Message from the CIO
With springtime just around the corner, we thought that this would be a good time to highlight some of the new TTU IT programs and services for the campus. We have been piloting a new Digital Signage Initiative on campus with plans to offer the solution to all areas that are interested later this year. Technology Support has been busy creating and offering new ShortCourses for faculty, staff, and students, as well as, upgrading computing equipment available in the main ATLC facility (west basement of the University Library Building). My office is updating campus computing facility information – a resource we provide to assist students in locating computing facilities, as well as to assist TTU with disaster recovery planning. We appreciate the collaboration with campus lab staff in collecting this information. Enjoy the start of the spring season, and we invite you to take advantage of these new resources and opportunities!

-Sam Segran
Associate Vice President for IT and Chief Information Officer

University Digital Signage
For the last four years, the TTU IT Division, along with representatives from interested areas and departments, has been evaluating and testing various digital signage solutions for information displays in campus buildings and facilities. In the last year, the assessment team selected the product that best suited campus needs – Nexus. The Dallas-based firm offers a feature-rich solution that integrates with campus-supported technologies at an affordable price. In the months to come, we will be upgrading our TechEvents calendar program and scrolling monitor systems with the new technology. The new approach will allow the display of richer, more robust content, including web pages, videos, and live news data.

Departments will also be able to implement digital signage in their own areas, customizing the content and display for their purposes. However, during an emergency, centrally-managed digital signage will be used to display emergency notifications and alerts from the President’s Office. Many TTU areas have expressed interest in using digital signage in collaboration with the TTU IT Division, including the Advising Center, Athletics, College of Architecture, College of Human Sciences, College of Mass Communications, Communications & Marketing, Rawls College of Business, Student Union, and University Student Housing. In addition to the IT Division locations, we have collaborated with the College of Architecture and the Advising Center to pilot the Nexus-powered digital signage in their respective areas. We invite you to visit one of these locations! For information about implementing digital signage in your individual area, please contact IT Help Central at (806)742-HELP (4357), via e-mail at ithelpcentral@ttu.edu or online at www.ithelpcentral.ttu.edu.

New Technology ShortCourses Available to Campus
In addition to the extensive Computer Based Training (CBT) available to you (http://cbt.ttu.edu), Technology Support invites you to attend instructor-led ShortCourses to further enhance your technology skills. These free-of-charge two-hour courses are held in the ATLC (west basement of the University Library Building) and are scheduled throughout the day to accommodate busy campus schedules. All TTU students, faculty, and staff are welcome to attend. ShortCourse topics range from basic Microsoft Office 2007 applications to advanced web development and multimedia design programs.

This semester, we began teaching several new ShortCourses, including:

- **Accessibility for the Web** - Focusing on standards and practices that maximize the usefulness of your website for those with special needs, this ShortCourse covers a wide variety of accessibility guidelines and demonstrates compliance with state and federal accessibility regulations in web design.

- **Adobe CS4 Suite of Courses** - Learn design techniques and the newest version features of the Adobe Creative Suite 4 programs such as Acrobat 9.0, Adobe Form Designer, Dreamweaver, InDesign, Illustrator, Flash, and Photoshop. These ShortCourses offer something for all customers with varied technology skill levels and interests.

- **Microsoft Live Meeting/Communicator** - Communicate quickly and easily using instant messaging (IM), voice, and video chat. Learn about managing your presence online and sharing desktop applications during synchronous communication-all from one easy-to-use interface.

- **PASW Statistics (formerly SPSS)** - PASW is a powerful statistical analysis and data management application. This ShortCourse covers basic statistical procedures in PASW and data display options.

In addition to offering new ShortCourses, we review and update our existing courses each semester. We have made major curriculum updates to the following courses for this semester:

- Microsoft OneNote;
- SAS 9.2; and
- SAS Enterprise Guide I & II.

For the complete ShortCourse schedule, list of course descriptions, online registration, and course handouts, please visit http://www.its.ttu.edu/training/shortcourses. Class sizes are limited, so please register online in advance. Area or departmental custom ShortCourse sessions are also available upon request. If you have questions or would like to arrange a customized training session for your area, please contact the IT Education team at ITeducation@ttu.edu.
ATLC Computers Upgraded

The TTU IT Division manages six computer facilities across campus available to faculty, staff, and students. These locations are ideal for collaboration and group work. One of these facilities, the Advanced Technology Learning Center (ATLC), located in the west basement of the University Library Building, offers three PC computer labs, one Macintosh computer lab, group computer stations, an open access area, scanner stations, and adaptive technology stations for those with special needs.

We have recently updated aging equipment with more advanced systems. We installed 19 new Apple iMac computers running the Snow Leopard operating system (OS X version 10.6) in the ATLC Macintosh lab. These powerful iMacs feature 2.0 GHz Core 2 Duo Processors and 4 GB of RAM. Systems have popular Apple software packages, such as iWork, iLife, and Office 2008 for Mac available for use.

In addition, 49 new Dell Optiplex PC's with 3.0 GHz Core 2 Duo Processors, 3 GB of RAM, DVD+ RW drives, 17-inch flat panel displays, and the Microsoft XP Professional operating system are also now available for use in the Open Access Area of the ATLC. All computer stations are connected to the Internet and have specialized software installed including AutoCad, Adobe CS4, Matlab, PASW Statistics (formerly SPSS), and SAS. You may visit http://www.itts.ttu.edu/labs for a complete description of systems and software provided, as well as lab hours and remote ATLC lab locations. Trained student employees are available to provide assistance in the ATLC computer labs. We invite you to take advantage of these new resources.

Please note that you will need your eRaider username and password to access the ATLC computers. For assistance with your eRaider account, please contact IT Help Central at (806)742-HELP (4357), via e-mail at ithelpcentral@ttu.edu or online at www.ithelpcentral.ttu.edu.

Symptoms Your Computer is Infected

Viruses and spyware can infect your computing devices without your knowledge. The results can be mildly irritating to catastrophic. The following are symptoms that your computer could be infected:

- Your computer runs slower than usual;
- Your computer stops responding, locks up often, or crashes;
- Your computer restarts multiple times in a day, on its own;
- Applications start functioning differently than they recently functioned; or
- You notice sudden changes in the look of application windows or menus; for example:
  - New toolbars, links, or favorites you did not intentionally install;
  - An error message appears when you attempt to perform a simple task, such as opening or closing a document;
  - Your browser home page changes unexpectedly; or
  - A new icon appears in the lower right task tray.

The TTU IT Division recommends the following resources to protect your system from becoming infected; please review the following resources:

- Symantec AntiVirus software (https://eraider.ttu.edu);
- Operating system updates:
  - Windows (http://update.microsoft.com/microsoftupdate);
  - Apple (http://www.ithc.ttu.edu/solutions/mac_update.php);
- Safe Computing Practices website (http://safecomputing.ttu.edu); and
- IT Help Central at (806)742-HELP (4357), via e-mail at ithelpcentral@ttu.edu or online at www.ithelpcentral.ttu.edu.

Directory of Campus Computing Facilities

To help students locate campus computing resources, the TTU IT Division maintains an inventory of TTU student computing facilities. We also provide this information for use in disaster recovery planning. Please note that only publicly available lab information will be published online. The TTU IT Division has been maintaining this inventory for years and you can view the updated listing later this semester at http://www.itts.ttu.edu/labs/collegedept.php. We appreciate the collaboration with campus lab managers and technologists!

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