**Message from the CIO**

The fall semester has been a whirlwind of activities for the TTU IT Division. During the season that reminds us to reflect on gratitude, we focus this issue on key projects and collaborations with the TTU community. Our partnership with Academic Facilities has resulted in the successful launch of the new Classroom Scheduling Software to promote facility utilization and efficiency. We also worked with Southwest Collections’ University Archivists to host our Fall Shred Day 2008. Our continuing collaboration with the Division of Student Affairs Housing area on Residence Hall Support brought another semester of record service to residence hall students. The TTU IT Division also worked with the Office of the President to host the NCAA Self-Study Assessment Team. With the winter holiday season and primetime for Internet criminals approaching, this issue also includes information on protecting yourself from “phishing” and identity theft. The currently enrolled student survey is also a key activity for us this time of year; we are soliciting student feedback. Our relationships and collaborations with faculty, staff, and students are critical to the success of key information technology initiatives and strategies. With gratitude and appreciation, we wish you a Happy Thanksgiving!

_Sam Segran  
Associate Vice President for IT and Chief Information Officer_

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**Currently Enrolled Student Survey**

All students enrolled this fall should have received a key survey from Institutional Research and Information Management. The Currently Enrolled Student Survey provides an opportunity for students to give feedback regarding their academic department, Student Business Services, Financial Aid, University Parking Services and many other administrative units -- even Information Technology.

This survey has been conducted every fall for the last eight years. It was sent to all students in mid-November. Past results for this survey and others appear on the IRIM website (http://www.irim.ttu.edu) in the Data Warehouse. Once you sign-in to the Data Warehouse, look for “Surveys on the Web.” The Data Warehouse contains a wealth of other TTU facts and figures as well.

For more information, please contact IRIM staff at (806)742-2166.

**New Classroom Scheduling System Update**

The TTU IT Division, in collaboration with the Office of Academic Support & Facilities Resources, announces the implementation of Astra Schedule, a classroom scheduling system for Texas Tech University. The University is implementing the Astra Schedule system to improve the classroom utilization and optimize the scheduling of those resources. Astra Schedule will integrate with the University’s Banner system to provide seamless scheduling of University instructional spaces. Astra Schedule provides enterprise level scheduling for rooms, events, classes, equipment, and other resources. This system will assist the Academic Support & Facilities Resources staff to produce the optimum schedule of classroom facilities for a semester and integrate the schedule with the Banner student information system. The TTU IT Division has worked closely with the ConnecTech project leaders to bring this new and exciting advancement to TTU and to assist with such an important project for the University.

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**Fall Shred Day a Huge Success!**

The TTU Office of the CIO, in partnership with University Archives and the Office of Records Management, hosted Fall Shred Day on Friday, October 24, as part of IT Security Awareness Week. The volume of documents shredded increased by over 2000 pounds from the April 2008 event! The following table highlights Shred Day activity since we began the event:

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2007</td>
<td>2,600 lbs</td>
</tr>
<tr>
<td>April 2008</td>
<td>7,816 lbs</td>
</tr>
<tr>
<td>October 2008</td>
<td>10,180 lbs</td>
</tr>
</tbody>
</table>

The TTU Office of the CIO would like to thank University Archivists Lynn Whitfield and Katie Long, as well as the representatives from area vendors Shred-It and WesTex Documents. You can begin preparing your files and documents for the next Shred day now. The Office of the CIO will host another Shred Day as part of TTU Data Clean-Up Week in the Spring.
IT Collaborations ... From here, it’s possible.

In partnership with the Department of Housing & Residence Life, the TTU IT Division provides computing facilities in a number of residence halls around campus. Last spring, the two groups worked to help facilitate Texas Tech University’s growth by moving the Chitwood residence hall computing lab to the Coleman complex, helping to provide much needed space to serve our student community.

Last spring, Texas Tech University began a campus-wide study of its athletics programs as part of the NCAA Division I athletics certification program. On October 19th – 21st, TTU hosted the NCAA Peer-Review Team. The Office of the President and the TTU Office of the CIO worked to provide technology services for the review team.

Don’t Be Lured in by a Phishing Scam

“Phishing” is the use of email to trick the recipient into providing personal information, clicking on a link and infecting the system, or opening an attachment that installs software on the system. Phishing artists prey on human vulnerabilities, concerns, and fears. The Anti-Phishing Working Group (APWG) tracks and investigates phishing scams as they emerge. Some recent phishing scams:

- Offers to download files - “Amazing” video clips of President-elect Barack Obama;
- Account information confirmations from TTU entities, such as fake IT Help Desk emails asking for passwords;
- Internet banking alert – various bank names are used to indicate that your account has been violated and you must reply with your personal information to secure your account;
- Credit card survey reward program – asks you to click on a link, complete a survey, and have your credit card credited for $50;
- PayPal notifications regarding a charge or the addition of another individual – asks you to verify your information and confirm your approval;
- Amazon.com notification – indicates that you have been charged for an amount (typically over $2,000) and that you must confirm or deny the charge by clicking on a link;
- Online banking password confirmation – requests that you reply and change your password, asking you to enter your current account, existing password, and new password; and
- Network security violation – asks that you enter your personal information to verify your authorization to an account, location, or institution.

These email messages often look official and professional, as if they represent a legitimate source. The bottom line is that no reputable financial institution, corporation, or organization will request sensitive information from you via email. Your best defense is the delete button!

Contributions by: Katherine Austin, Ph.D., Shannon Fleming, Mark Holwerda, Carlene Kelly, Ric Ramon, Mike Simmons, Britta Tye, Vicki West, and Allen Young.

Safe Computing Practices Committee: Sam Segran, Katherine Austin, Ph.D., Darrell Bateman, Pulin Bhattacharya, Shannon Copica, Scott Hall, Mark Holwerda, Michael Horton, Danny Mar, Alvin Mills, Yang Ng, Mike Simmons, J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.

Safe Computing Tips: Avoid Identity Theft from Email

Following the guidelines below will help reduce the chances of being a victim to identity theft, viruses, worms, and hackers:

- Never give out personal information, such as credit card numbers, routing numbers, or passwords, to untrusted or unknown sources.
- Do not send personal information (SSN, Driver’s License, etc.) through email.
- Do not open attachments from strangers or unsolicited attachments (including pictures); even files from familiar e-mail addresses could be suspect.
- If you receive an unexpected attachment from a known recipient, call and confirm that they sent you a document.
- If you receive a suspicious email, do not open it or click a link within it; delete it.
- Never unzip any files that you are not expecting.
- If you receive an ad, special prize announcement, or any request to visit a website, delete the message and do not click on the web address.
- Recognize chain letters and scam emails and do not forward them. Clues include big promises, prizes, high pressure tactics, and requests for money or help.
- If you are using the TTU TechMail Server for your email, turn on the SPAM filter feature in your Outlook (http://www.ithelpcentral.ttu.edu/info/antispam.php.)

For questions, please contact IT Help Central at (806)742-HELP. (4357).