Computer-Based Training Overview

Computer-Based Training (CBT) is an online, self-paced, interactive training system. 340 courses are available online, ranging from basic to advanced technology skills and management skills. These courses can be used for professional development, resume enhancement, and as an instructional supplement. Courses can be downloaded to work offline. Course completion times vary by the subject. You can bookmark your place in the course to finish at a later time. The CBT system allows users to track progress, set goals, and reminders.

Dr. Surya Yadav, Professor in the College of Business Administration, implemented Beginning C# and Intro to XML into his fall 2004 classes. Dr. Yadav said CBT “provides basic background information about IT topics. Courses are pretty well done and very helpful.” Dr. Yadav plans to use the CBT courses again in his spring 2005 classes.

Benefits of CBT:
• Access training anytime, anyplace
• Courses are interactive and engaging
• Learn at your own pace
• Take courses on the Internet or download them to your PC and work offline
• Bookmark your place so you can return later
• Set goals and reminders

A sampling of courses include:

Business Skills:
• Emotional Intelligence in the Workplace
• Frontline Call Center Skills
• Inbound Call Center Management
• Technical Support Agent Survival Skills
• Business Finance for Managers
• Delegation Skills
• Essential Skills for Tomorrow's Managers
• Moving from Technical Professional to Management
• The Successful Facilitator
• Ethics in Business

IT Skills:
• Adobe Acrobat 5
• Microsoft Office
• Microsoft Windows XP for End Users
• Microsoft SQL Server 7.0 Database Implementation
• Oracle9i
• Systems and Database Design
• Cisco
• Internet Security
• Internetworking Essentials
• Networking and Telecommunications Fundamentals
• Security Procedures
• Security Solutions

Vickie Gustafson receives Top Techsan Award

Vickie Gustafson was awarded the Top Techsan Award in October 2004 at the annual reception. Vickie has been an assertive and diligent advocate for students, faculty, and staff. She assisted the CIO in building a central point for technology assistance for the University community. With a limited budget, she worked to reach out to Information Technology customers to provide high-quality, timely assistance. Working long hours, she built the fine department that the University has come to trust for immediate technology assistance, IT Help Central. In 2003 she was promoted to Assistant Vice President and continues her role as customer advocate for the entire Information Technology Division. Vickie is constantly pushing the division to continuously improve quality service. She remains willing to “take to the field” to assist a distressed customer, even when it means that she will work late into the night to complete other tasks. Her motto remains, customer first. Congratulations to Vickie from the entire TTU IT Division!

TTU Community : IT Partners

Rawls College of Business IT Staff

Rawls College of Business IT Staff Left to right:
Back: Dave Dawson, Pat White, Mark Cooper, Zafar Miller, Michael Lassiter Front: Jonathan Gardner, Kym Yelvington, Maria Ghauri, Rebecca Williams, Kathy Suchy
High Performance Computing Center Hosts the Grid Users Group

The High Performance Computing Center (HPCC) has created a Grid Users Group for students, faculty, and staff interested in using grid computing for research and educational purposes. The “TechGrid” refers to an infrastructure that enables the integrated, collaborative use of high-end computers, networks, databases, and scientific instruments owned and managed by multiple departments within the Texas Tech University community. Grid applications often involve large amounts of data and computing and often require secure resource sharing across organizational boundaries, and are thus not easily handled by today’s Internet and Web infrastructures. TechGrid is a collection of approximately 485 Windows PC's and the HPCC Unix and Linux multiprocessors organized into a computational grid. It may be accessed using Avaki (all platforms) or Globus (Unix/Linux) software. HPCC also supports a Sorcer and SAS computational grid.

The Grid Users Group (GUG) provides an opportunity for interested students, faculty, and staff to collaborate on various research and computing projects. The GUG meets several times each semester and typically highlights a particular grid project, with the primary researcher or group presenting a project overview for the user group. The group engages in discussions about the specific project, as well as provides input to the IT Division for grid strategic planning. For additional information about the GUG, contact Dr. Philip W. Smith (Philip.Smith@ttu.edu), Jerry Perez (Jerry.Perez@ttu.edu), or call 742-4350.

Data Warehouse

Institutional Research and Information Management (IRIM), TTU IT Division, provides statistical and management information to all units of the University, state and federal regulators, and others, as required. IRIM designs, develops, and implements assessment strategies and techniques for the University. IRIM supports the research and educational mission of Texas Tech University; improving institutional effectiveness and assessment. IRIM invites you to review the reports available online at the web address listed below.

IRIM hosts an online data warehouse for Texas Tech University. The warehouse allows direct access to data from multiple university sources. After authenticating with an eRaider account, the University community can find data and summative information about enrollment and other student related statistics, financial accounts, course inventory, course and instructor evaluations, and graduating senior and alumni surveys. In addition to predefined reports, users can design their own reports using a point and click interface.

If you need further assistance, please visit http://www.irim.ttu.edu.

Symptoms of a virus or spyware-infected computer

Viruses and Spyware can infect your computer systems without your knowledge. The following symptoms can be a sign that your computer has been infected:

- Slower than normal operating system response time
- Slower than normal application response time
- Sudden changes in the look of application windows
  -an additional search bar in browser
  -your browser home page changes
  -a new icon appears in the lower right task tray

If you experience any of these symptoms please contact IT Help Central at 742-HELP(4357).

To help protect your computer system, you should install an antivirus software. The TTU IT Division offers Norton AntiVirus for download at no additional charge to TTU students, faculty, and staff. It is also important to maintain critical updates, visit; http://windowsupdate.microsoft.com.

Contributions by: Vickie Gustafson, Katherine Stalcup, Lori Hefley, Joshua Harrison, Dr. Philip W. Smith, Jerry Perez, Mary Elkins, Vicki West, Eddie Temple, and Carlene Van Stone.

Safe Computing Practices Committee: Vickie Gustafson, Katherine Stalcup, Scott Hall, J Stalcup, Brandie Anderson, Eric Burrell, Lori Hefley, Tony Castle, Darrell Bateman with assistance from IT Division Directors and other staff.

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TTU IT Division Web Site: http://www.infotech.ttu.edu
Texas Tech University Web Site: http://www.ttu.edu
Computer-Based Training (CBT): http://cbt.ttu.edu
Laws and Texas Tech Policies: http://www.depts.ttu.edu/itts/documentation/laws

Past copies of TTU IT Division Bulletins may be found online at http://www.infotech.ttu.edu/itbulletin
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