

## Faculty Information and Resources – FAQ

**Note: You must have an active Point Park University email to access the links that are on the Faculty/Staff Intranet.**

- How do I get my Point Park email address?
- How do I get my Faculty ID card?
- Who do I contact if I'm having computer issues?
- How do I prepare my Course Syllabus and what must be included on it? Is there a template available?
- How do I assign a textbook to my course?
- How do I find free textbooks to use for my class?
- How do I access the Faculty/Staff Intranet?
- What is Pointweb and how do I access it?
- How do I access my class roster?
- How do I find out where my classroom is located?
- How do I submit mid-term and final grades?
- What is Faculty Development Funding?
- What form do I use for reimbursement of expenses?
- What is Canvas and how do I receive training for it?
- What is the policy regarding "I" (Incomplete) grades?
- How do I make a Grade Change?
- How do I access Accessibility Services for a student with disability-related concerns?
- How do I obtain supplies, or get things printed or copied?
- How can I change my classroom?
- How do I reserve a room for a meeting or activity that is a non-class event?
- How do I gain access to a building after hours?
- Who do I contact if there is an urgent issue with my classroom?
- Who do I contact with questions about how to operate the equipment in my classroom?
- Who do I contact if there is an issue with the computer in my classroom?
- How do I reserve a computer for class?
- How do I schedule library instruction for my students?
- Where are the key academic dates listed (start dates, end dates, withdrawal dates, etc.)?
- Where do I find the Administrative Calendar?
- When is my final exam?
- Where do I find the Collective Bargaining Agreement (CBA)?
- Where do I find information on University Policies and Procedures?
- Where can I find the Undergraduate and Graduate Catalogs?
- What do I do about students who don't show up for class or are struggling with progress/poor grades in my class?
- Does the University have tutoring services available for students?
- What resources are available for students who may be experiencing mental health issues?
- What is the University's policy on interfaith holy day/holiday observances?
- What is the policy/procedure for student grade complaints?
- Am I required to have office-hours? Must I do them in person?
- What opportunities do I have for training?
- Where do I find Human Resources information?

**How do I get my Point Park email address?** After your employment paperwork is completed (including your I-9 Form), Human Resources notifies the IT Department to create your email address. When it has been created, IT sends an email notification to your personal email with further instructions to activate it and create a new password. NOTE: Your email will not be created prior to 2 months before the start of the semester. Please complete your HR paperwork in a timely manner so that you can take advantage of this early access for course preparation.

**How do I get my Faculty ID card?** After your employment paperwork is completed (Including your I-9 Form), you will receive a "New Faculty Email" from HR with instructions on how to obtain your ID Card. After you receive this notification email, you may contact the ID Center to make an appointment by either calling 412-392-8066 or email [idcenter@pointpark.edu](mailto:idcenter@pointpark.edu) The ID Center is located on the third floor of Frontier Hall, on the corner of 1<sup>st</sup> Avenue and Wood Street. You may also use the following link to submit a photo online: <https://myphoto.pointpark.edu/> (You will need the login credentials from IT in order to gain access to submit your photo online.)

**Who do I contact if I'm having computer issues?** IT Support is available to assist the University community with issues involving the technology resources available at PPU. They may be contacted at 412-392-3494 or [itsupport@pointpark.edu](mailto:itsupport@pointpark.edu) They also maintain a self-service client portal: <https://itsupport.pointpark.edu/> (Click on "Client")

**How do I prepare my Course Syllabus and what must be included on it? Is there a template available?** Some courses have templates and even course blueprints that standardize what is offered section to section. When you get your course assignment for a semester, ask your department chair or their assistant if the courses are ones that use a standard syllabus, require a specific textbook, or follow a course blueprint. Answers will vary from course to course, so we suggest becoming familiar with the basic practices of course design even if you're teaching courses with a blueprint in your first year. In teaching situations where there is no template or blueprint, you are expected to design a syllabus that achieves the course objectives for the class you're leading. Both full-time and part-time faculty will be invited to participate in sessions sponsored by the Teaching and Learning Lab (TALL) at Point Park over the summer in addition to other training opportunities throughout the year. If you would like help building a strong course based on the objectives you're expected to meet, please contact the director of the TALL.

**How do I assign a textbook to my course?** Some courses have standard textbooks that are only approved by Department Chairs. Please check with your Department before choosing a textbook. Until you have your campus email/id, the best way to order textbooks is to contact the campus bookstore to place an order. Our B&N College bookstore uses the AIP system, which is standard across many Barnes and Noble stores, but will require you to have a campus-specific login to access your course assignments and adoptions. You can reach the bookstore manager, Alex Bianchi, at [abianchi@pointpark.edu](mailto:abianchi@pointpark.edu) or [abianchi@bncollege.com](mailto:abianchi@bncollege.com). You can also call him at (412) 392-3448. After you have your Point Park login credentials, you will be able to access the AIP system using an online portal that should give you access to past adoptions and easier ordering processes.

**How do I find free textbooks to use for my class?** Following is the link to our LibGuides for finding free textbooks: <https://pointpark.libguides.com/c.php?g=652265&p=4595891>. Faculty can also search our e-books databases for suitable resources through Find It on our webpage: <https://www.pointpark.edu/academics/academicresources/library/index> The University Library can investigate if an affordable electronic copy of a print book is available for purchase. We are not able to provide electronic access to the commercial textbooks [Pearson, etc.]

**How do I access the Faculty/Staff Intranet?** *The Intranet contains information only available to Point Park University Faculty and Staff. You must use your Point Park email and password to login. It may be accessed on campus, using a University computer:* [Faculty and Staff Intranet | Point Park University](#)

*Users that need to connect from a personal device may use a web browser to connect to our Faculty Staff virtual desktop environment called the Terminal Server. This can be done by going to <https://ts-facstaff.pointpark.edu/> in a web browser and logging in with your University username and password. Here users will see a Windows desktop appear in their browser that operates just like a normal computer. From here, click on the google chrome icon on the virtual desktop and navigate to <https://intranet.pointpark.edu/> to access the intranet. If these instructions do not work for you, or you experience other difficulties, please contact the IT Help Desk for assistance at [itsupport@pointpark.edu](mailto:itsupport@pointpark.edu).*

**What is Pointweb and how do I access it?** *PointWeb is a comprehensive resource, available to students and faculty, which provides access to important academic, student financial, and University Information. Available features include class roster, academic calendar, schedule of campus events, quick links to campus resources, portal to enter grades, etc. It is accessed by clicking on “My Point Park” on the left hand column of Point Park’s webpage [www.pointpark.edu](http://www.pointpark.edu)*

**How do I access my class roster?** *It may be accessed on PointWeb. There is a video available on the Registrar’s webpage: [Faculty Resources | Point Park University | Pittsburgh, PA](#)*

**How do I find out where my classroom is located?** *Your class details are listed on PointWeb. There is a video available on the Registrar’s webpage showing how to access your course details: [Faculty Resources | Point Park University | Pittsburgh, PA](#)*

**How do I submit mid-term and final grades?** *Mid-term and final grades are submitted via PointWeb. There is a tutorial on the Intranet: [Faculty and Staff Tutorials | Point Park University | Pittsburgh, PA](#)*

**What is Faculty Development Funding?** *Per the Collective Bargaining Agreement, **Full-Time** Faculty are provided a \$800 allotment per academic year for professional development expenses. Further information is on the Intranet: [Faculty Development | Point Park University | Pittsburgh, PA](#) If you have any questions, please contact the Director of Academic Affairs in the Office of the Provost.*

**What form do I use for reimbursement of expenses?** *For a reimbursement for expenses that do not involve travel, you may use a Check Request Form. For expenses that involve travel, use an Expense Report Form. These forms are available on the Intranet: [Forms | Point Park University | Pittsburgh, PA](#) . Complete the form and submit to your Department Chair for signature. If this is a Faculty Development Expense (full time faculty only), submit the form to the Director of Academic Affairs in the Office of the Provost.*

**What is Canvas and how do I receive training for it?** *Canvas is the University's Learning Management System (LMS). Course shells and enrollments are automated and updated multiple times each day.*

#### **Accessing Canvas**

- URL: <https://pointpark.instructure.com> (bookmark this!)
- Or, Point Park University home page > My Point Park > Canvas
- Username/password: Use your Point Park University email and password

## Learning/Getting Help

1. [Join the Instructor Resource Center](#) (IRC) to access the resources below.
2. Enroll in the self-paced [Growing With Canvas](#) course for instructors.
3. Review [training options and recorded sessions](#).
4. Review the [Canvas LMS Resources](#) page, our clearinghouse for all things Canvas.

**What is the policy regarding “I” (Incomplete) grades?** *A student who does not complete a course by the end of the term may request, at the faculty member’s discretion, an “I” (Incomplete). The “I” in a given course must be completed within a period set by the faculty member. This time period may not exceed one year from the end of the semester in which the course was taken. [Incomplete Grade Request Form](#) The faculty member will complete the change of grade form when all expectations are met.*

**How do I make a Grade Change?** *Changes of the recorded grade will be considered under exceptional circumstances upon the recommendation of the faculty member, the approval of the department chair, and the Registrar. You may obtain a Grade Change Form from your Departmental Office or the Office of the Registrar. (Changes of the recorded grade resulting from a student grievance must follow the established guidelines.)*

**How do I access Accessibility Services for a student with disability-related concerns?** *Information may be found on the Accessibility Services web page:*  
<https://www.pointpark.edu/academics/academicresources/centerforstudentsuccess/accessibilityservices/registeringfordisabilityservices/index>

**How do I obtain supplies, or get things printed or copied?** *Contact the Assistant to the Chair or Administrative Assistant in your Department.*

**How can I change my classroom?** *If it is necessary to make a one time change to your classroom location, please complete the request form found on the Registrar’s Intranet page - Permanent Changes must go through your Department Chair:*  
<https://intranet.pointpark.edu/AcademicAffairs/UniversityRegistrar/RoomRequestForm>

**How do I gain access to a building after hours?** *If the building is closed, you must contact Public Safety to open the doors for you – 412-392-3960*

**Who do I contact if there is an urgent issue with my classroom?** *Physical Plant at 412-392-3490 Non-urgent issues may be filed via the following link: [Work Orders | Point Park University | Pittsburgh, PA](#)*

**Who do I contact with questions about how to operate the equipment in my classroom?** *Contact Media Services at 412-392-6160 or [mediaservices@pointpark.edu](mailto:mediaservices@pointpark.edu) for assistance or to set up a training.*

**Who do I contact if there is an issue with the computer in my classroom?** *Contact the IT Helpdesk at 412-392-3494 or email [itsupport@pointpark.edu](mailto:itsupport@pointpark.edu)*

**How do I reserve a computer or equipment for class?** [Classroom Equipment Request](#)

**How do I schedule library instruction for my students?** Faculty may request a library instruction session for individual classes. The library will tailor the session to the needs of your students, with an emphasis on library resources in your specific discipline.

<https://www.pointpark.edu/academics/academicresources/library/schedulelibraryinstruction/index>

**Where are the key academic dates listed (start dates, end dates, withdrawal dates, etc.)?** The current academic calendar is listed on Point Park's webpage:

<https://www.pointpark.edu/calendar/academiccalendar>

**Where do I find the Administrative Calendar?** The Administrative Calendar contains important University dates and deadlines. It is available on the Intranet:

<https://intranet.pointpark.edu/AcademicAffairs/AdministrativeCalendar>

**When is my final exam?** Final exams for evening classes occur during the final exam week on the same day and time as the class normally meets throughout the semester. Daytime classes will adhere to the posted final exam schedule found on our website:

<https://www.pointpark.edu/about/admindepts/registrarsoffice/studentresources/finalexamsschedule>

**Where do I find the Collective Bargaining Agreement (CBA)?** The full-time and part-time faculty CBAs are posted on the Intranet:

<https://intranet.pointpark.edu/FinanceOperations/HumanResources/CollectiveBargainingAgreements>

**Where do I find information on University Policies and Procedures?** Academic, Administrative, Business & Finance, Human Resources, and Student Affairs Policies and Procedures are on the Intranet:

[University Policies and Procedures](#) | [Point Park University](#) | [Pittsburgh, PA](#)

**Where can I find the Undergraduate and Graduate Catalogs?** [Undergraduate and Graduate Catalogs](#) | [Point Park University](#) | [Pittsburgh, PA](#)

**What do I do about students who do not show up for class or are struggling with progress/poor grades in my class?** The FinishLine Early Alert System is a proactive communication and early intervention tool that allows University faculty and staff to submit information that may impact a student's progress, persistence, and success. Information and concerns submitted via early alerts allow student advisors and success and retention coordinators to reach out, offer support, and intervene with students in a timely fashion. Examples of student concerns or issues include unsatisfactory academic progress (scoring poorly on tests or quizzes, poor quality or missing assignments, low mid-term progress reports) and/or exhibiting behaviors that may lead to academic difficulty (non-attendance, habitually dropping a course, or engaging in disruptive or otherwise troubling behavior). Faculty may access FinishLine via [My Point Park](#) - Click on **PointWeb**, then **Retention** tab.

**Does the University have tutoring services available for students?** Point Park Tutoring Services provides professional and peer tutors for students who seek assistance with their coursework. They may access our tutor-scheduling software through <https://pointpark.mywconline.com>

**What resources are available for students who may be experiencing mental health issues?** The University Counseling Center (UCC) addresses the mental health needs of the University community through a variety of services. They provide a safe, confidential environment for students to talk about personal or academic concerns, assist students who need to connect with mental health resources in the community, and support staff and faculty who have concerns about the well-being of a student. Please read the [How to Help - A Guide for Faculty and Staff](#) | [Point Park University](#) | [Pittsburgh, PA](#). The UCC may

be reached during office hours at 412-392-3977. For emergencies, contact the University Police 24-hour dispatch center at 412-392-3960. Visit the web site for office hours and further information: [University Counseling Center](#)

**What is the University's policy on interfaith holy day/holiday observances?** *Members of any religious group may, without penalty, absent themselves from classes or events for religious observance, provided the student has given advanced notice. See our Academic Policy 002 Religious Leave Policy on the Intranet: [University Policies and Procedures | Point Park University | Pittsburgh, PA](#)*

**What is the policy/procedure for student grade complaints?** *A student grade appeal begins with an informal discussion between the student and faculty member who assigned the grade. If not resolved, the student may pursue the issue through a written appeal to and discussion with the Department Chair. Appeals must occur within 4 weeks after the start of the semester (fall/spring) immediately following the semester in which the grade was issued. If not resolved after discussion with Chair, and student wants to further pursue the grade appeal, the Chair shall convene a committee consisting of 3 faculty members who will make a recommendation to the Dean of the appropriate school. The Dean shall make the final decision regarding all grade appeals.*

**Am I required to have office-hours? Must I do them in person?** *Per the Full Time Faculty Collective Bargaining Agreement (p. 44), full time faculty members must have a minimum of 4 office hours per week online and/or on-ground during the fall and spring semesters for the purpose of being available to students. Office hours shall be posted and submitted to your Department Chair. Part time faculty members are not required to have office hours.*

**What opportunities do I have for training?** *Throughout the year, the Teaching and Learning Lab will sponsor professional development sessions specifically attuned to issues that might arise for new faculty. Further information may be found at: [Teaching and Learning Lab](#)*

**Where do I find Human Resources information?** *Current Human Resources information and a general overview of services offered (benefits, organizational chart, general HR forms, holiday schedule, etc.) may be found on the Intranet: [Human Resources and Payroll | Point Park University | Pittsburgh, PA](#)*