UNIVERSITY
CENTER OF LAKE COUNTY

COME HERE, GO FAR.

Information for CLC Faculty Teaching

at the

University Center of Lake County

1200 University Center Drive, Grayslake

1 North Genesee, Suite 300, Waukegan

www.ucenter.org

(847) 665-4000

January 2017

Welcome!

The University Center is pleased to welcome our CLC colleagues who will be teaching in one of the University Center's facilities—either in Grayslake or Waukegan. The faculty from our member institutions regularly tell us how much they appreciate teaching in our high-tech learning spaces and we anticipate that you will have the same experience.

Although the University Center is a 501(c)(3) nonprofit organization with its own independent governing body, we partner closely with the College of Lake County. The Center's Governing Board includes one seat filled by a member of CLC's Board of Trustees and a CLC representative holds a seat on our Council of Member Institutions. The Center's Grayslake facility was built on fourteen acres donated by CLC and the Center's Waukegan facility is in a building that also houses CLC programs. University Center's academic programs—bachelor's completion programs, graduate degrees, and professional certificate programs—are meant to supplement those offered to the region by CLC. This close working relationship and the physical proximity sometimes obscures the fact that the Center and CLC are different organizations.

Because our facilities sit on CLC's Grayslake and Lakeshore campuses, there is potential for faculty confusion about available services and networks when CLC faculty teach here that is not present when faculty from our member institutions travel here from their home campuses to teach. This guide is designed to eliminate that confusion by describing the services that the University Center provides to all faculty teaching here and by highlighting (when appropriate) how our services and processes might differ from those provided by CLC when faculty teach in CLC's own facilities. There are some differences between our Grayslake and Waukegan facilities, so this guide includes separate sections for faculty teaching in each place.

If there is anything that University Center staff can do to improve the classroom experience for you or your students, please don't hesitate to let us know.

With best wishes for a successful semester,

G. Gary Grace, PhD
Executive Director & Dean

University Center Staff Directory (for both facilities)

G. Gary Grace, Executive Director & Dean
Phone: (847) 665-4003
Email: gggrace@ucenter.org

Hilary Ward Schnadt, Associate Dean for
Academic Services & Programs
Phone: (847) 665-4004
Email: hwschnadt@ucenter.org

Joe Kane, Director of IT & Business
Development
Phone: (847) 665-4005
E-mail: jkane@ucenter.org

John Schultz, Building Services and
Operations Manager
Phone: (847) 665-4010
E-mail: jschultz@ucenter.org

Myra Gaytan-Morales, Assistant Dean
for Academic Services & Programs
Phone: (847) 665-4108
E-mail: mgaytan@ucenter.org

Nora Mena, Recruitment Specialist/Advisor
Phone: (847) 665-4014
Email: nmena@ucenter.org

Judy Hill, Executive Associate
for Financial & Administrative Management
Phone: (847) 665-4006
E-mail: jhill@ucenter.org

Jeff Donohoe, IT Coordinator
Phone: (847) 665-4013
E-mail: jdonohoe@ucenter.org

Barbara Heishberg, Receptionist & Staff
Support, Grayslake
Phone: (847) 665-4008
E-mail: bheischberg@ucenter.org

For information regarding any conference needs please contact
conference@ucenter.org

GRAYSLAKE facility information

Building hours (while classes are in session):   **Monday-Thursday   8 am to 10 pm**

                                                            Friday 8 am to 5 pm

                                                            Saturday – Sunday   7:30 am to 5:30 pm

Evening and weekend hours are limited when classes are not meeting. Conversely, Friday hours are extended when weekend programs include Friday night sessions. A receptionist is assigned to our front desk during any hours that the Center is open.

Both University Center facilities are closed:

- Saturday through Monday of Labor Day weekend (September 3 – 5, 2016)
- Wednesday through Sunday of Thanksgiving weekend (November 23 – 27, 2016)
- Between Christmas and New Year's (December 23, 2016 - January 1, 2017)
- Saturday through Monday of the Martin Luther King, Jr. holiday weekend (January 14 – 16, 2017)
- Friday through Sunday (April 14-16, 2017) for UC spring break
- Saturday through Monday of Memorial Day weekend (May 27 – 29, 2017)
- July 4th

Building access: is via the front door on the north side of the building. Faculty and students with mobility impairments may work through CLC's Office for Students with Disabilities to arrange to receive a University Center access key fob that will enable them to enter the University Center from the west door during building hours for the semester in which they are teaching or learning here.

Café: *Michael's on Main Café at the University Center* is located on the first level atrium area. The menu is available in the café and the reception area.

Café hours of operation:
(Effective 1/17/17)   **Monday through Thursday 10:30 am - 1:30 pm & 4:00 pm - 8:00 p.m.**
                             Saturday 7:30 am to 1:00 pm

There are no hours of operation on Fridays or Sundays. Hours are limited when few or no classes are meeting.

Instructors and students interested in arranging a class meal are asked to work with the café staff. Pizza delivery directly to a University Center Grayslake classroom is now available from the

Café. The use of outside pizza delivery or other outside catering jeopardizes the narrow profit margin that allows us to keep a café open for students and faculty.

Class Changes/Cancellations: Please let us know as soon as possible if there is any change in time, day, or regular meeting schedule of your class so that we can make necessary arrangements regarding classroom and staff. This includes the cancellation of final class sessions and other holidays that the University Center does not observe, like spring break, etc.

Classrooms: You may rearrange the seating to meet your needs; however, **please leave the room as you found it.** White board markers, erasers, and chalk are provided in each room. Please only use white board markers on white boards. If markers, chalk, or erasers are missing please notify receptionist.   See the "Technology" section below for information on the presentation technology available in each classroom. During the summer of 2014, we installed locks on the inside of each classroom door to be used in emergencies to shelter in place.

Computer labs: The computer labs in 111, 211 & 311 (32 stations each) are assignable classrooms, available for classes that need to meet for an entire term and for classes that only need to visit for a session or two. Contact Judy Hill (847-665-4006 or jhill@ucenter.org), as early as possible to reserve one. Please specify how you will be using it (for internet access, for using a Microsoft Office product, for using special software, etc.) *See Appendix for a form you can use, although an email is also acceptable.*

Please note that the computer labs are to be used for classroom instruction not as open lab space; the library includes computers available to faculty and students as an "open computer lab" on a first-come first-served basis. The library is not scheduled for class instruction space.

Also note that the University Center computer labs (and smart classrooms) are not part of the CLC network. The software available on the lab PCs includes:

- MS Office 2010
- Adobe Reader
- Web browsers
- Internet access

If your class requires access to any additional software, you will need to notify Center staff so that they can work with CLC to negotiate any licensing or cost issues. Please note that requests for special software or technology arrangements other than what is presently offered may incur additional costs for your department or division. *See Appendix for a technology request form.*

Conference Center Because the University Center's academic programs run on evenings and weekends (or via online study) to meet the needs of working adults, the Center doubles as a

Conference Center during the day. So, for example, classrooms near your own might include not just other CLC classes, but professional development sessions for teachers hosted by the Regional Office of Education's Educational Services Center, meetings of staff from large corporations in Lake County, nonprofit groups hosting a planning session, etc. Occasionally this includes food service that is set up outside classrooms and posted with notices that say "Private Function." We'd appreciate your support in encouraging students to respect the needs of other building users.

Copying and printing (Faculty) is available via an EFI M500 kiosk system in the first floor student services area and the third floor library. You will need the CLC ExpressPay card which can be checked out from the UC receptionist in the first floor student services area. Print Key Fobs are no longer accepted. Please log your use of the card at the receptionist desk. *Note that in the absence of your faculty ExpressPay card, you may also use credit/debit cards and pay directly. No credit card information is kept in the UC network; it is passed through to the credit card processing system.*

At the end of the month a report will be generated and an invoice will be sent to CLC for payment for copies made. The rate schedule is provided below. (The faculty logbook enables us to provide name specific details, when requested, about the number of copies made.)

- You may print from:
    - USB ("thumb") drives
    - Mobile devices and the UCLC network using EFI's PrintMe capabilities, and
    - Cloud-based file storage services.
        - Box, DropBox, Google Drive
- The vast majority of file types can be printed, though Excel files must first be converted to PDF.
- To scan, please use the device in Room 101B, select COPY at the kiosk, and then select SEND from the device screen. You will then be able to scan and send to one or more email addresses.
- Member schools will be billed on a regular basis based on the activity on the ExpressPay card

Printer Location	B&W Only	Scan
Room 101B – Workroom (behind Receptionist area)	X	X
Room 301 – Library	X	

Product	Cost/Page
Print/Copy B&W - Letter	$ .20
Print/Copy B&W - Legal	$ .25
Print/Copy B&W - Ledger	$ .30

Ask at the reception desk if you need any help.

Copying and Printing (Student) *Please be aware that the allocation of free prints available to students through the CLC Library cannot be accessed here at the University Center.* Students also use the EFI M500 kiosks and the printing and copy solution described above. However, they must use their own credit or debit cards and will be charged at the rates published above.

Elevators are located in the west wing of the building and in the atrium area.

Emergencies: The University Center contracts with the CLC Police Department to provide necessary police services and protections. In a **police emergency, dial 5555**. In a **medical emergency**, **dial 911** from any house phone. Please also alert the receptionist by dialing 4008. This will enable the receptionist to direct the arriving first responders to the appropriate classroom or building area.

CLC police will be notified of medical emergencies, as appropriate. The Center does *not* contract with CLC for any medical services, so dialing 911 is the recourse for medical emergencies. In addition, there is an automated electronic defibrillator located on the second floor near the atrium.

Emergency preparedness guides are posted in each classroom and provide evacuation information and general precautions for any of several emergency situations. Locks on the inside of classroom doors can be used in emergencies to shelter in place.

Emergency closing notifications will be made in two ways, via local television and radio stations for the general public, and via an emergency notification system for faculty and students which will send a text or voice message to their cell phones. Most weather closings happen in tandem, but the University Center has, for example, been able to reopen more quickly than CLC after storms disrupted electrical services. ***When CLC cancels its classes, that will include classes scheduled to meet at the University Center. However, the fact that CLC has not cancelled classes does not assure that the University Center is open.***

To the general public, emergency closing notifications will be made via:

WBBM 780 AM	WGN 720 AM	CBS-TV Channel 2	NBC-TV Channel 5
ABC-TV Channel 7	WGN-TV Channel 9	WFLD-TV Channel 32	CLTV Channel 39

Please look for news about the University Center independent of the College of Lake County.

The OneCallNow emergency notification system will send a text or voice message to faculty and student cell phones as needed. Registration is via the University Center website

[www.ucenter.org] by clicking "For Faculty" and then "Emergency Notification System" for specific instructions.

Library: The library is open Monday through Thursday from Noon - 8 p.m. Because of budget cuts, we no longer have a librarian. While staff can assist students in accessing CLC's library website via UC library computers, we encourage CLC students to work directly with CLC's library to conduct research or check out books. The library is not scheduled for class instruction space and its bank of computers serves as the Center's open computer lab space.

Lost & Found: The University Center receptionist maintains a lost and found service. At the end of the semester, any unclaimed lost and found is sent over to CLC with a CLC police officer.

Mail Service: Outgoing U.S mail can be placed in the basket behind the reception desk. The University Center is *not* part of CLC's inter-office mail system.

"Mobies": The University Center has a few lockable mobile units that can be assigned to faculty members for a semester and that provide for storage of books and materials. You may also wheel them to your classroom when you are teaching. They will be assigned on a first-come, first-served basis. Contact Judy Hill (847-665-4006 or jhill@ucenter.org) to reserve one.

Parking is located at the north and east sides of the building. A bike rack is located on the north side of the building.

Restrooms are located on all floors of the building in the center (atrium area) and in the east corner of the building. There are also restrooms in the Conference Center. The first floor restrooms in the center of the building are equipped with power-assist buttons to facilitate door opening for those guests with mobility impairments.

Smoking, alcohol, and drugs are not permitted.

Student referrals: University Center staff would be glad to discuss with your students how UC programs could figure into their post-CLC academic path. Please refer students to our Recruitment Specialist/Advisor Nora Mena at nmena@ucenter.org or (847) 665-4014. She is conversant with all of the programs offered through the University Center and can connect your student with the appropriate admissions person at whichever member institution offers the program that is of interest. She would also be glad to visit your class to tell them about the University Center.

Some member programs have offices in the University Center with staff who are present on a part-time or full-time basis. Northeastern Illinois University, for example, has a transfer office at the University Center as part of the Title V grant that NEIU and CLC received. For specifics about

member institution office hours or information sessions, see http://ucenter.org/prospective-students/information-sessions/

Teaching evaluations: Because the University Center is not part of CLC's intercampus mail system, please do not ask students to deliver your teaching evaluations to the UC receptionist. Instead you will need to have the students deliver them to an appropriate place on the main CLC campus.

Vending machines for cold beverages are located on all three levels near the mid-section of the building. Snacks are also available in the vending machine on the second floor. Ice cream is available from a vending machine on the first floor.

TECHNOLOGY

Wireless Access Information - Grayslake

Wireless access is available throughout the building and is compatible with 802.11 wireless network devices. Newer laptops have this built-in. Older laptops may require external card or USB device available at many stores (OfficeMax, Best Buy, Tiger Direct, etc.)

If the laptop is configured to automatically connect to an available network, access will be automatic while you are in the building. If you receive a security alert regarding the security certificate, select connect anyway. Also, you will be asked to accept an acceptable use policy. After accepting, you will be connected to the wireless network.

If you are not able to make the connection, troubleshoot as follows:

Right Click on the wireless icon in the system tray.
> Enable the radio if it is on Disable
> View Available Networks
>> You should see UCenterGuest.
>> Highlight it and press connect.
> Repair
>> This will attempt to make a fresh connection
> Status
>> Helpful in viewing the connection status

Please ask for assistance if you are still having trouble.

Note: Users whose laptops are configured for dial-up access at home or for a connection at work may not be able to *access* internet despite seeing the wireless network. This generally requires settings reconfiguration. For example, DHCP needs to be selected instead, if the laptop is configured with static IP or Proxy.

Classroom Technology:

The student and faculty computers at the UC are essentially "thin clients" which means they rely on a server to deliver the applications to the desktop. So when you are logged into one of our PCs, you are actually logged in to our Academic network. The Academic network delivers a server-based "image" to that PC that enables access to the basic software one would expect. Our base image contains the following:

- MS Office 2010
- Adobe Reader
- Multiple Web browsers
- Internet access

When an additional piece of software is needed, and it cannot be accessed via the internet, we work to find a way to build that software into the image (or sometimes into a unique image) and then we are able to enable access to that unique software in our Academic network.   But it takes time to acquire, test, and implement the software, and that results in costs that would need to be charged back to CLC.

Identify any unique software needs as soon as is possible

Ideally we would have a minimum of 4 weeks' notice for any unique software needs.   The sooner we know what is needed, and how it will be used, the sooner we can start the process of building the software into an image. There may be licensing issues, and there will be testing and implementation issues that require time.

All classrooms are "smart rooms," with ceiling-mounted projectors and a podium with the following equipment: Resident PC (with software described above), a document camera and a VHS/DVD player. Connections are available at the podium for a laptop. Each of these devices can be selected and easily controlled by a touch panel interface mounted on the podium:
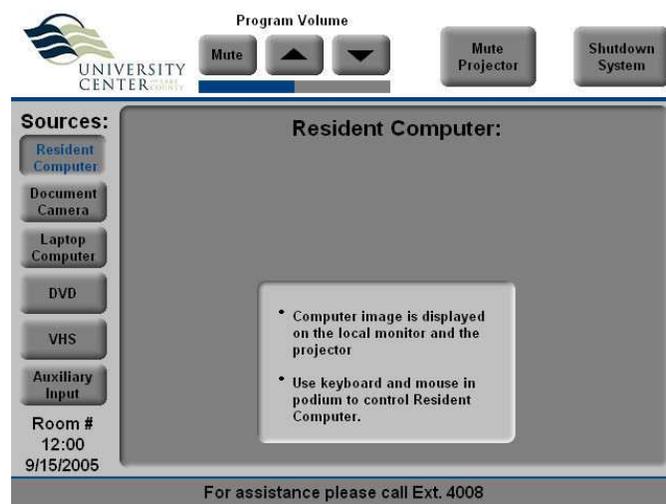
To access the computer in the instructor's podium in any classroom:

User ID: classroom

Password: uclc@1200

(The User ID is not caps sensitive but the password is.)

If you have any difficulties with the classroom technology, please dial 4008 on the house phone to reach help.

For further details, please see the "Smart Classroom Guide" in the Appendix.

Distance Learning classroom technology: Several UC classrooms (212, 312, 241) provide the capability for two-way interactive video in real time. Rooms are equipped with instructor camera, student camera, ceiling mounted microphones and speakers. Distance learning classrooms have all the capabilities of our standard "smart" classrooms and can be used for face-to-face or distance learning classes. For more information, see the "Distance Learning Classroom Guide" in the Appendix.

A mobile DL cart also enables videoconferencing from any UC classroom.

Other technology options: Upon advance request, the Center can also supply the necessary guidance (and some common connectors) for presenting from tablets and phones. Similarly, by advance request, the Center can fulfill webcam, speakerphone, and video recording requests. Please note – some of these additional services such as videoconferencing, video recording, etc., may involve additional fees.

Technology staff support is typically available when classes are in session:

Monday – Thursday   8 am to 8 pm

Friday   8 am to 5 pm

Saturday   8 am to noon

Call the receptionist at 4008 to have a technology staff member dispatched to your classroom.

WAUKEGAN Facility Information

Building hours: The University Center at Waukegan houses very few UC programs.. Some classroom space has also been rented to CLC. It is open only when classes are scheduled. Please call (847)665-4000 for date-specific information.

Both University Center facilities are closed:

- Saturday through Monday of Labor Day weekend (September 3 – 5, 2016)
- Wednesday through Sunday of Thanksgiving weekend (November 23 – 27, 2016)
- Between Christmas and New Year's (December 23, 2016 - January 1, 2017)
- Saturday through Monday of the Martin Luther King, Jr. holiday weekend (January 14 – 16, 2017)
- Friday through Sunday (April 14-16, 2017) for UC spring break
- Saturday through Monday of Memorial Day weekend (May 27 – 29, 2017)
- July 4th

Building access is via the front door at the northeast corner of Genesee and Washington. Those coming from the parking structure may enter from the east door.

Class Changes/Cancellations: Please let us know as soon as possible if there is any change in time, day, or regular meeting schedule of your class so that we can make necessary arrangements regarding classroom and staff. This includes the cancellation of final class sessions and other holidays that the University Center does not observe, like spring break, etc.

Classrooms: You may rearrange the seating to meet your needs; however, **please leave the room as you found it.** White board markers, erasers, and chalk are provided in each room. Please only use white board markers on white boards. If markers, chalk, or erasers are missing please notify receptionist.   See the "Technology" section below for information on the presentation technology available in each classroom.

Computer lab: Room 336 is a computer lab with 24 stations and is an assignable classroom, available for classes that need to meet for an entire term and for classes that only need to visit for a session or two. Contact Judy Hill (847-665-4006 or jhill@ucenter.org), as early as possible to reserve it. Please specify how you will be using it (for internet access, for using a Microsoft Office product, for using special software, etc.) *See Appendix for a form you can use, although an email is also acceptable.*

Please note that the computer lab is to be used for classroom instruction rather than open lab space;

Also note that the University Center computer labs are not part of the CLC network. The software available on the lab PCs includes:

- MS Office 2010
- Adobe Reader
- Web browsers
- Internet access

If your class requires access to any additional software, you will need to notify Center staff so that they can work with CLC to negotiate any licensing or cost issues. Please note that requests for special software or technology arrangements other than what is presently offered may incur additional costs for your department or division. *See Appendix for a technology request form.*

Copying and printing The University Center does not provide opportunities for copying or printing to CLC faculty or students. Instead, CLC has copy machines located on the second and third floor of 1 North Genesee available for use.

Elevators are located adjacent to the front (west) and back (east) doors of the building.

Emergencies: In an emergency, dial 911 from the analog phone adjacent to the fax machine at the receptionist's desk. Using this phone ensures that the 911 call will show up with the Center's Waukegan building address. The other house phones use an IP technology linked with the Center's Grayslake facility and so will present the Grayslake address.

The University Center contracts with the CLC Police Department to provide necessary police services and protections. CLC police will be notified of emergencies, as appropriate. The Center does *not* contract with CLC for any medical services, so dialing 911 is the recourse for medical emergencies.

Emergency preparedness guides are posted in each classroom and provide evacuation information and general precautions to follow when faced with any of several emergency situations.

Emergency closing notifications will be made in two ways, via local television and radio stations for the general public, and via an emergency notification system for faculty and students which will send a text or voice message to their cell phones.

The University Center makes emergency closing decisions independently, but consults with CLC. Most weather closings happen in tandem, but the University Center has, for example, been able

to reopen more quickly than CLC after storms disrupted electrical services. *When CLC cancels its classes, that will include classes scheduled to meet at the University Center. However, the fact that CLC has not cancelled classes does not assure that the University Center is open.*

To the general public, emergency closing notifications will be made via:

WBBM 780 AM	WGN 720 AM	CBS-TV Channel 2	NBC-TV Channel 5
ABC-TV Channel 7	WGN-TV Channel 9	WFLD-TV Channel 32	CLTV Channel 39

Please look for announcements about the University Center of Lake County in addition to the College of Lake County.

A OneCallNow emergency notification system will send a text or voice message to faculty and student cell phones. Registration is via the University Center website [www.ucenter.org] by clicking "For Faculty" and then "Emergency Notification System" for specific instructions.

Parking: Contact CLC's Lakeshore Campus for information about faculty parking options. Students may contact CLC's front desk staff at Lakeshore for parking permits.

Restrooms are located in the north-south hallway near the front door. A unisex handicap accessible restroom is located near the back door.

Smoking, alcohol, and drugs are not permitted.

Student referrals: University Center staff would be glad to discuss with your students how UC programs could figure into their post-CLC academic path. Please refer students to our Recruitment Specialist/Advisor Nora Mena at nmena@ucenter.org or (847) 665-4014. She is conversant with all of the programs offered through the University Center and can connect your student with the appropriate admissions person at whichever member institution offers the program that is of interest. She would also be glad to visit your class to tell them about the University Center or to arrange to meet your student in Waukegan.

Some member programs have offices in the University Center with staff who are present on a part-time or full-time basis. Trinity International University is the only institution which has a staff member regularly visiting UC at Waukegan, several member institutions have staff housed at UC Grayslake. For specifics about member institution office hours or information sessions, see http://ucenter.org/prospective-students/information-sessions/

Technology: In contrast to the Grayslake facility, all classrooms except the computer lab in the Center's Waukegan facility are wired into CLC's technology network. The computer lab remains independent, but the remaining classrooms (316, 322, 323, and 325) are serviced by the

LakeShore Campus technology staff, accessed via the CLC Helpdesk. Please refer to the LSC faculty manual for information about technology support.

Requests to use the computer lab at the University Center of Waukegan continue to be routed through Judy Hill. See the "Computer lab" section above for further details.

> This document can also be found on the University Center website. Visit http://ucenter.org/faculty/ or click "For Faculty" from our homepage for a copy including any mid-year updates.

Technology Request Form

The student and faculty computers at the UC are essentially "thin clients" which means they rely on a server to deliver the applications to the desktop. So when you are logged into one of our PCs, you are actually logged in to our Academic network. The Academic network delivers a server-based "image" to that PC that enables access to the basic software one would expect. Our base desktop image contains the following:

- MS Office 2013
- Adobe Reader
- Web browsers (IE, Chrome, Firefox)
- Internet access

If you need an additional piece of software that cannot be accessed via the internet, please provide details via the attached form.

Identify any unique software needs as soon as is possible

Ideally we would have a minimum of 6 weeks' notice for any unique software needs.   The sooner we know what is needed, and how it will be used, the sooner we can start the process of building the software into an image. There may be licensing issues, and there will be testing and implementation issues that require time.

Fees for Image Implementation

In addition to any licensing costs, there will be a fee associated with the implementation and support of the software in the University Center network. These fees will be based on the complexity of the testing, implementation, and support.

Please direct any questions to:

Joe Kane
Director of IT & Business Development
847-665-4005
jkane@ucenter.org

Technology Request Form

Date: _____ Date Software needed: _____

Instructor Name: _____ E-mail address: _____

Instructor Phone: _____

Institution Name: _____

Course Number/Name: _____

Date & Time Class meets at UC: _____

Software needed: _____

Is the software needed for (please check all that apply)

_____ Instructor classroom PC
_____ Computer lab
_____ Library Computers for independent student access

If needed for Computer Lab, estimated number of students in class _____

For software that requires licensing, we need to determine if the UC can use your institutions license to install the software. Please provide the contact at your institution that is able to discuss licensing issues:

Name _____ Title or Office _____

Email _____ Phone _____

Please provide the contact who can discuss billing for your software request:

Name _____ Title or Office _____

Email _____ Phone _____

Please return form to:

Joe Kane
Director of IT & Business Development
847-665-4005
jkane@ucenter.org