Agenda of the Faculty Senate
April 14, 2022
Zoom Meeting
3:30-5:00pm

I. Recognize proxies

II. Approval of agenda

III. Approval of minutes from March 10, 2022

IV. Remarks from Dr. Ken Kitts, President

V. Remarks from Dr. Ross Alexander, Provost/EVPAA

VI. Remarks from Dr. Jason Watson, Faculty Senate President

VII. Reports

   a. Standing Committees
       i. Faculty Affairs
           1. Proposal for handbook change in Tenure and Promotion (Faculty Exec)
           2. Faculty Workload Adjustment (SGEC: FS)
      ii. Academic Affairs
     iii. Faculty Attitude Survey
      iv. Faculty Handbook Oversight

VIII. Unfinished Business

   a. Proposal for Faculty Handbook Policy Revision – Adjunct Faculty Ratio (SGEC: FS)
   b. Statement of Endorsement of Simple Syllabus Public-Facing Syllabus Repository Website (ETS: FS)

IX. New Business

   a. Duo Authentication App on Personal Devices Concerns (SGEC: TAC, FS)

X. Information items

   a. Voting procedure

   b. Senate Nominations Committee

XI. Adjourn

Call to order:
A regular meeting of the University of North Alabama's Faculty Senate convened via Zoom Video Conferencing at 3.30pm with President Watson presiding.

I. Recognized Proxies and New Senators
Victoria Piedmont for Jessica Mitchell
Victoria Casson for Laura Williams
Jean Ann Allen for Patrick Shremshock
Michael Floren for Pete Williams

Members in attendance
Lori Alford, Alejandra Alvarado-Brizuela, Rae Atencio, Lisa Ann Blankinship, Tabitha Blasingame, Greg Buckley, Cory Cagle, Justin Carter, Lisa Clayton, Chris Cottingham, Frank Diaz, Litzy Galarza, Felicia Harris, Betsy Heckert, Achini Herath, John Hodges, Andrea Hunt, Ann-Marie Irons, Lauren Killen, Lisa Kirch, Christopher Klein, Ian Loeppky, Thomas Lukowicz, Jennifer Maddox, Janna Malone, John McGee, Prema Monteiro, Katie Owens-Murphy, Cheryl Price, Jason Price, Chris Purser, Ansley Quiros, Craig, Robertson, Lindsey Sherrill, Sunhui Sim, Kevin Stoltz, Jessica Stovall, Jillian Stupiansky, Jason Watson, Gretchen Windt

Members not in attendance (without proxy)
Rae Atencio, Dan Burton, Frank Diaz, Vince Salpiertro

II. Approval of the Agenda
Minutes approved as distributed.

III. Approval of minutes from the 10 February 2022 Meeting
Minutes approved as distributed.

IV Remarks from Dr. Ken Kitts, UNA President

- Updates provided for Montgomery funding and Covid-19 incidence

V. Remarks from Dr. Ross Alexander, Provost and Executive Vice President for Academic Affairs

- March 25th Spring 2022 census date – 12th consecutive term of record enrollment
- Dr. Lorie Johnson SACSCOC Liaison
- Learning agreement with TVA
- UNA's economic impact within Shoals area = $341 million (per COBT's Institute for Innovation and Economic survey)

VI. Remarks from Dr. Jason Watson, Faculty Senate President

- Request for volunteers to serve on the Nominating Committee – Committee members cannot serve as candidates for elected positions

VII. Athletics Report to the Faculty Senate, Dr. Jeff Ray (Faculty Athletics Representative)

- Final year of transition to D1, benchmarks are being met with student athletes having an average Fall 2021 GPA = 3.23

VII. Reports
Standing Committees

- Faculty Affairs – Senator Owens-Murphy (Chair) provided updates
  - UNA Conflict of Interest and Financial Disclosure Policy (SGEC:FS) – Motion to approve including changes/ updates to IRB links for human subjects and faculty handbook and training modules; Motion passes (Y:36   N:1   A: 1)
  - Proposal for handbook changes in Tenure and Promotion (Faculty Exec)
  - Faculty Workload Adjustment(SGEC: FS) – Committee is currently investigating department and dean level approval mechanisms for team teaching and any abuses of team teaching.
- Academic Affairs – No report.
- Faculty Attitude Survey – Senator Chris Purser (Chair) provided update. A list of questions will be shared with senators. Survey is set to launch 3.21.22 and closes 4.8.22. Results should be available by end of the Spring 2022 semester
- Faculty Handbook Oversight – No report.

IX. Unfinished Business

- Tobacco-Free Policy Proposal for UNA (SGEC: FS, Staff, Student) – Motion made to reject the policy. Vote: 24Y   10N   4 Abs.   A report to SG will be made stating rejection and reasons for rejecting the policy.

X. New Business

- Faculty Workload Adjustment (SGEC: FS) – Dr. Zayac reported that the policy change is to bring the university into compliance. Dr. Watson requested that senators take this item back to their constituents, ask for comments, and prepare to vote at the April 2022 meeting.
- Statement of Endorsement of Simple Syllabus Public-Facing Syllabus Repository Website (ETS: FS) – Senator McGee asked for support of making syllabi in Simple Syllabus public. Faculty will be able to select information they do not want made public. This will be addressed in the April 2022 meeting; senators are asked for feedback from their constituents.

XI. Information Items

- None

XII. Adjourn

- Motion to adjourn proposed by Senator Stovall and seconded by Senator Alvarado-Brizuela. Meeting adjourned at 5.05pm.

TO: Faculty Senate

FROM: Dr. Katie Owens-Murphy, Chair – Faculty Affairs Committee

DATE: March 22, 2022

SUBJECT: Faculty Workload Adjustment

Faculty affairs has drafted the following language for the faculty workload policy re: team teaching.

3.2.2 Faculty Workloads and Teaching Loads

6. Team-taught classes will be credited to only one faculty member and will rotate faculty members being given the credit each semester the course is offered.

Revision:

6. A team-taught course will be credited to each faculty member as one course toward each faculty member's regular teaching load. Faculty are expected to use a collaborative model and to attend all class sessions. Discretion may also be given to colleges based on individual circumstances. Applications for team-taught courses will be submitted to the Provost's office.

Dr. Katie Owens-Murphy **(she/her/hers)** | *256.765.4893*

Associate Professor
English
UNA Box 5050 | 110 Willingham Hall • Florence, AL 35632
https://www.una.edu/english/

FW: Faculty Workload

Vandiver, Renee P <rpvandiver@una.edu>

Tue 2/1/2022 8:58 AM

To: Watson, Jason S <jwatson5@una.edu>

Cc: Hunt, Andrea <ahunt3@una.edu>

On behalf of SGEC Chair Andrea Hunt, I wish to inform you that at its meeting yesterday, the Shared Governance Executive Committee considered the proposal below from the College of Arts, Sciences, and Engineering relative to the workload credit for faculty who team- or co-teach courses. The SGEC determined this to be a faculty-only issue for review by the Faculty Senate. Therefore, please inform Chair Hunt of the outcome of this review with a copy to me. Thank you.

From: Hunt, Andrea
Sent: Wednesday, January 26, 2022 6:42 AM
To: Vandiver, Renee P <rpvandiver@una.edu>
Subject: Fw: Faculty Workload

Hi,

Is this something that can go on the SGEC agenda? Dr. Klein and other faculty from the Department of Psychology and Sociology wanted it to go before SGEC before Faculty Senate. There was also some discussion about the different between credit and compensation for a team-teaching model.

Thoughts?

Dr. Andrea N. Hunt | *256.765.5158*

Associate Professor, Sociology

Founding Director, Mitchell-West Center for Social Inclusion

Special Assistant to the Vice President of Diversity, Equity, & Inclusion

Psychology & Sociology

UNA Box 5010 or Box 5016 | 115 Rice Hall • Florence, AL 35632-0001

https://www.una.edu/psychology/

Pronouns: she/her/hers

From: Bibbee, Jeffrey R <jrbibbee@una.edu>
Sent: Monday, January 24, 2022 4:27 PM
To: Hunt, Andrea <ahunt3@una.edu>; Williams-Jackson, Yaschica D <ywilliams@una.edu>; Makowski,

George J <gjmakowski@una.edu>
Cc: Zayac, Ryan M <rzayac@una.edu>; Baird, Sara Lynn <sbaird@una.edu>
Subject: Faculty Workload

Dear Andrea, Yaschica, and George –

We have had a few questions about how we handle any team-teaching or co-teaching courses in the college. The Faculty Handbook stipulates that this should be credited to one faculty member one term and the other faculty member the next term. This presents the following problems:

1. Faculty workloads are not accurate and a potential concern with SACS
2. This assumes a course will be taught by the same faculty each time
3. This assumes that a course will be taught again in the future
4. This makes no provision for adjunct faculty

We would invite the Faculty Senate to consider reviewing this policy and allowing some provision for team teaching. This could fit into our CASE Faculty Workload Assignment Process that was submitted to the Faculty Senate three years ago.

Let us know what you think about this and the prospect of the Senate's action.

Jeffrey

Dr. Jeffrey R. Bibbee | *256.765.4288*

Professor of History

Director, Centre for British Studies

Associate Dean, College of Arts, Sciences, and Engineering (CASE)

UNA Box 5021 | 601 Cramer Way, Room 217 • Florence, AL 35632

https://www.una.edu/artsandsciences/

College *of*
ARTS, SCIENCES, *and* ENGINEERING

MEMORANDUM

To: Shared Governance Executive Committee

From: Dr. Ryan Zayac, Chair, SACSCOC Reaffirmation Section 6 Subcommittee

Re: Proposal for Faculty Handbook Policy Revision

Date: February 25, 2022

In preparation for the University's SACSCOC reaffirmation, the Section 6 (Faculty) subcommittee has compiled data and reviewed current University policies, procedures, and guidelines focused on faculty issues (e.g., faculty qualifications, academic freedom, faculty appointment and evaluation, sufficient number of full-time faculty). The committee identified a discrepancy between the University's 2019-2024 Strategic Plan and the Faculty Handbook that we believe requires remediation.

Theme Two: Academic Excellence and Innovation in the Strategic Plan includes an aspirational goal of full-time faculty members teaching 75% of all <u>courses</u>. The University is close to meeting this aspiration, with 72.8% of all courses taught in Fall 2021 by full-time faculty.

Appendix 2.A of the Faculty Handbook states that adjunct faculty will teach no more than 25% of the <u>credit hours</u> produced by a department. This policy was approved by the Faculty Senate in 1991-1992 when UNA enrolled approximately 5,500 students, offered 64 bachelor's degrees and concentrations, and 33 master's degrees. Over the last 30 years UNA has increased enrollment by over 60% ($\approx$ 9,000) and now offers 219 bachelor's degrees and concentrations, 45 master's degrees, 3 education specialist degrees, and 2 doctoral programs – including a growing array of online programs. With this growth, many departments have strategically utilized adjunct faculty to teach larger sections of general education and lower-level courses to permit full-time faculty to teach smaller sections of upper-level and graduate courses – leading to many departments no longer meeting the criteria established in Appendix 2.A. A review of peer and aspirational institutions did not reveal similar policies regarding adjunct usage.

Therefore, our subcommittee is recommending that Appendix 2.A be modified to be more in alignment with the University's 2019-2024 *Roaring with Excellence* Strategic Plan aspirations. The subcommittee submits to COAD, the Shared Governance Executive Committee, and the Faculty Senate the proposed revision to the Faculty Handbook as outlined below.

Appendix 2.A – Policies Concerning Adjunct Faculty

The University recognizes the benefit both to the University and to students of instruction by adjunct faculty. The university also recognizes that it cannot develop or maintain quality programs by using only adjunct faculty. Therefore, the University will limit its employment of adjunct faculty to no more than 25% of the credit hours produced by a department except in compelling circumstances.

[…]

PROPOSED CHANGE

The University recognizes the benefit both to the University and to students of instruction by adjunct faculty. The uUniversity also recognizes that it cannot develop or maintain quality programs by using only adjunct faculty. Therefore, the University seeks to limit employment of adjunct faculty to no more than 25% of the total number of courses taught by each department, with exceptions in compelling circumstances.

Memorandum

TO: Dr. Jason Watson
            President, Faculty Senate

FR: Mr. John McGee
            Senator, Educational Technology Services

RE: Simple Syllabus Public-Facing Syllabus Repository Website

Date: 3/03/2022

The university will fully adopt Simple Syllabus as the university's syllabus repository this Summer. Currently, syllabi are only available to faculty and enrolled students via Canvas. One of the capabilities of Simple Syllabus that we plan to implement is a public-facing searchable website. Such a page would allow current and prospective students to view syllabi. This feature would enable students to determine course appropriateness, textbook needs, schedule information, planning, and sharing with employers. Faculty can control which components of their syllabi are publicly visible. The Faculty Senate's endorsement of this feature is requested, as it would encourage faculty adoption of this feature across campus.

To that end, I have drafted a resolution to present to Faculty Senate.

Resolution In Support Of Simple Syllabus Public-Facing Syllabus Repository

WHEREAS, the University of North Alabama has adopted Simple Syllabus as its syllabus repository; and

WHEREAS, syllabi housed in Simple Syllabus are currently available to faculty and enrolled students only via the university's learning management system; and

WHEREAS, Simple Syllabus can make Syllabi available via a searchable, public syllabus repository website; and

WHEREAS, prospective and current students could use syllabi to determine course appropriateness, textbook needs, schedule information, planning, and sharing with employers; and

WHEREAS, individual faculty can control the public visibility of components of their syllabi within Simple Syllabus; now, therefore, be it

RESOLVED: That the Faculty Senate of the University of North Alabama endorses making syllabi publicly available via the Simple Syllabus Syllabus Repository website.

TO: Andrea Hunt, Chair of the Shared Governance Executive Committee

FROM: Jennifer Maddox, Instruction and Student Engagement Librarian, Associate Professor
Leigh Stanfield, Instructional Services Librarian/Coordinator, Associate Professor
Amy Butler, Acquisitions Librarian, Associate Professor
Hunter Tinsley, Library Resource Sharing/Technology Specialist

DATE: March 22, 2022

SUBJECT: Duo authentication app on personal devices

We support the ITS initiative to improve the security of UNA's digital networks and do not oppose the use of two-factor authentication to access UNA systems. That said, various faculty and staff members of Collier Library are concerned with the University's implementation of the Duo app and the decision-making process that was behind this mandate. As it stands, it seems that one department unilaterally decided that every employee would be required to download an app to their personal device in order to perform basic aspects of their job, such as accessing email.

We have strong reservations about requiring every employee to download and use an app on a personal device in order to perform certain aspects of their job. Several library employees asked Ethan Humphres, Executive Director of Information Technology Services, questions via email related to the Duo app. A specific question asked was if there was a way to receive a passcode via text notification without downloading the app. In his response email, Mr. Humphres indicated that texts were a Duo option, but the University had chosen not to pay for this feature.*

Some of our specific questions/concerns are:

- Mr. Humphres attended the Staff Senate in September 2021 to explain the Duo app and allow for questions. He never attended the Faculty Senate or submitted the information to that body. Why was the Faculty Senate not given an opportunity to address the issue, raise concerns, or ask questions? The Technology Advisory Committee was also not consulted, further circumventing the shared governance process.
- What if an employee refuses to download the app on their smartphone or another personal device? Will ITS provide them with another way to authenticate and access UNA systems? Will the University punish or fire the employee for refusing to download the app?
- Two library employees have phones too old to download the app. The employees were told they would be given a hardware token device to use instead. They were told there would be a $50 fine if the device was lost. This would effectively mean the employees would be charged $50 to access the UNA system to perform their jobs.

In conclusion, we feel the handling of this situation sets a bad precedent, in that it did not follow the appropriate shared governance process. We propose that ITS provide alternative authentication processes that do not require downloading an app to a personal device, such as texting a passcode to users.

* Mr. Humphres' reply to the question of whether employees could receive a text message in lieu of downloading the Duo app.

"Once enabled for applications (such as e-mail), the app is the only method for confirming your second factor of identification to our protected applications. This is for two reasons. The first reason is cost. It costs the University extra each time a text or phone call is placed because a service is required to facilitate the communication."

The app can be loaded on other smart devices (such as an iPad or tablet). So, if a person does not have a smart phone capable of installing apps but has another smart device option, that is preferred. For those with no smart device option, we will work individually with them. However, if using this option, there is a chance for additional future cost for the University and the individual.

Thank you,

Mr. Ethan G. Humphres ('02, '19) | *256.765.4351*
Executive Director
Information Technology Services
UNA Box 5061 | Computer Center • Florence, AL 35632-0001
https://www.una.edu/its/

From: Tinsley, Jesse Hunter
Sent: Thursday, March 17, 2022 1:36 PM
To: Humphres, Ethan G <eghumphres@una.edu>; Maddox, Jennifer Colleen Brenton <jmaddox1@una.edu>; Stanfield, Deanna Leigh Thompson <dlthompson@una.edu>; Alvarado-Brizuela, Alejandra <aalvaradobrizuela@una.edu>; Butler, Amy G <abgordon@una.edu>; Jones, Amber Maria <ajones21@una.edu>; Nate, Andrea <anate@una.edu>; Wittscheck, Alex Stuart <aswittscheck@una.edu>; Flippo, Benjamin Wade <bwflippo@una.edu>; Brackin, Carl <cbrackin@una.edu>; Brooks, Charles B <cbrooks3@una.edu>; Dow, Colby Merritt <cdow@una.edu>; Green, Chad Ryan <cgreen1@una.edu>; Davis, Chelsea Jane <cjdavis1@una.edu>; Vance, Claudia P <cpvance@una.edu>; Bethea, Christopher Scott <csbethea@una.edu>; Williams, Chastity <cwilliams45@una.edu>; Gooch, David Henry <dhgooch@una.edu>; Malone, Derek R <dmalone3@una.edu>; Patel, Dhrumil S

<dpatel1@una.edu>; Townsend, Audra Darlene <dptownsend@una.edu>; Patterson, Emily P <elpollard@una.edu>; Lauderdale, Elizabeth Pearl <epkelley@una.edu>; Carrasco, Gabriela <gcarrasco@una.edu>; Brake, Hannah L <hbrake@una.edu>; Scott, Joshua D <jdscott1@una.edu>; Kennedy, Jennifer Bell <jkennedy6@una.edu>; Malone, Janna L <jlmalone@una.edu>; Miller, Jordan A <jmiller19@una.edu>; Wilson, Jane N <jnwilson@una.edu>; Pate, Jennifer Lea <jpate1@una.edu>; White, John Paul <jpwhite1@una.edu>; Atencio, Jose R <jratencio@una.edu>; Cochran, Karly Ann <kacochran1@una.edu>; Richards, Kathleen <karichards@una.edu>; Hays-Smith, Kimberley Ann <khayssmith@una.edu>; Jenssen, Kayla Jo <kjenssen@una.edu>; McLain, Kendra Susan <ksmclain@una.edu>; Boddie, Kaneisha <kvboddie@una.edu>; Woods, Lorrie A <lawoods@una.edu>; Cole, Linda Faye <lcole1@una.edu>; McKee, Laura King <lmckee@una.edu>; Reynolds, Lauren Gabrielle Judy <lreynolds5@una.edu>; Hall, Matthew <mhall19@una.edu>; Price, Matthew Lane <mprice2@una.edu>; Reutter, Michael John <mreutter@una.edu>; Fang, Qijuan <qfang1@una.edu>; Garfrerick, Robert A <ragarfrerick@una.edu>; Linam, Rebecca Ann <ralinam@una.edu>; Green, Rebecca <rjgreen@una.edu>; Abernathy, Renita Rhoden <rrabernathy@una.edu>; Warren, Rashaun D <rwarren2@una.edu>; Burnett, Steve A <saburnett@una.edu>; Banks, Sidney Robert <sbanks1@una.edu>; Coker, Stephanie L <scoker1@una.edu>; Infanger, Scott R <srinfanger@una.edu>; Miller, Timothy Andrew <tamiller@una.edu>; Hughes, Todd F. <thughes1@una.edu>; Taylor, Thomas Wayne <ttaylor3@una.edu>; Chumachenko, Volodymyr <vchumachenko@una.edu>; Lamberton, William John <wlamberton@una.edu>; Fraise, ZsaZsa Nicole <zfraise@una.edu>
Cc: UNA HelpDesk <helpdesk@una.edu>
Subject: RE: Reminder: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

Good afternoon,

If the text service is inactive, how will users without a smartphone continue to login? Will UNA provide a device?

Mr. J. Hunter Tinsley | *256.765.4308*
Library Resource Sharing/Technology Specialist
Collier Library & Information Services
UNA Box 5028 | Collier Library • Florence, AL 35632
https://www.una.edu/library/

From: Humphres, Ethan G <eghumphres@una.edu>
Sent: Thursday, March 17, 2022 1:19 PM
To: Maddox, Jennifer Colleen Brenton <jmaddox1@una.edu>; Stanfield, Deanna Leigh Thompson <dlthompson@una.edu>; Alvarado-Brizuela, Alejandra <aalvaradobrizuela@una.edu>; Butler, Amy G <abgordon@una.edu>; Jones, Amber Maria <ajones21@una.edu>; Nate, Andrea <anate@una.edu>; Wittscheck, Alex Stuart <aswittscheck@una.edu>; Flippo, Benjamin Wade <bwflippo@una.edu>; Brackin, Carl <cbrackin@una.edu>; Brooks, Charles B <cbrooks3@una.edu>; Dow, Colby Merritt <cdow@una.edu>; Green, Chad Ryan <cgreen1@una.edu>; Davis, Chelsea Jane <cjdavis1@una.edu>; Vance, Claudia P <cpvance@una.edu>; Bethea, Christopher Scott <csbethea@una.edu>; Williams, Chastity <cwilliams45@una.edu>; Gooch, David Henry <dhgooch@una.edu>; Malone, Derek R <dmalone3@una.edu>; Patel, Dhrumil S <dpatel1@una.edu>; Townsend, Audra Darlene <dptownsend@una.edu>; Patterson, Emily P <elpollard@una.edu>; Lauderdale, Elizabeth Pearl <epkelley@una.edu>; Carrasco, Gabriela <gcarrasco@una.edu>; Brake, Hannah L <hbrake@una.edu>; Tinsley, Jesse Hunter <htinsley@una.edu>; Scott, Joshua D <jdscott1@una.edu>; Kennedy, Jennifer Bell <jkennedy6@una.edu>; Malone, Janna L <jlmalone@una.edu>; Miller, Jordan A <jmiller19@una.edu>; Wilson, Jane N <jnwilson@una.edu>; Pate, Jennifer Lea <jpate1@una.edu>; White, John Paul <jpwhite1@una.edu>; Atencio, Jose R <jratencio@una.edu>; Cochran, Karly Ann <kacochran1@una.edu>; Richards, Kathleen <karichards@una.edu>; Hays-Smith, Kimberley Ann <khayssmith@una.edu>; Jenssen, Kayla Jo <kjenssen@una.edu>; McLain, Kendra Susan <ksmclain@una.edu>; Boddie, Kaneisha <kvboddie@una.edu>; Woods, Lorrie A <lawoods@una.edu>; Cole, Linda Faye <lcole1@una.edu>; McKee, Laura King <lmckee@una.edu>; Reynolds, Lauren Gabrielle Judy <lreynolds5@una.edu>; Hall, Matthew <mhall19@una.edu>; Price, Matthew Lane <mprice2@una.edu>; Reutter, Michael John <mreutter@una.edu>; Fang, Qijuan <qfang1@una.edu>; Garfrerick, Robert A <ragarfrerick@una.edu>; Linam, Rebecca Ann <ralinam@una.edu>; Green, Rebecca <rjgreen@una.edu>; Abernathy, Renita Rhoden <rrabernathy@una.edu>; Warren, Rashaun D <rwarren2@una.edu>; Burnett, Steve A <saburnett@una.edu>; Banks, Sidney Robert <sbanks1@una.edu>; Coker, Stephanie L <scoker1@una.edu>; Infanger, Scott R <srinfanger@una.edu>; Miller, Timothy Andrew <tamiller@una.edu>; Hughes, Todd F. <thughes1@una.edu>; Taylor, Thomas Wayne <ttaylor3@una.edu>; Chumachenko, Volodymyr <vchumachenko@una.edu>; Lamberton, William John <wlamberton@una.edu>; Fraise, ZsaZsa Nicole <zfraise@una.edu>
Cc: UNA HelpDesk <helpdesk@una.edu>
Subject: RE: Reminder: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

Currently, the only phone/text application that is available is through the registration portal itself. The ability in the registration portal is through necessity to allow options to register your device.

Once enabled for applications (such as e-mail), the app is the only method for confirming your second factor of identification to our protected applications. This is for two reasons. The first reason is cost. It costs the University extra each time a text or phone call is placed because a service is required to facilitate the communication. However, utilizing the app (or using a

code from within the app) is part of the built-in functionality. The second reason is security. The app registration and connection is more secure than a simple text/call. For example, how many of us have received unwanted text messages or calls? Scammers can use the same communication method to compromise your account. For that reason, the security best practice recommendation is to use the app.

With that said, the app provides codes as well. After downloading and installing the app, it produces a code each time it is opened and that code can be used for authentication. Utilization of that code does not use data (and can even be used in airplane mode). Utilization of the app does use a small amount of data.

I hope that provides some clarification and insight into the process. Let us know if you have any more questions or need more information.

Thank you,

Mr. Ethan G. Humphres ('02, '19) | *256.765.4351*
Executive Director
Information Technology Services
UNA Box 5061 | Computer Center • Florence, AL 35632-0001
https://www.una.edu/its/

From: Maddox, Jennifer Colleen Brenton
Sent: Thursday, March 17, 2022 12:48 PM
To: Stanfield, Deanna Leigh Thompson <dlthompson@una.edu>; Humphres, Ethan G <eghumphres@una.edu>; Alvarado-Brizuela, Alejandra <aalvaradobrizuela@una.edu>; Butler, Amy G <abgordon@una.edu>; Jones, Amber Maria <ajones21@una.edu>; Nate, Andrea <anate@una.edu>; Wittscheck, Alex Stuart <aswittscheck@una.edu>; Flippo, Benjamin Wade <bwflippo@una.edu>; Brackin, Carl <cbrackin@una.edu>; Brooks, Charles B <cbrooks3@una.edu>; Dow, Colby Merritt <cdow@una.edu>; Green, Chad Ryan <cgreen1@una.edu>; Davis, Chelsea Jane <cjdavis1@una.edu>; Vance, Claudia P <cpvance@una.edu>; Bethea, Christopher Scott <csbethea@una.edu>; Williams, Chastity <cwilliams45@una.edu>; Gooch, David Henry <dhgooch@una.edu>; Malone, Derek R <dmalone3@una.edu>; Patel, Dhrumil S <dpatel1@una.edu>; Townsend, Audra Darlene <dptownsend@una.edu>; Patterson, Emily P <elpollard@una.edu>; Lauderdale, Elizabeth Pearl <epkelley@una.edu>; Carrasco, Gabriela <gcarrasco@una.edu>; Brake, Hannah L <hbrake@una.edu>; Tinsley, Jesse Hunter <htinsley@una.edu>; Scott, Joshua D <jdscott1@una.edu>; Kennedy, Jennifer Bell <jkennedy6@una.edu>; Malone, Janna L <jlmalone@una.edu>; Miller, Jordan A <jmiller19@una.edu>; Wilson, Jane N <jnwilson@una.edu>; Pate, Jennifer Lea <jpate1@una.edu>; White, John Paul <jpwhite1@una.edu>; Atencio, Jose R <jratencio@una.edu>; Cochran, Karly Ann <kacochran1@una.edu>; Richards, Kathleen <karichards@una.edu>; Hays-Smith, Kimberley Ann

<khayssmith@una.edu>; Jenssen, Kayla Jo <kjenssen@una.edu>; McLain, Kendra Susan <ksmclain@una.edu>; Boddie, Kaneisha <kvboddie@una.edu>; Woods, Lorrie A <lawoods@una.edu>; Cole, Linda Faye <lcole1@una.edu>; McKee, Laura King <lmckee@una.edu>; Reynolds, Lauren Gabrielle Judy <lreynolds5@una.edu>; Hall, Matthew <mhall19@una.edu>; Price, Matthew Lane <mprice2@una.edu>; Reutter, Michael John <mreutter@una.edu>; Fang, Qijuan <qfang1@una.edu>; Garfrerick, Robert A <ragarfrerick@una.edu>; Linam, Rebecca Ann <ralinam@una.edu>; Green, Rebecca <rjgreen@una.edu>; Abernathy, Renita Rhoden <rrabernathy@una.edu>; Warren, Rashaun D <rwarren2@una.edu>; Burnett, Steve A <saburnett@una.edu>; Banks, Sidney Robert <sbanks1@una.edu>; Coker, Stephanie L <scoker1@una.edu>; Infanger, Scott R <srinfanger@una.edu>; Miller, Timothy Andrew <tamiller@una.edu>; Hughes, Todd F. <thughes1@una.edu>; Taylor, Thomas Wayne <ttaylor3@una.edu>; Chumachenko, Volodymyr <vchumachenko@una.edu>; Lamberton, William John <wlamberton@una.edu>; Fraise, ZsaZsa Nicole <zfraise@una.edu>
Cc: UNA HelpDesk <helpdesk@una.edu>
Subject: RE: Reminder: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

I had this question too. I saw in the FAQs that we could authenticate with a phone call, but wasn't sure about a text message. (I've copied/highlighted that section of the FAQ's below.)

Thanks!
Jennifer

What are my authentication options?

- **Duo Push**– if you have the Duo Mobile App installed on your smartphone or tablet, you can receive a push notification. From the app, you can approve or deny the login attempt.
- **Passcodes**– You can receive a passcode by the UNA logo in the Duo Mobile App, this does not require any wireless connectivity.
- **Phone Call** – you can receive a phone call on your mobile phone or landline phone. The call will give instructions on approving or denying the login attempt. This option is not available for all applications.

From: Stanfield, Deanna Leigh Thompson
Sent: Thursday, March 17, 2022 12:44 PM
To: Humphres, Ethan G <eghumphres@una.edu>; Alvarado-Brizuela, Alejandra <aalvaradobrizuela@una.edu>; Butler, Amy G <abgordon@una.edu>; Jones, Amber Maria <ajones21@una.edu>; Nate, Andrea <anate@una.edu>; Wittscheck, Alex Stuart <aswittscheck@una.edu>; Flippo, Benjamin Wade <bwflippo@una.edu>; Brackin, Carl

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Cc: UNA HelpDesk <helpdesk@una.edu>
Subject: RE: Reminder: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

Ethan,

Is there a way to have Duo send a text message with a code instead of downloading something? I've looked at the FAQs and can't find a clear answer.

Thanks,
Leigh

Ms. Leigh Stanfield | *256.765.4466*
Associate Professor/Instructional Services Librarian/Coordinator
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From: Humphres, Ethan G <eghumphres@una.edu>
Sent: Thursday, March 17, 2022 12:01 PM
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Cc: UNA HelpDesk <helpdesk@una.edu>
Subject: Reminder: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

As a reminder, your personal UNA e-mail will have MFA enabled on Tuesday. Please see the information and notice below. If you have any problems pre-registering your device, our helpdesk is ready to assist if you have any questions or issues.

Thank you,

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Executive Director
Information Technology Services
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From: Humphres, Ethan G
Sent: Tuesday, March 15, 2022 1:01 PM
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Cc: UNA Helpdesk <helpdesk@una.edu>
Subject: Action Required - Securing your UNA e-mail with multi-factor authentication (MFA)

Part of our efforts to secure and protect our technological assets revolve around our UNA credentials. To protect those assets, we are implementing multi-factor authentication (MFA) for e-mail. Our initial groups have been successfully utilizing MFA to protect their e-mail for some time and we are now rolling it out to all campus users.

Since MFA utilizes a second device for verification, your device needs to be registered. To reduce complications that will delay access to your e-mail, you should register your device before we enable MFA. On our website, www.una.edu/its under the "Duo" link (https://una.edu/its/duo1/duo.html), there are tutorials and step-by-step instructions regarding how to register your device (or search "Duo" on the UNA website). If you utilize another UNA service with MFA, your device is already registered. If not, the instructions on our site can walk you through that process (it is easiest to use a computer to access/follow the instructions, while having your device ready to acknowledge any prompts).

Beginning **Tuesday, March 22, 2022 at 9AM**, we will enable your personal UNA e-mail accounts to utilize MFA. If you register your device early with the Duo application, it will be a smoother transition. Once we enable MFA for your account, you will notice a few changes. If you have any issues or are unable to progress past a certain point, please contact us via e-mail at helpdesk@una.edu or via phone at 256.765.4865.

Once enabled on your account, you will likely see the following (although some of these results may be a little delayed):
- When you attempt to access Office365 on the web, you will be prompted to authenticate a second time with MFA.
- The Outlook client on your computer will prompt you to log in again and request MFA authorization.
- OneDrive on your computer and mobile device (if configured) will request you log in again and request MFA authorization.
- The mail app on your mobile device will request you log in again. For some users, it may be necessary to drop and recreate the account on your mobile device. This will not cause any loss of data and we have instructions regarding how to properly reset your account on your mobile device.

Anytime you see the MFA prompt, you can note in the system (with a check box) that your device should remember you for 30 days. If you do not mark to remember for 30 days, you will be prompted each time you log in. For more information regarding Duo and MFA, you can check out our ITS website (https://www.una.edu/its) and click on the "Duo" link on the left. Thank you and please let us know if you have any issues or need assistance.

Thank you,

Mr. Ethan G. Humphres ('02, '19)

Executive Director

Information Technology Services

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https://www.una.edu/its/