



Prairie View A&M University

"Ignite Your Passion"

EXCLUSIVE GUIDE TO CHOOSING THE RIGHT TOOL

**A guide to knowing which tool will
best suit your business needs.**

www.pvamu.edu/cite/training



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INTRODUCTION

CITE provides infrastructure and technology solutions that enhance teaching, learning, and administrative productivity by employing innovative technology-based resources in a student-focused global academic setting.

How do I use this catalog?

To help fulfill our mission in conjunction with your needs, use this guide to search for tools based on your business need(s).

Let's begin!





How to choose a tool



Know your business need and what problem you are providing a solution for.



Browse our catalog based on your business need.



Choose your tool and contact us to gain access and/or receive a training on the tool.

Project Management

Project management tools are a set of software designed to help project teams plan a project, track & manage the projects to achieve the defined project goals within the time. It also helps team members to collaborate effectively and accelerate the projects to meet the specified constraints.



Microsoft Lists

Microsoft Lists is a Microsoft 365 app that helps you track information and organize your work. Lists are simple, smart, and flexible, so you can stay on top of what matters most to your team. Track issues, assets, routines, contacts, inventory and more using customizable views to keep everyone in sync. Create, use, and share your information with anyone, anywhere while on the go with a personalized, mobile-first experience.

Contact:
CITE Department
www.pvamu.edu/cite
techtraining@pvamu.edu



Project Management Framework

Prairie View A&M University Center for Information Technology Excellence (CITE) established the Project Management Methodology to meet the needs of the university related to the information resource projects. It serves as a guide in project selection, planning work, providing oversight and reporting to executives. This methodology is intended to facilitate compliance with state, system, and university regulations (e.g., TACs and SOPs). It should apply equally well and meet the requirements of large and small projects.

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Creating Quality Surveys

Surveys can help gauge the representativeness of individual views and experiences. When done well, surveys provide hard numbers on people's opinions and behaviors that can be used to make important decisions.

qualtrics^{XM}

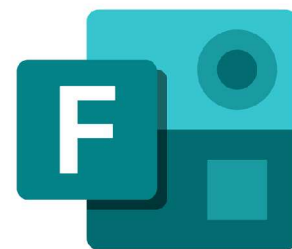
Qualtrics

Qualtrics is a CXM platform that focuses on collecting, organizing, and understanding important data relative to customers and employees. From here, businesses can better understand what drives their customers to take action, what they flock towards, and what could use some tweaking. Qualtrics aims to help business further drive a customer centric company culture by focusing on retention, loyalty, and overall, satisfaction related to customers.

www.qualtrics.com

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CIITS Department
<https://www.pvamu.edu/dlearning/>



Microsoft Forms

With Microsoft Forms, you can create surveys, quizzes, and polls, invite others to respond to it using almost any web browser or mobile device, see real-time results as they're submitted, use built-in analytics to evaluate responses, and export results to Excel for additional analysis or grading.

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Web Conferencing Tools

Web conferencing software allows participants to conduct or attend meetings via the internet. This is also known as online meeting software or sometimes simply video conferencing itself. It enables remote meetings based on VoIP, online video, instant messaging, file sharing, and screen sharing.



Zoom

Zoom helps consolidate communications, connect people, and collaborate better together in the boardroom, classroom, operating room, and everywhere in between.

<https://www.zoom.us/>

Contact:

CIITS Department
<https://www.pvamu.edu/dlearning/>



Microsoft Teams

Microsoft Teams is the ultimate messaging app for your organization—a workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji!

All in one place, all in the open, all accessible to everyone.

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Security Awareness Training

Security awareness training is a formal process for educating employees and third-party stakeholders, like contractors and business partners, on how to protect an organization's computer systems, along with its data, people and other assets, from internet-based threats or criminals.



Phish Alert Button

KnowBe4's Phish Alert button gives your users a safe way to forward email threats to the security team for analysis and deletes the email from the user's inbox to prevent future exposure. All with just one click! And now, supports Outlook Mobile!

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Mimecast

Mimecast is an email security company that provides several services to protect email from threats such as spam, malware, and phishing. The company's services include email filtering, archiving, and encryption.

PVAMU uses this tool to filter your emails and protect them from spam, malware and phishing.

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Multifactor Authentication (MFA)

Multifactor Authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide additional identity verification, such as scanning a fingerprint or entering a code received by phone.



Microsoft Authenticator

The Microsoft Authenticator app helps you sign into your Microsoft applications when you're using two-step verification. The authenticator app is a secure and convenient way to prove who you are. You can use the Authenticator app as a way to sign in if you forget your password.

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DUO

Duo's MFA (multi-factor authentication) and 2FA (two-factor authentication) app and access tools can help make security resilience easy for your organization, with user-friendly features for secure access, strong authentication and device monitoring. Quickly and securely verify user trust with every access attempt. PVAMU uses this tool to log into TAMUS applications.

Contact:
Human Resources
trainingteam@pvamu.edu

Digital Form Completion

Document-signing software is technology that lets you sign documents online. It uses an electronic signature and requires no paper, printing, scanning or faxing of your documents.

DocuSign®

DocuSign

DocuSign eSignature is document signing software that you can use to legally—and securely—collect approvals online in minutes. Used to replace lengthy manual signing processes, e-signatures speed the agreement process and maximize productivity.

<https://www.docusign.com/>

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Adobe Acrobat

Fill and sign PDF forms online
Form filling is quick and easy with the Adobe Acrobat Fill & Sign tool. Upload a file, then sign in to fill in form fields. You can add text, checkmarks, lines, and more.

<https://www.adobe.com/acrobat.html>

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Document Storage

With more people opting to go paperless or work exclusively in the cloud, online document storage can be the solution that provides you with organized, accessible files anywhere you are.



OneDrive

OneDrive is the Microsoft cloud service that connects you to all your files. It lets you store and protect your files, share them with others, and get to them from anywhere on all your devices. When you use OneDrive with an account provided by your company or school, it's sometimes called "OneDrive for work or school." It used to be known as "OneDrive for Business," so you may still see it called that in places.

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SharePoint

SharePoint can be used as a secure place to store, organize, share, and access information from any device. PVAMU departments use this tool as internal websites to share information as a team when collaborating on projects and as a form of communication about upcoming events and important things going on around the campus.

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Website Management

Website management is the collection of processes used to ensure your website is professional, up-to-date, and functioning as intended. It encompasses general maintenance, security, and long-term development of the website, as well as organizing your content delivery and marketing strategy.



WordPress

WordPress is used to maintain Prairie View A&M University's website. You must attend WordPress Training provided by Web Services Department before requesting access.

Contact:

Web Services

<https://www.pvamu.edu/irm/webservices/webservices@pvamu.edu>



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Presentations & Documents

Businesses and professional firms use presentations to inform, educate, motivate and persuade internal and external audiences. A well-crafted presentation also demonstrates professionalism and helps to reinforce an organization's corporate image.



Microsoft PowerPoint

Create presentations from scratch or a template. Add text, images, art, and videos. Select a professional design with PowerPoint Designer.

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Microsoft Word

Microsoft Word is a word processing program that allows for the creation of both simple and complex documents.

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Email & Communication

Configure your email and communications tool settings to meet the needs of your daily tasks, communicate efficiently with others and easily track upcoming events.



Microsoft Outlook

Outlook allows you to send and receive email messages, manage your calendar, store names and numbers of your contacts, and track your tasks.

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PV Place

PVPlace is the place for students, faculty and staff to easily locate and use web content they need on a regular basis. It integrates several PVAMU Web applications like PantherTracks, Panther Email and other online services into one convenient and secure location.

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Safety Applications

PVAMU wants to protect its greatest assets, our students, faculty and staff. Our safety applications allow PVAMU to provide critical information to the campus community quickly as well as allow students to walk safely across campus with the ability to notify family and the University Police Department in case of an emergency.



Rave Guardian

Rave Guardian has a safety feature that directly connects you to PVAMU Police in an emergency, as well as the ability to submit an anonymous tip to PVAMU Police should you see something suspicious. You can invite friends and family to join your network as “Guardians.” You can then request one or more of your Guardians to virtually walk with you on or off campus. It’s like having an emergency blue light system and a trusted friend with you at all times.

Contact:
universitycompliance@pvamu.edu



Rave Alert (Panther Alert System)

To keep the PVAMU campus communities informed in the event of an emergency, the University has established the Panther Alert System. The system will notify the campus community of emergency situations (severe weather, serious threats to safety, etc.) via phone, text messages, and e-mails. Students, faculty and staff members are responsible for keeping their contact information current.

Contact:
universitycompliance@pvamu.edu

Data Management

Data management is a system or process used to capture, track and store electronic documents such as PDFs, word processing files and digital images of paper-based content.



Microsoft Excel

Excel is an incredibly powerful tool for getting meaning out of vast amounts of data. But it also works really well for simple calculations and tracking almost any kind of information. The key for unlocking all that potential is the grid of cells. Cells can contain numbers, text, or formulas.

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Banner Navigation

Banner is an administrative software application developed specifically for higher education institutions by ELLUCIAN. Banner maintains student, faculty, course, alumni, financial aid and personnel data.

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Appointment Scheduling Software

Appointment scheduling software helps with easy scheduling and rescheduling and confirm appointments with participants to ensure they don't waste time. It minimizes no-shows: The software tracks forthcoming appointments and automatically sends phone, text, or email reminders to participants about their appointments.



Microsoft Bookings

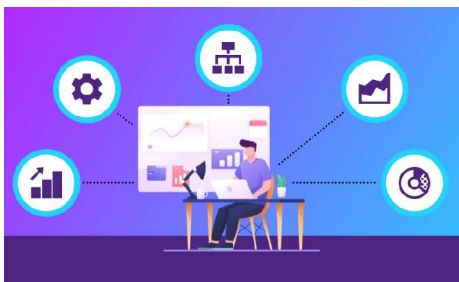
Schedule and manage appointments with a web-based booking calendar and app, including Outlook integration for your staff and automated notification emails.

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techtraining@pvamu.edu

CITE Tools & Resources

Use the tools and resources provided below to understand the basic functions of your university provided devices, software and application. You can also submit a helpdesk ticket if you are having trouble with any of the devices, software and applications.

For more information or assistance contact: techtraining@pvamu.edu



Helpdesk Navigation

Submit a ticket and review requests through our Helpdesk portal. In addition, view the service catalog and popular articles to gain more knowledge about the tools and services we offer at your own pace.



Classroom Technology Audiovisual Equipment

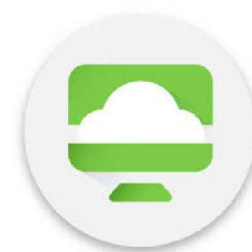
Learn all about classroom audio visual equipment, and how it works with web conferencing tools to stream your class live while teaching in a classroom!

Phone & Fax



Phone & Fax

Access your voicemail online and change your pin code. Navigate the XMedius fax services to send faxes online.



Panther Desktop

The Panther Virtual Desktop is used to make applications that have traditionally only been available in department computer labs available anywhere at any time with an Internet connection using any compatible device – PC, Mac, iOS, or Android.



TechTraining

"Ignite your passion."

Now that you have the full scope of our offerings, take your time in learning something new every day or each week. We grow stronger the more we learn and apply.

For more information or assistance contact techtraining@pvamu.edu

