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## **POLICIES AND PROCEDURES THAT GOVERN THE USE OF TECHNOLOGY @ ASU**

### ***Alabama State University Policy Regarding Abuse of Computers & Network Systems***

The University Computer Abuse Policy applies to all faculty, students and staff. The basic premise is that legitimate use of a computer or network does not extend to whatever an individual is capable of doing with it. Just because you are able to circumvent restrictions or security, doesn't mean that you are allowed to do so.

Violations of the Policy Regarding Abuse of Computers and Network Systems are handled by IST. Alleged violations of this policy can be reported directly to MISAC or the ASU helpdesk. If the person responsible is not affiliated with the University, or cannot be identified, the incident should be reported to MISAC or the ASU helpdesk. In addition, some instances may violate federal law.

Examples (not a comprehensive list) of policy violations include:

- accessing, or attempting to access, another individual's data or information without proper authorization (e.g. using someone's net id and password to look at their personal information)
- obtaining, possessing, using, or attempting to use someone else's password regardless of how the password was obtained (e.g. password sharing)
- tapping phone or network lines (e.g. running network sniffers without authorization)
- making more copies of licensed software than the license allows (i.e. software piracy)
- sending a crippling number of files across the network (e.g. e-mail "bombing")
- releasing a virus, worm or other program that damages or otherwise harms a system or network
- preventing others from accessing services (e.g. taking over a chat channel and kicking other users off)
- unauthorized use of University resources (e.g. using someone else's remote dial-in access or borrowing their net id and password to access the library systems)
- sending forged messages under someone else's net id (e.g. sending hoax messages, even if intended to be a joke)
- using University resources for unauthorized purposes (e.g. using personal computers connected to the campus network to set up web servers for illegal, commercial or profit-making purposes)
- unauthorized access to data or files even if they are not securely protected (e.g. breaking into a system by taking advantage of security holes)
- initiating or encouraging the promulgation of chain letters and other types of electronic broadcast messages, tapping phone lines or other network cables, subverting or obstructing a computer or network by introducing a worm or virus, supplying false or misleading information to access computer or network systems, improperly obtaining or using someone's password to access computers or network systems, and unauthorized access to data, computers or networks.

**UPDATES FOR THIS HANDBOOK WILL BE COMPLETED EACH SEMESTER AND MAY ONLY BE FOUND ONLINE AT [WWW.ALASU.EDU/ACADEMICCOMPUTING](http://WWW.ALASU.EDU/ACADEMICCOMPUTING).**

**Resource: <http://www.alasu.edu/administrative%5Fservices/default.aspx?id=17>**

## **Responsible Use of Electronic Communications**

This applies to the entire Alabama State community. It attempts to deal with some of the newer problems resulting from widespread use of the Internet. As stated in the policy, the University cherishes the diversity of values and perspectives endemic in an academic institution and is respectful of freedom of expression. Therefore, it does not condone censorship, nor does it endorse the inspection of files other than on an exceptional basis. As a result, the University cannot protect individuals against the existence or receipt of material that may be offensive to them. The university encourages individuals to use electronic communications in a responsible manner. Finally, the policy includes information about behavior that would constitute a violation and contains a set of procedures for reporting incidents.

Policy violations fall into four categories that involve the use of electronic communications to:

- harass, threaten, or otherwise cause harm to specific individuals, for example, sending an individual repeated and unwanted (harassing) e-mail or using e-mail to threaten or stalk someone; Alleged violations of this type can be reported directly to [MISAC](#) or to the [Alabama State University Police](#) if the situation is potentially serious and requires immediate attention. If the person responsible is not affiliated with the University or if it is not possible to identify the individual, the incident can still be reported to the JA or to the police. These offices can assist by referring to appropriate sources of help outside the university. Save electronic copies of all correspondence for evidence.
- impede, interfere with, impair, or otherwise cause harm to the activities of others, for example, propagating electronic chain mail, or sending forged or falsified e-mail; Alleged violations of this type can be reported to [MISAC](#) or the [ASU Helpdesk](#). If the person responsible is not affiliated with the University, the incident should be reported to the site that provides the individual with Internet access (see [Reporting Incidents To Other Sites](#)). If it is not possible to identify the origin, contact the [ASU Helpdesk](#) for assistance. Save electronic copies of anything that can be used as evidence.
- download or post to University computers, or transport across University networks, material that is illegal, proprietary, in violation of University contracts, or otherwise is damaging to the institution, for example, launching a computer virus, distributing pornography via the web, or posting a University site-licensed program to a public bulletin board; Other examples include information dealing with cults or the occult, hacking, hate speech, nudism and naturalism, peer to peer file sharing, adult pornography, sexual orientation, and weapons. Alleged violations of this type can be reported directly to [MISAC](#) or the [ASU Helpdesk](#). If the person responsible is not affiliated with the University, or cannot be identified, the incident should still be reported to MISAC or the ASU Helpdesk.
- harass or threaten classes of individuals; Alleged violations of this type can be reported directly to the [Personnel Office](#). If the person responsible is not affiliated with the University, the incident should be reported to the site that provides the individual with Internet access (see [Reporting Incidents To Other](#)

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**[Sites](#)**). If it is not possible to identify the origin, contact the **[ASU Helpdesk](#)** for assistance. Save electronic copies of anything that can be used as evidence.

**Resource: <http://www.alasu.edu/administrative%5Fservices/default.aspx?id=17>**

## ACCESS TO COMPUTERS @ ASU

MISAC supports **Dell, Gateway, and Macintosh** systems configured with standard software, including **Microsoft Office and XP** (Word, Access, Excel, PowerPoint, etc.), **Outlook** (email), **Internet Explorer, SPSS** and a customized version of **VirusScan** (anti-virus). Each faculty member is provided a computer configured with this standard software. Academic faculty and staff may purchase computer systems by submitting a written request to the dean, directors, or immediate supervisors. See **Ordering Computers and Software for your Department, (page 5)** for more information on purchasing computer systems.

## COMPUTER SECURITY @ ASU

Everyone at ASU is responsible for securing computer systems against physical and virtual threats. Please take reasonable steps to prevent theft, including adhering to MISAC computing alerts sent via email. MISAC is responsible for installing all hardware upgrades and software to your computer system. These procedures are in place to reduce the threat of installing viruses. Please adhere to the following **Tips for Computer Safety**. If you have any questions, please contact MISAC (see page 5 for contact information).

### **Tips for Computer Safety**

- When leaving your office (for home, lunch, break, etc.) please be sure doors and windows are locked.
- When transporting laptops and notebooks, please keep the device on your person. Please do not ask other people to be responsible for your laptop or notebook.
- Keep laptops and notebooks secure in your office or home when you are not using them.
- REFRAIN FROM GIVING YOUR KEYS TO WORK STUDY STUDENTS, 20-HOUR STUDENTS, GRADUATE ASSISTANTS, AND STUDENTS YOU TEACH.
- DO NOT SHARE YOUR COMPUTER AND/OR EMAIL PASSWORD WITH ANYONE.
- DO NOT OPEN ANY FILES EMAILED TO YOU FROM AN UNFAMILIAR ADDRESS.

## GETTING ACADEMIC COMPUTING ASSISTANCE FROM MISAC

### ***Client Support Services***

Client Support Services provides a way for Faculty and Staff to report problems they may be experiencing with any computer related equipment. Once the problem has been reported by either phone, fax, or through our website, the problem is assessed and assigned to our technicians. MISAC is responsible for maintenance and repairs of computer equipment owned by Alabama State University.

We encourage all faculty and staff to use our [Helpdesk](#) feature when problems arise to improve the level of service we can provide. Once a problem or project is entered, users can track information about service requests online with access to a web browser. This also helps MISAC to keep track of requests completed and solve potential problems that may eventually affect the University computing network as a whole.

All requests for faculty and staff access to MISAC computing resources should be made through Information Services and Technology, to establish and customize each faculty and staff computing profile, including e-mail addressing, access to administrative records, and other computing resources.

**Call the CLIENT SUPPORT SERVICES Hotline @ 229-4255, Fax a request to 229-4170, or file your request online by completing the following steps.**

**MISAC HOURS OF OPERATION FOR HOTLINE: 9:00 A.M. to 4:00 P.M. MONDAY - FRIDAY**

### **ONLINE CLIENT SUPPORT SERVICES REQUEST**

- 1. IN YOUR WEB BROWSER, GO TO: <http://www.alasu.edu/asuhelpdesk/>**
- 2. SELECT ENTER NEW TICKET. You may also check on the status of an existing ticket, but selecting CHECK STATUS OF EXISTING TICKET.**
- 3. Please complete all REQUIRED information. Completing the *Detail* section is encouraged and appreciated.**

Resource: <http://www.alasu.edu/asuhelpdesk/>

### ***Ordering Computers and Software for Your Department***

Academic faculty and staff may purchase computer systems by submitting a written request to the dean, directors, or immediate supervisors in your department and/or college. The process for ordering computers and software is as follows:

1. Submit a written request to the dean, director, or supervisor in your department and/or college.

2. The dean, director, or supervisor will submit a written request to the Vice President of Academic Affairs.
3. The Vice President of Academic Affairs, the Purchasing Director, and the Director of MISAC must approve all academic computing purchasing requests (see page 12 for contact information).
4. Please contact the Academic Computing Coordinator for software purchasing and installation (see page 12 for contact information).

## EMAIL ACCOUNTS

### *Microsoft Outlook*

MISAC supports Microsoft Outlook for email accounts. If you currently do not have an email account, please contact the Office of Personnel & Human Relations.

#### **OFFICE OF PERSONNEL & HUMAN RELATIONS**

**PHONE: 334 – 229 - 4667**

**LOCATION: COUNCILL HALL ROOM 01**

**HOURS OF OPERATION: 9:00 A.M. to 5:00 P.M. MONDAY - FRIDAY**

### *Accessing Your ASU Outlook Account from the Web*

If you have an ASU MS Outlook email account, you may retrieve your email anywhere. All you need is access to the internet. Please follow the steps below to retrieve your email from the web. If you have trouble accessing your email from the web, please contact MISAC (see page 5 for contact information).

1. GO TO [HTTP://WEBMAIL.ALASU.EDU](http://WEBMAIL.ALASU.EDU)
2. A DIALOG BOX WILL APPEAR.
3. \*FOR USERNAME, TYPE YOUR ENTIRE ASU EMAIL ADDRESS  
EXAMPLE: [AWIGGINS@ALASU.EDU](mailto:AWIGGINS@ALASU.EDU)

\*BE SURE TO ENTER THE ENTIRE ASU EMAIL ADDRESS, INCLUDING ALASU.EDU OR YOU WILL NOT BE ABLE TO RETRIEVE YOUR EMAIL.

4. FOR PASSWORD, TYPE THE PASSWORD YOU USE WHEN LOGGING IN TO YOUR COMPUTER.
5. SELECT OK.
6. YOUR EMAIL MAILBOXES SHOULD APPEAR.

## INTRODUCING...NEW TECHNOLOGIES @ ASU

### ***Pod Casting with Apple i-Pod***

Apple i-Pods may be used for pod casting recorded course lectures and downloading educational programs to incorporate technology in the classroom and enhance student learning. Training for pod casting is available the Office of Academic Computing. Please contact the Director of Academic Computing for information and training opportunities (see page 12 for contact information).

### ***Illuminate (videoconferencing)***

Illuminate is a leading provider of live Web conferencing and eLearning solutions for the real-time organization. Serving corporate and academic sectors, the company ensures the best user experience through superior quality VoIP, communications that are in-sync regardless of connection speed, broad cross-platform support, and advanced yet easy-to-use moderator tools.

Illuminate Services include:

- Illuminate Live! Tutoring Services provide a live online tutoring service that allows students to access certified, expert instructors for assistance with homework, exam preparation, home schooling and state and national tests.
- Illuminate Live! Enterprise Services provide a service which helps Web publishers and eLearning companies increase customer satisfaction by offering live, online support of their content.
- Illuminate Implementation Services deliver product implementation, user training and custom development services to maximize the use of Illuminate products.
- Illuminate Event Hosting offers a complete set of event hosting services—from initial rollout to delivery—to ensure your event is a success.

For more information visit the Illuminate website: <http://www.illuminate.com/> or contact the Academic Computing Coordinator (see page 12 for contact information).

## AVAILABLE TECHNOLOGY RESOURCES @ ASU

### Workshops and Training

The Office of Academic Computing offers group workshops and training for various technology software packages, including but not limited to Microsoft Word, Microsoft Access, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, ASU Blackboard, LiveText (e-portfolio), Elluminate (videoconferencing), SPSS, and Apple i-Pod Pod Casting. If you are interested in workshop training, please contact the Academic Computing Coordinator (see page 12 for contact information).

### Computer Labs

Computer labs are available in many areas on campus. If you are interested in using a computer lab for your course, please contact the Microcomputer System Technician for computer labs (see page for contact information). Some residential halls have computer labs for student use and wireless internet access.

Lab Name	Lab Location	Platform	OS	# of Computers
Lab 105	COBA 105	PC	XP	17
Lab 106	COBA 106	PC	XP	25
Lab 108	COBA 108	PC	XP	30
Lab 110	COBA 110	PC	XP	24
Lab 207	COBA 207	PC	XP	25
Electronic Lab	McGhee 202	PC	XP	27
Electronic Portfolio Lab	McGhee 212	PC	XP	32
McGhee 211	McGhee 211	PC	XP	15
Writing Lab	Patterson 143	PC	XP	20
History and Geography Lab	Patterson 139	PC	XP	8
Math and Science Lab	Patterson 131	PC	XP	20
Teacher Education Center Lab	Patterson 215A	PC	XP	24
Reading Lab	Patterson 223	PC	XP	12
College of Education Assessment Center Lab	Patterson 227	PC	XP	24
Mac Lab	Library 546	PC	XP	20
PC Lab 1	Library 536	PC	XP	21
PC Lab 2	Library 536	PC	XP	25
PC Lab	Library 202	PC	XP	12
PC Lab	Library 4th Floor	PC	XP	8
HIM Lab	Health Science 203	PC	XP	29
HIM Lab	Health Science 204	PC	XP	18
Study Lab	Health Science	PC	XP	4

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	205			
Computer Lab	Health Science 210	PC	XP	5
Computer Lab	Health Science 305	PC	XP	20
Visual Art Lab	Fine Art Building	MAC	10.2	16
Education Lab	Council 325	PC	XP	20
Music Lab	Music Building	PC/MAC	XP	11

## **Blackboard @ ASU**

Blackboard is extremely versatile software that not only allows instructors to easily place course materials online, but also contains multiple communication tools that allow instructors and students to collaborate in new and exciting ways. Even a novice user can set up a basic online course in approximately one hour, though advanced users can incorporate an array of high tech multimedia materials into their online courses.

For students, Blackboard provides a convenient way to access course materials from any location where they have internet access and provides for a variety of content format -audio, visual, and interactive multimedia. The communication tools allow them to collaborate with their classmates using such tools as email and real-time chat sessions. Blackboard was chosen by an Academic Computing committee to be the course management software for the University community. We will introduce Blackboard as a pilot program in spring 2005. We anticipate Blackboard quickly becoming the University's academic portal with over half of ASU students having at least one course on Blackboard by 2005 – 2006 academic year.

Please contact the Academic Computing Coordinator for more information and training sessions on ASU Blackboard (see page 12 for contact information).

### **ASU Blackboard Log-in**

<b>FACULTY LOG-IN</b>		<b>EXAMPLE</b>
<b>Username</b>	first initial + last name	<b>jsmith</b>
<b>Password</b>	last six (6) numbers of Social Security	<b>456789</b>

<b>STUDENT LOG-IN</b>		<b>EXAMPLE</b>
<b>Username</b>	first initial + last name + last four (4) digits of Social Security	<b>jsmith6789</b>
<b>Password</b>	last six (6) numbers of Social Security	<b>456789</b>

Resource: <http://asuonline/>

### **LiveText @ ASU (e-portfolio)**

College LiveText education solutions is a complete development, management, and assessment solution specifically designed for colleges and universities who face the challenges of accreditation. For more information visit the LiveText website: <http://college.livetext.com/> or contact the Academic Computing Coordinator (see page 12 for contact information).

## **Web Publishing**

MISAC encourages the posting of valid, reliable information relative to academic programs offered at ASU. Octane 8 is the web publishing software supported by MISAC. If you have questions about publishing information to the ASU webpage, please contact the Webmaster (see page 12 for contact information).

## **Academic Computing Advisory Committee**

### ***Mission and Goals***

The **Academic Computing Advisory Committee** at Alabama State University is a standing committee that provides direction and recommendations for the implementation of instructional technology within the University. The committee is comprised of faculty members, library representatives, and information technology staff.

### ***Purpose***

- Serve as liaison for faculty with technology related needs.
- Evaluate emerging academic technologies use on campus.
- Recommend and prioritize the purchase of specific hardware/software.
- Disseminate instructional technology information.
- Discuss technology news and issues that affect the campus use of academic computing across college and department reporting lines.
- Coordinate the sharing of academic IT strategies, innovations, and solutions.
- Coordinate faculty programs concerned with the implementation of IT for education.
- Provide advice on matters affecting computers and computing in an academic setting.
- Develop long-range plans to fulfill the college's academic needs.
- Make recommendations on the use of facilities and allocation of resources.

### ***Academic Computing Advisory Committee Board Members & Liaisons***

The ACAC Board Members will also serve as departmental and college liaisons. Please consult your respective liaison for any issue related to the mission and purpose of the Academic Computing Advisory Committee. See page 11 for the email address of your ACAC liaison.

## ACAC Liaison Email Addresses

Name	Position	College or Department	Email Address
Nina Abro	Chair	Health Information Management Department College of Health Sciences	<a href="mailto:nabro@alasu.edu">nabro@alasu.edu</a>
Marcus Bell	Director	Title III	<a href="mailto:mbell@alasu.edu">mbell@alasu.edu</a>
Agnes Bellel	Associate Professor of Instructional Technology	College of Education	<a href="mailto:ahbellel@yahoo.com">ahbellel@yahoo.com</a>
Doug Bristol	Associate Professor of Music Theory/Technology	College of Visual and Performing Arts	<a href="mailto:dbristol@alasu.edu">dbristol@alasu.edu</a>
Senobia Crawford	Associate Professor/Chairperson of Physical Therapy	College of Health Sciences	<a href="mailto:scrawford@alasu.edu">scrawford@alasu.edu</a>
Kenneth Darrington	Director, Collegiate Computer Laboratory	College of Business Administration	<a href="mailto:kdarrington@alasu.edu">kdarrington@alasu.edu</a>
Mary Downs	Associate Professor of Occupational Therapy & Physical Therapy	College of Health Sciences	<a href="mailto:mddowns@alasu.edu">mddowns@alasu.edu</a>
Janice Franklin	Director	Levi Watkins Learning Center	<a href="mailto:jfranklin@alasu.edu">jfranklin@alasu.edu</a>
Calvin Gatson	Instructor of Mathematics	Advancement Studies University College	<a href="mailto:cgatson@alasu.edu">cgatson@alasu.edu</a>
Kendrick Hardy	Instructor of Orientation	University College	<a href="mailto:khardy@alasu.edu">khardy@alasu.edu</a>
Kamal Hingorani	Acting Chair/Associate Professor of Computer Information Systems	College of Business Administration	<a href="mailto:khingorani@alasu.edu">khingorani@alasu.edu</a>
Linda Holladay	Instructor of English	College of Arts & Sciences	<a href="mailto:Lhollaway@alasu.edu">Lhollaway@alasu.edu</a>
Adrick Holt	Computer Network Manager	MIS/AC	<a href="mailto:aholt@alasu.edu">aholt@alasu.edu</a>
Kia Lawrence	ASU Student		<a href="mailto:klawrence@alasu.edu">klawrence@alasu.edu</a>
Kenley Obas	Coordinator of Academic Computing	Academic Affairs/Academic Computing	<a href="mailto:kobas@alasu.edu">kobas@alasu.edu</a>
Shreekumar Pillai	Assistant Professor of Biology	College of Arts & Sciences	<a href="mailto:spillai@alasu.edu">spillai@alasu.edu</a>
Sandra Walker	Associate Professor/Chair	Mathematics & Sciences College of Arts & Sciences	<a href="mailto:swalker@alasu.edu">swalker@alasu.edu</a>
Jackie Webber	Assistant Professor of Art	College of Visual & Performing Arts	<a href="mailto:jwebber@alasu.edu">jwebber@alasu.edu</a>
Evelyn White	VP of Academic Affairs	Academic Affairs	<a href="mailto:ewhite@alasu.edu">ewhite@alasu.edu</a>

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Afi Wiggins	Director of Assessment	College of Education	<a href="mailto:awiggins@alasu.edu">awiggins@alasu.edu</a>
Tracey Williams	Zelia Stephens Early Childhood Center	College of Education	<a href="mailto:twilliams@alasu.edu">twilliams@alasu.edu</a>
Donald Woodard	Instructor of Computer Information Systems	College of Business Administration	<a href="mailto:dwoodard@alasu.edu">dwoodard@alasu.edu</a>

## Academic Computing Support Information by Department

### ACADEMIC AFFAIRS

Vice President of Academic Affairs	Evelyn White	<a href="mailto:ewhite@alasu.edu">ewhite@alasu.edu</a>	4231
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### MISAC

Director of MISAC	Larry Cobb, Sr.	<a href="mailto:lcobb@alasu.edu">lcobb@alasu.edu</a>	4560
Academic Computing Coordinator	Kenley Obas	<a href="mailto:kobas@alasu.edu">kobas@alasu.edu</a>	4308
Computer Network Manager	Adrick Holt	<a href="mailto:aholt@alasu.edu">aholt@alasu.edu</a>	4909
Webmaster	Tarrance Gardner	<a href="mailto:tgamder@alasu.edu">tgamder@alasu.edu</a>	4838
Microcomputer System Technician (computer labs)	Charles Hall	<a href="mailto:charleshall@alasu.edu">charleshall@alasu.edu</a>	2151

### PURCHASING

Director of Purchasing	Antoinette Smith	<a href="mailto:annsmith@alasu.edu">annsmith@alasu.edu</a>	5156
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