURCES AND LEGAL AFFAIRS

## 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:

<b>Dahlonega</b>	Downtown Office Building, Suite 244 706-864-1440
<b>Gainesville</b>	Administration Building 678-717-3821

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.

### Title IX Coordinators

The Title IX coordinator and deputies seek first and foremost to ensure that the victim is safe, and that the campus community is protected. They will meet with the victim of the reported sexual misconduct. The Title IX coordinator and deputies are trained in college sexual misconduct and will provide expert and empathetic counsel

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



# FACULTY/STAFF BIO AND WEBSITE EDITS

## Bio Pages

Every faculty and staff member has the opportunity to have a bio page on [ung.edu](http://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>

## Headshots

We would like all profile pictures on the site to be indoor professional studio color shots with a dark gray or dark blue background. Since University Relations offers studio headshots of faculty and staff at no cost to you, we prefer that you make use of our services. However, if you have a professional, forward-facing, indoor, color, studio headshot with a solid blue or gray background that you would like to submit to Web Communications for approval, please have a web coordinator for the site contact the webteam via ServiceNow (login required) using the “Other Requests” form, and attach the picture in the highest resolution available to the ticket.

We do reserve the right to refuse any image we do not view as appropriate for the website, which includes but is not limited to, profile photos that have been Photoshopped or otherwise altered.

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

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

## Updating [ung.edu](http://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](http://ung.edu). If you have updates for your department’s website or another [ung.edu](http://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 AND DINING SERVICES

## Campus Maps

UNG has five campuses located across the north Georgia region, each with its own personality, offerings and opportunities for you to reach your goals and make the most of your college experience.

To learn more about the different campuses at UNG or directions and maps, please visit [ung.edu/campuses/index.php](https://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.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* — North GA Kitchen, Mongolian Grill, Chow House Dining (open late night), and True Balance. Other offerings include a sandwich station, salad bar, vegan options, and a pizza/pasta station.

*Hoag Student Center* — Miso Noodle & Sushi, Twisted Taco, Einstein Bro. Bagels, and P.O.D. Express.

*Chestatee Building* — Starbucks

*HNS Building* — P.O.D.



### Gainesville

*Student Center Food Court* — Serves tacos and nachos, hamburgers, french fries, and pizza. Also serves a hot breakfast menu.

*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 AND STAFF

**Director:** Roger Runquist, Assistant Professor in the College of Education | roger.runquist@ung.edu | Gainesville Campus, Dunlap Mathis 144 | 678-717-3628

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**Faculty Fellow:** Kelly McFaden, Department Head, Social Foundations & Leadership and Professor of Social Foundation of Education | kelly.mcfaden@ung.edu | Dahlonoga Campus | 706-867-3257

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