

Information Technology Division Bulletin

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Message from the CIO

As we navigate through this unprecedented time, the IT Division staff is working diligently in all areas to provide useful and beneficial support, advice, and information for the TTU community. We are aware that you may have concerns and questions, and we encourage you to contact us at askit.ttu.edu for support with solutions. You may also access resources at our [remote access website](#), which contains information to help faculty, staff, and students continue learning, teaching, and working remotely using new and available technology tools, solutions, and software licenses at TTU and TTUS. Remember, we are here to support you and your needs as we weather this storm together. Stay safe and well!

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

Additional Internet Connectivity Information

If you are experiencing Internet connectivity issues, please refer to our published guide at <http://www.depts.ttu.edu/infotech/learning-teaching-working-remotely/it-security.php>. If you do not have Internet access, here are two options to consider:

Wi-Fi in Campus Parking Lots

With our current remote teaching, learning, and working online situation, we have received reports from the University Community concerning the inadequacy of home Internet connectivity. If students and faculty are experiencing Internet connectivity issues, some parking lots on TTU campus may provide usable Wi-Fi signals from nearby buildings. Two parking areas which are near buildings with outdoor wireless service are listed below, and we are including options for our regional campuses as well. These will likely provide the best connections:

- **TTU Lubbock:**
 - R21 – North of Law School, spaces closest to Law School building
 - Z4 – Directly east of Law School, spaces closest to Law School building
 - R31 – Administrative Support Center, southwest corner of the building closest to the loading dock
- **TTU El Paso:** South side of the building, where staff park (8 parking spaces)
- **TTU Rockwall:** Right side of the building near the TTU entrance, spanning the first two rows of parking closest to the building
- **TTU Collin:** Collin College has established free “Wi-Fi Drive-Ins” on the second floor of the parking garages on the Frisco Campus (Preston Ridge) and the McKinney Campus (Central Park)
 - Drive-In spots will be available from 9 am – 5 pm Monday-Friday and 1 pm – 5 pm Saturday and Sunday
 - Each Drive-In can handle up to 30 connections, and parking garages will be monitored to manage traffic flow

If you are connecting from one of these locations, please be mindful of social distancing: remain in your vehicle and consider safety concerns. We would appreciate hearing about your experience using TTU wireless service around campus. With your feedback, we can help others find the best locations on campus.

Please route any comments or concerns along with your location and experience to IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu. Based on the feedback received, we will update the list of parking lots with Wi-Fi signals at <https://www.depts.ttu.edu/infotech/learning-teaching-working-remotely/internet.php>.

Third Party Internet Service Providers

The TTU IT Division maintains a list of Internet Service Providers online at <http://www.depts.ttu.edu/infotech/learning-teaching-working-remotely/internet.php>. **Texas Tech University does not endorse or recommend any of the vendors or solutions listed above. This communication is simply provided as a community service to find Internet connectivity resources quickly.** Be smart – before using any new business or service provider, you should investigate to be sure the business or service provider is legitimate, check for complaints, and verify references. Some consumer resources are listed below:

- [South Plains Better Business Bureau](#)
- [State and Local Consumer Agencies in Texas](#)
- [Texas Attorney General Consumer Protection](#)

If you have a smartphone - depending on the phone, carrier, and plan - you may have a tethering option as part of your data plan (usually for an additional fee) that allows you to connect a computing device via Wi-Fi or Bluetooth. In this instance, be aware that your data plan limits will apply.

For more information or if you have questions, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.



Tips for a Secure & Successful Online Learning, Teaching, or Working Experience

We provide information and guidelines below to assist TTU faculty, staff, and students to successfully learn, teach, and work online.

Best Practices for Secure Online Meetings and Courses

When meeting online, be sure to practice safe computing and avoid unwanted guests (Zoombombing). General tips for hosting secure online meetings:

- Do not publicly post meeting links to social media, unless you intend to invite all those that can read your social media feed;
- Use unique meeting identifiers so your meeting is only available to those with that code;
- Use a waiting room to manage participants joining prior to the host or rejoining after leaving the meeting;
- Limit who can join meetings as a presenter and enable only specific individuals to help co-host the meeting;
- Disable file sharing, if possible; and
- Mute participants who do not need to speak.

We have compiled technical instructions for securing the following supported platforms: Zoom, Skype for Business, and Teams at <https://askit.ttu.edu/onlinemeetings>. For instructional assistance, eLearning & Academic Partnerships has created a resource for faculty. This resource includes guidance from the Teaching, Learning, & Technology Center at <https://www.depts.ttu.edu/elearning/blackboard/collaborate>.

Home Bandwidth Considerations

Internet Service Provider (ISP) options normally provide adequate Internet bandwidth to meet your daily needs, with most plans starting around 1-3 Mbps capacity. While such capacity is likely sufficient for one user, concurrent users may require a higher household bandwidth. In addition to bandwidth, other factors may also contribute to slower response times, such as hardware capability (CPU, RAM, storage access times, etc.) or service type (email, Skype, Blackboard, document sharing, video streaming, etc.). With increased Internet usage in your household, your current Internet packages—bandwidth and data limits—may not be sufficient. Check with your provider to see if your plan works for your current needs.

In general, most TTU resources - such as email, Blackboard, Skype for Business, Microsoft Teams, and Zoom - do not need a large amount of bandwidth. To help gauge the bandwidth requirements for these services, we provide more detailed information at <https://askit.ttu.edu/bandwidth>.

Tips to reduce your household bandwidth consumption:

- Avoid streaming entertainment (movies, music, news, etc.) during work and school activities;

- Download large files outside of typical work hours; and
- As possible, use audio for online activities that do not require video. Note that most online meeting tools will automatically prioritize audio over video if sufficient bandwidth is unavailable.

Online Cloud Services and Internet Connectivity

With the increasing number of local, national, and international households moving to remote work and instruction, Internet Service Providers (ISPs) and cloud-based services will have large increases in usage. These providers have adjusted to increase their capacities, but demand may exceed available resources periodically.

The TTU IT Division has proactively collaborated with our vendor partners, such as Microsoft, Blackboard, Adobe, as well as our Internet providers to increase bandwidth and capacity as much as possible. During this international and unprecedented situation, we ask for your patience and understanding as IT services may have slower response times. TTU IT staff are monitoring our systems and services and are working diligently with vendors to address issues as quickly as possible.

Personal Behavior and Working Habits

While it may be convenient to walk into the next room for classes or work, learning, teaching, and working from home requires adjustment in order to be productive and successful. eLearning & Academic Partnerships offers a helpful video with great strategies for effective participation in online courses, and the same themes apply for working at home:

- Treat your online courses and work as if they were face-to-face;
- Use a schedule;
- Create a dedicated physical learning/working space;
- Create a dedicated virtual learning/working space; and
- Just as you would in a traditional learning, teaching, and working environment, focus your attention and communicate effectively.

Scheduled Technology Maintenance

While TTU works to minimize the amount of service downtime, some technical maintenance is still required to sustain our robust information technology and resources. When systems and services are unavailable (planned or unplanned), TTU IT posts notifications to TechAnnounce and appropriate mailing lists. However, you can also access a list of known TTU and vendor partners for system maintenance and outages at askit.ttu.edu with your eRaider username and password.

To report any TTU system outages or to obtain additional information, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.

Thank you for your partnership during this challenging international health situation.



Technology for Working Remotely

It may become necessary to use TTU-owned hardware from off campus. Considerations for doing so are listed below:

Emergency Remote Work Agreement Technology Guidelines

For employees working remotely, below are general guidelines regarding access to computer workstations listed in order of preference.

1. Employees who already have University equipment assigned to them, such as a laptop, should continue to use this equipment.
2. Employees who already use home systems regularly to connect for work-related purposes should continue to use these systems.
3. Employees who are able to check out University/department-provided systems should work with their departments to use one of these systems.

4. If the above options are unavailable, employees may use their home systems that are not otherwise used regularly for connecting to work, if available.
5. If the above options are unavailable, and **if the department head approves**, employees may check out their University desktops. This option should only be considered after all other options have been exhausted as the employee may encounter issues with network connections, University security settings, University data on systems, etc.

Please note that equipment storing confidential data, sensitive data, or export-controlled data must not be removed from campus, as this would potentially violate federal and/or state laws or regulations.

Beware of Coronavirus (COVID-19) Related Scams



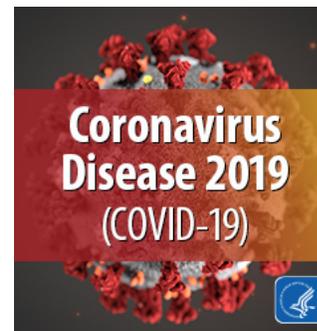
The TTU IT Division reminds faculty, staff, and students to remain vigilant for malicious cyber activity seeking to capitalize on the novel Coronavirus (COVID-19) topic. Recently, security firms have noticed an increase in malicious activity related to this topic (source: <https://www.cisecurity.org/newsletter/what-you-need-to-know-about-covid-19-scam>). These scams typically fall under one of the following categories:

- **Text messages claiming the recipient has come into contact with somebody who tested positive for COVID-19** and directing them to open a link for more information;
- **Cyber criminals posing as affiliates to the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), doctor's offices, and other health organizations.** Typically, these criminals will direct you to open a malware attachment or go to a fraudulent website;
- **Fraudulent emails related to government stimulus checks.** These messages may try to get you to go to a malicious website or to provide your personal information under the guise of processing your stimulus check;
- **Fake websites and applications that claim to share COVID-19-related information.** In reality, these websites will try to install malware on your system or trick you into providing your personal information; and
- **Fake "reopen" websites.** These websites start with "reopen," followed by the name of a state or city (e.g. reopentx.com or reopentx.com or reopentx.com). These appear to come from local grassroots organizations but are often designed by malicious third-party actors.

These scams often contain links or attachments that direct users to phishing or malware-infected websites. In some cases, these attempts to steal your identity are very sophisticated, complete with professional logos and fluent grammar. For official information about the Coronavirus, please visit:

- [TTU Coronavirus Disease 2019 website](#)
- [TTU IT Division - Tools for Learning, Teaching, and Working Remotely at Texas Tech](#)
- [CDC Coronavirus Disease 2019 website](#)

We encourage you to be vigilant in practicing cybersecurity. You can find additional cybersecurity tips online at <http://cybersecurity.ttu.edu>. For more information or if you have questions, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.





State-Mandated Basic Cybersecurity Training

In compliance with House Bill (HB) 3834, the TTU IT Division has developed a basic Cybersecurity Awareness Training Program that has been certified by the State of Texas Department of Information Resources (DIR) and was rigorously piloted by over 200 TTU faculty and staff. Our current Cybersecurity training fulfills two statutory requirements regarding Cybersecurity training – Texas Administrative Code (TAC) §202 and Texas Government Code §2054 (as amended by HB 3834 in the 86th legislative session).

The training will be administered by TTU Human Resources through Cornerstone, similar to other required employee training. This short online training focuses on reinforcing information security practices and procedures that help each of us protect institutional data and

information resources. Given that we must be in compliance by June, we elected to proceed with the online training, as the training can easily be completed working from home for those with computer access.

To complete the training, please login to [Cornerstone](#) using your eRaider credentials. You can 'launch' your training from the home page under your Training Schedule.

All Texas Tech Employees are required to complete the Cybersecurity training within 30 days. If you have any questions, please contact the TTU IT Division at 806-742-5151.

For technical support, please contact Human Resources Systems at 806-742-3851 or email hrrs.systems@ttu.edu.

Obtaining IT Assistance



If you need IT assistance, IT Help Central serves as the primary point of contact for all technology-related needs. Other departments may be called upon to provide assistance, some of which are listed below:

IT Help Central
(806) 742-HELP
ithelpcentral@ttu.edu
www.askit.ttu.edu

IT TeamWeb
(806) 742-1650
itteamweb@ttu.edu
<http://www.depts.ttu.edu/itts>

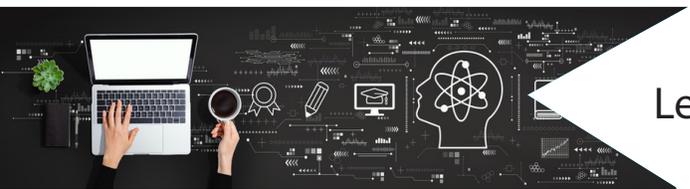
IT for Students: <http://www.ttu.edu/it4students/>

IT for Faculty: <http://www.ttu.edu/it4faculty/>

eLearning & Academic Partnerships
(806) 742-7227
elearning@ttu.edu
www.depts.ttu.edu/elearning/

Blackboard
<https://www.depts.ttu.edu/lms/>

Teaching, Learning & Professional Development Center (TLPDC)
(806) 742-0133
www.depts.ttu.edu/tlpdc/



Leveraging Mediasite in Blackboard Courses

Due to the current national situation and the major shift to all online teaching, we are working diligently to monitor our limited online resources. In light of this, we are asking all faculty to use the Mediasite Presentation function within Blackboard, as opposed to only uploading videos into Blackboard directly. We have sufficient storage within our Mediasite lecture capture system but limited storage in Blackboard.

If you need additional assistance with linking to Mediasite within the Blackboard Learn system, please contact blackboard@ttu.edu. If you need assistance with Mediasite, please contact mediasite@ttu.edu.

For all other issues, please contact IT Help Central at (806) 742-4357 (HELP) or ithelpcentral@ttu.edu.