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**Auburn University**  
***AU Access***  
**Content Procedures & Guidelines**

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**Prepared by:** *AU Access Oversight Committee*

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# **AU Access**

## **Content Procedures & Guidelines**

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## Introduction

*AU Access is Auburn University's portal system*, a personalized information gateway that will provide a single sign-on entry point with secure access to University systems, resources, and web-supported courses. *AU Access* provides quick, easy, and customizable access to the most used campus web resources. The robust communication tools make it easy for campus constituencies and learning hubs to share information.

This document contains guidelines for using *AU Access* to target and maintain information to specific Auburn University audiences. It outlines content procedures and guidelines for the use of *AU Access* groups, tabs, channels and targeted announcements.

These procedures & guidelines are subject to change. The most current version of *AU Access* Content Procedures & Guidelines can be found online at [http://www.auburn.edu/oit/account\\_info/auaccess/](http://www.auburn.edu/oit/account_info/auaccess/)

For question concerning this document, contact [auaccess@auburn.edu](mailto:auaccess@auburn.edu)

## **AU Access Oversight Committee**

The *AU Access* Oversight Committee is a Provost appointed advisory committee composed of a cross section of University representatives. This Committee establishes and monitors the procedures, guidelines and goals for *AU Access*, to best insure that *AU Access* contains proper content that reflects positively on Auburn University. This includes but is not limited to determining content of the home pages(s), roles, default tabs, lock-down of specific tabs and channels, and approval of requests for additional channels and tabs.

The *AU Access* Oversight Committee is responsible for enforcement of the procedures and guidelines outlined in this document.

## **GENERAL CONTENT GUIDELINES**

### **Overview**

This document addresses the appropriate and effective use of content in channels, group space, and targeted announcements. Not all *AU Access* groups will have content in a channel, but most will utilize group space and targeted announcements.

Group Leaders (defined below) are responsible for ensuring that the content on their channels, in their group space, and in any announcement abides by the procedures and guidelines outlined in this document. Training will be provided for Group Leaders and additional group members who have authority to post content (Content Managers) in *AU Access*. Content in violation of University policies and/or applicable laws will be removed and appropriate action will be taken.

The *AU Access* system administrators reserve the right to make minor modifications to channel and/or message placement and presentation, in order to ensure quality.

### **General Content Procedures and Guidelines**

These guidelines should be observed when using any content method within *AU Access*:

- Content directed at internal AU audiences only should reside within *AU Access*. Content directed at external audiences or at both internal and external audiences should be stored on the main AU web site.
- All content must adhere to Auburn University policies and/or applicable laws. These include but are not limited to:
  - Appropriate Use of Information Technology policies  
[http://www.auburn.edu/oit/it\\_policies](http://www.auburn.edu/oit/it_policies)
  - Office of Communication & Marketing Style Guide  
[http://www.auburn.edu/communications\\_marketing/styleguide](http://www.auburn.edu/communications_marketing/styleguide)
  - U.S. Copyright laws  
[http://www.auburn.edu/oit/it\\_policies/copyright\\_regulations.php](http://www.auburn.edu/oit/it_policies/copyright_regulations.php)
  - U.S. Code Section 508 - as it relates to accessibility of web-based *AU Access* content to ensure all users, including those with disabilities, have equal access  
[http://www.auburn.edu/oit/teaching\\_learning/webpages/ht\\_creating\\_accessible\\_content.php](http://www.auburn.edu/oit/teaching_learning/webpages/ht_creating_accessible_content.php)
- Submitted material must be professionally presented and thoroughly proofread for grammar, spelling, and content accuracy. Always review posted materials before logging out of *AU Access* to verify the submission displays correctly to viewers.
- Included URLs should be specific. Example: If a link to an online article is provided, the URL should link to the article itself, not to the main web page.
- Whenever possible, avoid sending paper copy after distributing information in *AU Access*.
- Information should not be displayed in *AU Access* that promotes non-related programs or data (i.e. no personal messages for individual members).
- Training specific to role is required before access will be granted to anyone posting content in *AU Access*.

See additional content guidelines specific to channels, tabs, and announcements in their respective sections below.

## **AU ACCESS GROUPS**

### **Groups Overview**

*AU Access* Groups provide students, faculty, staff, and students at the Auburn University the ability to create and manage group space for clubs, workgroups, courses, committees and other affiliations and interests. Groups can be Public (open to any subscriber) or Restricted (open to subscribers only).

Groups may be requested and established in *AU Access* only if they:

- are composed of students ("Student Groups") or faculty and staff ("University Groups")
- are to be used for activities related to University functions
- do not promote or support activities that violate University policies

## Groups Policy:

Group requests are reviewed once per week. Public groups that are of general interest to students and faculty will be approved for one semester. All *AU Access* groups must not promote activities that are illegal or that violate the rights of others. Restricted groups may be created only if they are associated with a chartered student organization or University unit. These groups do not expire. Requestors for restricted groups are assuming the responsibility for ensuring content on the Group's channel, in their group space, and in any announcement distributed by the group abide by the procedures and guidelines outlined in *AU Access Content Procedures & Guidelines* document.

Each Group is responsible for conducting its affairs in a responsible manner consistent with the policies and procedures outlined in this document.

## Group Features

*AU Access* groups have homepages or group space (12 MB) as well as access to features designed to promote effective communication among campus communities. These include: Group channel, chat, threaded discussions, photo archives, news, targeted announcements, etc. Members of a group may have the ability to:

- Receive announcements targeted specifically to the Group
- Read articles posted by the group or course members, and submit articles for posting
- Access links to other Internet resources the group or course considers appropriate and submit potential links
- View photos posted by the group and course members and submit photos for posting
- View information about other group or course members, and email other group or course members.
- Access a group chat room, message board, and online calendar
- Post a personal homepage link for group or course members to access

Public and restricted groups also offer guest view pages which provide general information about the group and an option for non-members to join.

## Types of Groups

*AU Access* Groups may be public, restricted, and/or hidden.

Public groups are open for anyone to join. They are visible in the Group Index and have a guest home page.

Membership in restricted groups is subject to certain conditions or requirements. - you must first be accepted as a member of that organization before requesting membership in the group. Groups for specific academic courses are also restricted and require you to be registered for the course before you can join the group. These groups are listed in the Group Index and have a guest page.

Hidden groups are typically used to publish and discuss more sensitive information that should not be available thorough a public or restricted group. Hidden groups are not displayed in the Group index and do not have a guest view page. Users cannot join hidden groups online. *AU Access* system Administrators are responsible for adding members to hidden groups.

## How to Request a Group

To submit a request for a group:

1. Log in to *AU Access*
2. Click on the 'Groups' icon (top right)
3. Click on 'Create Group' to access the Create New Group online form. Complete the form and submit.
4. The request will be forwarded to OIT Account Administration. Once processed, you will be notified of the status of your request. Group requests are processed once per week.

## Group Leaders

All groups have a Group Leader. Typically, a Group Leader is the individual who initially requested the group creation and is responsible for ensuring content on the Group's channel, in their group space and in any announcement distributed by the group abide by the procedures and guidelines outlined in this document.

For chartered student organizations, the Group Leader should be the faculty advisor or the president of the organization.

The Group Leader is responsible for the tasks listed below but may also define Content Managers (other members of the group given the authority to develop content) to assist:

- Create and manage the group homepage, including the links, news articles, files, and photos posted to the homepage
- Create and manage the group guest view page, including the group description and information, and any links or photos that would be appropriate to be viewed by non-group members
- Set up the group message board with topics and an overall description, and deleting topics, messages, and replies as necessary
- Create and manage the group calendar
- Define the unique criteria for a restricted group
- Activate and deactivate group members as necessary, including approving or disapproving membership requests for restricted groups
- Assign privileges to group members so responsibility for any of the above tasks can be delegated

The Group Leader is also responsible for ensuring that all Content Managers receive required training.

Group Studio provides a set of tools that appear in a menu on the left-hand column of any page for which you are the group leader. The menu includes options that let you manage the content on the homepage and guest view page, and options that let you manage the configuration of the group. If responsibility for any group homepage management has been delegated to other group members, they will also see the tools menu, but it will only contain options for any permission they have been assigned.

## **Group Membership Policy**

All group members must have an active User Name and may be a student, faculty, or staff member of Auburn University.

Membership Policy:

Group members should accord themselves in a professional and respectful manner and abide by all Auburn University policies when publishing content on the group web site. Members agree not to publish content that is illegal or offensive to other group members and agree to share their user names and e-mail addresses with other members of this group. Members may not use group web sites for the publication or distribution of copyrighted materials or licensed software.

## **Content Managers**

A Content Manager is a member of a group who has been granted the authority by the Group Leader to post content in *AU Access*.

- Training is required for Content Managers. The specific training required will be dependent upon the Content Manager's role and responsibilities.
- Content Managers must be familiar with and adhere to the guidelines outlined in this document.
- Content Managers should not modify content or messages sent by others, unless given permission by the original sender.
- Group Leaders define Content Managers for their Group. The Group Leader may be a Content Manager as well.

## **Group Inactivity**

A Group may be deleted from *AU Access* due to inactivity. The Group Leader will be notified prior to deletion of the Group.

## **TABS**

### **Tabs Overview**

Tabs are used to logically organize related channels and information within the *AU Access* portal.

The *AU Access* Oversight Committee will make final decisions regarding the tabs that will be included in *AU Access*, channels included in the tabs, which content is locked-down and people or groups who are tab owners.

Default tabs are:

Student home page: Home, Library, Campus Life, Tiger i (curricular), and Campus Life (extra-curricular) – locked-down. MyTab – not locked-down.

Employee: Home, Library, Employees, Finance (if applicable), Tiger i and Campus Life – locked-down. MyTab– not locked-down.

## How to Request a Tab

To submit a request for a Tab:

1. Log on to *AU Access*
2. Go to the Feedback – Request a Channel/Tab channel
3. Click on “Request a Tab”
4. Complete the form and click on Submit Tab Request (New tabs must include the proposed tab name, target audience, proposed default channels, and why existing tabs are inappropriate for the proposed tab content.)
5. The *AU Access* Oversight committee will evaluate all new tab requests and will notify the requestor accordingly.

## Criteria for Approval of Tab Requests

The *AU Access* Oversight Committee will use the following criteria in considering new tab requests:

1. Channel content should be examined for potential inclusion in one of the default tabs before creating a new tab in *AU Access*.
2. Tabs should be role-based, oriented around the key roles of student, faculty, and staff.
3. Additional roles (e.g., prospective students or alumni) may be accorded tabs as long as the other tab content criteria are met. Exceptions may be made if content in a proposed channel or group of related channels exceed the guidelines for an effective channel.
4. The default number of tabs for any particular role (e.g., student, employee) should be between five and seven.
5. The default number of channels on any particular tab should be at least six. Exceptions may be made by the *AU Access* Oversight Committee in the interest of site design and visual appeal.
6. Subgroups of the main *AU Access* roles (student, faculty, and staff) should not be defined with separate tabs, especially with several equivalent subgroups. Instead, create targeted (role-based) channels for these subgroups. College-specific content falls into this category.
7. The *AU Access* Oversight Committee has the discretion to make exceptions if there are compelling reasons to create a separate tab in support of the University’s mission or other key indicators.

## CHANNELS

### Channels Overview

A channel is a pathway through which user-specific information is transmitted within the portal. Channels are designed to present stable, high-demand content, and interactive applications to a significant user base. In *AU Access*, channels usually share space on a page with other

channels and are grouped together on Tabs. Channels are accessible based on a user's role.

## How to Request a Channel

To submit a request for a Channel:

1. Log on to *AU Access*
2. Go to the Request a Channel/Tab channel
3. Click on "Request a Channel"
4. Complete the form and click on Submit Channel Request
5. The *AU Access Oversight Committee* will evaluate all new channel requests and will notify the requestor accordingly.

## Criteria for Approval of Channel Requests

The *AU Access Oversight Committee* will use the following criteria in considering channel requests:

- Content should appeal to an audience larger than 100. A Group can be created to deliver targeted content for smaller audiences.
- Content must not duplicate already available channels.
- Content should sensibly require creation of a new channel, rather than inclusion in an existing channel.
- Ability to maintain the channel over time (minimum of one year) should be apparent, or a plan for handing off the maintenance should be included with the request.
- Ability and willingness to purchase Contribute software to maintain and upload channel content must be assured by the requester.
- Web development capabilities must be assured by the requester (support for channel development is limited). Training is required (see below).
- Must adhere to channel development and content guidelines (see below).

## Channel Guidelines

### General Guidelines

- *AU Access* system administrators publish the approved channel through Contribute.
- Channel content is most effective if it does not merely duplicate content stored elsewhere in the AU web site. It is possible to create links within *AU Access* to existing content eliminating the need to update duplicate information in several places.
- RSS feeds provided by the University (e.g., a UT News feed) should provide no more than ten to twelve items, with each item in an RSS a link to a complete article. RSS feeds should be considered for frequently updated items, such as news releases.
- All channel content will be reviewed for relevancy and maintenance. Outdated channels may be removed.
- Problems with channel content may be reported to [auaccess@auburn.edu](mailto:auaccess@auburn.edu).

In addition to the general content guidelines listed above, the following content development guidelines must be followed as well:

## Channel Content Guidelines

Max Width: 250 px

Max Height: 400 px

### Links

- Pop-up in new window
- Limit the number of links to 5 to 7 per channel

### Images

- File Types: gif, jpg, or png (no animated gifs)
- File Size Limit: 1024 KB [1MB]
- Max Width: 250 px
- Max Height: 400 px

### Fonts

- Font-family: Verdana, Arial, Helvetica, Sans-Serif
- Header Font Size: 12 pt
- Body Font Size: 10 pt
- Color: Black [#000000] preferred

### Official AU Colors

- Blue: #003366
- Orange: #FF6633

### HTML

- Only code found between <body> & </body>
- No overlapping elements
- No open tags; inclusive tags such as horizontal rules, images, and line breaks just end with /> instead of > [ex. <hr />, <img src="" />, <br />]
- All tags must be lowercase
- All CSS must be lowercase
- Must use quotations for attributes and values
- Use <strong> instead of <b>, and <em> instead of <i> [also for the closing tags]

### Resources

- W3C Guidelines for Accessibility – <http://www.w3.org>
- Auburn University Style Guide – <http://www.auburn.edu/styleguide>

## How to Update Channel Content

Adobe Contribute will be used to update and publish channel content to *AU Access*. A standard channel template will be provided. Each group will be responsible for purchasing a license for Contribute software for Content Managers. Instructions on how to acquire and use Contribute will be provided in the required Group Leader and/or Content Manager training.

## Training

Completion of training on how to update content in a channel is required before Channel access is granted. Hands-on instructor led sessions as well as online options will be provided.

Channel training will cover specific methods for channel creation/development, specifications for appropriate use and maintenance.

## Lock-Down Criteria

Channels and tabs in the *AU Access* portal can be:

- Locked Down - cannot be moved or removed by a user. Some tabs are locked down for particular roles (e.g., the My Courses tab for the student and faculty roles)
- Movable - can be rearranged by a user but not removed
- Removable – a user is subscribed by default but can remove the channel/tab, if desired
- Subscribable - not subscribed by default but can be added by a user, if desired

The *AU Access* Oversight Committee will determine which tabs and channels will be locked down in the interests of the University to support official policies and procedures, or for job-related channels (e.g., self-service channels related to a particular role at the University).

*AU Access* is customizable so users may rearrange or remove all channels or tabs not locked-down.

## TARGETED ANNOUNCEMENTS

### Announcements Overview

*AU Access* can be used to communicate with specific groups of users through announcements and channels. Announcements in *AU Access* may come from a number of sources:

- Personal announcements may be sent from any *AU Access* group to its members.
- Students automatically receive Personal Announcements from the system about holds, registration, the posting of grades, etc. This will be in addition to the current process of email of academic action.
- Announcements may be targeted to a specific audience like students in a particular major or all Banner Finance users, based on one of these attributes:

- Role
- Major
- Course
- Community Group
- Custom Imported List

When a combination of attributes is selected, the announcement will be sent to the 'union' of the set of selected attributes. Recipients will not receive duplicates.

*AU Access* announcements can appear in the Personal Announcements channel inside the portal and/or as an e-mail to the user's official AU e-mail account. A chart with guidelines to help you decide if you should send your announcement via the channel or e-mail is provided at the end of this section.

Announcements sent through a channel appear in the Personal Announcement channel on the *AU Access* home page. Announcements sent as an e-mail message are delivered directly to each recipient's AU e-mail inbox.

The Personal Announcements channel is locked-down and the channel cannot be deleted from the *AU Access* homepage(s). Recipients can delete individual announcements in the channel if they choose. Announcements sent through the channel will expire within 8 days or less unless an earlier expiration date is specified. Announcements should not remain past the date of the event, deadline, or activity being advertised so expiration date should be adjusted accordingly. E-mail announcements do not expire.

## **Who can send an Announcement?**

### Group Announcements

Any group leader can send an announcement to members of that group.

### Targeted Announcements

The ability to send targeted announcements is limited to 2 individuals per campus department, academic and administrative office. Access to and responsibility for the coordination, approval and dissemination of announcements resides at the Division, College or specific academic and business service area level, as designated by the Vice President or Dean of those units. Contact the Dean, Director, or Department Head to determine the procedure for submitting a targeted announcement in that area.

### Campus Wide-announcements

Announcements for ALL AU employees or ALL AU students will be distributed via AUDaily and/or Campus Connection by the Office of Communications & Marketing. The AU Daily and Campus Connection channels will be locked-down on the home page(s) of *AU Access*. The Office of Communications and Marketing will have final authority over messages in AUDaily and Campus Connection.

To submit information for possible inclusion in future issues of AUDaily or Campus Connection, log on to [https://fp.auburn.edu/ocm/news\\_routing/](https://fp.auburn.edu/ocm/news_routing/). Access to the submission form is restricted to AU employees and students.

The policy for announcement submission for employees is available online at <http://www.ocm.auburn.edu/audailypolicy.html>, and the submissions policy for students (Campus Connection) can be found at <http://www.ocm.auburn.edu/connection/policy.html>. Posting of events or news items in AUDaily does not necessarily signify or imply endorsement by Auburn University.

## **Training**

Completion of training is required before the ability to send targeted announcements is granted. Training will review policies and procedures for sending targeted announcements. Hands-on instructor led sessions as well as online options will be provided.

## Appropriate Use of Targeted Announcements

Users who create announcements are responsible for their content and must also consider the appropriate use of the media. The effectiveness of this form of communication is diluted if numerous, insignificant messages are distributed on a regular basis.

Personal announcements are limited in length, are available for a limited time and are not archived. Consequently these announcements should not be critical in nature. Notices of policy changes or critical deadlines should be sent via e-mail which is more permanent. Posting announcements to both e-mail and the Announcements channel is redundant and should be avoided.

General guidelines for determining the distribution method for an announcement are:

Personal Announcement vs. E-mail		<i>“Which should I use?”</i>	
If your message...	Send as Announcement	Send via E-mail	
Announces social or extra-curricular activities	X		
Provides general, time-limited information	X		
Should be retained – never expires (i.e. changes to University policies & procedures)		X	
Requires the recipient to take action, respond, or meet a deadline.		X	
Announcement is curricular in nature – official form of communication on campus is e-mail		X	

## Guidelines for Targeted Announcements

1. Send messages only to those groups with whom you are authorized to communicate. Violation of this policy could result in the loss of your ability to send announcements.
2. Title – limited to 50 characters. The title will also serve as the subject for Personal Messages that are sent as e-mail.
3. Body of message
  - It is recommended that your message be concise. In additional information is available provide a link to a website that provides the details.
  - **Text only** – without images, HTML, attachments, special characters, colored fonts, or highlighting.
  - Include the name of the originating office and contact information which includes a phone number and e-mail address.
  - The “by line” should be the last sentence of the message, stating who posted the message and the date. Example: *Posted Monday, February 5, 2007 by John A. Thomas.*
4. Replies - Targeted announcement via e-mail will originate from *AU Access* [do.not.reply@auaccess.auburn.edu](mailto:do.not.reply@auaccess.auburn.edu). Recipients cannot reply to a targeted announcement e-mail message. It is recommended that you include your name and e-

mail address in the announcement if you want to receive replies.

5. Expiration date - Personal Announcements will expire 8 days after posting in the Personal Announcements channel unless an earlier expiration date is specified. Announcements should not remain past the date of the event, deadline, or activity being advertised so expiration date should be adjusted accordingly. Messages sent by e-mail do not expire.
6. Scheduling - it is possible to schedule the delivery and expiration dates of Personal Announcements well in advance. To promote an upcoming event, consider placing the message 1-2 weeks in advance, then re-placing the message closer to the event. A Personal Announcement can be resent no more than once a week.
7. To correct a message, edit the sent message, resend it, and delete the first message.
8. Do not delete or manage messages that have the headline "Personal Message." These are system messages sent automatically to users when certain system events occur.
9. Announcements are displayed in the Personal Announcements channel in the order received, with the most recent message at the top of the message list. Previously posted announcements will automatically move down the list accordingly. No attempt should be made to manipulate the order in which messages are displayed.

## Reporting Problems

To report problems with *AU Access* content or to request assistance in using *AU Access* communication features, contact the OIT HelpDesk at (334) 844-4944 or [helpdesk@auburn.edu](mailto:helpdesk@auburn.edu) or [auaccess@auburn.edu](mailto:auaccess@auburn.edu) or use the Feedback channel in *AU Access*. Online help is also available at [http://www.auburn.edu/oit/account\\_info/auaccess/](http://www.auburn.edu/oit/account_info/auaccess/) and by clicking on the Help icon (upper right) from within *AU Access*.

## Glossary of Terms

1. **AU Access** - Auburn University's portal system, a personalized information gateway that provides a single sign-on entry point with secure access to University systems, resources, and web-supported courses.
2. **AU Access System Administrators** – Personnel in the Office of Information Technology who manage and maintain computer systems and software related to *AU Access*. *AU Access* system administrators may be contacted at [auaccess@auburn.edu](mailto:auaccess@auburn.edu)
3. **Banner** - Auburn University's administrative software. It is an integrated web-based system with a common database for Finance, Human Resources, Student Services, and Financial Aid. See [http://www.auburn.edu/oit/account\\_info/banner/common\\_topics.php#what\\_is\\_banner](http://www.auburn.edu/oit/account_info/banner/common_topics.php#what_is_banner)
4. **Channel** - A channel is a pathway through which user-specific information is transmitted with the portal.
5. **Chartered Student Organization** – A group of 15 or more full-time students officially recognized by the Student Government Association – see <http://www.auburn.edu/sga/Branches/Organizations/Organizations.htm>

6. **Content Manager** – Member of an *AU Access* group who has been granted the authority by the Group Leader to develop content.
7. **Contribute** – Software by Adobe, used to create and publish channel content.
8. **Default tabs** – Those tabs which will be included for all users with a particular role.
9. **Groups** - An assemblage of persons with an AU User Name and common affiliations and interests defined in *AU Access* for a particular purpose. Groups can be Public (open to any subscriber) or Restricted (open to subscribers only). Groups have access to features that include channel, chat, threaded discussions, photo archives, news, and targeted announcements.
10. **Group Leader** - The individual who initially requests the creation of an *AU Access* group. The Group Leader is responsible for ensuring content on the Group's channel, in their group space and in any announcement distributed by the group abides by the procedures and guidelines outlined in this document.
11. **Hidden Group** - Type of *AU Access* group that is not displayed in the group category index and do not have a guest view page. Hidden groups are typically used to publish and discuss sensitive information that should not be available even as a restricted group.
12. **Home page** – Based on a user's role, the first page that appears when logging in to the *AU Access* portal.
13. **Imported group** - Set of users that have been associated with a group through an XML import process. Once this import has been conducted, administrators can use the Imported Groups attribute type option to send an announcement to one or more groups.
14. **Locked down** (channels) – Location of the channel on a tab cannot be moved.
15. **Portal** – *AU Access* is Auburn University's portal. Our portal is a personalized information gateway that provides a single sign-on entry point with secure access to University systems, resources, and web-supported courses.
16. **Public Group** – Type of *AU Access* group that is open for anyone with an AU user name to join.
17. **Restricted Group** – Type of *AU Access* group in which membership is subject to certain restrictions. For example, to access a group home page for an academic or social fraternity, an individual must first be accepted as a member of that organization.
18. **Role** - Refers to the user's job or function at your school, such as Dean or student. *AU Access* users are assigned one or more roles based on information extracted from Banner. A user will have the role of 'student', 'faculty', 'employee', or any combination of the three if they hold multiple roles. Roles are used to personalize *AU Access* content presented to users.
19. **RSS Feed** - XML-described content (news or sports tickers, for example) formatted and presented in the same style as other content within the *AU Access*.
20. **Oversight Committee** - An advisory committee to the Provost and is composed of a cross section of University representatives. The *AU Access* Oversight Committee exists to set and monitor the procedures, guidelines and goals for *AU Access* and to insure *AU Access* contains proper content that reflects positively on Auburn University.
21. **Single Sign on** – Feature of *AU Access* which allows users, after being authenticated by their initial logon to *AU Access*, to access applications within the portal without having to again enter a user name and password to log on.
22. **Tabs** – Used to logically organize related channels and information within the portal.

23. **Targeted Announcements** - Messages sent through *AU Access* as either a message posted to the Announcements Channel or via e-mail, targeted to specific populations.
24. **Tiger i** – Online curricular student services including registration functions, class schedules, grade reporting, degree audit, eBill, and WebCT. Tiger i is presented on its own tab in *AU Access*.