UNG | UNIVERSITY *of* NORTH GEORGIA™

CENTER FOR TEACHING, LEARNING, AND LEADERSHIP

2024-2025 QUICK START GUIDE

Information for new faculty at University of North Georgia

TABLE OF CONTENTS

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.

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 Practices (HIPs) Academy
- Scholarship of Teaching and Learning (SoTL) Academy
- Mini-Grants for Teaching Circles
- Engaging Pedagogy Exchange
- Teaching Conversations

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
  - Summer Writing Academy

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.

- New Department Heads Workshop Series
- Leadership Series

CTLL is a unit of Academic Affairs.

For more information, please visit our website at ung.edu/ctll

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 is used to submit final grades and allows students to access their transcripts.

Banner (Records System for Courses and Faculty Information)

Navigate to Banner: https://ung.edu/banner.

1. Enter your Username and Password and select Login. The Two-Factor Authentication (2FA) will be part of the login process.
2. On the **Banner** webpage, select the link following "**Banner Faculty**"
3. The **Main Menu** appears showing the **Faculty Menu.**

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. Select the **Banner Faculty** link.
3. Select the four square **menu button** on top left of page.
4. Select **Banner > Faculty & Advisors > Instruction**.

Electronic Roll Verification (Attendance)

Instructors must ensure that the rosters for their courses are correct. The Banner Class Roster found by using the steps above is the official roster that accurately reflects student registration, not the D2L roster. Missing students who have not attended class after the drop/add period must be reported each term no later than the announced deadline. The Registrar's Office will withdraw any students as Non-Attending based on the information provided. Once roll verification is complete, you may want to print a copy of the roll verification for you and/or your department's records. Students who fail to attend class after roll verification is complete may be withdrawn from the course at the instructor's request by completing the Faculty Initiated Withdrawal Request form in accordance with the UNG Attendance Policy. Students may be reinstated with instructor approval using the Course Registration Form.

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 student in your courses.

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 (UNG Alert), which will contact you via phone or email about vital information on campus closing and emergency situations.

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:
https://ung.edu/academic-affairs/faculty-handbook/3-faculty-responsibilities/3.5-office-hours/3.5.1-academic-year.php

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law that protects the privacy of student education records. Staff and faculty cannot release student's Non-Directory information to a third party via email, phone, or in-person without the written consent of the student. For questions about what is considered Directory Information, please refer to the information found on the UNG Registrar's Office website.

To determine if a student has designated a FERPA contact and given permission to disclose information to a specific person, please use the following steps:

1. Log into Banner Web.
2. Select the **Faculty Service** tab.
3. Select Lookup **FERPA Authorization for a Student**.
4. Enter **Student ID** and **Find Student**. Click on **Display Information**.
5. If a student has designated a contact, the Contact Name and Authorization Code will appear here, or you will be directed to the UNG Family Portal website. If there is no FERPA contact on file, we cannot share the student's information with any third party. For Faculty and Staff instructions on how to verify a student's FERPA contact in the UNG Family Portal, see UNG's Student Records Privacy website
6. The FERPA contact must verify their PIN/authorization code before you provide them with any information on the student.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

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 creating a connection in the UNG Family Network.
   Always refer to Banner Web or the Registrar's Office to determine with whom and what specific information may be shared before discussing students' information.

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.

Please Remember

1. Only post grades 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 may 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.

PARKING PERMITS

Parking Permits: Location and Contact Information

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

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 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 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 at helpdesk@ung.edu.

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
Monday-Thursday 8 a.m.-5:30 p.m. **Friday** 8 a.m.-3 p.m.	**Monday-Thursday** 8 a.m.-5:30 p.m. **Friday** 8 a.m.-3 p.m.	**Monday-Thursday** 8 a.m.-5:30 p.m. **Friday** 8 a.m.-3 p.m.	**Monday-Thursday** 8 a.m.-5:30 p.m. **Friday** 8 a.m.-3 p.m.	**Monday-Thursday** 8 a.m.-5:30 p.m. **Friday** 8 a.m.-3 p.m.

ELEARNING@UNG (D2L)

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/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).

LIBRARIES

The UNG Libraries provide creative and innovative learning environments that successfully promote and support discovery, collaboration, and academic excellence.

Find services and collections links at https://ung.edu/libraries.

UNG Libraries Shortcuts

Library Polices for Faculty and Staff: https://libguides.ung.edu/policies/facultystaff
Includes information on registering for a new library account, borrowing privileges, and course reserves.
Create your library account: https://ung.edu/libraries/for-faculty/library-account.php
Suggest a Purchase: https://ung.edu/libraries/for-faculty/suggest-a-purchase.php
Schedule Information Literacy Instruction: https://ung.edu/libraries/for-faculty/library-instruction.php
Make an appointment with a Librarian: https://ung.edu/libraries/research-help/research-consultations.php

Hours of Operation: https://ung.edu/libraries/about/hours.php
Contact Us: library@ung.edu or 678-717-2391

LIBRARIES AND COPYRIGHT INFORMATION

Copyright Information

Copyright: 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 assistance please visit: https://ung.edu/libraries/copyright-services/index.php or for legal questions, contact the Office of General Counsel at https://ung.edu/legal/index.php

OFFICE HOURS

Adjunct and part-time faculty will maintain office hours according to the number of semester hours they teach each semester.

See the Handbook including office hours for details: https://ung.edu/academic-affairs/faculty-handbook/index.php

BOOKSTORE

Bookstore

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 campuses and the website. You can contact your local campus bookstore by calling the following numbers:

Campus	Store Manager	Phone
Blue Ridge, Cumming, and Dahlonega	Chris Strack	706-864-1635
Gainesville and Online	Jacquelyn Dondiego	678-717-3636
Oconee	Jennifer Keene	706-310-6210

CARD SERVICES AND FACILITIES

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	Phone	Email
Blue Ridge	Main Lobby, Front Desk	706-946-5460	card-dah@ung.edu
Cumming	First Floor, Service Desk	470-239-3132	card-dah@ung.edu
Dahlonega	Hoag Student Center, Room 312	706-864-1404	card-dah@ung.edu
Gainesville	Health Sciences, Room 205	678-717-3914	card-gvl@ung.edu
Oconee	Colony Square Shopping Center, Suite 207	706-310-6336	ungauxocn@ung.edu

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

* 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

HUMAN RESOURCES

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.

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

Human Resources Locations and Contact Information:

Dahlonega	Phone	Gainesville
Downtown Office 244	706-864-1440	Administration Building

Human Resources Staff can be found here: https://ung.edu/human-resources/contact.php
Information on benefits, employee wellness, and retirement can be found at:
http://OneUSGConnect.usg.edu

TITLE IX

Title IX and Sexual Misconduct

Title IX of the Education Amendments of 1972 prohibits sex discrimination against students and employees of educational institutions. The Title IX Office works to prevent sex and gender-based discrimination and ensure that no person is denied access to any educational program or activity based on sex, gender, or pregnancy status. To learn more, visit https://ung.edu/title-ix/.

The University of North Georgia uses sexual misconduct as a broad term encompassing Title IX Sexual Harassment and other sexual misconduct that does not fall under the Title IX Sexual Harassment regulations. The behaviors that are prohibited by the Sexual Misconduct Policy are sexual harassment, nonconsensual sexual contact, nonconsensual sexual penetration, dating violence, domestic violence, stalking, and sexual exploitation.

Report an incident or concern via the website, or contact the Title IX Coordinator. They will ensure all parties receive appropriate support and fair treatment and that allegations are handled promptly, thoroughly, and equitably.

Location	Phone	Email
Dahlonega: Downtown Office Building 111	706-867-4560	TitleIX@ung.edu

FACULTY/STAFF BIO AND WEBSITE EDITS

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

Headshots

UNG require all profile pictures on the site to be indoor professional studio color shots with a dark gray or dark blue background. Since UNG offers studio headshots of faculty and staff at no cost, we prefer that you make use of our services. However, if you have a professional, upright and 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 using the "Other Requests" form, and attach the picture in the highest resolution available to the ticket.

UNG does reserve the right to refuse any image it does 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 Strategic Communications and Marketing guidelines: http://go.ung.edu/sXL

To request a free headshot, please go to go.ung.edu/photography

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 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
https://ung.edu/web-communications/interactive-map/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 Diner (open late night), and True Balance. Other offerings include a sandwich station, salad bar, vegan options, and a pizza/pasta station.
Hoag Student Center — Wild Blue, Twisted Taco, Einstein Bro. Bagels, and P.O.D. Express.
Chestatee Building — Starbucks
Health and Natural Sciences Building — P.O.D. Express
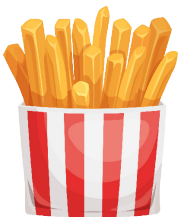
Gainesville
Student Center Food Court — Burgers+Fries, Trattoria Italian Kitchen, The Iron Skillet, The Spread Wicked Good Subs, Foodlab. Serves tacos and nachos, hamburgers, french fries, sandwiches, and pizza. Also serves a hot breakfast menu.
Nesbitt Building, 2nd Floor — Coffee Bar that serves a small selection of sandwiches and snacks, and Starbucks coffee.

Oconee
The Coffee Bar, a deli that serves Starbucks coffee.

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