



Communicator

Information Technology Division

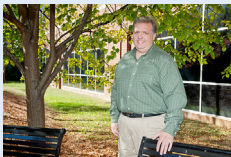
**MIDDLE
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ITD Hosts Open Forums

The Information Technology Division will host a series of open forums during the course of each semester to help establish a culture of open dialog and to share ideas regarding information technology at MTSU. These open forums, which kicked off in November, will provide the University with information about some of the major IT projects in the works, as well as a chance to address some of your questions, concerns, and also exchange ideas. The forums will be held three times during the month of February beginning on Feb. 1,

2012 and will occur on a monthly basis throughout the rest of the spring and summer. You are encouraged to attend and share your thoughts as well as learn of IT happenings on campus. For more information including complete schedules and agendas, visit <http://mtsu.edu/project/forum.shtml>. In addition to schedules of the upcoming forums, the site will offer you an opportunity to submit potential agenda items and view previous meeting notes. For more information contact Dan Copp at 615-898-5065 or Robin Jones at 615-898-2214.

Technology Fair Provides One-Stop-Shop for Faculty

The Learning, Teaching and Innovative Technologies Center (LT&ITC) held its annual Faculty Fair on October 26. Formerly called ShareFair, center board members decided to broaden the scope of this event to provide a “One-Stop-Shop” for faculty to learn more about resources and services available to them at MTSU. Representatives were on hand to address questions in a variety of different areas.

ITD would like to offer a special thanks to all who participated and visited the center for this event. If you were unable to attend, please plan to join us for this annual event next fall.

2011 Annual Faculty Fair Participants included:

Faculty Grant Committee Members

- Instructional Technology
- Instructional Development
- Faculty Development
- Public Service

*Previous award members shared/demonstrated their projects.

Faculty Development Opportunities

- Faculty/University Learning Community facilitators and participants
- Teaching and Professional Development Program sponsored by LT&ITC
- EXL and Service Learning programs
- Education Abroad programs
- Online Course Development
- TBR E-Mobilization Initiative

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Students Partner with ITD to Create Mobile App

It's not easy being a freshman on the first day of college, but thanks to the creation of a new downloadable mobile application, the days of new students walking aimlessly throughout the maze of buildings, sidewalks, trees, and parking lots with a crinkled map as their only guide might be coming to an end.

What began as a mere classroom assignment for five senior computer-science majors turned into an innovative electronic resource that could change the way students get around on campus.

After collaborating with the Information Technology Division, the team of ambitious young programmers created MTSU Mobile, an Android app developed to make life a little easier for their fellow Blue Raiders.

"We hope the new app will help students do things like look up class and schedule information, map classrooms and offices, get times and dates of sporting events, and check the latest dining specials," said Craig Murphy of Salem, Ill., a senior computer-science major at MTSU and a member of the student team of developers which also includes Jason Bandy of Murfreesboro, Chris Johnson of Smyrna, Chelsea Rath of Franklin, and Brandon Beard of Nashville.

The app, which is now available in beta form for anyone to use, originated

as a project in Dr. Derek Riley's Java programming language class. The student team's advisor, Dr. Sung Kun Yoo, later received a grant that provided funding for the five students to do development work this past summer.

"We had to write a full Java program, and since Android is coded in Java we chose to do an Android app," recalled Murphy, who was inspired to create the app by his friend who developed a similar program at the University of Oklahoma.

Part of the original assignment was to not just write an app, but to write an app *correctly*.

"That means a lot of time goes into planning exactly what will be in the app and not just sitting down and coding," Murphy noted. "The biggest challenges were deciding what the initial components of the app would be because there are so many features that could be in the app, and then actually coding the app. The Java class taught us a lot, but you can only learn so much in just a semester, so we taught ourselves some aspects of Android programming."

As their ambitious project lifted off the ground, the young programmers decided to partner with ITD to create the app and presented their ideas to Vice President and Chief Information Officer Bruce Petryshak and ITD Associate Vice President Tom Wallace.

"They loved the idea, and so we partnered with ITD," said Murphy, who also works at the ITD Help Desk. "ITD has provided us with great resources for the app. Since the project was bigger than just a class project now, we were able to get a grant for the summer to help us with expenses. Then at the end of the summer, ITD hired us as student workers to continue our work on the Android and start iPhone development."

Wallace said the collaborative endeavor was a means to provide students with a realistic job experience.

"Earlier this year, Bruce and I wanted to seek out ways for our division to assist students in real-world learning experiences," Wallace explained. "We heard about this project and wanted to help by assisting the students and providing financial support. They are a hard-working bunch, and their initiative and expertise has been great."

The MTSU Mobile team has lab space in the Parking Services Building and meets with ITD staff every Monday. Students already have amassed more than 500 hours building the MTSU Mobile app from the ground up, said team member Bandy.

"It's been a pretty steady job," he said. "I have learned a great deal, not only the programming but what it takes working with a client, and actually have learned a lot more about MTSU. This has provided me with experiences that I would have never gotten in the classroom."

In contrast to other software packages, the significance of MTSU Mobile is that it is designed *by* students for students as opposed to the University hiring an outside firm to develop the app, Murphy said.

"This gave us real insight into what the app should do since we would also be the user of the app," he added. "In general, I would call the app an infor-

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MTSU Mobile

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mation aggregator for the University. We tried to think about what kind of information students, visitors, and staff/faculty would want to access quickly on their mobile devices.”

A major component of the app provides a map that allows users to see where they are on campus. The program also features academic information through Pipeline accounts, calendars, and contact information for professors.

“My favorite feature is mapping my schedule because at the beginning of every semester I find myself with that little sheet of paper and a map in case there is a new building I haven’t been to,” Murphy reflected. “Now, with this app, I can do all of that on my phone instantly and know exactly where I am on the map. I think this will help every

student and freshman in particular who may be embarrassed to hold that map up and wander around campus for an hour because he or she doesn’t know where their building is or even where they are.”

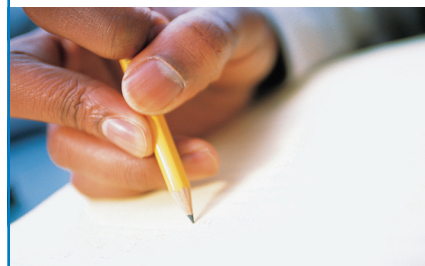
As of press time, over 1,000 students have taken advantage of the new mobile app. The beta version can be downloaded at bit.ly/MTMobileApp.

The students plan to have version 1.0 of both Android and Apple applications available by early January. The team is working to add sports schedules, dining information, and other functions for students to download by the spring semester.

Doug Williams contributed to this article.

Attention Faculty!

You can have your tests scored and surveys scanned at the ROTC Annex and CAB basement. Scan forms are available at the bookstore. For more information, call extension 5160.



Wireless Telephone Security

As wireless technology continues to evolve, the common cellular telephone is beginning to transform into a data warehouse. Users not only rely on their phone’s ability to store address book information but are also now dependent on them to provide calendar, email, and document access. As such, smartphone users should consider what sensitive data might be on the device and remain diligent about keeping the information secure.

First and foremost, smartphone users must not store Personally Identifiable Information (PII) unencrypted on their devices. PII is any information which can potentially be used to uniquely identify, contact, or locate a person. Under Tennessee law, “personal information” means an individual’s first name or first initial and last name, in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted:

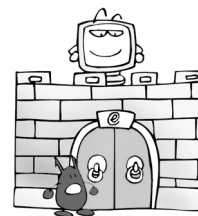
social security number; driver license number; or account, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual’s financial account. For more information on MTSU’s security policy, please refer to MTSU Policy I:03:06, which can be found at <http://www.mtsu.edu/policies/pdfs/InformationSecurityPolicy.pdf>.

Additional security precautions include:

- Smartphone users should secure their devices through the use of a strong password. Strong passwords contain a combination of upper and lower case characters, as well as numerals and special symbols.
- As you would on a PC, be extremely cautious about opening attachments from untrusted sources, or following links

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Security Corner



From the IT Security desk

A phishing message was sent out with the subject “ACCOUNT ALERT**” claiming to be from MTSU Security and requested that you verify your account. If you receive this message please DELETE it and do NOT click on any links.**

The Five W's of Learning

An experienced journalist answers the most important of five central questions in the lead paragraph of every article: who, what, when, where, and why. These so-called “five W’s” can also be applied to teaching and learning. Not only should students learn what they did correctly or incorrectly, but *why*.

Middle Tennessee State University journalism professor Dr. John Bodle wanted to provide his introductory newswriting students with more than just a brief critique of their work because he realized there was only so much students could learn from red-inked comments jotted down on the margins of their term papers.

Bodle is an award-winning journalist who’s worked in just about every facet of the media industry including news reporting, photography, advertising, and public relations, but he’s the first person to admit that he’s not the most technologically savvy user on the planet.

However, when Bodle was recently introduced to the TurnItIn application at a workshop, he capitalized on the opportunity to implement the program in his media writing course.

“The amazing thing about this is that I’ve never been the innovator on anything technological,” said Bodle, who’s been teaching at MTSU since 1993. “However, when it comes to TurnItIn,” he said, “if I can do it anyone can do it. It’s a fairly flexible and intuitive program.”

TurnItIn is an application that assists faculty in their evaluations of student-composed work.

The Information Technology Division recently negotiated a campus license for a suite of products from TurnItIn.com including the “Originality Checker,” “GradeMark,” and “PeerMark” products. Written assignment grading can be streamlined as an instructor can create a customized



MTSU journalism professor Dr. John Bodle uses the TurnItIn application to provide his students with a more in-depth critique of their work.

collection of comments and feedback statements that can be dropped in appropriate locations within an assignment.

PeerMark makes the process of peer review and collaboration easier for both faculty and students, and GradeMark allows instructors to access their students’ papers online and provide electronic comments and feedback.

Teaching, Learning & Technology

PROFILE

The Originality Checker component allows written works to be compared against a growing database of papers and Internet resources and provides students and instructors with a report detailing an analysis of the content’s originality. Bodle, who began using TurnItIn a little more than a month ago, uses Desire2Learn’s dropbox tool to create individualized folders that enable his students to submit their writing

assignments throughout the semester.

“I think a lot of people will use TurnItIn for originality, which is a plagiarism check,” Bodle explained. “I don’t use it for that particular reason because this is an introductory writing course, and I have to give my students very detailed guidance on what they’re doing right and what they’re doing wrong.”

TurnItIn is also an efficient time saver, Bodle noted. The program enables the journalism professor to tailor his feedback to students’ individual needs without having to keyboard repetitious material. For example, the GradeMark feature allows Bodle to review and comment directly on a student’s paper.

Prior to using TurnItIn, Bodle was still a proponent of providing students with detailed evaluations of their work rather than just marking up comma splices and grammatical errors. Therefore, he typed out his comments and laboriously copied and pasted blocks of explanatory material for each indi-

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Staff and Faculty photos viewable online

Staff and faculty photos are now available online through the electronic “Find People” directory via the Contact Link on MTSU Web pages and through the Campus Directory PipelineMT tab.

All photographs stem from the BlueID system and are ONLY viewable through the “Find People” and Campus Directory tab when accessed from within the MTSU network.

Photos are not viewable to the general public outside the MTSU network. If you prefer not to have your photo displayed online, follow the instructions listed below.

- Log on to PipelineMT.
- Click on the RaiderNet tab.
- Under Personal Information, click on Directory Profile.
- Click on the box next to the “Do not display photo” statement.
- Click on the “Submit Changes” button.
- Log out.

Note: If you opt out, your photo will no longer be viewable within 24 hours. For more information, contact the Information Technology Help Desk at 615-898-5345 or the BlueID Office at 615-898-5523.

Faculty Fair

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Faculty Resources and Services

- Faculty Instructional Technology Center
- American Association of University Professors (AAUP)
- Student Support Services
- Career Development Services
- University Fellowship Office
- Walker Library

Middle Tennessee State University

Telephone Tidbits



With the holidays quickly approaching, you may find it necessary to disable your voice mailbox so that callers can't leave you messages while you are away. Simply follow the instructions below:

- 1. Log in to your voice mailbox.**
- 2. Press option 5 from the main menu (not a spoken option).**
- 3. Press option 7 to administer call answer options.**
- 4. Press option 1 to prevent callers from leaving messages.**

After activating the call answer disable, you may want to record a personal greeting informing callers that you will be away from the office and when they can expect you to return. For instructions on recording a personal greeting, please visit <http://www.mtsu.edu/itdtele/services/voicemail.shtml>. After returning to the office, remember to log in to your voice mailbox to turn off call answer disable, allowing callers to once again leave voice mail messages. To deactivate the call answer disabling feature, follow the itemized instructions above.

For questions regarding the call answer disable or any other voice mail feature, please contact the voice mail coordinator at extension 2206.

The College of Business's IT Guy

There aren't a lot of people in today's chaotic workforce who look forward to Monday mornings at the office, but local service provider Phillip Collins is an exception.

"I love coming to work," he exclaimed enthusiastically, "and I love working with the College of Business. I feel as though I'm developing a good rapport with them, and we're all like one big family here."

Collins sees himself as a lot more than a desktop support technician, especially in such a high-tech setting where countless hours of people's blood, sweat, and tears are stored on their hard drives.

"The faculty members are so busy and focused on their teaching, class preparation, research, and all the meetings in which they're involved," he said. "Meanwhile, my time is focused on helping them protect all of their hard work – the hours that they've invested in creating their data."

IT security has become a sixth sense for Collins, who worked in law enforcement for 16 years in his native state of Indiana. Much of his policing experience overlapped with technology as he investigated email crimes and computer tampering at DePauw University in Greencastle, Ind., in the late 1990s. He left the University police department in 2000 to pursue a career in the realm of IT as the Associate Coordinator for User Services at DePauw University, where he provided supervision for the Help Desk, ID/One Card, Dell laptop repair for students, Printing Services, and User Support Services for more than 700 faculty and staff members.

Collins and his wife, Melanie, an MTSU graduate and Murfreesboro native who currently works in the University's Financial Aid Office, relocated to Murfreesboro in 2006. Since his wife hailed from Murfreesboro, Collins was well familiar with the city and liked the area. While establishing his new life in Middle Tennessee, Collins worked for two years out of his home office as a hardware support specialist for T2 Systems, Inc., providing second-level hardware/software technical support and in-



IT security has become a sixth sense for local service provider Phillip Collins who worked in law enforcement for 16 years in his native state of Indiana.

stallation assistance via teleconference and remote desktop to customers throughout the U.S. and Canada before joining ITD in the spring of 2008.

One of the notable differences that separate ITD from other IT departments is the environment in which the desktop support technicians are structured, Collins noted.

"The desktop support group from where I came from basically had offices in one centralized location," he explained. "Anytime we'd get calls, I would just dispatch my guys to those sites. Here at MTSU, on the other hand, desktop support technicians are assigned to colleges. For example, I'm assigned specifically to the College of Business."

Information Technology Division **STAFF**

Such a system yields numerous benefits, Collins pointed out.

"What I like about this setup is that it

helps me develop a rapport with my deans, and my faculty and staff," he explained. "You really get a lot of opportunity to get to know your customers or clients, and that to me is very good thinking on someone's part to create this type of work environment."

When a desktop technician works with customers fleetingly or once every blue moon, they're virtually strangers to one another. However, through his familiarity, Collins has become a lot more than just the anonymous "computer guy" at the College of Business.

"They've become like a family to me," he said. "I know about their kids and what's going on in their lives. Sometimes I see them upset or down, sometimes I see them excited or happy. At the same time my familiarity allows me to be more direct with people, where you might not feel comfortable to do that if you didn't have a close relationship."

Such a relationship enables Collins to emphasize the importance of backing

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ITD Staff News

The **Tennessee Summit Conference**, sponsored by the Tennessee Board of Regents (TBR) and hosted by Middle Tennessee State University, is an annual event that is open to higher education professionals in Tennessee and surrounding states who have adopted Banner from SunGard Higher Education. The conference serves as a forum in which participants can present and share information relating to administrative technology needs of higher education institutions and supporting the

institutions' students, faculty, and staff.

This year's conference, held on October 17-18, had a one-time change in format due to conflicting timing with the national EDUCAUSE conference. The format consisted of mini seminars on Business Intelligence, the Infinity Process Platform, Banner Student, Banner Financial Aid, ODS/EDW, and Luminis. Several MTSU offices had representatives in attendance.

Vice President and CIO **Bruce Petryshak**, Associate Vice President **Tom Wallace**, and Assistant Vice President **Barbara Draude** attended the annual Education conference which drew over 4,000 national and international participants to learn about and discuss administrative and academic issues of technology in higher education. Participants also met with a wide range of vendors to see, experience, and compare the newest products on the market.

Wireless Telephone Security

Continued from page 3

from within email to untrusted sources to avoid being exposed to malware. It is recommended that you install virus protection software on your smartphone, such as AVG, most of which are free and available for download from your smartphone's app store.

- Users should be mindful that wireless transmissions are not secure and should use discretion in relaying confidential informa-

tion over wireless devices.

- If the Bluetooth functionality is not used, be sure to disable it. Most devices are shipped to the end user with that function already enabled. If you don't plan on using Bluetooth, it is best to disable the feature to avoid eavesdropping.
- If you do use Bluetooth, consider changing the default passcode used to connect to a Bluetooth-enabled device.
- Before disposing of the device, be sure to wipe all data from

it. There are some excellent resources available to users that give step-by-step instructions on how to erase sensitive information from wireless telephone equipment. One such resource can be found at http://www.reccellular.com/recycling/data_eraser/default.asp.

Should your smartphone become lost or stolen, and you feel the smartphone could contain sensitive information, please contact the ITD Help Desk at 615-898-5345 to report the breach.

John Bodle

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vidual student.

"Teaching sometimes is more productive online because you can give students the 'whys,'" he said. "You could manually write them out with a pen or pencil, but that process could eat up a lot of time, especially if you have 100-plus students."

The welcomed arrival of TurnItIn has eliminated much of that tediousness, Bodle said.

Bodle customized his own comment and markup sets which incorporate links to outside references addressing a particular writing tip or problematic area. He also created comment balloons that include explanations on a certain subject matter

such as sentence structure.

"Once you get to know your students and what their shortcomings are, you create balloons that list common mistakes and errors that they make," Bodle explained. "You just drag the balloons over to the page instead of having to keyboard that information."

Not only do Bodle's students receive a detailed critique of their work, but they also get an explanation of what they did incorrectly.

"Take comma rules, for example," Bodle said. "If a student has a problem with commas, you slide the balloon over so they can read about how to properly use commas. Not only does this allow me to point out their errors, it allows students to understand why they're wrong as well. You can always tell them there shouldn't be a comma

here or there, but they may not understand why without an explanation. I wanted my students to know not only if they did something wrong, but why."

Bodle said most of his students have been receptive to the application because they appreciate the detailed critiques of their work such as the insertion of comments between words in a sentence.

"I have their original work," Bodle explained. "I then edit it and provide a rewrite for it. They have my critique, my rewrite, and comment balloons explaining why they did something incorrectly and how they can improve. They really like this because it's right in their world. When they're laboring over every sentence and every word, so when you go very specific like this, it's really helpful."

D2L Feedback Options

Through the use of various tools available in D2L, faculty can implement the practice of providing quality feedback (supporting student development and independence) and actually save valuable time in the process.

D2L Rubrics - D2L Rubrics can be tied to the dropbox and a grade column so that students can see the rubric levels you assign and the comments you leave for each level. A D2L Rubric can be tied to a discussion board as well, but students cannot see the rubric from that tool.

TurnItIn - TurnItIn can be used to provide comments directly on the document the student submitted. The instructor can set up comment groups and select from them instead of typing and retyping comments.

Dropbox

- D2L Rubric levels and comments by level (rubrics are copied to each semester automatically).

- **TurnItIn - GradeMark Comments** (comment groups need to be exported and imported each semester); **GradeMark Rubric** (rubrics need to be exported and imported each semester).
- General comment in feedback area.

Gradebook column - Comments by student grade. D2L Rubrics can also be tied to a grade column.

Discussion board - Instructor participation on discussion boards.

Course home news area - Announcement board on a course homepage.

References for this article

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By Susan M. Brookhart

http://books.google.com/books?hl=en&lr=&id=nKks5TIC_zEC&oi=fnd&pg=PA1&dq=giving+effective+feedback&ots=kYVZrGULYP&sig=SRevh6799mhWaLvxas9yMwceq8#v=onepage&q=giving%20effective%20feedback&f=false

By Dannelle D. Stevens, Antonia Levi

Google Books: http://books.google.com/books?hl=en&lr=&id=LlxWgDn8_N0C&oi=fnd&pg=PR5&dq=effective+student+feedback&ots=KKOeFJAd2b&sig=sBYEAUGVLPw0WvviEefddMCPp3g#v=onepage&q&f=false

Phillip Collins

Continued from page 6

up documents to shield them against the slings and arrows of malicious viruses or hard drive crashes. Although he may have left his police badge behind in Indiana, Collins certainly didn't lose his nose for IT security.

Collins isn't only on hand to fix computers or install software, in many cases he's the last line of defense against the malware that lurks in the shadows.

"When you see the stress that (computer viruses) causes, that's why I get on this campaign," he said. "That's why technicians like me who are assigned to these colleges are so important. One of my greatest missions is to help my faculty and staff learn how to secure their resources and to protect their interests. They've invested

years into their work, and to see it infected with a virus, or lost due to a defective hard drive is unacceptable. My role is to make sure that doesn't happen – if it all possible."

Not only does Collins emphasize the importance of shielding his faculty and staff against malware, but he strives to educate them on the importance of data preservation.

"This day and time it's so easy and cost effective to purchase jump drives, external hard drives, CDs/DVDs, and the cloud in various forms to use as resources for backing up and securing one's data set," he said.

Besides safeguarding the College of Business computers against malware and data preservation, Collins also has numerous projects on his itinerary including the University's ongoing migration to the Microsoft Exchange server.

"It's been a big project, but it's going

very smoothly," he said. "We're down to about six or seven people that need to be migrated to the new Exchange server. The thing I've seen about this is that people are really embracing the idea of a global email, calendaring, and contact system because it allows them to use their smart phones. I see it as a huge benefit for the faculty and staff because they now have the opportunity to have all their technology resources in the palm of their hands."

When he's not working in front of a computer screen at MTSU, Collins enjoys doing yard work, recreational shooting, model railroading, and spending time with his wife and three children: Carolyn, 25, an MTSU graduate and first grade teacher; Catlyn, 22, a freelance photographer and student at Nashville State Community College; and Cameron, 19, a first-year student at MTSU.