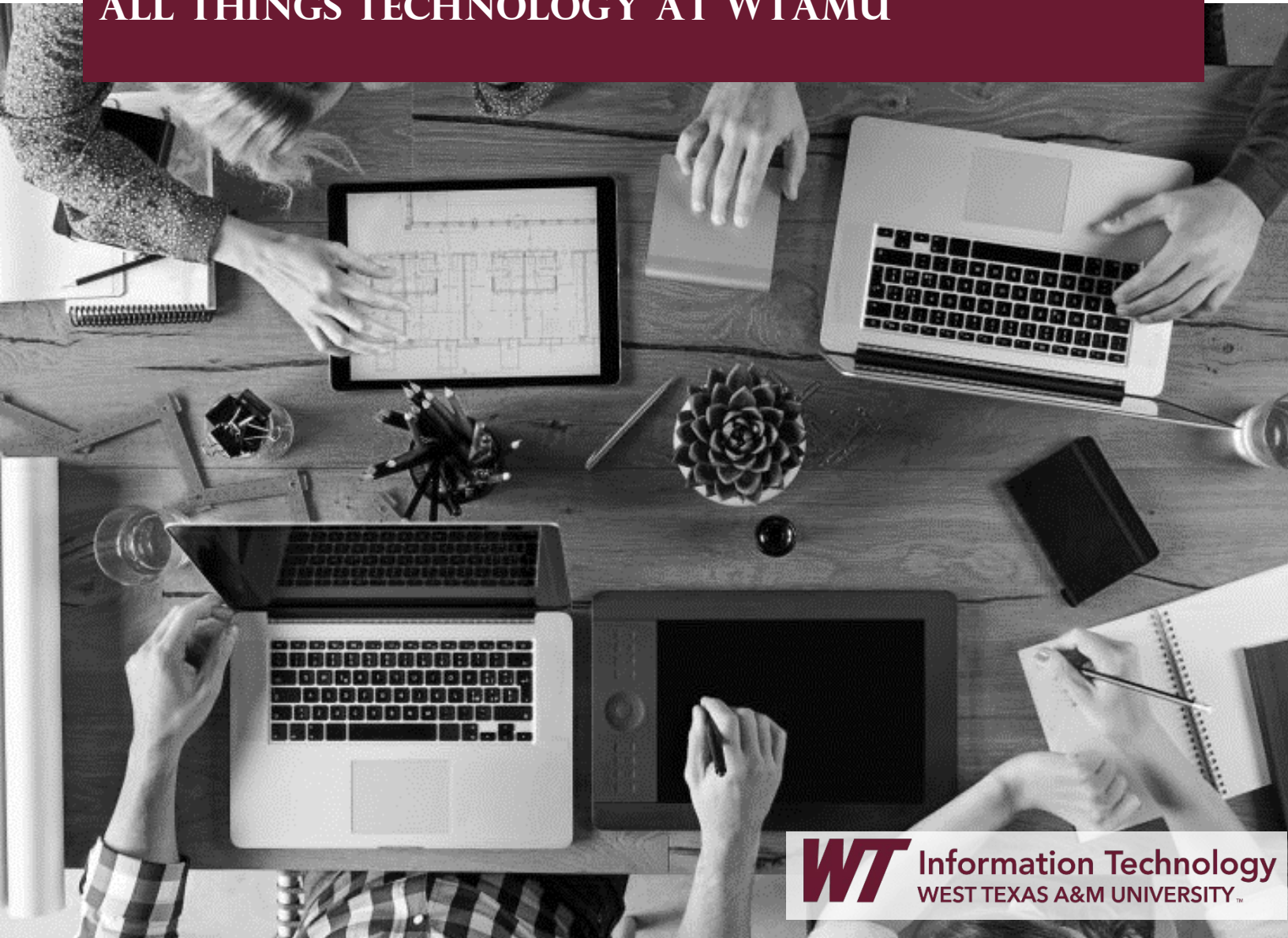


# FACULTY/STAFF TECHNOLOGY HANDBOOK

ALL THINGS TECHNOLOGY AT WTAMU





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# WHERE TO BEGIN

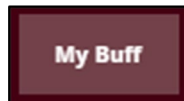
## TECHNOLOGY ACCOUNT ACCESS

As a new faculty or staff member, your department will generally provide you with information on your username, and how to set up your password. Please know, all paperwork must be completed, submitted, and processed through Human Resources before an account can be created. To get your password setup, contact the Information Technology Success Center (ITSC) at 806.651.HELP (4357), or stop by the Information Technology Success Center office in Room 53 of the Hastings Electronic Learning Center.

After your account has been created and a password is set up, you can access My Buff Portal. My Buff Portal is a Single-Sign-On (SSO) system that allows you to have one password to access your most commonly used features.

To Access My Buff Portal:

1. Go to [www.wtamu.edu](http://www.wtamu.edu)
2. Click on the My Buff Portal link.



3. Enter your Username and Password.
4. Click Sign In.

A screenshot of the WTAMU Login page. The page has a dark red header with "WTAMU Login" in white. Below the header, there are two input fields: "WTAMU User Name:" and "Password:". Below the password field, there is a checkbox labeled "Warn me before logging me into other sites." and a link "Need help signing in?". At the bottom, there is the West Texas A&M University logo and a "Sign In" button.

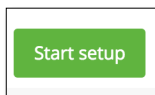
## DUAL/TWO FACTOR AUTHENTICATION (DUO)

DUO two-factor authentication is required for VPN, Outlook Web Access (webmail) from off-campus computers, and any system with confidential data (Buff Advisor, WTClass, Colleague, etc.) Additional information on DUO two-factor authentication and how to get it set up can be found in upcoming sections or at <http://www.wtamu.edu/it/duo.html>

# Enrolling in DUO

## 1 START SETUP

Access the WTAMU DUO link at <http://wthost.wtamu.edu/duo/docroot>. Login to Single Sign On with your username and password. Click *Start Setup* to begin enrolling your device.

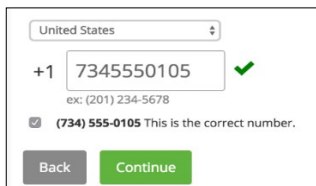


## 2 SELECT DEVICE TYPE

Select the type of device you would like to enroll and click *Continue*. We recommend using a smartphone, if available.

## 3 ENTER PHONE NUMBER

Select your country from the drop-down list. Type in your phone number of the device you wish to use. If the information is correct check the box, and click *Continue*.



## 4 CHOOSE DEVICE OPERATING SYSTEM

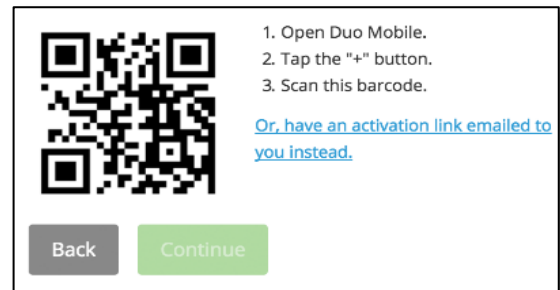
Choose your device's operating system and click *Continue*.

## 5 INSTALL DUO MOBILE

Duo Mobile is an app that allows you to authenticate quickly. The phone call or text message option is still available without the app. Search Duo Mobile in your app store to download it. After installing the app click *I have Duo Mobile installed*.

## 6 ACTIVATE DUO MOBILE

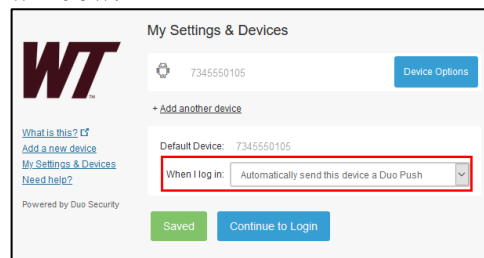
On an iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the instructions shown on the screen.



The Continue button is clickable after you scan the barcode successfully. If have trouble scanning the barcode, click *Or, have an activation link emailed to you instead*. and follow the instructions.

## 7 SETTING UP AUTOMATIC DUO PUSHES

To be able to authenticate through the DUO app always, we suggest setting up your device to receive pushes automatically. To do this select *Automatically send this device a Duo Push* drop down on the My Settings & Devices window.



# PASSWORDS

---

Passwords expire every 180 days. There will be a prompt that will appear on on-campus computers to notify you that your password is about to expire. There is no notification from off-campus computers.

## Changing Your Password

*From an on-campus computer:*

1. Press **CTRL+ALT+Delete**
2. Select **Change a Password...**

*From an off-campus computer:*

1. Go to your email. ([outlook.office.com](http://outlook.office.com))
2. Click your initials/picture in the top right corner of the page.
3. Select **My Account**
4. Select **Change Password**

If you do not know your password, or your password expires before you can change it, please contact the IT Success Center at 806.651.4357. Passwords cannot be reset by email. *Any temporary password provided is only valid for 24 hours.*

Your account will be locked if you attempt to log in 6 times unsuccessfully.

---



# PASSWORD REQUIREMENT

## **COMPLEXITY REQUIREMENTS**

- Contains eight (8) to sixteen (16) characters.
- Uses three of the following types:
  - Uppercase letters (A, B, C).
  - Lowercase letters (a, b, c).
  - Numerals (1, 2, 3).
  - Special characters ( ` ~ ! @ # \$ % ^ ( ) \_ + - = { } | [ ] \ : " ; ' ? , . / ).
- Is not a common word or name
- Is not one of your twenty (20) previously used passwords.



## **CANNOT CONTAIN**

- Spaces, ampersands (&), angle brackets (< >) or non-English characters.
- Significant portions of your account name or full name.
- The portion of your email before the @ symbol.





# HOW TO GET HELP

## **Faculty Support Website**

<http://faculty.wtamu.edu>

Provides walkthroughs in PDF and video format for how to do things in WTCClass and other supported software (Respondus, Camtasia, Teams, etc.) as well as information on Universal Design, and improving online course materials.

## **Information Technology Success Center (ITSC)**

806.651.HELP (4357) or [itsc@wtamu.edu](mailto:itsc@wtamu.edu)

Provides help for resetting passwords, software installations or upgrades, or submit a service request for all IT related issues by emailing ITSC. The Information Technology Success Center is located in the Hasting Electronic Learning Center, Room 53.



# CONNECTING TO THE WIFI

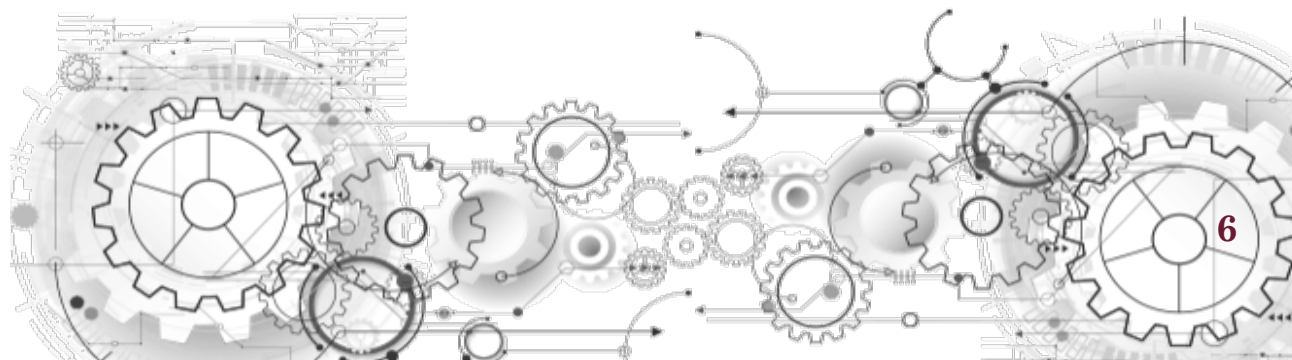
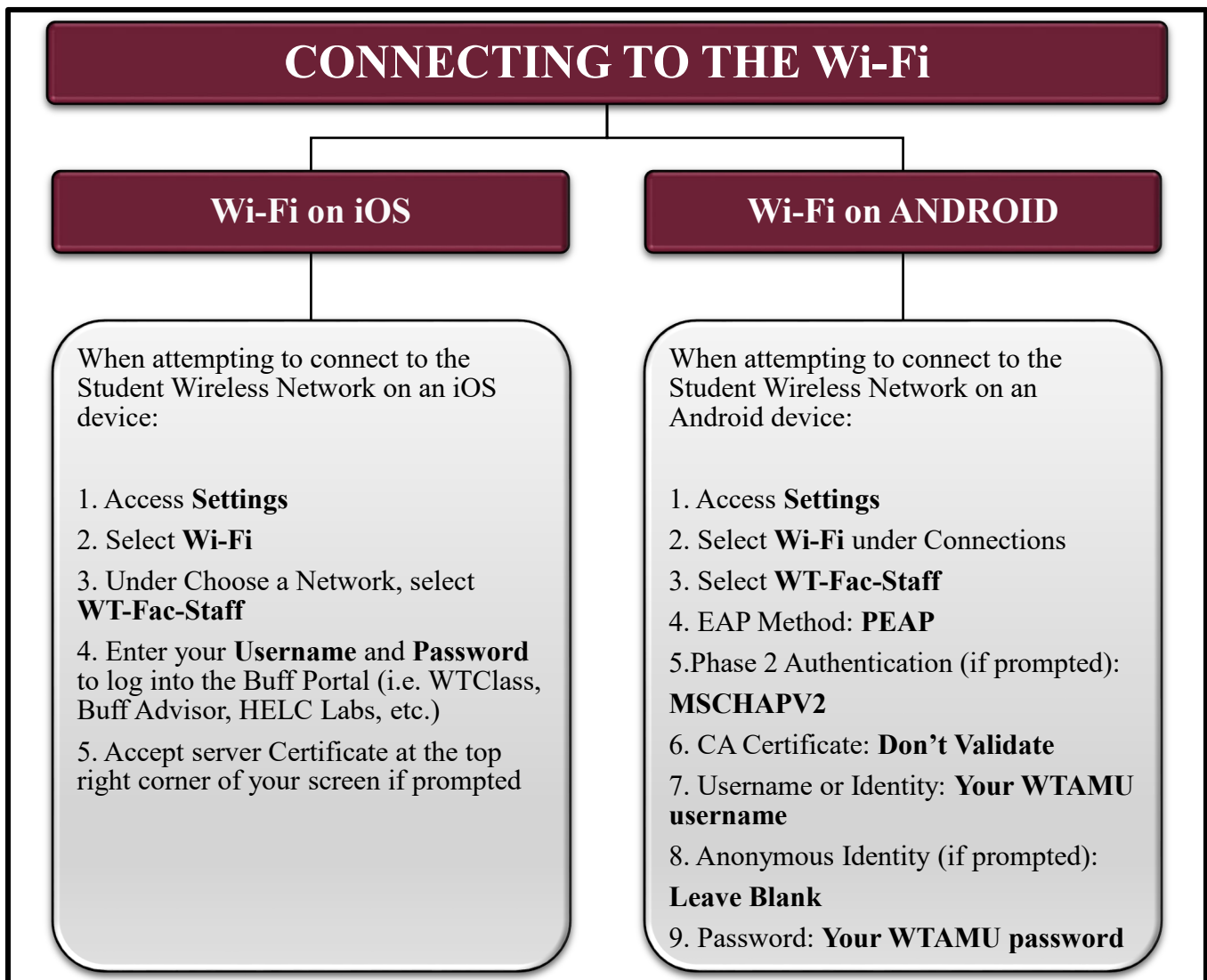
Wireless internet is available in all academic buildings on campus, and even in three parking lots.

Mary Moody Northern Hall-  
West Parking Lot

First United Bank Center-  
North Parking Lot

Harrington Academic Hall in  
Amarillo- Main Parking Lot

The faculty and staff wireless network does not “timeout” after 15 minutes, unlike the guest network. Please call 806.651.4357 or visit the Information Technology Success Center, HELC 53 for help getting devices connected to the Faculty and Staff Wireless Network.



# EMAIL

Your email can be accessed through the Outlook app or website on your office computer or by using an app on your mobile devices.

## Outlook Application



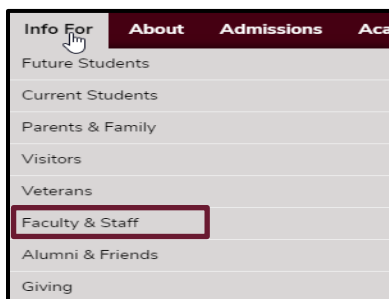
The Outlook application comes already installed on your office computer. To access it you simply click on the app and sign in with your WT credentials. For assistance setting up Outlook, please contact the IT Success Center at 806.651.4357.

## Outlook Website

Accessing Outlook through the website allows you to have access to your email away from your office. Please remember, if you are off campus you will need to have DUO configured on a device that is not your office landline in order to access email.

You can access your email at <https://outlook.office.com/mail/inbox> or by:

1. Go to [www.wtamu.edu](http://www.wtamu.edu)
2. Hover over Info towards the top right of the page and click Faculty & Staff.



3. Click on the Faculty & Staff Email.
4. Log in with your WT email and password.

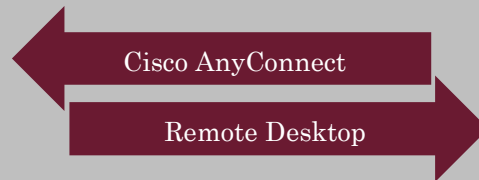
## Email on Devices

Your WT email account can be accessed on your mobile device by downloading the Outlook app or by using the native email app for both iOS and Android devices.

For instructions on setting up these apps, please visit <https://wtamu.edu/it/emailmobile.html> or call 806.651.4357.

## REMOTE COMPUTER ACCESS

Access to your computer and network drives is available by using Remote Desktop and Cisco AnyConnect. Your computer must first be setup for remote desktop access and your account must be set up for VPN. Please call 806.651.4357 or visit the Information Technology Success Center (ITSC) for assistance with remoting to your computer.



## CONFERENCE CALL EXTENSIONS

Faculty and staff have the opportunity to use temporary conference call extensions for meetings that will be held via phones on campus. Attendees may attend through on or off campus phones, and are limited to 15 people. To request a conference call extension, please contact the IT Success Center at 806.651.4357.

**Pick up your handset and press the MORE button until you see MeetMe. Then select the MeetMe button.**

**Dial the MeetMe number you were given. Once you dial a number, your phone will connect to the conference bridge.**

**NOTE: Participants will not be able to dial in to the conference until you (the host) start the conference through the MeetMe process above.**

**Your participants will dial the same meet me number from their phone(s):**

- On campus caller will call the 4-digit phone extension number XXXX.
- Outside callers will call 806.651.XXXX

# VOICEMAIL

Along with your office phone number, you also have access to voicemail. When a new voicemail is received, you will also receive an automated email including the audio file of your voicemail.

To setup your voicemail:

1. Press the messages button on your phone or dial 8004
2. Enter 112345 as the pin code
3. Follow prompts

Your new pin code must be 6 digits, must be unique, and you cannot use the same digit/number more than two (2) times in a row.

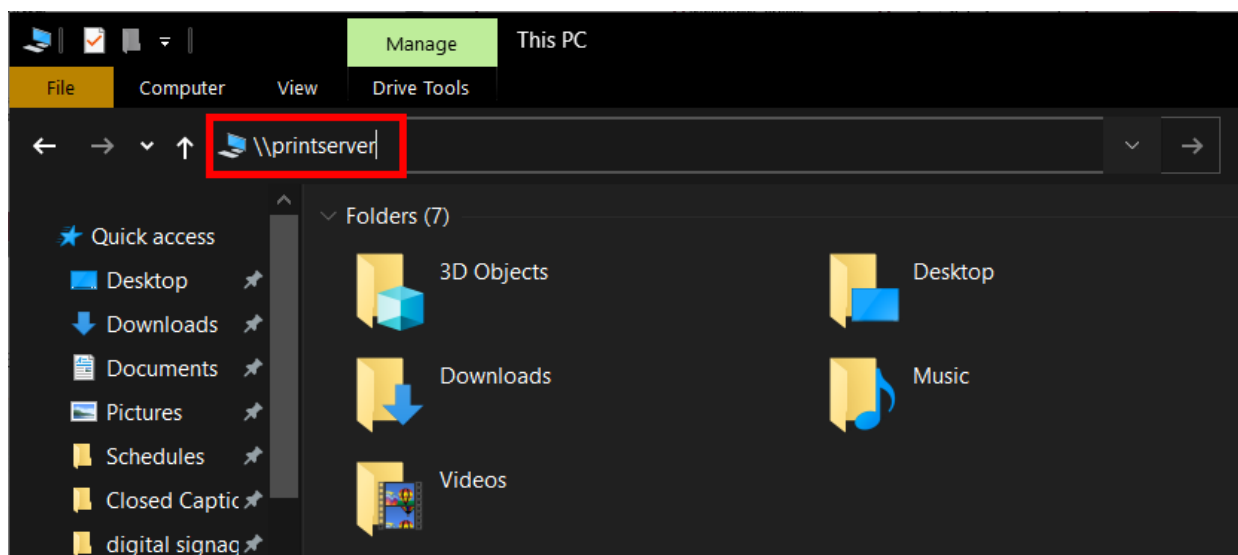
If your office phone number/account has not been setup yet, please contact the IT Success Center at 806.651.4357.

# PRINTER ACCESS

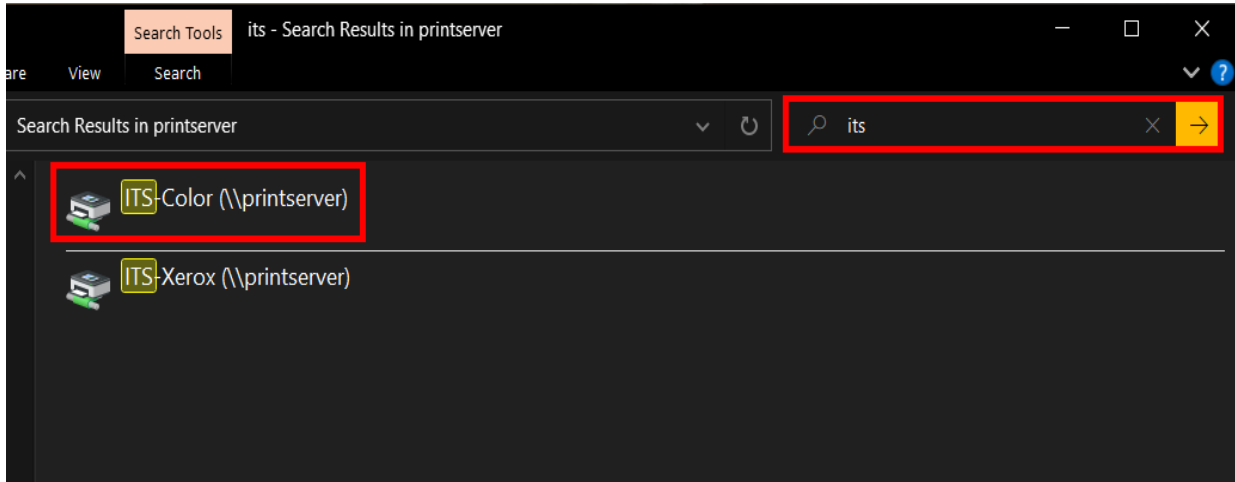
Add new printers to your office computers and devices for convenience of use! Print directly to an office wireless printer using the following instructions:

## PC Computers

1. Open File Explorer and type \\printserver in the address bar.



2. In the search box, type the name of the printer



3. Double click the printer you are needing

## Mac Computers

1. From the Dock, click on System Preferences.

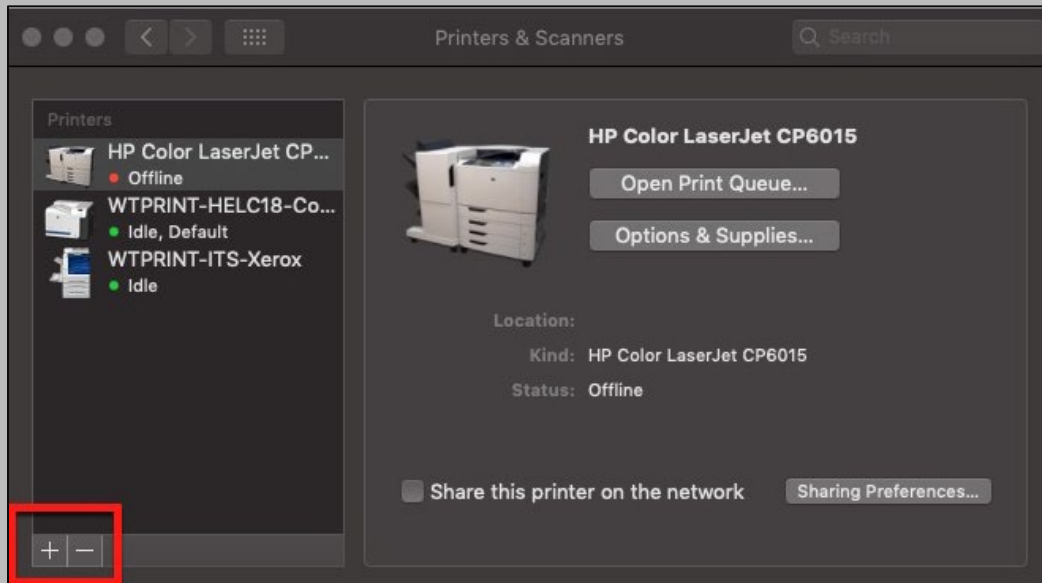


2. In the System Preference window, click on Printers and Scanners.

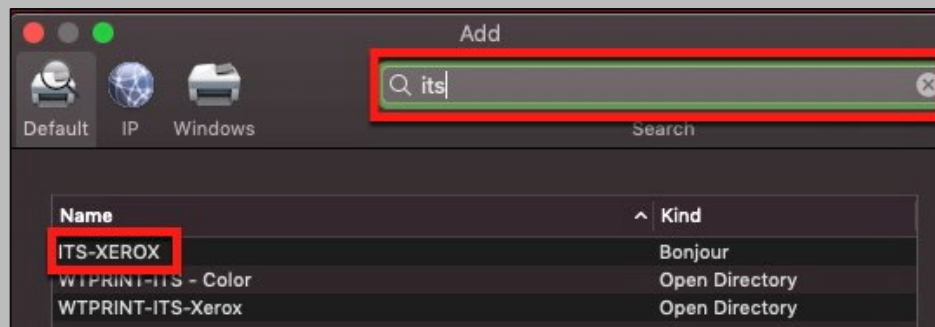




3. In the bottom left hand corner, click on the plus sign to add a printer.



4. In the upper right hand corner, click in the search box and type out the name of the printer you want to add. Select the printer by clicking on it.



5. After selecting the printer name, you will then have to choose the software to use that goes with your printer. Click on the dropdown and find the model of your printer from the list provided



6. Once you find the model of your printer, select the name and then click ok.
7. Click Add in the bottom right hand corner to finish the process
8. Repeat the process as necessary to add more printers.

# SHARED NETWORK DRIVES

Network storage drives allow you to save your files to the network. These drives are backed up nightly. Therefore, files saved on a WTAMU network drive would not be lost in the event of a computer failure. There are three types of network drives available on campus to save your work: Personal, Departmental, and Public. If any of your network drives are not mapped on your desktop or you are unable to find where your drives are located, contact the IT Success Center at 806.651.4357.

## Departmental: Common Drive

**G:DRIVE**

SECURE DIVISIONAL/  
DEPARTMENTAL FILE  
STORAGE LOCATION

Typically labeled as the “G” drive, the common or department drive provides a space for files that you want to share with someone else in your department or committee. Files saved to this area are also backed up nightly. Only members of your department have access to this drive.

## Public Drive

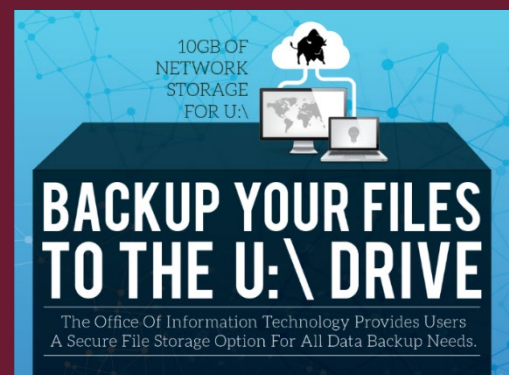
**P:DRIVE**

PUBLIC FILE  
STORAGE LOCATION

Typically labeled as the “P” drive, the public drive provides a space for sharing files between departments. Anyone with an academic account has access to the public drive. **This is considered temporary storage.** The files are NOT backed up, and are typically cleared out every 30 days.

## Personal Drive

Typically labeled as the “U” drive, your personal drive provides 10GB of secure network file storage space. This area can only be accessed by you unless you change permissions. While you are provided 10 GB of space, you may request your space to be increased. To access your U Drive off campus, you must VPN.

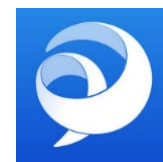
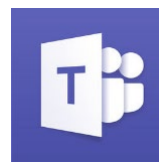




# APPS RELATED TO THE UNIVERSITY

There are several applications available to download on your iOS or Android device that will help keep you connected while away from your university desktop or laptop. The following applications are free to download:

- Blackboard Instructor
- WT Mobile
- Microsoft Teams
- Cisco Jabber
- Cisco AnyConnect
- RD Client
- Office 365 products
- Workday



For more information about university apps or for help in getting apps downloaded to your device, please contact the IT Success Center at 806.651.4357.

# AVAILABLE TRAINING

## WORKSHOPS

Regular training sessions are offered over WTCClass as well as other software provided by the university. Training Schedules are emailed to all faculty and staff throughout the year, and may be found and registered for at <https://www.trumba.com/calendars/wtamu-it-training>, or you can email [techtraining@wtamu.edu](mailto:techtraining@wtamu.edu).

## OFFICE CALLS

Training and assistance is available with WTCClass tools and services as well as any other academic technology within the comfort of your own office. Academic Technology staff members will make “Office Calls” to faculty, instructors, and staff offices for individualized, one-on-one training. Please visit [http://faculty.wtamu.edu/office\\_calls](http://faculty.wtamu.edu/office_calls) to request an Office Call or email your request for an Office Call to [techtraining@wtamu.edu](mailto:techtraining@wtamu.edu).

## SMART CLASSROOM & LECTURE CAPTURE

One-on-one training is available for Smart Classroom technology and Lecture Capture training. Learn how to use all of the technology available in classrooms, as well as best practices for your personal teaching style. Complete the Office Calls request form to request Smart Classroom training at [http://faculty.wtamu.edu/office\\_calls](http://faculty.wtamu.edu/office_calls) or email your request for a Smart Classroom Training to [techtraining@wtamu.edu](mailto:techtraining@wtamu.edu).

## STUDENT TECHNOLOGIES

Training sessions are also conducted for students. Trainings, dates, and times can be found on the Student Support website at <http://students.wtamu.edu/live.html> or within WTCClass on the Resources tab. WTCClass training is always held at the beginning of every Fall, Spring, Summer 1, and Summer 2 semester.

## ADDITIONAL TECHNOLOGIES

Additional training can be found on the following technologies:

- Colleague
- Informer
- Buff Advisor
- Office 365

# EMERGENCY NOTIFICATION SYSTEM – BUFF ALERT

Buff Alert is an emergency notification service that gives WTAMU the ability to communicate health and safety emergency information quickly by email and text message. By enrolling in Buff Alert, university officials can quickly pass on safety-related information, regardless of your location.



To sign-up to receive alerts:

1. Go to the WTAMU homepage and click on the **Buff Alert** icon under **Student Links**.
2. Click **User Registration**.
3. Click **Register for Buff Alert**.
4. Complete the user information and create a password.
5. Check the box to agree to **Terms of Service**.
6. Click **Create Account**.



## SOFTWARE

### WTAMU DEVICE

The following software can be used in your office or from home on a work laptop/device.

Should be automatically installed on university computers:

- Microsoft Office
- Teams

Can be requested to be installed on university computers:

- Respondus 4.0 – test creation software for online and paper based tests.
- Camtasia (with a license purchased by your department through IT) – screen capturing and video editing software.
- SoftChalk – interactive lecture creation software for building webpages.
- Adobe Creative Cloud (based on need).

### PERSONAL DEVICE

The Texas A&M System has many software licenses that are available for faculty and staff to purchase at a discounted rate for personal use.

Available software includes:

\*prices and availability subject to change

- Camtasia for home use: \$25\*
- Windows Upgrades: \$5\*
- Microsoft Office for PC or Mac (See Next Page)

To purchase:

1. Go to Texas A&M Software site at <https://software.tamu.edu>.
2. Click the “begin your purchase” button. Select “West Texas” from the dropdown list.
3. Login to the Portal (this step may be skipped).
4. Agree to the terms and conditions, and click “continue with Purchase.”
5. Select the products you wish to purchase.
6. Proceed to Checkout.



# MICROSOFT OFFICE 365

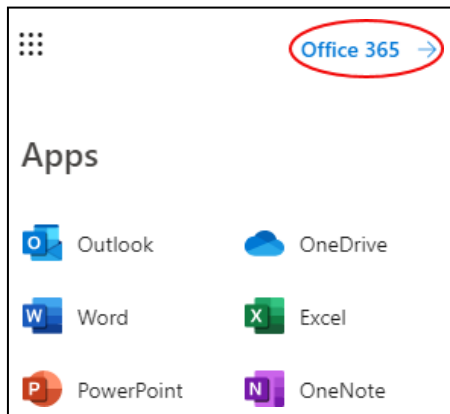
With your WT Academic Email account, you can download Microsoft Office on up to five (5) devices for free.

## How to Download Microsoft Office

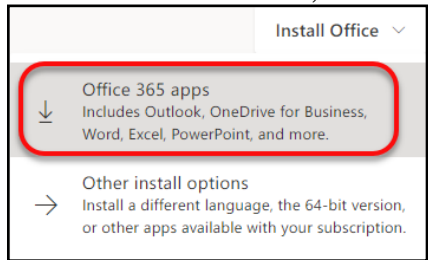
1. Sign in to your WTAMU email at outlook.com.
2. In the top left click the square grid.



3. Then click the **Office 365** link.



4. Choose **Install Office**, then click **Office 365 apps** to start downloading!



For more information visit <http://wtamu.edu/it/office365.html>

# ONEDRIVE

With your WT Academic account you have access to 1 TB of file storage space in the cloud with Office 365 OneDrive. Keep all your files in one place so you can always find what you need and access them from anywhere.



To access your OneDrive go to <https://onedrive.live.com> and login with your WTAMU email address and password credentials.

**Please note:** When you leave the University, your Office 365 subscription through WTAMU ends. You should make sure to transfer all your files from your WT OneDrive to your personal OneDrive prior to leaving the university.

# MICROSOFT TEAMS

Microsoft Teams is a collaboration app that helps you connect and stay organized with WTAMU Colleagues, WTAMU Students, and other people around the world all in one place. In Teams you can schedule meetings, make calls, use chat instead of email, and securely edit files at the same time. Teams can be used on a PC, Mac, or mobile device.

Additional help with Teams can be found at <http://faculty.wtamu.edu/teams>.

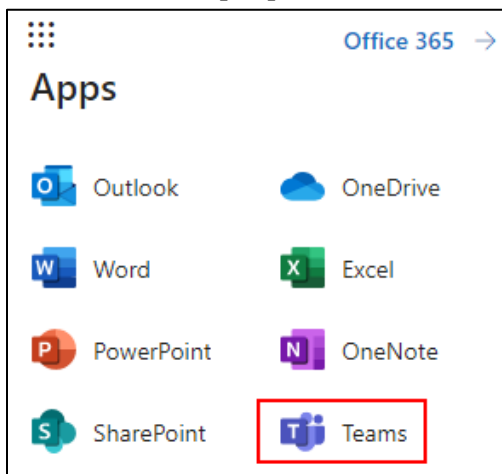
## Accessing Teams on Computer

You will have to access Teams online on a computer through your email. To do this please follow the steps below:

- Login to your WTAMU email at outlook.com.
- In the top left click the square grid.



- Then select the purple Teams icon.



If you prefer to use Teams in the desktop application, follow the steps above. Once in the Teams window, it can be downloaded in the bottom left corner by selecting the download arrow.

## Accessing Teams on a Mobile Device

To access Teams on a mobile device download the application from your phone's app store and log in with your student email and password.

# RESOURCES AVAILABLE ON CAMPUS

## Equipment Checkout

The Academic Technology department at West Texas A&M University provides access to equipment for students to checkout in order to complete their coursework. All technology is to be used for university-related purposes only, not for personal use.

There are no costs involved when checking out equipment as long as the equipment is returned on time, in the same good condition it was in when checked out, and with all of the parts and cables returned. Any stolen, broken or missing items must be reimbursed.

Contact Equipment Checkout at 806.651.7904 or [its@wtamu.edu](mailto:its@wtamu.edu) or stop by the office in the Hasting Electronic Learning Center, Room 53, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

### EQUIPMENT AVAILABLE FOR CHECKOUT

#### FOR ACADEMIC USE ONLY:

- Digital Cameras (DSLR Cameras and Point & Shoot Cameras)
- Video Cameras
- Tripods
- Portable Audio Systems
- Laptops
- iPads
- Voice Recorders
- Projection Screens
- Cables/Adapters/Connectors

\*Available equipment subject to change.

## Classroom Scheduling and Reservations

Virtual EMS is available for University faculty, staff, and students to use for making reservation requests. To make an online request for a reservation, visit the virtual EMS website [reservations.wtamu.edu/EmsWebApp/](http://reservations.wtamu.edu/EmsWebApp/). Non-Academic events will NOT be scheduled until all Academic events have been completely scheduled for the requested term.

## Media Materials Production

The Academic Technology Department offers graphic design and print resources for faculty and staff for university – related purposes such as research and department/organization events. You will be required to pay for the printed materials by university account number, gold card, or check. For more information and pricing of materials please email [its@wtamu.edu](mailto:its@wtamu.edu).

## Recording Studios

The Instructional Video Production Studios, are located in the Hasting's Electronic Learning Center. They are fully managed video creation studios that allow for the use of digital content, annotation, applications and other content to create instructional videos. There are three different studios available:

**ADVANCED LECTURE  
CAPTURE**

**FULL PRODUCTION  
STUDIO**

**LIGHTBOARD  
STUDIO**

The IT multimedia team facilitates the video shoots, edits the content, adds graphics, provides closed captioning for accessibility, and produces the video out onto our media server (Ensemble). To schedule an appointment to meet with the IT multimedia staff about course videos you would like to create, email [itmultimedia@wtamu.edu](mailto:itmultimedia@wtamu.edu) or call at 806.651.7904.



# FACULTY ORIENTED TECHNOLOGIES

## Classroom Technology: Smart Classrooms

All academic classrooms on campus are equipped with following technologies:

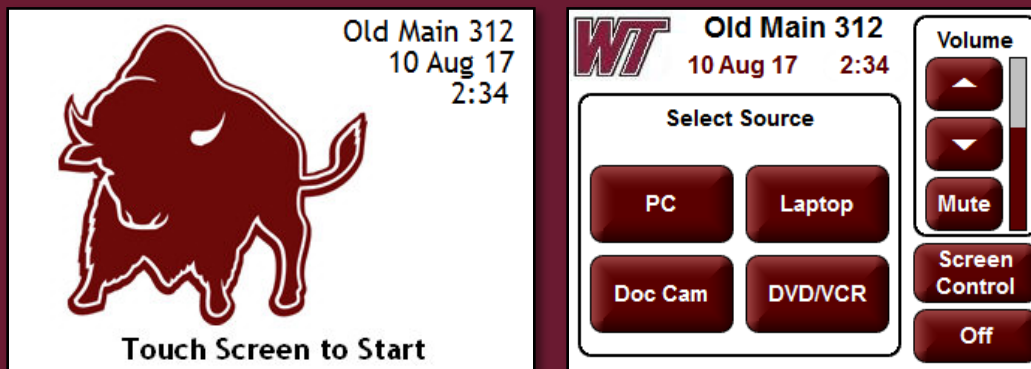
- Touchscreen Control System
- Projection System
- Computer
- Visual Presenter/Document Camera
- Laptop Connections (audio/video)

One-on-one Smart Classroom Training is available upon request by emailing your request for a Smart Classroom Training to [techtraining@wtamu.edu](mailto:techtraining@wtamu.edu).

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### Top 3 things you should know about your classroom technology

1. **Power-Up:** Use the panel to power on the projector, switch video sources, and control the volume.



2. **Connect:** Extra video cables have been provided in the classrooms to facilitate presenting with a laptop. Simply use the extra VGA cable available on the podium and then select the appropriate input. There is no need to hunt for cables plugged into the back of the computer.
3. **Choose:** Switching video sources for the projector is a snap! Using the panel, select the input controls for the appropriate source.



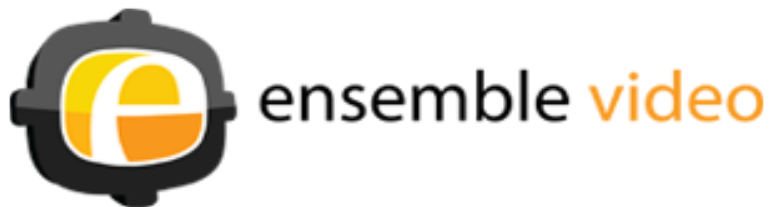
## Ensemble Video

The Ensemble Video Streaming service is a fully managed service offering storage and delivery of digital media content to WTAMU faculty. Streamed video may be viewed/accessed by publishing the video link or embedded video through WTClass, university websites or by email or communications of the video link.

Ensemble Video provides limited auto-captioning of videos to ensure ADA compliance of videos, as well as some features such as the ability for screen or person recording for lectures and the ability to add quizzes built into a video that can connect the scores to the WTClass gradebook.

WT Faculty may request an account for themselves or for a department by contacting [techtraining@wtamu.edu](mailto:techtraining@wtamu.edu).

For more information about ensemble or to download documentation over ensemble, visit [faculty.wtamu.edu/ensemble](http://faculty.wtamu.edu/ensemble).



## Access to WTClass and Courses

Instructors listed as Instructor of Record in Buff Advisor/Colleague are automatically added to courses in WTClass when the course is created.

Courses are typically added approximately two weeks after midterms during the Fall and Spring semesters (see table below).

Approximated Date	Semesters Added
2 weeks after Fall Midterms	<ul style="list-style-type: none"><li>• January Intersession</li><li>• Spring</li></ul>
2 weeks after Spring Midterms	<ul style="list-style-type: none"><li>• May Intersession</li><li>• Summer 1</li><li>• Summer 2</li><li>• Fall</li></ul>

## Student Enrollments in Courses

Students receive access to courses they have registered for five (5) days before the first day of each semester. Students are auto-populated onto the roster within 24 hours of registration. You may also request to add GA's, TA's, and other instructors into your course.

Please see the WTClass Faculty Help website at <http://faculty.wtamu.edu/wtclass> for directions on how to request additional users be added to your course.



## Accessibility of Content

State and federal standards and guidelines help to clarify how to ensure that online courses are accessible for all students.

Pertinent Laws:

- Federal Laws
  - [Section 508 of the Rehabilitation Act](#)
  - [Americans with Disabilities Act of 1990](#)
- State Laws
  - [Texas Government Code 2054, Subchapter M, 2005](#)
  - [Texas Administrative Code Chapter 206](#)
  - [Texas Administrative Code \(TAC\) 213 Accessibility Standards for Institutions of Higher Education](#)

Resources are provided for helping make content fully accessible by helping create transcripts and closed captions for videos.

Please contact Academic Technology at 806.651.7904 or [media@wtamu.edu](mailto:media@wtamu.edu) for assistance with making content accessible.

## Publishing Midterm and Final Grades

The Registrar's Office sets the dates for when Midterm and Final Grades are due. These dates are listed on the Registrar's Approved Academic Calendar at <https://www.wtamu.edu/academics/calendar>.

### Midterm Grades

Reporting Midterm Grades is required for core classes. Midterm grades are typically due the week after Midterm for Fall and Spring semesters. An email is sent out before Midterm with instructions for how to publish Midterm Grades for the semester. Information is also available on the Faculty Support Website at <http://faculty.wtamu.edu/wtclass>.

## Final Grades

Final grades are typically due the Monday following the last day of finals by 9:00 a.m. for the Fall and Spring semesters, and the day after finals for Summer semesters. An email is sent out before Finals begin with instructions for how to publish Final Grades for the semester. Information is also available on the Faculty Support Website at <http://faculty.wtamu.edu/wtclass>.

## Incompletes

An Incomplete grade may be assigned under certain circumstances in some courses. Please refer to the Faculty Handbook, or your department, for criteria to assign an “T” (Incomplete) for a student.

For all “T” grades assigned, instructors must:

1. Complete a Contract for Incomplete, available at <https://www.wtamu.edu/student-support/registrar/registrar-forms.html>.
2. Have the contract signed by the Department Head.
3. Forward signed contract to the Registrar’s Office.

For a student to retain access to WTCClass past the course end date, instructors must additionally:

4. Place a work order with Information Technology Success Center (ITSC) (ext. 4357 or [itsc@wtamu.edu](mailto:itsc@wtamu.edu)) for extended access in WTCClass for student(s) with incomplete grade(s).

Information to include in work order:

- a. Student name,
- b. Student ID#
- c. Course Name,
- d. Course Number,
- e. Length of time to complete the Incomplete