School of Allied Health Professions
New Student Orientation

August 10, 2020
School of Allied Health Professions

Opening Remarks
Dean Cairo
Administration & Program Directors

Overview of HSC Schools
SAHP Administration
SAHP Programs & Directors
SAHP Clinic
Office of Student Affairs
Yudi Cazanas
Cristina Guillory

- Location/Procedures
- SAHP Student Handbook
- Academic Calendar
- Course and Faculty Evaluations
- Student Government Association
Financial Aid Office
Patrick Gorman

• Budgeting & Financial Planning
• Financial Aid Sources
• FAFSA & Application Process
• Student Communication & the Financial Aid Office
• Student Debt
Registrar’s Office
Alicia Edwards

Academic Student Self Service
Registration
Location and hours of operation
ID cards
Email
Self-service portal
Enrollment verification
Transcripts
Degree verification
FERPA
Graduation
Bursar’s Office
Michael Dauenhauer
Jose Cuevas

Contact Information:
Nobursar@lsuhsc.edu
(504) 568-4694
About us

The Bursar’s Office is responsible of assessing tuition & fees, collecting payments and processing student refunds.

Bursar’s Office website:
https://www.lsuhsc.edu/administration/accounting/bursar_operations.aspx

In addition, we assist our students with enrollment and cancellation of student health insurance provided by Blue Cross Blue Shield of LA.

For information on Student Health Insurance please visit:
https://www.lsuhsc.edu/orgs/studenthealth/insurance/
OFFICIAL MEANS OF COMMUNICATION

LSUHSC campus email is the official means of communication for the university. It is imperative that you monitor your campus email account on a regular basis to make certain you are aware of requests made by any student services office. Students receive an email each time a change is made to their records that could possibly affect tuition & fees due.

Bursar’s Office E-Mail: nobursar@lsuhsc.edu
Tuition & Fees Due Date

Tuition payments are due by the first day of the semester, as published in the university catalog.  http://catalog.lsuhsc.edu

Please note the first day of the semester may not coincide with the first day you start classes.

It is the student’s responsibility to monitor academic self-service to ensure tuition & fees are paid in a timely manner.
Payment options

In Person at the Bursar’s Office –
→ By check, money order, or cashier’s check. (NO CASH)
*Checks should be made payable to LSUHSC*

-OR-

Online via Academic Self Service –
http://academicselfservice.lsuhsc.edu/
→ By ACH/E-Check
(requires account # & routing #)

-OR-
→ By Credit Card/Debit Card

For instruction on how to make a payment visit:
REGISTRATION FORMS

Registration forms are required for every academic year. They are due before the start of every fall semester and must be submitted via email prior to the start of classes.

Registration forms consist of two (2) forms + proof of insurance (if applicable); both forms must be submitted together. (One form will not be accepted without the other). The forms are called *optional fee checklist* and *student accident & sickness plan*.

Registration forms can be found on our website at: https://www.lsuhsc.edu/administration/accounting/bursar_registration.aspx
STUDENTS APPLYING FOR FINANCIAL AID
SHOULD BE AWARE OF THE FOLLOWING

1. Financial aid (Title IV funds) is received by the university and posted to your student account to pay tuition. You will receive an email when the financial aid funds are received by the University. Financial aid may only be used to pay for tuition and certain fees. All other fees require specific authorization to be paid from financial aid (e.g. fees requiring Title IV authorization are parking fees, student equipment & exam fees). Authorization is only required once. Title IV authorization will be applied through your entire academic progression at the university, including breaks in enrollment. You must complete the student electronic authorization in order to use Title IV aid to be applied to these fees. Fees requiring specific authorization will NOT be deferred if we do not have your authorization. Fees must be paid by the first day of the semester as it is published in the catalog. You will receive an email when the financial aid funds are received by the university.

For more information and to grant authorization please visit:
https://www.lsuhsc.edu/administration/accounting/bursar_registration.aspx

2. A student refund will be processed for any excess financial aid. We have partnered with “BankMobile” to facilitate getting your money to you sooner! Your student refunds are sent to you electronically. Please make sure you go to the following website to enroll:
www.refundselection.com

3. Enter your personal code from the green envelope or BankMobile email, then select how you would like to receive your money. Need a personal code? Visit the link below:
https://www.vibeaccount.com/cardoffice/card/search/InitSearch.do
YOUR GUIDE TO UNLOCKING REFUNDS.

Louisiana State University Health Sciences Center has partnered with BankMobile to deliver refunds and offer you smarter ways to manage that money.

HAVE QUESTIONS? VISIT REFUNDSELECTION.COM

To Get Started:

1. Go to RefundSelection.com
2. Enter your unique Personal Code from the green envelope.
3. Create your login information.
4. Select how you would like to receive your money.
5. Complete your profile.
4. If you received an award letter, from the financial aid office via email and have accepted your aid, then your account balance will be automatically deferred until your aid is received by the university.

5. If you have not received an award letter from the financial aid office (via email) then please VISIT OUR OFFICE TO request a written deferment. The deferment must be in place by the first day of the semester as it is published in the catalog or you will be subject to dismissal.

**Note:**
Financial aid applications are queued for review and award based on your free application for federal student aid (FAFSA) process date (the date a valid result available to LSUHSC was calculated by the federal processor). Most aid applicants meeting the priority process date will receive financial aid award notification prior to the start of the academic year. Those with later process dates normally receive financial aid award notification within two to three months of their FAFSA process date.

**Priority dates are as followed:**

<table>
<thead>
<tr>
<th>Semester</th>
<th>Priority Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall Enrollment</td>
<td>April 15</td>
</tr>
<tr>
<td>Spring Enrollment</td>
<td>November 15</td>
</tr>
<tr>
<td>Summer Enrollment</td>
<td>April 15</td>
</tr>
</tbody>
</table>
Office Hours & Locations

**DOWNTOWN CAMPUS**

433 Bolivar Street, Room 144
New Orleans, LA 70112
1st Floor of the Resource Building
**Phone:** (504) 568-4694
**E-Mail:** nobursar@lsuhsc.edu
**Hours of Operation:**
Monday – Friday
8:00 AM – 4:00 PM

**DENTAL CAMPUS**

1100 Florida Avenue, Room 2102
New Orleans, LA 70119
2nd Floor of the Administration Office
**Phone:** (504) 941-8104
**E-Mail:** nobursar@lsuhsc.edu
**Hours of Operation:**
Tuesday & Thursday
8:00 AM – 4:00 PM
Student Health

Viewing Health Record
Health Blocks
Paperwork

Lauren Davis, MD, Director
Phyllis Johnston, Student Health Coordinator
Accessing Your Health Record

1. Go to the lsuhsc.edu website and click on myLSUHSC
2. Click on Self Service
3. Click on Academic Self-Service
4. Input your LSUHSC username and password
5. Go to Main Menu --> Self-Service --> Student Center
6. Scroll down and click on "health record" in the lower left-hand corner.
Health Blocks

• It is your responsibility to maintain an up-to-date health record
• 30 day reminder emails warn of upcoming health blocks (they DO NOT mean that you have a block yet)
• Health blocks prevent you from registering for classes
Contact Us

- Turn in records and forms for signature to:
  Student Health Services Office
  Mrs. Phyllis Johnston
  Student Health Coordinator
  2020 Gravier St., 7th Floor, Rm 789
  Hours: 8:00 a.m. to 4:30 p.m.
  (504) 525-4839
  Email: studenthealthstaff@lsuhsc.edu or pjohn2@lsuhsc.edu
  Fax: (504) 777-2922
LSUHSC Campus Assistance Program

CAP Services

Stress & Depression Screening

APRIL (Academic Performance Resources in LSUHSC-NO)

Peer Advocate Liaison Program

Policies of Interest to Students

LSUHSC Drug Testing Program

Campus SaVE / Title IX
Auxiliary Enterprises

Parking Services, Dining Services,
Student Housing, Bookstore,
Campus Printing & Pay Paw Card,
Wellness Center,
Campus Technology & Supply Store
Parking Services – 1 of 2

• Registration Requirements
• Fees - gate card fee for first time parkers $25
  Commuter Fee effective for:
  Fall semester - lot fee $125, Student Housing lot $155
  Spring semester - lot fee $80, Student Housing lot $95
  Summer semester - lot fee $45, Student Housing lot $55
• Parking rules and regulations
• Online parking information: http://www.lsuhsnc.edu/administration/ae/parking.aspx
• Follow us on Twitter @LSUHSCN_Parking
• Information: 568-4884
Online Parking Portal

- [https://lsuhscnolaparking.t2hosted.com/Account/Portal](https://lsuhscnolaparking.t2hosted.com/Account/Portal)
- Affiliated Login with your University login ID and Password
- Under Permits drop down, select Get Permits
- Select your permit option and vehicle information
- If you have added parking fees on your Optional Fee Form submitted to the Bursar then select Bursar Student Fees as payment method before selecting Pay Now. Otherwise you may pay by credit card. (Please do not pay by credit cars if you added the fees to your student fee bill account).
- Please review the parking regulations (summary on last page).
Dining Services

- **Cafeteria** – Located on the 3rd floor of the Medical Education Building. Hours: Monday – Friday, 7:00 am – 10:00 am Breakfast, 11:00 am to 1:30 pm Lunch.

- **Coffee Kiosk** – Located in the 3rd floor Atrium of the Medical Education Building. Hours: Monday – Friday, 7:00 am – 4:00 pm

- **Vending Machines**

- Like us on Facebook under LSUHSC New Orleans Tiger Den Café. Follow us on Twitter @LSUHSCTIGERDEN

- We welcome any comments or suggestions to be made via the comments link under Dining Services on the LSUHSC website.
Student Housing

- Stanislaus Hall
- Residence Hall
- To begin housing application process, submit application located here: http://www.lsuhsc.edu/administration/ae/housingapp.aspx
- Questions: aehousing@lsuhsc.edu or 568-6260
Bookstore

- Resource Center Building, 2\textsuperscript{nd} floor
  Open: Weekdays from 9am-4pm

- Books, Supplies and Instruments

- LSU/LSUHSC merchandise and gifts

- Lab Coats and Scrubs

- Like us on Facebook: www.facebook.com/LSUHSCBookstore

- Questions: 568-2504
Campus Printing/Pay Paw Card

- Printing around campus: Allied Health / Nursing Building, MEB, Library (including color printing) - can be charged to Pay Paw Card
- Debit card service using your LSUHSC ID
- Add funds in Bookstore, online or VTS machine located in the downtown campus Library.
- On campus use: Bookstore, Dining Services, Coffee Kiosk, vending machines and campus printing
- For more information on Pay Paw visit the website below

www.lsuhsc.edu/administration/ae/paypaw.aspx
Campus Technology & Supply Store

- **Computer Service:** Repair of all computers (Authorized Repair Center for Dell and HP), tablets and iPhone screens, and peripheral equipment. Data recovery services. 1901 Perdido (Medical Education Building), Room 4221 • aetech@lsuhsc.edu • 568-4456

- **Computer Sales:** Cat6 cables, flash drives, software, backup batteries, keyboards, surge protectors, and mice – among other computer related items. 1901 Perdido (Medical Education Building), Room 2200 • aectss@lsuhsc.edu • 568-4447

- **Duplicating Services:** Poster printing; copying – including onto dissertation/thesis paper; ancillary services like binding, laminating, cutting, etc. 1901 Perdido (Medical Education Building), Room 2200 • aegraphics@lsuhsc.edu • 568-2565

- Open 8 am until 4 pm weekdays
LSUHSC
WELLNESS CENTER

Hours of Operation

Monday–Thursday
6:30 am–8:30 pm

Friday
6:30 am–7:00 pm

Saturday
9:00 am–3:00 pm

Stanislaus Hall 3rd and 4th floor
450–A South Claiborne Ave
wellness@lsuhsc.edu

Phone: 504–568–3700   Fax: 504–568–3720
Amenities

- Cardiovascular Equipment
- Selectorized Equipment
- Free weight Equipment
- Multipurpose Room
- Lounge Area
- Free Fitness Assessments and Exercise Orientations
  * By appointment only.
- Group Exercise and Pilates’ Reformer Classes
  * Sign up required for reformer classes.
- Lounge Area
- Locker Rooms with Showers and Saunas
CARDIOVASCULAR EQUIPMENT

- Precor AMT
- Precor Ellipticals
- Precor Treadmills
- Concept II Rowers
- Indoor Cycling Bikes
- Recumbent and Upright bikes
Circuit Training Area
- Dumbbells
- Kettlebells
- Bosu Balls
- Bosu Balance Trainers
- Medicine Balls
- Machines
FREE WEIGHT ROOM

- Benches
- Leg Press
- Prone Leg Curl
- Various Dumbbells and Plates
- Power Rack
- Sign up required
- Mat exercises using Reformer machines.
- Great for flexibility and core
- Rehabilitative properties
LOUNGE AREA

- Wireless Internet
- Flat Panel LDC - HDTV
- Locker Rooms with Showers and Saunas
Appointments are required for fitness assessments and exercise orientations. Email Nijel Baron – nbaron@lsuhsc.edu
The Campus Federal Difference

At Campus Federal, we strive to make a difference in our members’ lives and provide more than financial services. Where family, community, LSU and Louisiana culture run deep. Your association with the School of Allied Health makes you eligible to experience the Campus Federal difference and our many benefits.
Campus Federal

Products and Services

- Checking & Savings Accounts
  - Young Adult Checking Lagniappe
- Mastercard® Prestige & Rewards
- Loans
  - Mortgages
  - Home Improvement
  - Auto, RV, and Boat
  - Signature
- Co-Op Shared Branches
Campus Federal

Louisiana's Top Business Credit Union

- Checking Accounts
- Savings Accounts
- Loans
  - Real Estate Practice
  - Equipment
- Merchant Services

CampusFederal.org
We are here for you with 24/7 access to secure Online and Mobile Banking and our newly expanded video teller hours for our Campus Connect™ Interactive Teller Machines (ITMs) to serve you when you need us most, wherever your financial journey takes you.

24/7 Access to Secure Digital Banking

- Online and Mobile Banking
- Bill Pay
- Campus Click℠ Mobile Deposit
- Mobile Wallet
- Account Transfers
Campus Federal

Free Online Financial Education Tool

✓ Managing Your Spending
✓ How to Improve Your Credit
✓ Paying for Student Loans/Paying for Education
Campus Federal

Convenient Locations

- **Resource Branch**
  433 Bolivar Street, 2nd floor

- **BioDistrict Branch**
  2200 Tulane Avenue
  - Drive-Thru Campus Connect
  - Interactive Teller Machines
  - ITM/ATMs

- **Allpoint Network**
  Expanded access to cash at 55,000 ATMs in premier retailer locations like Target, CostCo, Walgreens, CVS & more
Identification Card

- Your ID should be visibly displayed.
- Helps University Police to quickly identify who belongs on Campus.
- If your ID is lost/stolen replace it immediately.
- Allows access to buildings, walkways and wellness center.
- If you find an ID card turn it into University Police.
- DO NOT allow anyone to piggyback with you
The campus is open to the public Monday - Friday 7:00am - 6:00pm.

All students, faculty, and staff have 24-hour access to buildings with LSUHSC-NO ID card, through designated entrances.

Use of Surveillance Cameras- UPD uses a series of cameras to monitor LSUHSC-NO parking lots, garages, the Walkway to Wellness, and all buildings.
Campus Crime Prevention Guide

If you

SEE something

SAY something

Report anything suspicious to University Police

568-8999

Now your phone is even smarter.

With uTip

*It’s a crime fighter!*

Report suspicious activity or summon help fast, quietly & safely.

- Text 79516
- Start your message with LSUHSC

Your text alerts University Police

Learn more at [http://www.lsuhsc.edu/alerts](http://www.lsuhsc.edu/alerts)
ON CAMPUS

• If you are in an emergency situation, the victim of a crime, or witness any criminal activity or suspicious behavior, you are urged to notify University Police at 504-568-8999.

uTIP

• University Police can be notified by using cellular devices. By using this service normal text message rates through your cellular provider will apply.
To Send a Tip

Text 79516 and begin your message with LSUHSC followed by a space

- University Police will not be notified if your text does not begin with LSUHSC followed by a space
- You will receive a text to notify you that the text has been received by uTip
We’ve got your back…

LSU Shield connects you directly to us in emergency and non-emergency situations

Saves time…

Enables easy access to campus resources and services as well

Doesn’t cost a thing…

Absolutely FREE to download and use
When the **Emergency** feature is used, campus police is called.

Your location will be shared only when using the **Emergency** feature, or when you allow access to your location while using other features.

You are **NOT** being tracked at all times.
**LSU Shield**

**iReports** enables you to send text, photo and video tips of non-emergencies to campus police.

Use **iReports** to share crime tips, service needs or suspicious activity.

**iReports** can be used anonymously.
**Friend Watch** enables you and your friends to watch out for each other.

With **Friend Watch**, enter the activity and end time to begin a countdown... enter your passcode before 0:00 or Safety Check contacts are notified.

Use **Friend Watch** while walking to / from your car, social functions, class, etc.
Emergency Response Plans enable you to quickly call up information about how you should respond to an emergency.

The Emergency Response button takes you to plans for different types of emergencies.
The **Services** button takes you to icons for campus maps and the UMC shuttle schedule.
After you download the app, swipe to start program your personal settings.
Select **LSU New Orleans** as your organization.
LSU Shield

Select your group and continue
Complete your **Basic Information**. You will then have the option to add more information. Add as much or as little as you would like.
The LSU Shield app is one of the free safety tools the university offers to put safety at your fingertips and allow you to get help quickly.

The LSU Shield app works best with access to your location allowed and WiFi on.
iReport

- Users may submit non-emergency reports to LSUHSC-NO Police: Suspicious Person, Theft, Drug use, concerning behavior, vandalism and other inquiries.

What to Do

- Helpful information is located here to assist users with response procedures for various incident types.
LSU Health Sciences Website

From the LSUHSC-NO website at www.lsuhsc.edu/ click on the police icon 🚓 located at the bottom of the homepage under “Events and Campus Resources” to find more information, phone numbers, and other important information regarding University Police.
Rape Aggression Defense (R.A.D)

- University Police conducts R.A.D classes geared to female faculty, staff, and students.

- Each student will be provided with a workbook/reference manual. Please call 568-2156 or 568-8270 for more information.

- Sexual Assault is any type of sexual conduct or behavior that occurs without the explicit consent of the recipient.

- If the assault occurred on campus, call the LSUH-NO police department at 568-8999. If the assault occurred off campus, call the New Orleans Police Department by dialing 911, or the Rape Crisis Center at 504-482-9922.
Tips for a Safer Workplace

• Never leave anything of value unattended and unsecured (i.e. laptops, purse/wallet, cell phone, important documents). If you leave your office or work space, be sure to lock up belongings or put them in a secure place until you return.

• If you notice any suspicious persons or vehicles notify University Police immediately by calling (504) 568-8999.
Active Shooter

For Students
- Shots Fired - Student Video
  - Captioned Version
- Shots Fired - Student pdf
- Shots Fired - Student powerpoint

For Faculty & Staff
- Shots Fired Video
  - Captioned Version

• For more Active Shooter information please refer to LSUHSC-NO website at www.lsuhsc.edu/ click on the Campus Police icon, then click on Active Shooter.

• We encourage you to review videos and trainings available to students and faculty.

• Use your LSU user ID and password to access trainings.
Welcome aboard!

- On behalf of The University Police Department and Chief William Joseph

QUESTIONS AND ANSWERS
Environmental Health and Safety
Emergency Preparedness

Student Orientation
EH&S Training

• Safety and Emergency Response training is provided to all new faculty, students, and staff via the on-line Knowledge Delivery System.

• Some highlights from the Emergency Response training are provided on the following slides.
Emergency Preparedness

• Hurricanes
  – Have a personal evacuation plan
  – Vacate campus six hours prior to closure
  – If the University is closed, await official notification that the University has opened before returning to campus.

• Understand Shelter in Place vs. Evacuate. Evacuation areas for Downtown Campus buildings shown on the next slide.
Emergency Evacuation Areas

Downtown

MAP LEGEND (Emergency Evacuation Areas)
1 - Resource Center
2 - Lions Eye
3 - Clinical Science Research Building
4 - School of Allied Health and Nursing
5 - Medical Education Building
6 - Residences Hall
7 - Stanislaus Hall
8 - Clinical Education Building / 1542
9 - Human Development Center
10 - Seton Building
Text Alert System

- Alert notifications related to dangerous or threatening situations or conditions.

- Used in conjunction with digital signs, phone trees and email.

- Encouraged but not mandatory. You must opt in to receive alerts.

- The following slides show how to navigate to the Omnialert sign-up page.
Text Alert System
Text Alert System
In the event of a crisis situation, LSU Health Sciences Center New Orleans will communicate vital information as quickly and efficiently as possible in order to provide the greatest safety for our students, faculty, and staff. Reference the "Stay Informed" section below the left side menu of this page to learn how to stay informed during a crisis.

There is no emergency at this time. Information will be provided here in the event of an emergency.
Text Alert System

Login or sign-up for alerts from LSU Health New Orleans

username

password

Login

Forgot username?  Forgot password?
INTERPROFESSIONAL EDUCATION (IPE)

“When students from two or more professions learn from, about and with each other” (WHO, 2010)

*IPE is a national and international movement in health education*
INTERPROFESSIONAL EDUCATION (IPE)

Centralized office

- Center for Interprofessional Education and Collaborative Practice (CIPECP)
  - Director – Dr. Tina Gualdo
  - Coordinator – Amanda Goumas
  - 6 Faculty representing each School
    - Allied Health Professions – Dr. John Zamjahn
    - Dentistry – Dr. Sandra Andrieu
    - Graduate Studies – Dr. Sonia Gasparini
    - Medicine – Dr. Shane Sanne
    - Nursing – Dr. Alison Davis
    - Public Health – Dr. Kari Brisolara
INTERPROFESSIONAL EDUCATION COLLABORATIVE (IPEC)

4 National Competencies:
• Values/Ethics for Interprofessional Practice
• Roles/Responsibilities
• Interprofessional Communication
• Teams and Teamwork
INTERPROFESSIONAL EDUCATION (IPE)

**Settings:** classroom, laboratory, high-fidelity simulation labs, clinical environments, community-based environments

**Small-scale experiences:** occurs within 2-3 programs

**Large-scale experience:** 2 year longitudinal IPE experience for 1\textsuperscript{st} and 2\textsuperscript{nd} year students. 60 student groups meet 6 times a year on 1 Monday a month from 4:00-4:50pm (1\textsuperscript{st} year students) or 5:10-6:00pm (2\textsuperscript{nd} year students) on the downtown campus.

• Team Up is embedded within a required course in all curricula and there is a required orientation
LEARN MORE AND GET INVOLVED

Website:  LSUHSC Homepage

My LSUHSC

Students

Interprofessional Education

Team Up Student Committee

IPSA Board Officer

IPSA Project Leader

LSU Center for Interprofessional Education and Collaborative Practice
INTERPROFESSIONAL STUDENT ALLIANCE (IPSA)

• Student-run organization

• Formal organizational structure with a board of directors
  2019-2020 IPSA Board Officers:
  Allied Health - Ashley Goodsell
  Dentistry - Amber Kreko
  Graduate Studies - Muhammad Farooq
  Medicine - Haley Knight
  Nursing - Denisha Pittman
  Public Health - Thanh Nguyen

• Engage in community projects which promote health

• 7 IPSA Community Projects within the greater New Orleans area

• Leadership experience opportunities, volunteer hours, resume booster

• 2 IPSA Awards (recognized during pre-commencement ceremonies and recipient of a graduation cord)
Officers

President – Michelle Kendall (Public Health)

Vice President – Kate Puszykowski (Public Health)

Communications Chair – Micquel Downs (Graduate Studies)

Community Participation Chair – Madeline Shaw (Public Health)

Treasurer - Kevin Phung (Dentistry)

Garden Manager – Hannah Kramer (Graduate Studies)
What We Do

SUSTAINABILITY FOR LSUHSC CAMPUS
The mission of Students for Sustainability (SFS) is to promote awareness of environmental issues, and to initiate and maintain student-run projects that create a more environmentally-conscious campus and surrounding community. Projects include styrofoam reduction in Tiger’s Den Café, campus recycling, and SPH Food Pantry.

RAISED ROOT STUDENT GARDEN
The "Raised Root" Student Garden is a dedicated greenspace in downtown New Orleans where LSUHSC students, faculty, and staff can learn about growing food.
From LSU Walkway on Gravier: Instead of turning right towards the Wellness Center, turn left toward the parking garage. Follow the hallway to the elevator at the end of the hall and go down to the first floor. The door on the right leads outside, and the Raised Root garden is directly to the right.
Contact Us!

- **Instagram**
  sfs.lsuhsc
- **Facebook**
  @raisedroot
- **Twitter**
  @lsuhsc_sfs

SFS’s email: sfs@lsuhsc.edu
Interprofessional Collaboration

BIG PICTURE
A team-based, patient-centered approach which delivers the highest quality of care resulting in improved health outcomes
Information Technology

Ken Boe
Assistant Vice Chancellor for Information Technology

@LSUHSCNO_IT
# LSUHSC New Orleans IT Organization

## PC and LAN Supporters

- Provide IT services that are specific to the school or division.
  - School of Allied Health Professions
  - School of Dentistry
  - School of Medicine
  - School of Nursing
  - School of Public Health
  - Academic Affairs / School of Graduate Studies
  - Administration and Finance

## Central IT

- Provides IT services that are used by everyone.
  - **Examples include**
    - Firewall and VPN
    - User Accounts
    - Web and Email
    - AV & Videoconferencing
    - Network

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Get to know the Allied Health PC Support Team!!!
IT Security Policy

CM 42 – IT Infrastructure Acceptable Use

Points to Remember

- Do not share your user ID and password, EVER!
  
- Log off or lock any computer when you leave the area.
  
- Do not install software in violation of licensing terms.
  
- Do not waste LSUHSC IT resources (games, audio or video streaming, personal shopping, etc.)
  
- Do not respond to phishing emails.
Phishing Emails are Evolving

From: LSU Health New Orleans <helpdesk@lsuhsc.edu>
Date: April 20, 2015 at 5:55:14 PM CDT
To: <-------@lsuhsc.edu>
Subject: Important update for -------@lsuhsc.edu (Action Needed)

*EXTERNAL EMAIL*

Dear -------@lsuhsc.edu,
Due to high number of inactive accounts on their user's system, the account holders are being notified about their account(s) within 24 hrs of receiving this notice.

Use this link and this link to login and confirm your account(s) as inactive, and you will get more time to update them.

Failure to update might result in your account(s) being interrupted, and any other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

Phishing resources at LSUHSC-NO:
https://intranet.lsuhsc.edu/it/security/docs/HIPS/HIPSSE/HIPS_HIPSSE.html
and
https://intranet.lsuhsc.edu/admin/ocp/
Phishing Example

Be aware of generic addresses to an individual. LSUHSC-NO knows who you are and will use your name.

The phishers want you to be worried. They want you to click the link without considering whether it is legitimate. LSUHSC will not ask this question.

Be aware of the links, they may take you to a page that looks familiar like an Office 365 login or the VPN login. The next slide contains a real example.
Beware the Links in Email

The below page was on the Internet at one time and was used to fool people into giving away their LSUHSC credentials.

- skylanternsbangalore.com/remote.lsuhscl.edu/dana-na/...

Be careful if the link does not begin with an lsuhsc.edu address.

LSUHSC will not ask for your SSN as part of logging in.
Use Links Known to be Safe

When the previous slide’s page was on the Internet the only differences were the link and the SSN entry text box.

• https://remote.lsuhsnc.edu

Welcome to the
LSU Health Remote Access Portal

Username
Password
Connection Method

Sign In

Please sign in to begin your secure session

Help -- For password issues please go to https://www.lsuhsnc.edu/changepassword/. If you need further assistance, please contact your computer supporter or call the Help Desk.

Web Connect -- Provides access to the web based resources you have been approved to use.
- Webmail
- Intranet
- Citrix Web Interface (Use Network Connect if you require local drive mappings)
- PeopleSoft Self Service
- Moodle
- Web bookmarks

Network Connect -- Provides access to the Web Connect resources listed above plus the network resources below. Your computer must meet the health check requirements such as up-to-date antivirus software and critical operating system updates.
- VPN Client
- File bookmarks
- Terminal Services (Remote Desktop)
Additional Threats

• CryptoWall/WannaCry/Petya
  • Encrypts files and demands a ransom to provide decrypt key

• Point of Sale System Attacks
  • Target, P.F. Chang’s, etc.
  • Be conscious of where credit and debit cards are used (especially debit cards, because these take money directly from your account)

Make sure that you back up your files or store them on LSUHSC servers that are backed up
Data Protection & Security

• Protecting the Confidentiality, Integrity, and Availability (CIA) of LSUHSC data is of the utmost importance.
  • Personnel data
  • Student data
  • Research data
  • Patient data

• Carefully consider when an email is from an external source before taking actions such as:
  • Replying
  • Clicking links
  • Opening attachments

• Security is everyone’s job
School of Allied Health Professions

New Student IT Orientation

Steve Hubbard            Quang Tran
Johnny Huynh             Jonathan Populis

Office Locations: SAHP/Nursing Bldg., Room 6A14
                  HDC Bldg., Room 228
Hours: 8:00AM – 5:00PM, Monday - Friday

http://alliedhealth.lsuhsc.edu
A Few Ways We Can Help

FOR SUPPORT, PLEASE SEND AN EMAIL TO: AHNOPCSUPPORT@LSUHSC.EDU

• Assist with personal account issues
• Assist with network connectivity issues
• Application setup (Citrix, Email on Mobile Device, etc.)
• Clean infected computers
• Tune-up computers
• Print posters
• Present at all electronic exams
Quicklinks appears on every page

Investing in Tomorrow’s Healthcare Professionals
Quicklinks expanded

- Citrix Storefront
- Emergency Preparedness
- Find Employees
- LSU Health New Orleans
- Intranet
- Moodle
- myLSUHSC
- Office 365
- Office 365 Mail
- Remote VPN
- Self Service
MyLSUHSC
(appears on LSUHSC main page only)
MyLSUHSC expanded
**ALLIED HEALTH COMPUTER SUPPORT WEB PAGE**
http://alliedhealth.lsuhsc.edu/Admin/ComputerSupport.aspx
Password Policy

LSUHSC Password Policy

1. The password must contain characters from three of the four following categories:
   - English upper case letters (A-Z)
   - English lower case letters (a-z)
   - Base 10 digits (0-9)
   - Non-alphanumeric characters: @, #, $, _
2. The first character must be a lower case or an upper case character (a-z, A-Z).
3. The password must be no less than 10 characters.
4. The password must be different from the previous 14 passwords used.
5. The password must be changed at least every 70 days, and will remain valid for 70 days.
6. The password cannot be changed more than once in 24 hours.
7. The password cannot contain the UserID as a substring.
8. The password cannot contain any token from the user’s display name field as a substring. A token is defined as a string of consecutive letters delimited by any non-letter character. Only entire tokens that are at least three characters long are checked; parts of longer tokens are not checked.

Useful Links
Password Creation Tips
http://www.lsuhscl.edu/administration/ocp/password_help_page.aspx

LSUHSC Change Password Application
https://www.lsuhscl.edu/changepassword/

LSUHSC Security Questions
https://intranet.lsuhscl.edu/passwordprotect/
Network Access
(On Campus)

Wireless access throughout all buildings on campus
  Wireless Network Name: LSUHSC-Secure
  (Not LSUHSC-Visitor or Eduroam)

Student Computer Labs (Desktop computers with Ethernet connections) & Print Stations
  – Located in nearly all department areas of SAHP
    • Room 7B10 for Physical Therapy
    • Room 8A14 for Occupational Therapy
    • Room 9F1 for Communication Disorders
    • Room 10F9 for Clinical Lab Science
    • Room 229 in HDC for Physician Assistant
    • Room 303 in HDC for Clinical Rehab & Counseling

Library (desktop computers)
  • Located on 3rd floor of Resource Center Building
Network Access (Continued)
(Off Campus)

Citrix Storefront
LSUHSC Remote Access (Web Connect)
LSUHSC Remote Access (Network Connect)
Key Processes/Applications

Personal Homeshare (O: drive)
Pay For Print (On Campus)
One Drive for Business (part of Office 365)
Required Software

Recent Version of Microsoft Office*
*Microsoft Office 365 – Free Download
  - For PC or Mac
  - Login at: https://portal.microsoftonline.com

Antivirus/antimalware software – PC and Mac
Respondus Lockdown Browser
Resources

Microsoft Office 365 – Free Download for PC and Mac
Login at:  https://portal.microsoftonline.com

Respondus Lockdown Browser Download
Link on Allied Health Computer Support home page

To change password/unlock account:
www.lsuhsc.edu/changepassword

HELP DESK (After hours for account assistance only)
504-568-HELP (4357)
Network Rules of Use

- Be aware of e-mail viruses/hoaxes
- Never email your account password
- Surf responsibly
- No internet radio (Spotify, Songza, Pandora, etc.)
- No Netflix, Hulu, Amazon, etc.
- No mass emailings
Testing Center

- HDC Building room 332
- 92 seats with terminals (virtual environment)
- Noise cancelling earmuffs at each seat
- IT support presence at each exam
- Moodle, web-based, and essay exams
Academic Affairs

Medical Leave
Student Organizations
Awards
Graduation
The Library Commons
Resource Center / 3rd Floor

Open 24hrs / 7days
for LSUHSC faculty, students and staff
The Library Commons
Resource Center / 3rd Floor

- flat screen TV available for use with a laptop
- check out cables & instructions @ Circ desk

Open 24hrs / 7days
for LSUHSC faculty, students and staff
John P. Isché / Main Library
Resource Center / 3rd - 5th Floors

J. Dale Prince, MA, MLS
Director of Libraries
Ische Library Hours
Reduced Hours

Monday – Friday
8:00 am – 6:00 pm
Library’s homepage
https://www.lsuhsc.edu/library/

- Bookmark it!
- Everything you need, you can access through this page
Library’s homepage

- **Off – Campus Access**

  Off campus access is available through OpenAthens and EZProxy. Use a restricted faculty, residents, students, and staff of LSU Health New Orleans.

  **OpenAthens**
  
  Log in with your full LSUHSC-NO e-mail and network password.
  
  When prompted to choose an organization, type LSU in the box and select 'LSU Health Sciences Center Library'.
  
  Some sites support logging in directly using your LSUHSC-NO/OpenAthens credentials. Those sites are available [here](#).

  **EZproxy**
  
  Log in with your Library barcode and PIN. You can also log into EZproxy using OpenAthens.
  
  All Library resources are available through EZproxy, with a customized link.
  
  [Click here to create your PIN](#)

  **Want to log in first? Click here**
  
  (After logging in, you will come back to this page.)
Check Out LibGuide(s) arranged by academic program
Use the Virtual Chat / Ask a Librarian
ANY QUESTIONS?

Carolyn K. Bridgewater
Associate Librarian
Allied Health School Liaison
cbridg@lsuhsc.edu
504.568.6104