

Information Technology Division Bulletin

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Message from the CIO

Another busy fall semester is in full swing, complete with cooler weather, holiday festivities, and a rapidly approaching conclusion to the fall semester. In preparation for the holiday season, we offer online shopping tips to help you protect your confidential information. Learn more about our new strategic partner, Top Hat, and all the benefits of using this software. Please review the solutions for online data storage available to the TTU campus community to assist you in protecting information resources and data. Remember that we are all responsible for protecting institutional and personal information. Lastly, we provide information and options for a more streamlined process of adopting textbooks and other required learning materials. We hope you enjoy the fall season, exercise caution, and remember to think before you click! Go Tech!

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



10 Holiday Online Shopping Tips

This holiday season, the TTU IT Division encourages you to be mindful while shopping online:

1. Avoid phishing schemes by being careful before clicking any content, including links in emails, texts or social media, unless you are expecting the information;
2. Beware of fake charities and businesses that use current national or world conditions or situations, as well as the holiday season, to prey on the unsuspecting;
3. Don't leave mobile devices unattended, password protect device access, and lock when not in use. A stolen smartphone poses a risk to your personal information;
4. Don't install apps unless they are provided by a reputable source. Review the terms of service—protect your privacy;
5. Beware of eCards and other attachments in email. Opening an unexpected attachment can infect your devices;
6. Avoid public WiFi for conducting personal business on your mobile device. Public WiFi access is not secure, and you have no privacy;

7. Install anti-virus/anti-malware software on your home computers, and, if available, for your mobile devices;
8. Update operating systems, anti-malware/anti-virus software, application software, and mobile apps:
Windows: <https://www.askit.ttu.edu/windowsupdate>
macOS: <https://www.askit.ttu.edu/macupdate>
iOS or iPadOS: <https://www.askit.ttu.edu/iosupdate>
Android: <https://www.askit.ttu.edu/androidupdate>;
9. Don't post your holiday trip details to social media while away from home. Doing so broadcasts your absence to criminals, thus making you more prone to fraudulent crimes; and
10. Monitor your bank and credit card statements carefully for unknown charges that might be the result of internet criminals.

We encourage you to be vigilant in practicing cybersecurity, and invite you to learn more by visiting cybersecurity.ttu.edu.

Top Hat Now Available for Free to TTU Students, Faculty, and Staff

In 2019, after concerns raised by the Student Government Association regarding the cost of classroom engagement software charged to students and the multiple solutions in use at TTU, the Provost asked the CIO Office to review classroom engagement products in the marketplace. Subsequently, a TTU committee representing students, faculty, and staff recommended Top Hat to the Provost, CFO, and CIO. The enterprise Top Hat solution, was recently acquired in 2021, is managed by the TTU IT Division, and is available at no cost to students, faculty, and staff. Note that Top Hat has been integrated with Blackboard and Banner Student, as well as our eRaider system.

Additional information and instructions will be forthcoming from the IT Division for creating new accounts, migrating data from other classroom engagement software, and merging existing Top Hat accounts with the new TTU enterprise license. In the meantime, please contact itts.licensing@ttu.edu for assistance with new or existing accounts. We will be working with the TLPDC and eLearning on training, roundtables, workshops, and support materials.



Top Hat allows faculty to interact with students more effectively and get a record of attendance and participation. More information about Top Hat and training resources can be found at <https://support.tophat.com/s/>.

The benefits of Top Hat include:

- Tracking attendance securely;
- Grading and reporting for attendance;
- Grading and reporting for participation;
- Polling students and asking questions;
- Capturing responses in real time;
- App available on iOS, iPadOS, and Android; and
- Fully accessible;

Notes about our TTU Enterprise license:

- Includes unlimited licenses for all TTU students, faculty, and staff; and
- Includes data protections and IT security features



Storage Management

The TTU IT Division encourages you to schedule time to sort through your institutional files, emails, and resources. Taking a few minutes to look through your email inbox, folders, and archives will help you stay organized and conserve institutional data storage resources.

This same method can be applied to other TTU educational resources offered to faculty and staff, such as:

- Blackboard—learning management system;
- Mediasite—enterprise lecture capture system;
- Microsoft Teams—the hub for teamwork in Office 365
- OneDrive for Business - secure document storage for 365 applications;
- SharePoint—multi-purpose web platform used for document and file management;
- Wiki—user-managed website that allows users to create and edit web content; and
- Zoom —multi-purpose communications platform used for education and business at TTU.

A full list of educational and enterprise services can be viewed here: <https://www.depts.ttu.edu/itts/services/>.

We recommend the following practices when sorting and managing files:

- Establish a system to organize the files you send, receive, and store;
- Be sure to check any Deleted Items, Sent Items, or Junk folders regularly;
- Delete old/unwanted files that you are not required to retain (see Records Retention [OP 10.10](#)); and
- Archive old files that you need to retain.

Thank you in advance for your efforts in conserving institutional data storage resources. For detailed instructions and support, please contact IT Help Central at (806) 742-4357 (HELP) or ithelpcentral@ttu.edu.

The New Campus Bookstore: Automated Textbook Adoptions

As you may remember, this summer Texas Tech University embarked on a new campus bookstore partnership with Follett. Among other advantages, this partnership provides faculty with streamlined options for adopting textbooks and other required learning materials for their courses.

Faculty Not Using Blackboard

Faculty not utilizing Blackboard will need to request a Follett Discover concierge account to sign-in to the campus bookstore to adopt textbooks:

- To request a Follett Discover concierge account, please email Mario Carvajal at macarvaj@ttu.edu, and provide your name, email address, and course prefixes;
- Once you receive the Follett Discover invitation email, click the link in the email to set your password. Note that Follett Discover invitations expire after 24 hours. If you need your Follett Discover invitation resent, please email macarvaj@ttu.edu;
 - Do not use your eRaider account credentials
 - Once your password is set, you can log in to Follett Discover
- The Follett Discover login site is <https://ttu.follettdiscover.com> - Note that we are working to have this link available for faculty in the Raiderlink portal soon (you may have to disable pop-up notifications in your browser for this website); and
- You can now adopt learning materials and textbooks for your students to purchase.

Concierge on Behalf of Faculty Members

An administrative assistant or other departmental designee or “concierge” may submit adoptions on behalf of faculty and will need to request a concierge account to sign-in to Follett Discover to submit adoptions:

- To request a concierge account, please email Mario Carvajal at macarvaj@ttu.edu, and provide your name, email address, and course prefixes;
- Once you receive the Follett Discover invitation email, click the link in the email to set your password. Note that Follett Discover invitations expire after 24 hours. If you need your Follett Discover invitation resent, please email macarvaj@ttu.edu;



- Do not use your eRaider account credentials
- Once password is set, you can log in to Follett Discover
- The Follett Discover login site is: <https://ttu.follettdiscover.com> (you may have to disable pop-up notifications in your browser for this website).

Faculty Using Blackboard

For faculty that use Blackboard, the Follett textbook adoption tool is already integrated fully with your Blackboard course.

To access the Follett Discover Textbook Adoption tool:

- Access one of your courses in Blackboard
- Click on the pull-down menu “Tools”
- Click on “More Tools”
- Select “Follett Discover”
- Click Submit to Add the Link to Your Course
- Click on the Follett Discover Link from Your Course
- Be sure to allow pop-ups for the Follett site
- You can now adopt learning materials and textbooks for your students to purchase from within your Blackboard course

Training Videos

Follett has developed two training videos to assist faculty and staff with adopting textbooks and other materials:

- Faculty: <https://youtu.be/Iq45qy8R4Vs>
- Concierge: <https://youtu.be/QCxD9Lhvb0>

If you have any questions or issues with adopting required course materials, please contact Mario Carvajal, TTU Campus Bookstore Manager, at macarvaj@ttu.edu.