From Hire to Teaching and Learning Technology Access: Flowchart for a New Faculty Employee

(Not Applicable to Continuing Education Employees – November 15, 2020 Version)

This document is aligned with the flowchart of the same name. The table here outlines a few more details for each of the steps in the process.

Area of Responsibility	Action	Timeline Notes
Dean's Office	1. Takes information from search committee chair re selected candidate. 2. Dean sends offer to successful candidate. 3. Faculty accepts work. 4. Gathers SIN and DOB (date of birth) from employee via phone (not in email due to confidentiality reasons). Dean's office will forward this information to HR via the phone. 5. Completes an Employee Appointment Requisition (EAR) Form. 6. Submits EAR to Human Resources: ear@nic.bc.ca	Important that this be done as soon as possible as all access is contingent on HR setting up employee ID. EARs should be processed as soon as Faculty accepts work. No need to wait for contract to be signed.
Dean's Office	1. Completes a Network Access Requisition (NAR) form. 2. Creates helpdesk@nic.bc.ca ticket for IT and attaches NAR to ticket. 3. If office/phone details are not known at the time NAR is submitted, these details can be added to helpdesk ticket later (if still open) or a new helpdesk ticket should be submitted.	**MUST be done at the same time EAR submitted to HR** **NOTE:** each employee requires a separate helpdesk ticket.
Human Resources (HR)	1. Receives Employee Appointment Requisition Form (EAR) from Dean's Office via email. 2. Creates a new employee ID in Colleague. 3. Emails CenTechs (IT) (centechs@nic.bc.ca) to advise them that a new employee ID has been created and shares that ID. Initiator (dean's office rep) noted on EAR will be copied on CenTechs' email. 4. Adds employee ID to FCTY in Colleague. 5. HR completes/sends out employee appointment. 6. Employee signs and returns contract to HR.	**Steps 1 through 4** will be given **high priority** but will process those needing to be on pay cycle first

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Dean's Office and/or Chairs	**For Instructor to Access Blackboard Learn** 1. Dean's Office (or sometimes Chairs) fill out Section Request form (Excel spreadsheet) to request faculty be added to section(s) in Colleague. 2. Emails form to Scheduling@nic.bc.ca. **Note:** Indicate any cross-listing NOW on the form. Cross-listing means two sections of the same course that want to be considered as one as it populates in Blackboard Learn. Please indicate any sections to be cross-listed (combining enrolments from two or more sections into one section) so they show up as one large section in Blackboard. This will help faculty, CTLI and SRO in the long run. Otherwise, cross-listing/combining enrolments later in Blackboard Learn - is very messy and can result in additional work for instructor to copy over content, possibly lose grades or assessments for students etc.	As soon as email with employee ID received
CenTechs (IT)	1. Complete network access set-up as specified in NAR. See Employee ID in CenTechs' email from Human Resources to confirm. Follow up with Human Resources, if need be, for any questions. 2. Updates helpdesk ticket with NIC technology access logins and processes these actions: ○ Exchange System for Email (email address) + temporary password ○ Mitel System for phone number ○ Share drive access ○ Security Groups for access to other resources (e.g., Microsoft Office and Adobe)	Dependent on HR creating ID and receipt of NAR. One week of processing.
Student Records Office (SRO)	1. Receive **Section Request Form** via scheduling@nic.bc.ca email May or may not have been done before or done again to update: • Set up a Course in Colleague – put flag on if requires a Blackboard Learn Shell • Create Sections (as per Dean's office requests) – any sections created from a course that already has the flag on it will automatically get a Blackboard Learn shell (could add instructor initially or at a later date if instructor is not known as soon as instructor is known)	SRO: Will not **'activate'** a section until all things are sorted out. All sections are defaulted to **'pending'** until SRO set to activate. **Timing:** Refresh of system is about an hour to do updates through ILP to Blackboard Learn

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	Note: Instructor **must be** added to FCTY by Human Resources to enable SRO to add instructor to FASC (that means they are in the section). **Exceptions** • Trades get just the headers send to Blackboard Learn and not all the courses with some exceptions **Note 1:** Some sections may need to be cross-listed before activated (when activated sections). SRO unable to do cross-listing after the course has had registrations. You need to cross-list in Colleague so that the enrolments are together in one for managing waitlists and total numbers for workload – alignment for all. **Note 2:** A Blackboard Learn course shell gets created for a section when that section's status is changed to "active" in Colleague (at the time it gets activated – anyone that is in that section gets added to that course in Blackboard – add/remove).	
Dean's Office	1. Advise new employee of technology access logins as specified in helpdesk ticket once CenTechs update HD ticket. 2. Email new faculty employee with details completed from the "Email Template for Onboarding New Faculty"	
Faculty Member	1. BlueJeans: Submit helpdesk ticket (helpdesk@nic.bc.ca) from their active NIC email for a BlueJeans account. 2. Website: Go to Teach Anywhere site to learn more about all the technologies. https://teachanywhere.opened.ca/ 3. Teaching and Learning Assistance: Email helpdesk@nic.bc.ca	

Area of Responsibility	Action	Timeline Notes

Timing	**Other points**
	• To manage expectations, a **2-week window is minimum time** to process EAR and NAR.
	    o HR requires a week to create the employee ID in Colleague
	    o CenTechs (IT) require a week to complete the network access request
	• HR advises that their priority is getting new employees on payroll, so some weeks are deadline dependent.
	• IT and HR were agreeable that in instances of last-minute hires, we can escalate this into an "urgent" need and speed up the timelines.
	• EARs and NARS should be submitted as soon as possible to ensure they are processed in time and avoid last minute "urgent" requests.	

Notes on Network Access Requisitions

- **Separate PROCESS:** Network access requests that do not involve setting up new credentials will be submitted through the helpdesk ticket process.
- When faculty change offices, phone locations, job positions – a new NAR will be required.
- NARs are often submitted prior to assigning offices, etc. so this new process will allow Dean's office to follow up with additional information as it is known - so that CenTechs can set up computers, phones, etc.
- NARs must be fully filled out and not contain any information that is invalid or this slows down the whole process (e.g., requesting voice mail but no phone number – the form insists you need a phone # to get a voice mailbox).
- Cannot use people's personal emails or person phone numbers for any of these processes. This is not acceptable.

Notes on Requirements for Teaching and Learning Platforms

- **Blackboard Learn:** NIC course learning platform
  If NIC technology access login details are properly set up, the SRO's office has loaded the Section Request Form and it has processed through to Blackboard Learn, the faculty member logs in a https://learn.nic.bc.ca for access to the platform and their related course(s).

- **BlueJeans:** NIC video conferencing platform for live course sessions and meetings
  Faculty send request via NIC email to helpdesk@nic.bc.ca for BlueJeans Account requiring NIC email. BlueJeans requires an active NIC email address with phone number and position title to obtain an account with a temporary password faculty change when they first access their account. Faculty log in at https://bcnet.bluejeans.com with their NIC email and a temp password assigned when account is created.

- **Kaltura NIC MediaSpace:** NIC video streaming and storage platform for videos
  If NIC technology access login details are properly set up, faculty automatically have access to https://video.nic.bc.ca. Faculty can also use Kaltura through another entry point in Blackboard Learn > Institution > My Media.

- **WordPress:** BC post-secondary employees and students – a free website and blogging platform
  With NIC email, faculty can access https://opened.ca if they wish to create a website or blogging platform for their course or instructor use. This is optional and is only for those who wish a website/blogging site.