

School of Technology Graduate Handbook

MISSION. The graduate program in Technology prepares students to become successful leaders in today's technological and global environment. The program is designed to provide students with opportunities for developing advanced professional, technical, and personal competencies in the discipline. It enables students to identify, develop, and implement quality strategies and practices in contemporary organizations.

Additionally, students enhance research and communication skills necessary for technological leadership. They also gain an appreciation of ethical and social implications of technology related to a global and technological society.

Why choose EIU for your Graduate Studies? Because we believe in everything our program offers.

Technological
& Global
Leadership

Successful &
Rewarding
Careers

Enhanced
Marketability

Student
Focused



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Welcome to the Graduate Programs in Technology!

We are pleased to have you in the Graduate Programs in Technology at EIU. We would like to take this opportunity to let you know that we will do our best to help you succeed in your graduate studies. Thus, if you have any questions, please feel free to contact us. Here are some useful tips for you:

1. You may come to see me by appointment ONLY. Since we have a large number of students in the programs, you may have to wait if I am with other students. All appointments are scheduled through THE PROGRAM COORDINATOR. Provide your name, E#, the topic you are wanting to talk about and provide three (3) times that you can visit.
2. You must keep your Contact Information updated on your EIU student account. If you move, change your phone number or any other item you must update your information.
3. All contact between the student and EIU will be through your EIU email account.
4. All Graduate students will be enrolled in the TECHGRAD Listserv email list. This will provide important updated information regarding the School of Technology, Graduate Programs. Be sure to review these emails.

As always, we wish you the best for your studies here at EIU.

Sincerely,

Dr. David Wayne Melton
Graduate Program Coordinator
School of Technology
Eastern Illinois University
600 Lincoln Avenue
Charleston, IL 61920
dwmelton@eiu.edu
Office: 1335 Klehm Hall



Admission to School of Technology Graduate Program

The Simple Steps to Becoming EIU

To be eligible for degree candidacy, applicants must meet all of the requirements for admission to the Graduate School. Please note: Admission to the program is competitive. Meeting the Graduate School requirements does not ensure admission into the Masters in Technology program. The following admission process pertains to the applicants to the graduate programs in Technology, including Master of Science in Technology degree, and graduate certificate programs.

Graduate admissions is a two-part process at EIU. It involves application to the Graduate School as well as application to the graduate program if you are seeking a degree in a particular discipline.

Part 1. Apply to the Graduate School

The Admissions Process

Apply to The Graduate School by going to MyEIU at www.eiu.edu/myeiu. Application requires a \$30 non-refundable fee. McNair Scholars receive a full waiver for the application fee.

The following materials are required by the graduate school and the international programs office:

- Academic transcripts from all institutions (with English translations)
- Proof of bachelor's degree from an accredited institution

The international programs office requires test score of TOEFL in addition to the above documents. Please refer to the [web site of the international programs](#) office for more details. Make sure your email and mailing addresses on the application form are legible and valid.

Note, international students' applications are submitted through the Office of International Students and Scholars (OISS) which requires a TOEFL test score. For more information, refer to the OISS website at <http://www.eiu.edu/internatl> for more details.

Official Admission the EIU Graduate School

The official admission decision to the EIU Graduate School is communicated to the applicant by the EIU Graduate School or the Office of International Students and Scholars. For questions on admission status, contact the EIU Graduate School or the Office of International Students and Scholars.

Students are admitted to the Graduate School based on the minimum requirements by the university. Please note that admission to the EIU Graduate School does not guarantee admission to the EIU School of Technology Graduate Program.

After your application and all required documents have been received, you will be notified by email whether or not you have been accepted into the EIU Graduate School.



If you are accepted, your application package will be sent to the School of Technology Graduate Program. To complete your application package, you need to apply to the School of Technology Graduate Program as described in *Application to the School of Technology Program*.

Part 2. Application to the School of Technology Graduate Program

Continuing within your MyEIU account you will be asked to apply to the School of Technology Graduate Program for either a Master of Science in Technology or a certificate in Technology, submit the following to the School of

Technology Graduate Program:

1. A resume
2. A statement of purpose essay
3. Two recommendation forms

Official Admission the EIU School of Technology

After all documents required by EIU School of Technology have been received, including the applicant's application, transcript, resume, statement of purpose essay and recommendation forms, the application package is ready to be reviewed.

The application package is submitted for review by the School of Technology Graduate Studies Admission Committee. This committee reviews the application package and determines whether or not the applicant meets the School of Technology Graduate Studies standards.

The applicant is contacted concerning his or her acceptance status.

Important Contacts

EIU Graduate School

Tracey Hutchison
(217) 581- 2220
Email: tshutchison@eiu.edu

Admission for international students (including F-1 visa materials):

Office of International Students and Scholars

Ms. Krishna Thomas
(217) 581-2322
Email: kpthomas@eiu.edu

School of Technology Graduate Studies

Dr. David Wayne Melton
(217) 581-5762
Email: dwmelton@eiu.edu

School of Technology Graduate Programs

The graduate program in Technology prepares students to become successful leaders in today's technological and global environment. The program is designed to provide students with opportunities for developing advanced professional, technical, and personal competencies in the discipline. It enables students to identify, develop, and implement quality strategies and practices in contemporary organizations. Additionally, students enhance research and communication skills necessary for technological leadership. They also gain an appreciation of ethical and social implications of technology related to a global and technological society.

The degree program, Master of Science in Technology, provides students with the following areas of study:

Career and Technical Education - This area of study in Technology prepares students for becoming successful leaders in today's technological and global environment. Study in Career and Technical Education is designed for those individuals who like to commit excellence in learning and education in the areas of Business Education, Family and Consumer Science Education, or Technology Education.

Computer Technology - This area of study in Technology prepares students to become more effective leaders in today's technological and global environment. Study in Computer Technology provides students with knowledge and skills in current computer technology.

Technology Management - This area of study in Technology prepares students to become successful leaders in today's technological and global environment. Study in Technology Management is suitable for students who desire to be part of effective management teams in industrial related organizations. The program offers the ideal blend of technical knowledge and management principles needed for effective leadership.

Training and Development - This area of study in Technology prepares students to become more effective leaders in today's technological and global environment. Effective leaders help people perform at a level that can improve an entire organization. Study in Training and Development is suitable for students who aspire to be a part of performance improvement teams in industry and business.

Resource Management Technology - This area of study in technology is designed to prepare students to be part of an effective professional team managing natural and corporate resources using such tools as geographic information system (GIS), and enterprise resource planning (ERP). The program offers the ideal blend of technical knowledge and management principles needed for effective leadership.

Most graduate courses are offered on evenings or weekends. Many courses are offered through on/off campus sites close to where students live. Most full-time students complete the 32-hour degree program in three semesters. Typical working students finish their degree requirements in about 2 years.

School of Technology Graduate Certificate Programs

To help Illinois business and industry sustain economic growth, the School of Technology offers the following graduate certificate programs to meet focused needs of students and working professionals in industry, business, education and government agencies.

Computer Technology (18 hours) - The certificate program is designed to provide graduate students and professionals working in various organizations with course work focused on current state-of-the-art computer technology. Key areas include data communications and networking technology, database technology, multimedia and web technology, management of computer technology and applications of computer technology.

Quality Systems (18 hours) - The certificate program is designed to provide graduate students and professionals working in industry and business with focused course work leading to improvement in the quality of products and services to help companies become more competitive in the global market.

Cybersecurity (18 hours) - The certificate program is designed to provide graduate students and professionals working in industry and business with focused course work on cybersecurity including facility security, network and database security, as well as management policies on security of technological systems.

Training and Development (18 hours) - The certificate program is designed to prepare professionals who can function as effective trainers in private or public agencies and organizations. Graduates of the certificate will be able to analyze, design, lead, and evaluate learning and performance improvement efforts that contribute to organizational achievement. This certificate aims to employ hands on experiences that allow students to identify and solve organizational problems related to the effective use of human resources.

Work Performance Improvement (18 hours) - The certificate program is designed to meet the needs of graduate students as well as training and development practitioners to have their educational preparation in the field of human performance improvement officially endorsed. The certificate will demonstrate that recipients possess the knowledge and skills needed for performance consulting and training.

All graduate courses are taught by highly qualified and student focused faculty. Courses are delivered on evenings or weekends throughout the year. Many of these courses are offered through on-campus, off-campus, or hybrid. All close to where students live or via online.

For more information, please contact: Graduate Program Coordinator, School of Technology, Eastern Illinois University, Charleston, IL 61920, email: dwmelton@eiu.edu .

Computer Technology Certificate

The purpose of this certificate program is to provide graduate students and professionals working in industry and related organizations with course work focused on current computer technology. Key areas include data communications and networking technology, database technology, multimedia and web technology, management of computer technology, and applications of computer technology.

Required Courses - 12 semester hours

- TEC 5313 Networking and Advanced Data Communications
- TEC 5323 Advanced Database Technology
- TEC 5333 Management of Computer Technology
- TEC 5343 Multimedia and Web Technology

Elective Courses - 6 semester hours from the following list:

- DGT 4814 Digital Medi Media Technologies
- DGT 4823 Web Content Management Systems
- DGT 4833 Web Search Engine Optimization
- DGT 4923 Emerging Web Technologies
- TEC 5353 Cybersecurity
- TEC 5363 Database Security and Reliability
- TEC 5373 Java Application in Technology
- TEC 5383 Advanced Web Technologies
- TEC 5413 Biometric Security
- TEC 5823 Big Data – Map Reduce
- TEC 5853 System Analysis and Design
- TEC 5863 Advanced Cloud Computing
- TEC 5523 Systems Simulation
- TEC 5980 Industrial Internship in the Technologies
- TEC 5990 Independent Study

Other Special topics ODL4850/TEC4970/TEC5970 courses as approved by the Graduate Coordinator.

For more information, contact your Graduate Coordinator or visit our web page at <http://www.eiu.edu/techgrad>.



Cybersecurity Certificate

The purpose of this certificate program is to provide graduate students and professionals working in industry and business with focused course work on cybersecurity including facility security, network and database security, as well as management policies on security of technological systems. The program will help prepare the workforce in Illinois to be knowledgeable and competitive in the security profession and the security market.

Required Courses - 12 semester hours

- TEC 5333 Management of Computer Technology
- TEC 5353 Cybersecurity
- TEC 5363 Database Security and Reliability
- TEC 5413 Biometric Security

Elective Courses - 6 semester hours from the following list:

- TEC 5313 Networking and Advanced Data Communications
- TEC 5323 Advanced Database Technology
- TEC 5523 System Simulation
- TEC 5980 Industrial Internship in the Technologies
- TEC 5990 Independent Study
- MIS 4850 System Security
- MIS 4860 Ethical Hacking and Network Defense
- CYB 5550 Cybersecurity Profession Seminar

Other Special topics ODL4850/TEC4970/TEC5970 courses as approved by the Graduate Coordinator.

For more information, contact your Graduate Coordinator or visit our web page at <http://www.eiu.edu/techgrad>.



Quality Systems Certificate

The purpose of this certificate program is to provide graduate students and professionals working in industry and business with focused course work leading to improvement in the quality of products and services to help companies become more competitive in the global market.

Required Courses - 12 semester hours

- EGT 4843 Statistical Quality Assurance
- TEC 5103 Science and Technology of Leadership
- TEC 5133 Total Quality Systems
- TEC 5243 Design for Quality

Elective Courses - 6 semester hours from the following list:

- EGT 4753 Lean Manufacturing
- EGT 4773 Safety for Engineering and Technology Professionals
- EGT 4943 Manufacturing Management
- ODL 4820 Change Strategies in Organization
- ODL 4840 Training Program Development
- ODL 4845 Improvement in Organizations
- TEC 5123 Industrial Productivity Analysis
- TEC 5213 Work Performance Improvement
- TEC 5233 Training System Management
- TEC 5523 System Simulation

Other Special topics ODL4850/TEC4970/TEC5970 courses as approved by the Graduate Coordinator.

For more information, contact your Graduate Coordinator or visit our web page at <http://www.eiu.edu/techgrad>.



Work Performance Improvement Certificate

The purpose of this certificate program is to provide graduate students and professionals as well as training and development practitioners to have their educational preparation in the field of human performance improvement officially endorsed. The certificate will demonstrate that recipients possess the knowledge and skills needed for performance consulting and training. It will also make them more marketable to potential future employers.

Required Courses - 12 semester hours

- TEC 5103 Science and Technology of Leadership
- TEC 5213 Work Performance Technology
- TEC 5253 Consulting for Performance Improvement
- TEC 5293 Strategic Employee Development

Elective Courses - 6 semester hours from the following list:

- ODL 4815 Conflict in Organizations
- ODL 4820 Change in Organizations
- ODL 4825 Ethical Decision Making
- ODL 4845 Improvement in Organizations
- ODL 4860 Facilitating Learning and Project Groups
- ODL 4870 Coaching and Mentoring for Critical Thinking in the Workplace
- ODL 4880 Productive Work Teams

Other Special topics ODL4850/TEC4970/TEC5970 courses as approved by the Graduate Coordinator.

For more information, contact your Graduate Coordinator or visit our web page at <http://www.eiu.edu/techgrad>.

Training and Development Certificate

The purpose of this certificate program is to provide and prepare professionals who can function as effective trainers in private or public agencies and organizations. Graduates of the certificate will be able to analyze, design, lead, and evaluate learning and performance improvement efforts that contribute to organizational achievement. The certificate aims to employ hands on experiences that allow students to identify and solve organizational problems related to the effective use of human resources.

Required Courses - 12 semester hours

- TEC 5203 Analysis of Training & Development Issues
- TEC 5283 Instructional Systems Design
- TEC 5293 Strategic Employee Development
- TEC 5443 Assessment and Evaluation in Workforce Preparation

Elective Courses - 6 semester hours from the following list:

- OPD 4840 Training Program Development
- TEC 5213 Work Performance Technology
- TEC 5233 Training Systems Management
- ODL 4800 Strategies and Processes of Teaching and Training
- ODL 4820 Change Strategies in Organizations
- ODL 4845 Improvement in Organizations
- ODL 4855 Web-Based Training and Instruction
- ODL 4860 Facilitating Learning and Project Groups
- ODL 4890 Accelerated Training and Learning
- ATD 5230 Talent Development Administration
- ATD 5255 Facilitating Talent Development

Other Special topics ODL4850/TEC4970/TEC5970 courses as approved by the Graduate Coordinator.

For more information, contact your Graduate Coordinator or visit our web page at <http://www.eiu.edu/techgrad>.

Course Selection & Program Options

- Students will select courses on the list specified only for each area of study. For example, a student in “Computer Technology” area will only choose courses on the list for “Computer Technology.”
- Students may change their area of study with the approval from the graduate coordinator or chair of the School of Technology.
- Upon approval, students can still design customized study plan by combining or crossing areas. For example, a student can still combine course work from “Career and Technical Education” and “Computer Technology,” with approval from the graduate coordinator or chair of the School of Technology.
- Please note that courses for the graduate programs in Technology are offered on-campus (face-to-face or F2F or -00X) and as well as off campus (ONLINE or -60X). Courses delivered in combination of F2F and ONLINE are treated as HYBRID (F2F or -50X) campus courses. In other words, look for: F2F (-00X), ONLINE (-60X), and/or HYBRID (-50x) when planning your class schedules.

Course Selection

Thesis or Non-Thesis Option

Tips for Class Success

There are two possible ways to complete your Master of Science degree. A thesis option requires that you complete 31 credit hours for graduation including a thesis. A typical thesis involves literature research, a thesis proposal, conducting a research plan and writing a final defense of the thesis under the guidance of a graduate faculty member. Normally, a student can earn up to six credit hours for completing a thesis.

The non-thesis option requires a minimum of 32 credit hours for graduation. A graduating student with a non-thesis option is required to complete a Capstone project. The student must complete a written report and an oral presentation supporting the independent study.

- Attend every class. Class attendance is required. It is nearly impossible to learn and be a successful student if you do not attend class.
- Play an active role in all classes since that is your opportunity to improve your leadership ability including communication skills.
- Be positive and pleasant. We are here together to learn, not to complain.
- Cheating and plagiarism will result in dismissal from the program. Direct copy from internet sources or others is NOT acceptable.
- Seek help if necessary from the instructor or other resources such as EIU Writing Center.

Capstone Experience and Program Completion

Candidates for the Master of Science in Technology degree are required to successfully complete a Capstone Experience. Students are expected to begin planning for their Capstone Experience in their first semester of study, to ensure that the process is completed by the time they graduate.

In addition to the Capstone Experience, students must complete the School of Technology Exit Survey during their last semester of study.

There are three (3) ways to satisfy the Capstone Experience Requirement:

- Complete a certificate program
- Complete a thesis
- Complete a research project with presentation

Certificate Program

The certificate program option requires completion of 32 credit hours including 18 hours of required and elective coursework for one of the five graduate certificate programs offered by the School of Technology, as well as one hour of independent study course credit.

Thesis

The thesis option requires completion of 31 credit hours including the 3 to 6 hours of thesis course credits. A typical thesis involves literature research, a thesis proposal, conducting a research plan and writing a final defense of the thesis under the guidance of a graduate faculty member. You must contact the Graduate Program Coordinator before starting a thesis and before the completion of your first semester.

Research Project and Presentation

The research project option requires completion of 32 credit hours including a one (1) hour of independent study course credit in which the research project and presentation is completed. This option requires a defense of the project under the guidance of a graduate faculty member. You must contact the Graduate Program Coordinator before entering your final semester in the program.

English Writing Requirement for International Students

~~If your admission to the graduate programs is contingent upon English writing, you are required to take the ENG 1001G Composition and Language course at EIU.~~

~~Please note:~~

- ~~1. This is the condition of your admission to the Graduate Programs in Technology. You will not be able to graduate with your MS degree without fulfilling the requirement.~~
- ~~2. The above requirement was based upon your writing ability, not your TOEFL score.~~
- ~~3. At this time, you do not have to register for the course yet. Please see below for explanation.~~
- ~~4. We have been working with the Writing Center to provide a substitute for the above requirements. As a part of the plan to help every student, you are required to do the following:~~
 - ~~• Attend at least two (2) writing workshops offered by the Writing Center during your first semester. The workshops we recommend have "English Language Learners (ELL)" in the titles. At the end of the semester, you are required to present us with the evidence that you have attended the workshops.~~
 - ~~• For all graduate courses you are taking in Technology, you should seek individual help from the Writing Center. The web address for the writing center is: <http://www.eiu.edu/writing/>.~~

Class Attendance Policy & Distance Education Policy

Class Attendance Policy

- Class attendance is required.
- Students are required to be on campus while the university is in session.
- **Early departure and/or late arrival is not acceptable and must be approved by the School of Technology Graduate Program Coordinator.**

Distance Education Policy for International Students

U.S. Immigration maintains a regulation on international students regarding the number of distance-education courses they are allowed to take. This immigration regulation requires international students to take at least six hours of non-distance education courses while maintaining full-time status.

Based on a typical academic load of nine semester hours, an international student can take only one three (3) credit hour internet (ONLINE) delivered course each semester.

Tips for Success

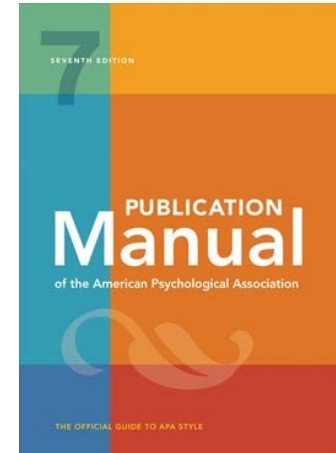
- Attend every class. It is nearly impossible to learn and be a successful student if you do not attend class.
- Play an active role in all classes since that is your opportunity to improve your leadership ability including communication skills.
- Be positive and pleasant. We are here together to learn, not to complain.
- Be adaptive and learn to work with others. Teamwork is a major building block of your leadership.
- Do your hard work and submit your work on time. Any delay is NOT acceptable.
- Cheating and plagiarism will result in dismissal from the program. Direct copy from internet sources or others is NOT acceptable.
- Seek help if necessary from the instructor or other resources such as the EIU Writing Center.

APA Style Format and Avoiding Plagiarism

The *Publication Manual of the American Psychological Association* is the style guide used by the Graduate School of Technology faculty and students. It provides invaluable guidance on all aspects of the writing process, from the ethics of authorship to the word choice that best reduces bias in language. The APA Publications Manual provides guidelines for formatting, references and citing sources.

The APA provides instructions and guidelines on copying, paraphrasing and summarizing information for research papers. Information from any source must be cited according to the APA style format. Citing a source tells readers not only that certain material in your work came from another source, but a citation tells a reader where you got a quote, fact, graphic, or idea. This allows the reader to retrieve the source of your information and verify that you have

- drawn on authoritative sources
- used them fairly
- copied from them accurately
- included all important details
- interpreted them correctly



A citation also gives your readers the information necessary to find that source again, including:

- information about the author
- the title of the work
- the name and location of the company that published your copy of the source
- the date your copy was published
- the page numbers of the material you are borrowing

Failure to properly cite information is considered plagiarism. For information about how to cite sources, refer to the current edition of the *Publication Manual of the American Psychological Association*.

Plagiarism

Plagiarism is the act of taking or copying another author's words and presenting them as your own without proper citation. This includes quoting, paraphrasing and summarizing another's words or ideas. Whenever you use another's words or ideas, they must be cited.

According to the Merriam-Webster Online Dictionary, to "plagiarize" means

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source
- In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward

School of Technology Policy on Plagiarism

If a student is found to have plagiarized any portion of an assignment, the university policy on academic integrity will be followed. The student will receive a zero on the assignment at the discretion of the faculty. For more information, refer to the EIU Office of Student Standards web site for the Standards of Student Conduct.

Cheating

Like plagiarism, cheating is not tolerated. According to the EIU Office of Student Standards web site for the Standards of Student Conduct, Eastern students observe the highest principles of academic integrity and support a campus environment conducive to scholarship. Violations of this standard include:

- Conduct in subversion of academic standards, such as cheating on examinations, plagiarism, collusion, misrepresentation or falsification of data.
- Theft or the unauthorized possession of examinations; alteration, theft, or destruction of the academic work of others, or academic records, library materials, laboratory materials, or other University equipment or property related to instructional matters or research.
- Submitting work previously presented in another course unless specifically permitted by the instructor.
- Conduct which disrupts the academic environment; disruption in classes, faculty offices, academic buildings, or computer facilities.
- Complicity with others in violations of this standard.

Graduate Assistantships

At EIU, there are two major sources of graduate assistantships available to our graduate students. The two sources have slightly different ways of selecting candidates for their positions. The following explains:

Graduate Assistant Selection in the School of Technology:

1. Graduate assistantships are awarded on a competitive basis. We will choose the best candidate for certain functions (lab assistant or research/teaching assistant).
2. We are looking for the best match between the needs of the School of Technology and your skills and preparations.
3. The School of Technology has primary needs to support our laboratories, as well as instructional and research activities.
4. The following laboratories/teaching responsibility assignments are coordinated by corresponding faculty:

<input type="checkbox"/> Production (Klehm Hall 1130):	Dr. Cloward
<input type="checkbox"/> Construction (Klehm Hall 1118):	Mr. Foley
<input type="checkbox"/> Digital Media (Klehm 1125):	Dr. Grant
<input type="checkbox"/> CAD/CIM (Klehm 3135):	Dr. Melton
<input type="checkbox"/> Automation/Robotics (Klehm Hall 3126):	Dr. Israr
<input type="checkbox"/> Materials Testing (Klehm Hall 3118):	Dr. Melton
<input type="checkbox"/> Soils and Asphalt (Klehm Hall 3111):	Mr. Foley
<input type="checkbox"/> Network/Telecom (Klehm Hall 4411):	Dr. Chinchilla
<input type="checkbox"/> Scanning Electronic Microscope (Klehm Hall 1309):	Dr. Melton
<input type="checkbox"/> Renewable Energy (CENCERE):	Dr. Cloward

Most of time, it is not only the GPA but also the match between the lab needs and your skills that determine the GA assignment.

5. Nomination is generally made in middle or late March for the upcoming academic year.

Graduate Assistantships from Other Sources on Campus

The following offices have had graduate assistants in Technology:

1. Information Technology Services (ITS)
2. Center for Academic Technology Support (CATS)
3. Orientation Office
4. Placement Office
5. Housing and Dining Services: Residential Assistant (RA)
6. Graduate School and International Students & Scholars Office

You will need to contact the specific office for application details. Generally, they will need a separate application from you for their positions.

Additional Information

Listserv

In order to facilitate communications among graduate students and faculty, an automated email listserv (tecgrads) for the graduate students in School of Technology has been established. We will broadcast all the information relevant to our graduate program, our graduate students and graduate faculty through this listserv. You may subscribe, unsubscribe and use the listserv (tecgrads) by following instructions at: <http://lists.eiu.edu/mailman/listinfo/tecgrads>.

When your EIU email address has been established, add this email address to the list server. This will ensure that you do not miss out on receiving important information.

PAWS

PAWS is your gateway to your academic needs. You need to contact the Registration Office or International Students & Scholars Office if you have difficulty with PAWS. For technical problems, contact the EIU Information Technology Services Help Desk at 581-HELP.

EIU Email and User ID

- Find your EIU User ID. Your User ID can be found by signing onto PAWS, under Student Passwords & Keys. Your User ID is used in EIU's course management system Desire 2 Learn (D2L) and for internet courses offered at EIU. Without the User ID, professors cannot add you into their D2L system, and you will not be able to begin your internet course(s).
- Find your EIU email address. You need to use EIU email on regular basis since many official communications are sent only to your EIU email.

Communication

When you communicate with faculty, including emails, introduce yourself by providing your name and other related information clearly. When sending an email to a faculty member, professor, or graduate program coordinator do the following:

- Identify yourself by providing your name, student E#, and what class you are in.
- Clearly explain the issue or problem.

Important Web Addresses

1. Graduate Programs in Technology: <http://www.eiu.edu/techgrad/>
2. Graduate School: <http://www.eiu.edu/graduate/>
3. International Students and Scholars Office: <http://www.eiu.edu/interntl/>
4. Graduate Catalog: <http://catalog.eiu.edu/index.php>
5. Health Service: <http://www.eiu.edu/health/>
6. Disability Services: <http://www.eiu.edu/disablty/>
7. Registrar's Office: <http://www.eiu.edu/registra/>
8. Commencement: <http://www.eiu.edu/commence/>