



UNG | UNIVERSITY *of*
NORTH GEORGIA™

CENTER FOR TEACHING, LEARNING,
AND LEADERSHIP

2023-2024 QUICK START GUIDE

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

If you need this document in an alternate format for accessibility purposes, please contact
Kathleen Pendleton at Kathleen.Pendleton@ung.edu or 678-717-3933.



TABLE OF CONTENTS

Center for Teaching, Learning, and Leadership.....	3
Class Records, Grades, and Banner.....	4-5
Family Educational Rights and Privacy Act (FERPA).....	5-6
Parking Permits.....	6
Information Technology Support.....	7
D2L.....	8
Copyright Information.....	8
Libraries.....	9
Bookstore.....	9
Card Services.....	10
Human Resources.....	11
Title IX.....	11
Non-Discrimination Policy.....	11
Faculty/Staff Bios and Web Edits.....	12
Campus Maps.....	13
Dining Services.....	13
CTLL Affiliates and Staff.....	14



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 with focus on Service-Learning, Undergraduate Research, Work-Based Learning, Capstone Project, ePortfolios, or Learning Communities
- Mini-Grants for Teaching Circles
- Engaging Pedagogy Exchange (formerly RBTS)
- 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/ctlil



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://ungssb.ung.edu>.

1. On the **Banner** webpage, click on the link following “**All UNG students, faculty and staff**” —
2. Enter your **Username** and **Password** and click **Login**. The Two-Factor Authentication (2FA) will be part of the login process.
3. 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. 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.

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.



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 your **Banner Web**.
2. Click on the **Faculty Service** tab.
3. Click on **Lookup FERPA Authorization for a Student**.
4. Enter **Student ID** and **Find Student**.
5. Click on **Display Information**.
6. If a student has designated a contact, the Contact Name and Authorization Code will appear here. The contact must confirm their name and Authorization Code, or we cannot release student information to the contact. If there is no FERPA contact on file, we cannot share the student's information with any third party.



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 signing a release form.

Always refer to [Banner Web](#) or the [Registrar's Office](#) to determine with whom 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.

UNG's on-boarding process: an encrypted email will be sent to the new employee's personal email address, providing their password immediately after the account has been created, can be sent.

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).



COPYRIGHT INFORMATION

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.

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

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



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 Policies for Faculty and Staff: <https://libguides.ung.edu/policies/facultystaff>

Includes information on registering for a new library account, borrowing privileges, and course reserves.

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

Cumming	Dahlonega	Gainesville	Oconee	Online
7:30 a.m.-5:30 p.m.	8 a.m.-10 p.m.	8 a.m.-9 p.m.	8 a.m.-5:30 p.m.	9 a.m.-5:30 p.m.

*Hours subject to change, please check website.



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

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
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>



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/>.

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



NON-DISCRIMINATION POLICY

Non-Discrimination Policy

The University does not discriminate against individuals on the basis of race, color, sex, gender, gender identity, religion, creed, national origin, age, disability, genetic information, or veteran status in its programs and activities, including in the administration of its admissions policies, educational policies, employment policies, or any University governed program or activity.



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

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

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

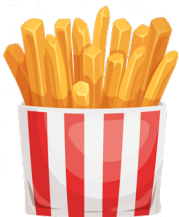
Health and Natural Sciences Building — P.O.D. Express



Gainesville

Student Center Food Court — 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.



CTLL AFFILIATES AND STAFF

Director: Roger Runquist, Assistant Professor in the College of Education | roger.runquist@ung.edu | Gainesville Campus, Dunlap Mathis 121A | 678-717-3628

Associate Director: Rebecca Johnston, Professor of Music | rebecca.johnston@ung.edu | Dählonega Campus, Dunlap Hall 110 | 706-867-3011

Assistant Director: Carl Ohrenberg, Associate Professor of Chemistry | carl.ohrenberg@ung.edu | Gainesville Campus | 678-717-3933

Assistant Director: Lindsay Linsky, Professor of Middle Grades | catherine.linsky@ung.edu | Gainesville Campus | 678-717-3933

Director of Academic Engagement: Maxine Douglas, Senior Lecturer of Sociology and Human Services | maxine.douglas@ung.edu | Gainesville Campus | 678-717-3412

Senior Faculty Fellow of Scholarly Writing: Michael Rifenburg, Professor of English | michael.rifenburg@ung.edu | Dählonega Campus | 706-867-2958

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

Faculty Fellow: Susan Brantley, Senior Lecturer of Biology | susan.brantley@ung.edu | Oconee Campus | 706-310-6358

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

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

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

Managing Editor of CTLL Blog and Assistant Director of Academic Engagement: Esther Morgan-Ellis, Associate Professor of Music | esther.morgan-ellis@ung.edu | Dählonega Campus | 706-867-2218

HIP Academy Coach: Maxine Douglas, Senior Lecturer of Sociology | maxine.douglas@ung.edu | Gainesville Campus | 678-717-3412

HIP Academy Coach: Romola Bernard, Assistant Professor of Middle, Secondary & Science Education | romola.bernard@ung.edu | Gainesville Campus | 678-717-2269

HIP Academy Mentor: Carly Redding, Associate Professor of Sociology & Human Services | carly.redding@ung.edu | Gainesville Campus | 678-717-3577

HIP Academy Mentor: Bryan Dawson, Professor of Psychological Science | bryan.dawson@ung.edu | Dählonega Campus | 706-867-4514

Write Now Academy Mentor: Abby Meyer, Associate Professor of Psychological Science | abby.meyer@ung.edu | Dählonega 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

CTLL Office Administrator: Kathleen Pendleton | kathleen.pendleton@ung.edu | Gainesville Campus, Dunlap-Mathis 121 | 678-717-3933

CTLL Communications Specialist: Noël Hahn | noel.hahn@ung.edu | Gainesville Campus, Dunlap-Mathis 121 | 678-717-2379