

# **Training Services**

offered by CCIT

Clemson University offers Training Services to all employees and students.



**"It's all to do with training: you can  
do a lot if you're properly trained"  
Elizabeth II, Queen of Great Britain**

The Queen of Great Britain once said, "It's all to do with training: You can do a lot if you are properly trained."



**"Anyone who stops learning is old, whether, whether at  
twenty or eighty. Anyone who keeps learning stays young.  
The greatest thing in life is to keep your mind young."  
Henry Ford**

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Henry Ford](#)

# What type of Training Services does CCIT offer?








- Instructor Led Training
- Online Courses/Online Books/Online Certification Prep Courses
- One on One Consultations
- Training for class/department projects
- Webinars
- Tech Talks/Mobile Mondays
- Brown Bags/ Lunch 'N Learns
- Professional Development & Leadership Offerings

CCIT offers a variety of training services.

We offer:

Instructor Led Training

Online Courses/Books/Certification Prep Courses

One on One Consultations

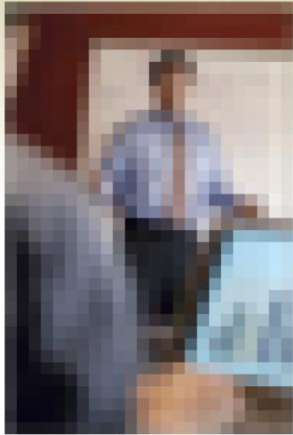

Training for classes and/or Department Projects

Webinars

Tech Talks/Mobile Mondays

Brown Bags and Lunch N Learns

Professional Development & Leadership Offerings



**Instructor Led Training**

<http://www.clemson.edu/clereg>

Where can you find out what training classes are being offered? And how can you register for them?

Visit <http://www.clemson.edu/clereg>

You may wonder, are there any fees to attend these instructor led training classes?

No. Not at this time/

## Instructor Led Training

- Microsoft® Office®
- Microsoft® Project®
- Microsoft® Visio®
- Microsoft® Windows®
- Windows Movie Maker™
- Google Apps for Education
- Prezi
- Adobe® Creative Suite®
- Apple®
- Mobile Technologies
  - iPads®
  - Android
- eLearning with SkillPort®
- Blackboard Learn™
- Respondus
- Turnitin®
- Adobe® Connect™
- Adobe® Presenter
- Echo360®
- i>clickers®
- SMART Boards™ & SMART Podiums™
- Web 2.0 Tools
- Laptop Workshops for all incoming students

What kind of topics do we cover in our training classes?

We offer training on a variety of topics from software applications like Microsoft Office and Google Apps for Education, to training on hardware supported on campus like iPads, iClickers and SmartBoards. We also offer support for a lot of the tools used in our Distance Education classes like Adobe Connect, Adobe Presenter and Blackboard. At the beginning of the Fall and Spring semester we offer laptop workshops to all incoming students. We also have workshops for students who are getting ready to graduate to assist them in transitioning their laptop for use after Clemson.

# CITI Instructor Led Training



- Tech Out Loud Sessions
  - Installing and Running Applications on the Palmetto Cluster
  - Demonstration of Selected Applications on the Palmetto Cluster
- Workshops
  - Introduction to Bash Scripting
  - Introduction to Linux
  - Intro to Parallel Programming with MPI
  - A Quick Introduction to Python Programming
  - Introduction to the Palmetto Cluster
  - Introduction to Desktop Virtual Machines
  - Introduction to Information Visualization Using Gephi
  - Introduction to Scientific Visualization
  - Introduction to Scientific Visualization Using ParaView
  - Introduction to Scientific Visualization Using VisIt
  - Introduction to Visualization

CITI also known as Cyberinfrastructure Technology Integration is responsible for building a campus cyberinfrastructure (CI) environment and engaging faculty, staff, and students who need CI for their academic, research, and outreach activities.

This group offers two kinds of instructor led training classes. The first is called Tech Out Loud sessions. These sessions involve a member of our CITI team walking through or just demonstrating specific procedures (like installing applications or doing administrative tasks). These are usually classes that are introducing advanced concepts that users may not yet be familiar with. The workshops are more hands on instructor led training classes.

The slide features a header with the 'CLEMSON' logo in orange and the text 'COMPUTING AND INFORMATION TECHNOLOGY' in blue. Below the header is a large, pixelated image of a person's face. The main content area contains the text 'Online Courses' in bold black font, followed by the URL 'http://www.clemson.edu/elearning' in blue text.

**Online Courses**  
<http://www.clemson.edu/elearning>

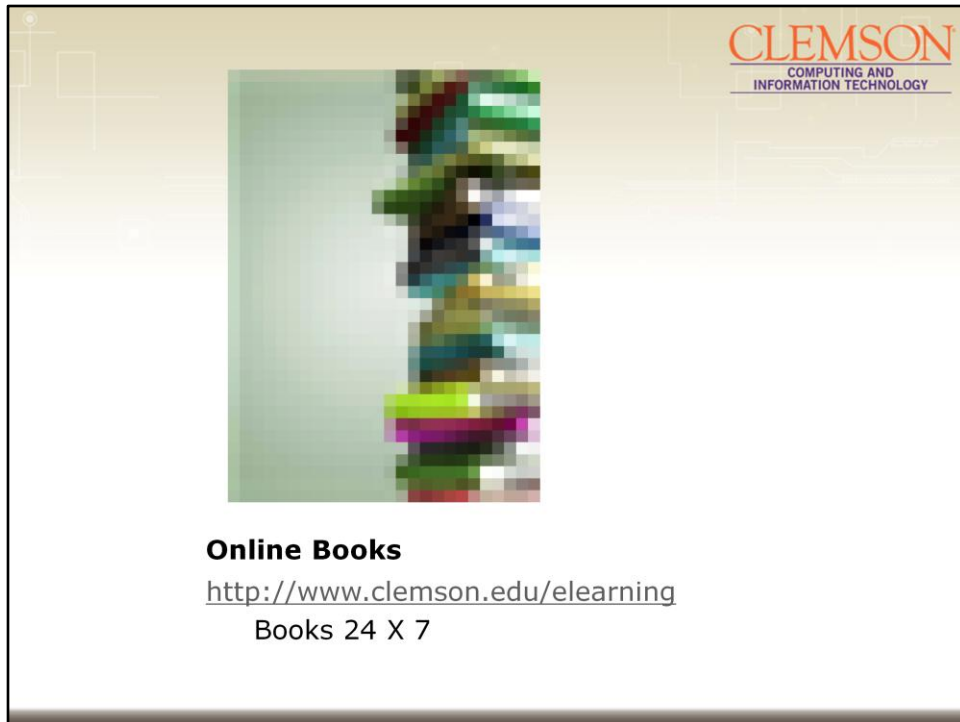
We have a great resource available for all faculty, staff and students called SkillPort. You can access this from your office, dorms or when you are at home. All you need is internet access. You might be wondering what kind of courses are available through SkillPort. There are all sorts of courses from soft skills to software applications, even some certification prep courses.

Where can I find out what Online Courses are available?  
and How can I access the Online Courses?

[Visit http://www.clemson.edu/elearning](http://www.clemson.edu/elearning)

Are there any fees for the Online Courses? No.





Our SkillPort system also has books available online now. You can read books, subscribe to receive a list of the new books that are available, and even recommend books to other users. Books again range in topics from soft skills like team building, marketing, how to use your iPad, and there are even books on programming, coding, hardware maintenance, etc. From hobbies to the hard core programming all topics are covered. There are even audio books you can listen to on your mobile device.

Where can I find out what Online are available?

How can I access the Online Books?

<http://www.clemson.edu/elearning>

Books 24 X 7 link in the top right corner

Are there any fees for the Online Books? No.

## Certification Prep Courses



- Continuing Professional Education
  - PMI® Certification Program
  - Human Resource Certification Institute
  - The Six Sigma Program
- IT Certifications
  - Microsoft Certification Programs
  - Oracle Certification Programs
  - ITIL Certification Programs
- And more

SkillPort also prepares you for Certification Exams and helps you to maintain CEU's or PDU's for your professional certifications.

How can you access the Online Certification Prep Courses?

<http://www.clemson.edu/elearning>

Is there any fees for the Online Certification Prep Courses?

No. Not at this time.

## **Online Courses / Books / Certification Prep Courses**



- Can I have custom learning paths created for my students?
  - Yes.
- Can I have custom learning paths created for my department?
  - Yes.

So with all these great resources is there a way for faculty or department leaders to create custom groupings of these materials to assist their students or employees with professional development? Yes there is. Email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) today to create a custom curriculum or learning path for you students or employees.



**One on One Consultation**

[ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or (864)656-3494

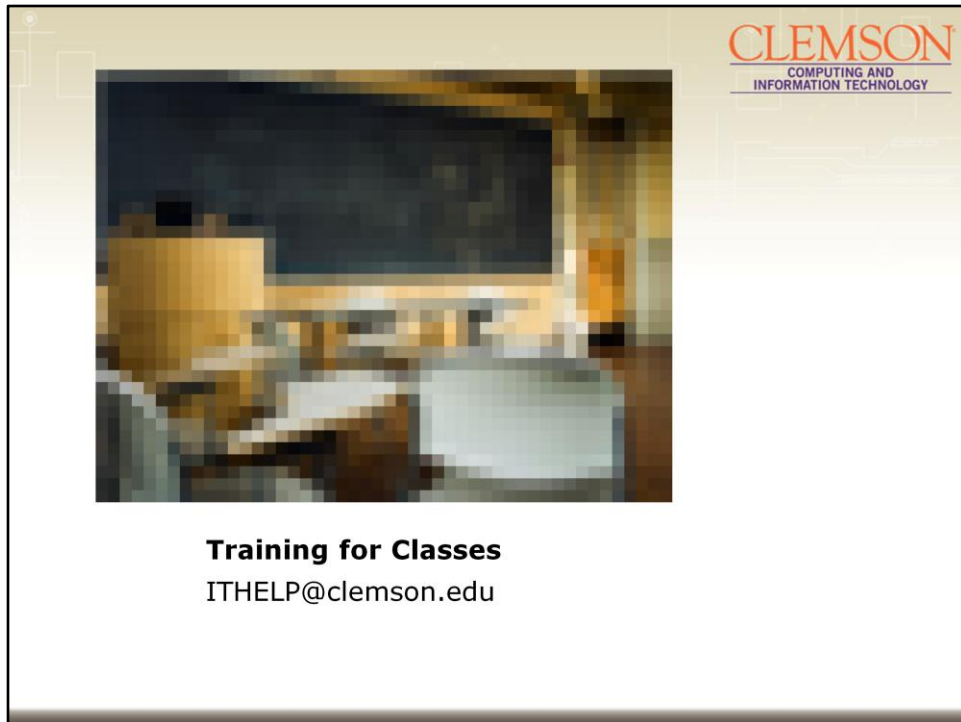
How can I request a One on One Consultation?

Email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu)

Subject Line of email: Training Request

Call ITHELP

864-656-3494



Working on a special project with your class?

Ex/ Creating a webpage for ePortfolio

Schedule a trainer to come onsite to your class to provide Google Sites training

What we will not do

Provide training for every class session

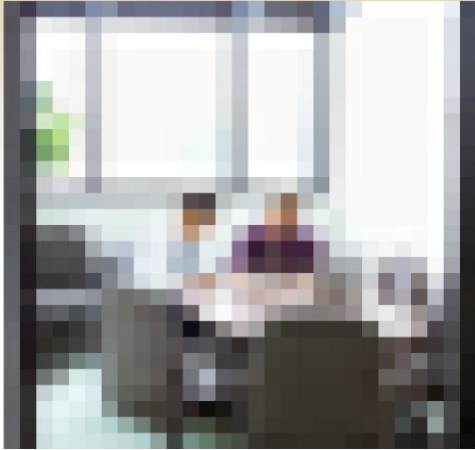

Provide training without the faculty member present

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Do you have a special project your students are working on for your class? Maybe a webpage or ePortfolio and would like to get a trainer from CCIT to come and provide your students with training on how to use the tools that are available?

Contact [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) to setup a date and time for a trainer to come and visit with your class.

Please be aware that we do not have the resources to provide a trainer for every class session and we ask you as faculty to be there as well, so that you can learn more about these tools so that you can eventually teach your own students.



**Training for Department/Project**  
[ITHELP@clemson.edu](mailto:ITHELP@clemson.edu)

Is your department getting upgraded or learning a new tool?  
Do we offer training classes on that tool?  
Contact ITHELP to see if you can get a group training class.

## Webinars

- **Examples of Previous Topics**

- Drive: The Science of Motivation and its Connection to High Performance
- The Progress Principle: Using Small Wins to Ignite Joy, Engagement, and Creativity at Work
- Cost Benefit Analysis for Change Management
- Change Saturation and Portfolio Management
- Prosci Methodology
- Leading for Life: The Power of Confidence and Lifelong Learning
- Roles in Change Management

We get access to some great motivational presentations through our SkillPort license. We like sharing this information with Clemson Employees.

So we will occasionally make these opportunities available through a group setting at lunch time. Come learn and get motivated, then discuss with other employees.

Learn about and register for upcoming webinars at <http://www.clemson.edu/clereg>  
Examples of Previous Topics

**Drive: The Science of Motivation and its  
Connection to High Performance**

**The Progress Principle: Using Small Wins to  
Ignite Joy, Engagement, and Creativity at Work**

**Cost Benefit Analysis for Change Management**

**Change Saturation and Portfolio Management**

**Prosci Methodology**

**Leading for Life: The Power of Confidence and  
Lifelong Learning**

**Roles in Change Management**



What are Tech Talks?

Tech Talks are usually short 20 – 30 minute training sessions on specific topics

How do I access Tech Talks?

<http://connect.clemson.edu/techtalks>

When are they offered?

During the Fall and Spring Semester we offer Tech Talks every Tuesday at 2pm.



## Tech Talks Tuesdays @2 PM



- Archives and the Current Semester Topics can be found at:  
[http://www.clemson.edu/ccit/learning\\_tech/computer\\_training/tech\\_talks/index.html](http://www.clemson.edu/ccit/learning_tech/computer_training/tech_talks/index.html)

Are they recorded? If so how do I access the archives?

Yes all of our Tech Talks are recorded.

Archives can be found at

[http://www.clemson.edu/ccit/learning\\_tech/computer\\_training/tech\\_talks/archives.html](http://www.clemson.edu/ccit/learning_tech/computer_training/tech_talks/archives.html)

Where can I find the current semester Tech Talk Topics?

[http://www.clemson.edu/ccit/learning\\_tech/computer\\_training/tech\\_talks/index.html](http://www.clemson.edu/ccit/learning_tech/computer_training/tech_talks/index.html)

## Tech Talks Tuesdays @ 2 PM

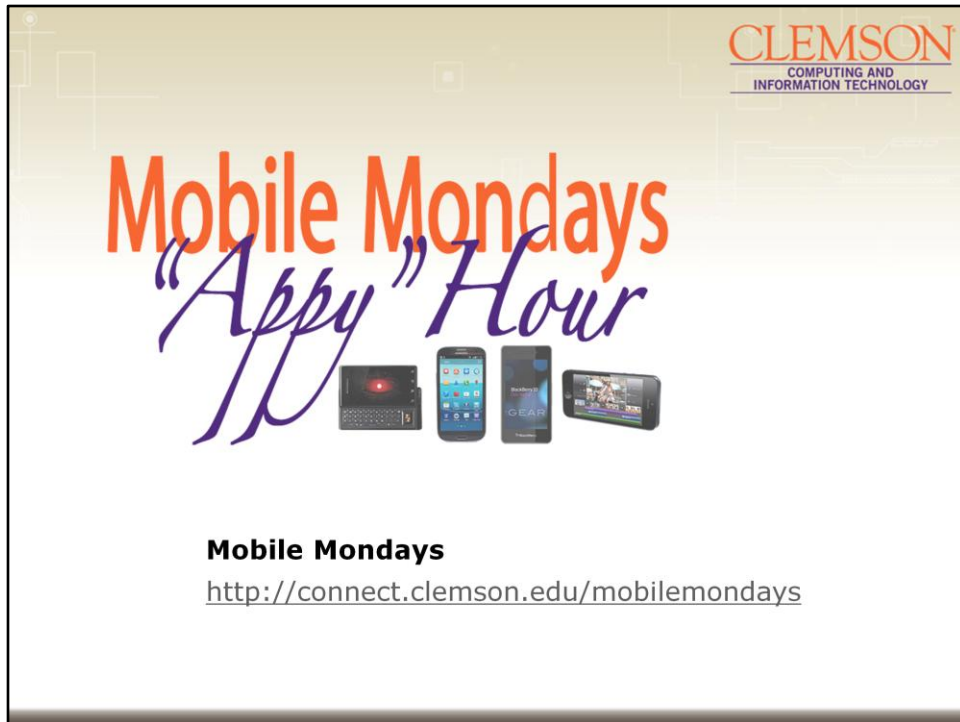


- How can I give you ideas for future Tech Talk Topics?
  - Fill out the survey at the end of the Tech Talk each week
  - Email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) with the topic idea

How can I give you ideas for future Tech Talk Topics?

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Email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) with the topic idea



What are they?

Starting this semester we will have the first round of Mobile Monday. Mobile Mondays are the first Monday of each month. Meet with our trainers and other Clemson Mobile users to learn about apps you can use in the classroom, workplace or home to increase productivity. Then stick around and share your favorite apps with other Clemson Mobile Users. Each month we will discuss a new OS. February 4<sup>th</sup> we will start off Mobile Mondays with IOS. Then in March we will discuss Blackberry. April will be Android OS. Then May will be Windows Mobile.

When are they?

The first Monday of each month

How do you participate?

<http://connect.clemson.edu/mobilemondays>

Who can participate?

Anyone – faculty, staff or students

Are they recorded?

yes

## Brown Bags / Lunch 'N Learns

### – Brown Bag

- Previous Brown Bags
  - Virtualization for Dummies
  - Blackboard
  - Enterprise Video Conferencing

### – Lunch N Learns

- Previous Lunch N Learns
  - iClicker
  - Echo 360
  - Adobe
  - McGraw-Hill Connect



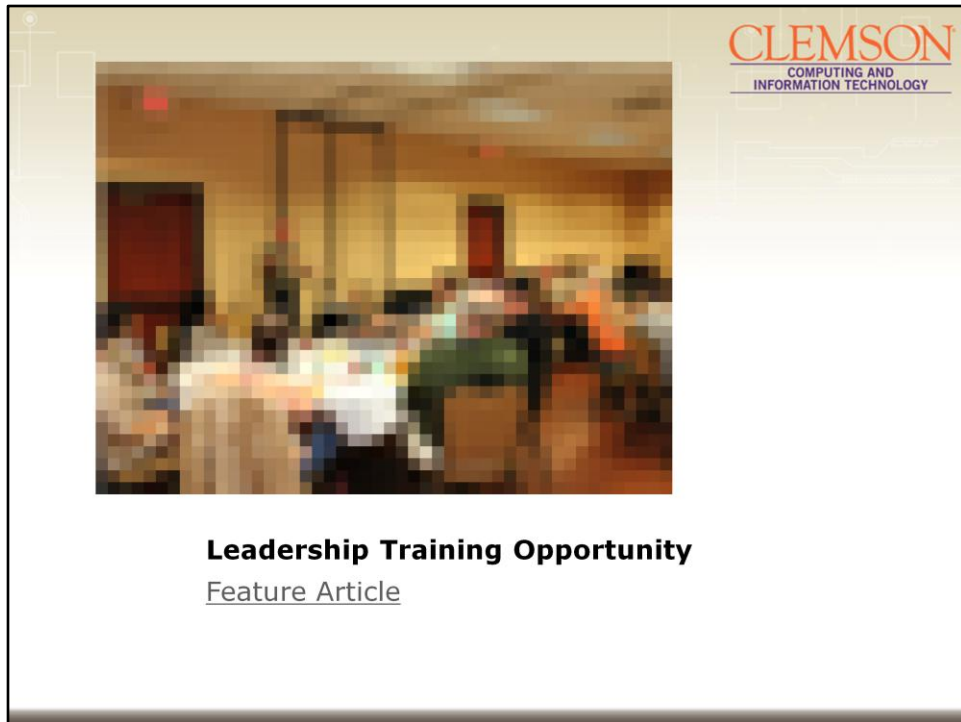
What's the difference?

Brown Bag – Bring your own lunch a learn about an interesting topic that CCIT supports.

Previous Brown Bags – Virtualization for Dummies, Blackboard, Enterprise Video Conferencing

Lunch N Learns – these are usually sponsored by our vendors. Lunch is usually provided by the vendor.

Previous Lunch N Learns – iClicker, Echo 360, Adobe, McGraw-Hill Connect



CCIT will be offering a Leadership Training Opportunity to all Clemson Employees. This opportunity stems from CCIT's Leadership Summit training that included:

- Patrick Lencioni's Five Dysfunctions of a Team
- Thinking Assessments
- Coaching Skills
- Dan Pink's Six Senses
- Guest Presenters

A charge will be incurred by non-CCIT participants to attend this training. For more details, have your dean/director/department head contact the CIO office.

To learn more about this leadership opportunity, please see the feature article about CCIT's Leadership Summit featured on Clemson's website:

<http://features.clemson.edu/creative-services/staff/2012/ccit-growing-the-next-generation-of-leaders/>

## The After Effect

- Personal Webpages
  - [http://people.clemson.edu/~trainers\\_username](http://people.clemson.edu/~trainers_username)
- CCIT's website
  - Search CCIT's webpage
  - Learning Technologies
  - Which software applications does CCIT have site licenses for?

Everybody has encountered this in one shape or another. After attending training where do you go to remember all this great information or get access to those new tools. Can't remember whether there is a site license for the tool, where can you go to look for that information.

### Personal Webpages

Most of our trainers have their own personal webpage where they share resources. Some have developed courses or workgroups in Blackboard with examples. If you go to [http://people.clemson.edu/~trainers\\_username](http://people.clemson.edu/~trainers_username) you may find an abundance of resources on their personal webpage.

### CCIT's website

#### Search CCIT's webpage

Example/ Microsoft Word, Adobe Connect, Echo 360, Jing, Google Apps for Education, etc.

#### Look at the resources available under Learning Technologies

[http://www.clemson.edu/ccit/learning\\_tech/](http://www.clemson.edu/ccit/learning_tech/)

#### Which software applications does CCIT have site licenses for?

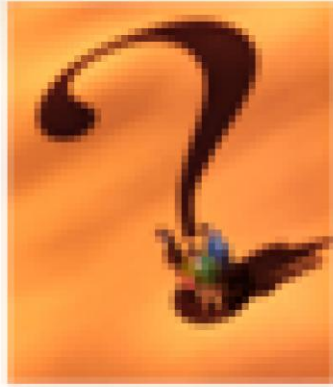
##### Software & Applications

##### Software

##### Software Licenses

[http://www.clemson.edu/ccit/software\\_applications/software/licenses/index.html](http://www.clemson.edu/ccit/software_applications/software/licenses/index.html)

## The After Effect



- Is there a Knowledge Base where I can search for FAQ regarding topics we do training on?

[http://www.clemson.edu/ccit/help\\_support/knowledge\\_base/index.html](http://www.clemson.edu/ccit/help_support/knowledge_base/index.html)

Is there a Knowledge Base where I can search for FAQ regarding topics we do training on?

Click Help & Support in banner on CCIT's homepage

Click the Knowledge Base link on the left side of the screen

[http://www.clemson.edu/ccit/help\\_support/knowledge\\_base/index.html](http://www.clemson.edu/ccit/help_support/knowledge_base/index.html)

## The After Effect

- SkillPort Mentor
  - Chat with a Mentor
  - Email my Mentor
  - Activate Daily email



### SkillPort Mentor

Login to SkillPort

Search for the topic you are interested in

Click the Mentoring link

A list of topics mentoring is available for will be displayed

Hover over the one you are interested in and click Launch

Then you have 3 options

Chat with a Mentor

Chat with a Mentor: If you have a short course or certification question, your Mentoring Team will provide you with a quick answer. To enter a live chat with a Mentor, click the **Chat with a Mentor** button.

Email My Mentor

Email My Mentor: If you have a detailed course or certification question, your Mentoring Team will provide you with a detailed answer via email. To create and send an email to a Mentor, click the **Email My Mentor** button.

Activate Daily Email

Activate Daily Email: Click the **Activate Daily Email** button to begin receiving the mentored Daily Email messages. Once this Mentoring is activated, you will receive Daily Email messages providing you with questions on information relevant to your course.



## Summary

- Support as well as professional development on many tools you use on a daily basis.
- Just ask us we are here to help you.

### Summary:

What does CCIT's Training Services offer you?

Support as well as professional development on many of the tools you use on a daily basis.

Just ask us we are here to help you.

## Feedback

- “Kind words can be short and easy to speak, but their echos are truly endless.” Mother Teresa
- Surveys
  - Training
  - ITHELP
- Email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu)

Mother Teresa once said, “Kind words can be short and easy to speak, but their echos are truly endless.”

If you like what we are doing and the services we are offering, let us know.

How can you do this:

-Fill out our surveys

We have 2 types of surveys, surveys from our training classes and surveys from ITHELP.

You can also use our surveys to provide feedback on new ideas for training classes you would like to see added to the schedule.

At any time you can provide feedback to our trainers and their managers by emailing us at [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu).