

## **Academic Experience**

### **Active learning with technology: bringing students, faculty, and information together**

**You will be joining a community of people devoted to creating and sharing information. Finding answers to the following questions can help you understand how technology is used to support learning and collaboration in your areas of interest or possible major(s).**

**How does the campus use technology to enhance teaching and learning in your areas of interest?**

*Many UMFK faculty use a course management system (such as Blackboard) to deliver courses online or to enhance an on campus course. And, along with the use of fully mediated classrooms, many programs use subject specific software to supplement traditional text book learning.*

**Is there technology in the classrooms?**

*Most of our classrooms are permanently equipped with a full multi-media podium including a pc, lcd projector, document camera, dvd player, vcr, and multimedia speakers. Mobile units are available for those classrooms that are not permanently equipped.*

**Does the school give credit for courses taken online from other institutions and sources of instruction?**

*The University of Maine at Fort Kent does accept credits for courses, online or regular, from other colleges or universities provided the institutions are accredited by one of the “regional” accreditation agencies. A minimum grade of “C-” is required in the courses for transfer. The credits must also meet program requirements in UMFK degrees.*

**Does the school have multimedia labs you can use to work on projects? Is there help available?**

*There are several computer labs on campus that are open to general student use. The Old Model School computer lab, the Nadeau Hall computer lab and the Blake Library computer lab provide up to date computers and laser printers, including a color printer in the Library. Other multimedia services, such as scanning and digital camera usage are available in the Library. The Library staff and the Information Technology staff can help with all of this equipment.*

**Are library collections and resources—such as catalogs, research databases, special collections, course reserves, full-text electronic journals, books, and streaming media—available online and accessible off campus?**

*We have an online catalog (URSUS), online databases, electronic course reserves, full-text electronic journals, and e-books (electronic books). We do not have streaming media related to the library. We have a special collections project where we are trying to get primary documents online. Otherwise, the cataloged items in our Special Collections are found in our online catalog.*

**Can the library deliver documents to you electronically, either via e-mail, file transfer, or through Web posting? Is there a cost associated with that service?**

*When students request articles through interlibrary loan, and we receive the documents via email (as a pdf), we are able to forward the documents to the students as long as they have provided us with their email address. There is no cost for this as long as we are able to borrow within the state of Maine. If we have to go outside the state of Maine, students still have the option to select the “Not willing to pay” option. If we receive the articles in hardcopy the student is expected to come by and pick it up. If a student is a distance education student (from away), we can send them articles that we have here on campus through email. In addition, many professors will post article or chapter readings online either in our electronic reserve service or directly from BlackBoard.*

**What kind of help does the library provide for research assistance, and when is the help available?**

*As long as library staff is available, research assistance is available. We try to have a reference librarian available on a daily basis during the weekdays and on Sundays. However, due to meetings and other commitments, this may not always be possible. Other library staff fill in when the reference librarian is unavailable. In addition, during specific hours detailed on the library web page, the library offers a live chat session where students can chat with a librarian to answer their questions. Email is also available 24 hours a day. Finally, students can always call the reference desk to get help.*

**What technology resources and help are available to students with special needs?**

*We offer specific services to students with a documented disability such as extended time on exams, computers for writing exams, note-takers for class lectures, tape recorders for class use, assistance in editing written assignments, electronic version of textbooks, or advanced technology equipment such as a voice-operated computer using Kurzweil3000. Kurzweil 3000 is the premier reading, writing, and learning software for students with dyslexia, attention deficit disorder, or other learning difficulties, including physical impairments or language learning needs.*

**Does the campus offer general or profession-specific training programs that will ensure you are fluent in current information technologies when you graduate?**

*UMFK offers 3 degree programs that strongly incorporate IT – BS in Computer Applications, BS in Electronic Commerce and AA in Computer Science. In addition, every student is required to take an Information Literacy course to fulfill a General Education requirement. This is to ensure that all of our graduating students “develop a set of abilities that enable effective, efficient access and critical analysis of information using appropriate technologies.”*

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**Administrative Experience**  
**Taking care of business online**

**Your campus experience will include some time spent taking care of practical matters, such as registering for classes, requesting transcripts, and paying tuition. Find out which transactions and the services that support them can be handled online and at a distance.**

**What personal information can you view online—your contact information, grades, degree progress, financial status, or other information?**

*Students can currently obtain their personal information through two online services: DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS)) and “Student Self-Service” in MaineStreet ([www.umfk.maine.edu](http://www.umfk.maine.edu)) (1. select “Current Students” 2. select “MaineStreet”). Information available in both services include academic (schedule of classes, transcript, grades), biographic (personal information, including addresses), and financial (bill and financial aid).*

**Can you update any of this information online yourself?**

*In DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS)), students may update their mailing address information as well as register for classes. MaineStreet also allows students to update their personal and biographic information.*

**Which of the following can you do online?**

**Check admissions status** - *Students can check status of applications online once they activate their UMFk email address; they can also pay their application fee on line and apply for admissions online.*

**Pay bills** – *Currently, this service is not available online. It should be available by the fall of 2008.*

**Apply for and view financial aid awards** - *A student can apply for financial aid at [www.fafsa.ed.gov](http://www.fafsa.ed.gov), review the results of the FAFSA and make any needed changes to the FAFSA. A student may view UMFk financial aid information, determine if any parts of the application are missing and what they are, accept/reject financial aid awards and complete program required documents on DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS))*

*Detailed information about financial aid, links to lender sites to perform required loan processes and other links are available at <http://www.umfk.maine.edu/financialaid/>.*

**Register for, add, and drop courses** - *Students may register for classes using DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS)). In order to register, students must first meet with their faculty advisors to prepare their schedule of classes. The advisors will issue a key code that will then permit registration through DSIS. Students may also use DSIS to make changes in their schedule of classes (add/drop courses). The ability to make courses changes using DSIS is only allowed through the end of the first week of classes.*

**Learn course grades** - *Students may obtain their course grades by using DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS))*

**View and print unofficial transcripts** - *Students can view or obtain a list of all the courses they have taken, including grades, (unofficial transcript) by using DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS))*

**Check progress toward completion of degree requirements** - *Students may verify the completion of degree requirements, as well as getting a listing of all uncompleted degree requirements, by using DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS)).*

**What campus and community services are covered by debit-card, smart-card, or one-card systems?**

*A debit card can be used anywhere on campus where a credit card is accepted as long as it has an expiration date on it. Current locations are: Business Office, Bookstore and Admissions. The UMFK Student ID card (Bengal Badge) can be used as a library check-out card, a meal plan card and an ID for free use of the Sports Center.*

**Is the school catalog—including course descriptions, degree requirements, academic policies, and the semester/ term schedule of classes—available on the Web?**

*The full UMFK catalog is available online at <http://www.umfk.maine.edu/pdfs/admissions/0507.pdf>.*

**What security and privacy policies are in place to protect student information?**

*The campus is in compliance with the Family Education Rights and Privacy Act (FERPA). All electronic databases of student information are protected by numerous electronic safety mechanisms and access to these data bases is limited to appropriate campus staff and is password protected. The University of Maine System provides periodic training related to the appropriate sharing of student information.*

*The campus is in compliance with the Health Information Portability and Accountability Act (HIPAA). The UMFK Student Health Clinic, a contractual service provided by Northern Maine Medical Center is responsible for the maintenance and security of student health files. NMMC is compliant with all HIPAA rules and regulations.*

*The campus is in the process of coming into compliance with the Gramm Leach-Bliley Act of the Federal Trade Commission (GLB-FTC) which protects students' financial information. This is a very new law and compliance regulations and parameters are still in development.*

**How does the campus educate students about and protect them from identity theft?**

*At this time, the campus does not provide student training in regards to this issue.*

**How does the campus notify students of their rights under the federal Family Educational Rights and Privacy Act (FERPA)?**

*All students receive the UMFK Student Handbook. This handbook has information regarding FERPA. The UMFK catalog and website also feature this information. The Registrar's Office provides FERPA related information in documents related to the registration process. In addition, the UMFK New Student Orientation Program, Parent Orientation Program and First Year Experience program all include information about FERPA.*

### **How does the campus manage e-mail spam and spyware?**

*Email spam filtering is handled by the University of Maine System Information Technology Services. Their mail servers filter our mail for spam using a software called SpamAssassin. Spyware is handled by free tools downloaded via the internet. UMFK IT department recommends Lavasoft Ad-aware personal edition (<http://www.lavasoftusa.com>) or Microsoft defender (<http://www.microsoft.com/downloads>).*

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## **Student Life**

### **Enriching your extracurricular experiences with technology**

**Whether you will be a full-or part-time student, living on campus or commuting, the school's social, extracurricular, and career services activities will be an important part of your educational experience. Find out about the technology tools that facilitate different communities on campus, allowing for communication, personal development, and getting together in person and virtually.**

### **What public access for computing is available to students?**

*All of the classroom buildings, the Bengal's Lair, Fox Auditorium, Blake Library and the residence halls have wireless Internet access. The Nadeau Hall computer lab has 20 computers and is available to students 24 hours a day during the regular academic year. An access card is required to get into the lab overnight and on the weekends. The Old Model School Computer Lab has 16 computers and is available to students anytime during the week. The Library Computer Lab has 20 computers and is available to students during Library hours. All of the dorms also have computer clusters (4-5 computers) which are available to dorm students at anytime. All users on campus must sign up for a Computer Use Account. This username and password are required to log on to any computer in any computer lab or cluster on campus.*

### **Does the campus provide institutional e-mail accounts for all students and use e-mail as an official medium of communication?**

*Yes, we do provide e-mail accounts for all students. It is very important that all students activate and use this email account. Several departments (Registrar's, Financial Aid, Admissions and Student Services) are using email as a primary means of communicating with our students for admission status, important dates, activities and events. The username and password from this account is also required for several other services through the University of Maine System, such as*

*access to Blackboard, MaineStreet, and wireless internet connection. If you have not received any information about your account, please contact the UMFK IT department.*

**Does the campus provide and support electronic space for personal student Web pages?**

*Students, upon reading and signing a web/ftp server contract, are provided with an FTP account to their own folder on the academic.umfk.maine.edu domain. Here students may host a web site of their own creation within the guidelines of the web/ftp server contract. These sites will be available for two semesters, after which time they will be removed unless the student requests permission from the web administrator to extend that time period.*

**Is network bandwidth limited for peer-to-peer software, gaming, Web cams, or other programs requiring high levels of network services?**

*Not initially, though the bandwidth usage is monitored. If bandwidth usage for these non-curricular activities becomes excessive the offending parties Internet access is temporarily disabled until the problem can be corrected.*

**Is there a campus code of behavior about using computer resources?**

*Acceptable use of computer resources is outlined in the UMS Student Conduct Code. The full conduct code is available at [www.umfk.maine.edu/current](http://www.umfk.maine.edu/current).*

**Does the campus have policies addressing peer-to-peer file sharing, computer viruses, and copyright violations?**

*These actions are a direct violation of the UMS Student Conduct Code. The procedure for handling these infractions is as follows:*

*1<sup>st</sup> Offense – Your access to our network will be suspended until you are able to talk to the Director of Student Affairs who will give you an official warning.*

*2<sup>nd</sup> Offense – You will be charged for violating the UMS Student Conduct Code and the sanction will probably include a long term suspension of your network access (possibly up to one whole semester).*

*3<sup>rd</sup> Offense – You may be permanently suspended from our network. (This could be of great detriment to your academic success).*

**Is contact information for students, faculty, and staff readily accessible electronically?**

*Contact information for faculty and staff is available from the “Offices & Staff” link on the UMFK website. DSIS ([www.maine.edu/DSIS](http://www.maine.edu/DSIS)) also has a contact list of names, offices, and phone numbers for each campus office.*

**Does the campus make online communities available (for example, forums, bulletin boards, and so forth)?**

*Online discussion boards are available for online classes through Blackboard. If a student is enrolled in an online course (or a course using those tools), the student will be able to participate*

*in online discussions for that course if a discussion board is made available. However, there are currently no publicly accessible discussion boards available to students not enrolled in a course using Blackboard.*

**Are there Web sites for student organizations and clubs?**

*Student clubs and organizations have the option of having a web presence on Blackboard for internal communication if they so choose. However, publicly accessible web sites are currently not available.*

**What technology-supported career-planning services are available for students?**

We offer a program called CHOICES, which allows students to explore their career options through identifying their strengths and weaknesses. In addition, the Career Planning and Placement office disperses website information about job searches and resume and cover letter writing.

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**Services and Fees**

**What you pay for and what you get**

**There is a strong connection between the quality of technology services and the associated costs. There is also a wide variation in the ways campuses charge for these services. To evaluate the benefits you will receive and to compare costs, you'll need answers to these questions.**

**What, if any, technology fee is charged by the campus? What does it cover?**

*Our technology fee is part of the unified fee which is \$16.00 per credit hour. The technology fees are used to purchase new equipment and upgrades to existing lab computers, printers, software and multimedia equipment.*

**Will you be required to purchase your own computer equipment and software?**

*UMFK does not require students to purchase their own computers and software. There are several options on campus available to students who do not own their own computers.*

**Does the campus make computing and network access financially accessible? Is special student pricing offered for computers and peripheral equipment?**

*Beyond the per credit hour technology fee, there are few other fees charged to students for technology use. UMFK charges .03 cents per page for printing on campus and a \$10.00 deposit is required for an access card to the 24 hour computer lab in Nadeau Hall. Residence Hall students who need an Ethernet cable may purchase one for \$5.00. UMFK does not sell any computer equipment or software to students.*

**What hardware and software standards, if any, does the campus require, recommend, and/or support?**

*UMFK supports and recommends use of a Windows XP/Vista or Mac 10.x based computer with at least 512 mb of ram. We also recommend that the computer have a wireless card or Ethernet card in order to connect to the internet while on campus.*

**What kinds of support services (help desk, training, troubleshooting) are provided by the campus, and when are they available?**

*The Information Technology staff and the Library staff provide help desk support for most technology issues including help with email, online courses, and use of computer equipment and software. These services are available Monday through Thursday from 8:00 am until 9:00 pm and on Friday from 8:00 am until 4:30 pm. A Library staff person is also available on Sundays from 1:00 pm until 5:00 pm.*

**Does the campus have a plan for keeping its hardware and software current, and if so, what is the replacement cycle?**

*Rapid changes in technology require continuous upgrade and replacement of computer equipment. A replacement cycle of three to five years is recommended. Specialized equipment such as servers should be evaluated on a case-by-case basis, and upgrading instead of replacing these items might be feasible. As new computers are purchased, older machines will be shifted to tasks that require less computing capacity, thus extending the life span of the computing resources.*

**If you bring your own computer to school, what kind of technical support can you expect from the campus?**

*UMFK IT staff can provide support for minor computer problems. Students who come to us with more serious hardware or software issues will be directed to one of the local computer service vendors.*

**How does the campus support printing for students, and is there a charge for this service?**

*Laser printers are available in every computer lab and cluster. The charge is .03 cents per page. Color printing is available in the library at 30 cents per page.*

**Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?**

*All of the classroom buildings, the Bengal's Lair, Fox Auditorium, Blake Library and the residence halls have wireless Internet access.*

**What options for internet connections does the campus provide to residential students? What options are available to off-campus students?**

*Residential students may connect to the internet in any of the residence hall using a wireless internet connection or using an Ethernet connection. There is an Ethernet port available for every*

*student in each room of the residence halls. Off-campus students may use UMFK's modem pool to connect to the internet via 56K modem. Each modem user is allowed 50 free hours of internet service per month. The service is charged at 30 cents an hour above the 50 hours.*

**What security measures are provided by the institution's IT department and what will be the student's responsibility (for example, antivirus software)?**

*Symantec Antivirus software is available to all students free of charge through the University of Maine System's license agreement with Symantec. Other security measures such as enabling firewalls and protecting against spyware are the student's responsibility although the UMFK It department will provide assistance with acquiring this protection.*

**Does the campus support the purchase and use of e-textbooks? Do the baseline hardware and software standards support this technology?**

*Yes, UMFK does support the use of e-textbooks and our hardware and software standards do support this technology.*

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