

# Frequently Asked Questions:

## Faculty Disability Resources

***Q: If I have a disability and require accommodation whom do I contact?***

**A:** The Title IX Administrator in HR at 903-886-5025.

***Q: When I completed the form regarding Disabilities and marked that I had a disability, what happens with the information? Will I be contacted?***

**A:** By law A&M-Commerce is required to request that information of employees and the data are compiled without names or other identification. An individual will not be contacted. If an individual seeks accommodation for his or her disability, he or she must contact HR.

## Bookstore

***Q: What is a textbook requisition?***

**A:** A textbook requisition is commonly referred to as a “Course Request,” “Book Adoption,” or “Book Requirements.” These are all names for the list of books being used for a course that the bookstore must carry for students to purchase.

***Q: Why do I need to turn in my textbook requisitions in so early?***

**A:** There are two main reasons why textbook requisitions are due in October, March and April:

1. This allows the bookstore to acquire as much used stock as possible in an effort to offer better pricing to students, before having to purchase the remaining quantities needed directly from publishers. The bookstore acquires used stock through multiple wholesalers, other stores not using the books, online websites and our end of semester “Buyback” from students.
2. Sometimes the textbook requisitions submitted required further research. If the book requested has a new edition or is out of print, the bookstore will see if they can obtain enough saleable copies at the price point needed for the students or if there is a similar ISBN that the bookstore can use in its place.

***Q: What is an ISBN and why is it needed?***

**A:** ISBN stands for International Standard Book Number. It is the precise number that allows the bookstore and students to obtain the correct title and edition for the class.

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***Q: I've placed an order for new textbooks, but it's taken more than 3-5 days to arrive at the bookstore?***

**A:** There are a couple of factors for book delays:

- Majority of books ordered new from the publisher have a 24 to 48 hour processing time before the book ships out. This processing time does not include the ship time.
- If the book ordered is a bundle (shrink wrapped item or package with multiple components), it can take 3-5 business days for the publisher to process before shipping. This processing time does not include the ship time.
- If the book is a custom or "print-on-demand" title, the publisher will take 5-7 business days to process before shipping. This processing time does not include the ship time.
- If the book was ordered right before a holiday (Thanksgiving, Christmas, New Year's and Labor Day), there may be extra delays due to the publisher having backlogs on orders.
- If the book was ordered during the winter or hurricane seasons, inclement weather preventing freight shipments may also prevent items from shipping in a timely fashion, as majority of publishers are located in the Northern or Eastern parts of the U. S.

## Institutional Effectiveness

### Office of Institutional Effectiveness

***Q: Who should I contact if I have questions about my IE documentation?***

**A:** You may begin by contacting the Institutional Effectiveness Coordinator at extension 5935.

***Q: Where may I find examples of the current IE documentation that is required?***

**A:** Examples, illustrations, templates, and checklists are located on the [IE Leadership Team](#) webpage.

***Q: When are the due dates for academic program plans and results?***

**A:** Academic program plans and results are due to the IE Leadership Team Representative two weeks before they must be submitted to the Associate Provost for IE. Both IE Plans and Results must be submitted to the Associate Provost for IE by the deadline of October 15<sup>th</sup> each year.

***Q: When are the due dates for support unit plans and results?***

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**A:** Support Unit plans and results are due to the IE Leadership Team Representative two weeks before they must be submitted to the Associate Provost for IE. Both IE Plans and Results must be submitted to the Associate Provost for IE by the deadline of November 15<sup>th</sup> annually.

### Office of Institutional Research

#### ***Q: How do I request a new report or changes to an existing report?***

**A:** Please visit the Online Report Request Form by clicking [here](#). You will be prompted to log in using the same username and password you use to log in to your work computer. If you have any issues accessing the site or encounter any errors, please email the [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu) or call them at 903-468-6000.

#### ***Q: How do I request access to WebFOCUS Reports?***

**A:** Submit an [IT Systems Access Request](#) by filling out the [online form](#).

- Include the name and location of the report for which you need access. Example—  
Name: REC009 Location: REC009/Standard Reports/general
- Sign and date the form.
- Get your Department Head to sign and date the form.
- Scan and email the form to [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

#### ***Q: Do I need VPN to access WebFOCUS Reports?***

**A:** If you need to access reports from home or Travel-Yes. If you do not have VPN installed on your computer please visit the following CITE knowledge article: [VPN Client](#). If you have any issues setting up and/or connecting to VPN, contact the [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu) or call them at 903-468-6000.

#### ***Q: How is WebFOCUS affected by FERPA?***

**A:** The data contained in WebFOCUS reports may be subject to FERPA. To review the Texas A&M University-Commerce FERPA Faculty/Staff Guidelines PDF click [here](#) and/or please visit the Confidentiality of Student Records and the Family Educational Rights website: <http://www.tamuc.edu/admissions/registrar/FERPA/default.aspx>

#### ***Q: Is WebFOCUS Training available?***

**A:** The WebFOCUS Reporting Committee highly recommends that all WebFOCUS Report Users seek out **Microsoft EXCEL training** with the Training and Development Office at TAMUC.

- Excel training provides the Report User with the necessary tools to ensure the successful manipulation of reporting data and provides a better understanding of

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how to turn that manipulated data into meaningful data with the use of graphs, charts, and pivot tables.

**A:** The WebFOCUS Reporting Committee also recommends that all new and existing WebFOCUS Report Users attend a **WebFOCUS Training class**. This training can be scheduled on an as-needed basis. Please contact the IR Research Analyst at 903-468-6024 to schedule a training session.

### Office of Academic Technology

#### **Q: Are OAT services provided only for online course instruction?**

**A:** No, we assist with all types of course delivery – online, blended, enhanced, and face-to-face.

#### **Q: How does Academic Technology support eLearning?**

**A:** Our team offers faculty individual, small group, and multimodal consultations or presentations for fully online, blended, and web-enhanced courses. Self-paced online training courses are available to faculty, such as *Essentials of myLeo Online*. The myLeo Online learning management system is powered by D2L's Brightspace platform.

Online and blended learning courses typically incorporate videos to present the learning content. Our multimedia production team can assist with the creation of full video or audio narrated products. Inside our office suite, there are video and audio recording studios. The finished multimedia products may be edited professionally upon request. All of the completed multimedia products are posted our Academic Technology managed YouTube channel. The links are then embedded into the learning management system (LMS).

Virtual synchronous meetings, which can be recorded for later viewing, are an option for online and blended learning courses. The learning management system and multimedia production teams are available to train faculty in the use of the technology.

A TAMUC syllabus template and checklist are available. As an optional service to faculty course syllabi are reviewed, and faculty are given constructive feedback.

#### **Q: How can media be included in my courses?**

**A:** Academic Technology offers a variety of media formats for instructional delivery and houses a high-definition studio for video productions to include faculty introductions, lectures, and demonstrations. Camtasia and audio recording are available in a soundproof room.

Training is available for Adobe Connect and YouSeeU for synchronous online video sessions, and VoiceThread for asynchronous sessions.

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### **Q: Who do I contact if I need training or support in the use of myLeo Online?**

A: Contact Academic Technology at [online@tamuc.edu](mailto:online@tamuc.edu) or 903-886-5511 for assistance in the development of fully online, blended, or enhanced courses using myLeo Online

### **Q: Who can help make my online and blended courses accessible for students with a disability?**

A: Academic Technology partners with the faculty to insure their courses are accessible by students with a disability. For these priority courses in which a student has registered a need for an accommodation, our team provides transcripts for text only Power Points and Close Captioning and transcripts for Instructor Generated Videos and third party videos. We also work with the faculty to provide alt text for images, charts, graphs, etc. in a course. Training in accessibility is also encouraged for faculty.

### **Q: Are any of the Academic Technology rooms available for faculty and academic department use?**

A: Yes. There is a conference room, a training lab, two collaboration areas, and an open coffee bar lounge area. Call Academic Technology at 903-886-5511 to reserve one of the spaces.

### **Q: What learning management system (LMS) does Texas A&M-Commerce use for fully online, blended, and web-enhanced courses?**

A: myLeo Online (powered by D2L's Brightspace.)

### **Q: What teaching tools are available to me within the LMS:**

A: We have several educational tech tools that are integrated with our LMS. Respondus is our integrated test builder, VoiceThread is an interactive media tool, and Turnitin is a standard academic integrity tool.

### **Q: What other teaching tools are available to me?**

A: Camtasia is an easy-to-use screen recording software available through the A&M system at a low cost. YouSeeU is a synchronous web conferencing tool for faculty.

### **Q: I would like to learn more about how to use educational technology. Where can I get assistance?**

A: You can access resources from our Academic Technology website, join us for a training session, or come to our office in Gee Library 173 for a one-on-one consultation.

### **Q: What other services are offered pertaining to educational technology?**

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**A:** We investigate emerging technologies and how they impact learning and how they may be incorporated into various instructional modes. We conduct preliminary investigations into the viability of technology, and then often follow this approach with a pilot program that researches crucial user experience as well as valuable implementation data.

### ID Card

***Q: How do I report a missing or stolen card?***

**A:** Report missing or stolen Lion Cards immediately by:

- Calling Mane Card Office 903-468-6022
- Freeze access to your account
- Report in person to replace your card
- Stolen card should be reported to UPD 903-886-5868

***Q: Do I have to pay for a replacement card if the card is old and damaged?***

**A:** Cards can become worn, damaged, or unreadable. Cards damaged due to normal or reasonable wear and tear will be replaced at no cost to the cardholder. A fee for replacement of a card damaged due to neglect, misuse, or improper care, will be at the office's determination and discretion.

### Marketing Communications

***Q: How do I get my achievements mentioned in the PRIDE?***

**A:** Submit your achievements to our Submit News form:

<http://sites.tamuc.edu/news/submit-news/>. Your submissions get tagged and included in future issues of the PRIDE.

***Q: Where do I send the press releases?***

**A:** We have a few segmented media lists. There is internal, which is the university audience. There is local, which are the immediate news outlets. We have regional media lists that include the Dallas Metroplex. Feedback from the submitter can help guide MarComm to target additional outlets that may be better suited for your type of news. Subject matter publication and news outlet suggestions are always welcome.

### Division of Student Access and Success

**Counseling Center**

## **Frequently Asked Questions:**

### ***Q. Why seek counseling?***

**A.** Students come for counseling because they want to feel better about themselves or a relationship. Counseling involves sharing thoughts and feelings in confidence with a trained counselor, someone who is objective and a good listener. This is often helpful when students have important decisions to make. Sometimes counseling may help students change their behavior so they can deal more effectively with a problem or become more aware of strengths and resources they can use to their benefit.

At other times, counseling may help by giving students certain types of information, teaching them new skills, or helping them see themselves and others in a different light. Successful counseling may mean they will become aware of feelings and behaviors that are not particularly comfortable to them. However, with the help and support of a trained counselor, they can learn to confront such feelings and behaviors and make changes that will lead to a more satisfying life.

### ***Q. Who can use the Counseling Center?***

**A.** All currently enrolled students.

### ***Q. When is the Center open?***

**A.** Office hours are 8:00 am to 5:00 pm, Monday through Friday (evening hours by appointment).

### ***Q. Do students need an appointment to see a counselor?***

**A.** Appointments can be scheduled in person or by phone.

### ***Q. Will the information students tell the counselor be held confidential?***

**A.** All communications between student and counselor are confidential and will not be disclosed to anyone unless written authorization is given to release the information.

## **Hispanic Outreach and Retention**

### ***Q: Where is Hispanic Outreach located?***

**A:** One Stop Shop, Student Access & Success

### ***Q: How does the university becoming an HSI affect or help all students?***

**A:** The HSI designation means that at least 25% of our undergraduate students self-identify as Hispanic/Latino. An institution with the HSI designation means significant access to federal dollars that would benefit the university in research funding and will result in access to resources for all our students.

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### Student Health Services

***Q: Will a copay be required?***

**A:** Yes, faculty and staff must pay their copay at the time of visit; however there is no current copay for students.

***Q: Must I make an appointment?***

**A:** Yes, in order to provide the best care possible and in a timely manner we ask that patients make an appointment to see the provider.

***Q: I am faculty member and also a student; what must I do?***

**A:** If you have the current university insurance as a faculty member you may use your insurance at the time of the visit. You will be required to pay your copay at the time of the visit. If you choose to be seen as a student you will be unable to use your employee insurance. The office visit will be free but you will be required to pay for additional testing such as labs and x-rays at the time of service.