Welcome to another exciting, record enrollment fall at Texas Tech University! As the campus gears up for another busy fall semester, the TTU IT Division offers our “back-to-school” bulletin edition to provide information on TTU IT resources and services available for our campus community. For researchers, we provide information about our High Performance Computing (HPC) Center to support your research projects that require HPC resources. For all employees and students, we provide highly valuable content through Skillsoft Online Learning, NBC Learn, and instructor-led computing ShortCourses. Finally, we encourage all of you to explore these readily available TTU IT resources and services as we embark on another academic year. Go Tech!

—Sam Segran, Chief Information Officer and Vice President for IT

The fall semester is an ideal time to invest in acquiring the technology tools needed to begin the academic year. TTU offers a variety of IT resources that will help make the transition into the new school year a smooth one.

Computing Labs:
The TTU IT Division manages computer labs at several locations across our campus. These computing labs are excellent for group work, fully equipped with productivity tools, such as: Microsoft Office, AutoCAD, SPSS, SAS, and Adobe software. We invite you to visit any of our locations:

- ATLC Main: West Basement, University Library building;
- ATLC East: Bledsoe/Gordon/Sneed Residence Hall Complex;
- ATLC West: Coleman Hall;
- ATLC North: Carpenter/Wells Complex;
- ATLC MCOM: Media & Communication Building;
- ATLC SUB: Student Union Building;
- ATLC Grad: Graduate Student Center;
- ATLC KSM: Kinesiology and Sport Management; and
- ATLC Honors: Honors College.

Note that you will need your eRaider username and password to log on to the ATLC computers, and a University ID Card is needed to access some of these facilities.

Faculty are welcome to reserve select computing labs for ad hoc, periodic course sessions that require computer use. For more information, a complete list of our lab facilities, or to make a reservation, please visit itts.ttu.edu/labs or call (806) 742-1650.

WEPA Printing Kiosks:
TTU provides 25+ kiosk locations across campus that are available for printing at any time. Log into WEPA Printing Kiosks with your eRaider credentials, and deposit funds through the Raider Card system, WEPA account, or with a WEPA print card. Materials can be printed by inserting a USB drive into the kiosk, uploading documents onto the cloud, or by uploading the documents to your WEPA account. For more information about WEPA kiosks, please visit itts.ttu.edu/labs/printing.

IT Help Central: Your Single Point of Contact!
Through collaboration and professionalism, IT Help Central provides the highest possible quality technical support and assistance to the Texas Tech University community. IT Help Central offers a wide variety of services, including:

- Phone and email support for most technical issues, including eRaider accounts, TechMail, Banner, and general computer maintenance;
- Walk-up support for virus/spyware removal, network troubleshooting (including wireless setup), TechMail troubleshooting/setup, and many other issues;
- On-site support for residence hall occupants;
- On-site support for many departments;
- Classroom technology maintenance and support for Raider Rooms (general purpose classrooms); and
- Self-support instructions, purchase recommendations, and articles through askIT (askit.ttu.edu).

For more information, please visit ithc.ttu.edu, or call (806) 742-4357 (HELP). Go Tech!

REMINDER
“Excellence in IT Innovation” Award nominations due Friday, September 13 by 5:00 p.m.
Contact itevents@ttu.edu for more information.
Texas Tech University’s High Performance Computing Center (HPCC) promotes and supports research and teaching by integrating leading-edge high performance computing and data processing resources for faculty, staff, and students. The HPCC provides free consulting and training services that include:

- Introducing Campus Researchers to HPCC Resources
- Introducing Campus Researchers to National Scale Resources
- Code Optimization and Parallelization Strategies
- Collaborating with Researchers and Their Students
- Migrating User Workflows from PC to Linux Environments

New user training for the HPCC for the fall semester will be offered September 12 from 3 to 5 p.m. and September 25 from 1 to 3 p.m. in the Experimental Science Building, room 120.

Our team also assists campus researchers to scale up from local systems to national and international supercomputing resources. We accomplish this by organizing monthly training opportunities that cover use of such resources and by hosting cross-disciplinary seminars and meetings with research groups.

Further details on HPCC training, including registration, are available at [hpcc.ttu.edu/about/training.php](http://hpcc.ttu.edu/about/training.php). For more information about our services and resources at Texas Tech University, please visit [hpcc.ttu.edu](http://hpcc.ttu.edu) or email us at hpccsupport@ttu.edu.

TTU IT, in partnership with Skillsoft, provide Computer-Based Training (CBT). CBT is an online, self-paced, interactive training system for faculty, staff, and students. TTU hosts an inventory of over 4,000 courses, covering basic-to-advanced technology skills, customer service, project management, human resource, financial, and general management skills.

The TTU IT Division encourages faculty, staff, and students to peruse the TTU HR Training catalog, that includes courses in the following areas:

- Ethics;
- HR Certifications;
- Interviewing and Hiring;
- Organizational Behavior;
- Recruitment and Retention;
- HR Leadership Program;
- Strategies for Successful Employee On-Boarding;
- The Role of HR as a Business Partner;
- Communicating in a Diverse Environment; and
- Customer Service.

CBT modules can be used as professional development or to augment academic instruction that requires technical skills. The Skillsoft learning materials are professional and feature-rich, delivering versatile content through multimedia engagement. Please visit [cbt.ttu.edu](http://cbt.ttu.edu) to use this valuable resource provided to the TTU community.

Raider PC Mart is an online computing equipment exchange that allows departments to electronically connect with other departments that may be interested in receiving outgoing computing equipment before it is sent to Property Surplus. Technology exchanges between TTU departments make institutional technology investments last longer, extending the use of computing equipment. While inventory transfer paperwork and procedures are required prior to the exchange, Raider PC Mart allows interested parties to discuss and negotiate equipment trades. As with any equipment transfer, all TTU Operating Policies and Procedures apply. Visit [raiderpcmart.ttu.edu](http://raiderpcmart.ttu.edu) to view the relevant policies.

Please note that Raider PC Mart is a voluntary utility designed to foster communication and extend the life of TTU’s IT equipment investment. The departments involved are responsible for the terms of the exchange. The system is designed only for the purposes of facilitating computing equipment exchange. We encourage you to dust off that unneeded computer or printer and list it on Raider PC Mart—recycle and extend institutional technology investments!
TTU faculty, staff, and students have full access to NBC Learn. The NBC Learn Higher Ed collection includes a rich set of content:
- Over 10,000 primary source videos, documents, letters, and images;
- Current event videos updated daily;
- Historic news broadcasts and newsreels from the 1930’s to the present;
- Closed captioning for all resources; and
- Rights and copyright authorized for educational use.

To access NBC Learn, please visit nbclearn.ttu.edu, or locate content through the main campus library information search. TTU has worked with Blackboard to integrate NBC Learn content into our campus learning management system, so that our campus can easily access NBC Learn materials in Blackboard. For more information regarding this service, please visit the informational site, it.ttu.edu/nbclearn.

In addition to the self-paced, interactive Skillsoft system, the TTU IT Division also offers a variety of free, instructor-based ShortCourses to all faculty, staff, and students. We currently focus ShortCourse instruction around eight primary areas:

- Mathematics and statistical software;
- Data presentation and display tools, such as Microsoft PowerBI;
- Microsoft Office productivity and collaboration tools (Access, Excel, OneNote, Outlook, PowerPoint, SharePoint, and Skype for Business);
- Web development and publishing (Dreamweaver, Expression Web, and more);
- Development and design tools, such as Adobe Illustrator, InDesign, and Photoshop;
- Cybersecurity;
- Mediasite Lecture Capture and Enterprise Video; and
- 3D Printing.

Courses are taught by trained professionals in the main ATLC facility, located in the west basement of the TTU Library Building. In addition, Technology Support can create customized courses, or offer ShortCourses in the form of guest lectures. To register, or to find out more information, please visit itts.ttu.edu/training/shortcourses, or call (806) 742-1650.