



Communicator

Information Technology Division

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New Web Page Showcases Upcoming IT Projects



One goal that the Information Technology Division has in terms of the projects that we direct or are involved with is to provide the University community with information about the implications that projects have on how individuals do their work and ongoing progress reports. To assist in that effort, we would like to introduce a new communication website – the ITD Projects Web page.

This site will be a launching pad for getting information about campus-wide projects, for answers to your frequently asked questions, for submitting “rumors” or “did I hear that...” stories, and for getting the right information from

the right source.

Each project listed will be equipped with a description, goals, timeline, and FAQ’s with submission forms. In addition, the site will include a page to look up the “rest of the story” for those rumors, and when appropriate, resource and training links.

ITD invites you to visit the page frequently, submit questions and/or rumors, and let us know how else we could help you understand how these projects will impact the way that you go about completing your work here at the University. The site can be viewed at <http://www.mtsu.edu/projects/index.shtml>.

D2L Course Material to be Shared More Efficiently

The Faculty Instructional Technology Center (FITC) is pleased to announce a new, more efficient method for MTSU instructors to share their D2L course material.

Currently, instructors can freely move their own material between courses to which they're assigned as "Instructor" using D2L's "Copy Components" function. When an instructor wants to share their material with a colleague, however, the instructor must first request that the colleague be enrolled as an "Instructor" in the D2L course before the colleague can access, review, and copy the desired material.

As detailed in the instructions link below, the new method—known as the D2L Shared Content Repository—permits the authoring instructor (aka "course designer/master instructor") to export the entirety of their D2L material for a given course into a single "course package" file using D2L's "Export Components" function, and place the course package into a network folder (aka the "departmental repository folder") which can be accessed and downloaded via hyperlink by the colleague instructor. The colleague instructor would subsequently import the course package into their own course using D2L's "Import Components"

function on their terms and time schedule.

In addition to the availability and accessibility advantages, this new method inherently provides the means to effectively manage online course curricula by designating course designers/master instructors for selected courses who can easily ensure the availability and currency of their respective master course packages. Based on the effectiveness of this course management method currently implemented in some MTSU departments and schools, the FITC encourages all MTSU departments and equivalent level organizations to designate course designers/master instructors so we can enable their access and sharing opportunity for the appropriate departmental repository folder.

To preserve intellectual property rights, instructors are of course not obligated to share their D2L course material and, hence, not required to implement this shared content method. In specific instances where D2L course material has been developed under contract with University College or as directed by departments and equivalent organizations, this method would be mandatory to ensure availability and accessibility of master course packages. The FITC highly recommends this method for those instructors who sim-

ply want to share their course material easily and swiftly with their colleagues. For all other cases where an instructor just wants to copy D2L course material between their own courses, this method would not be applicable, and the instructor would continue to use the "Copy Components" function.

<http://mtweb.mtsu.edu/mtwebresources/D2LSharedContentRepository.pdf> provides the background and detailed instructions for this concept. In the meantime, please feel free to direct any questions and concerns regarding the D2L Shared Content Repository concept to my staff at extension 8189. Thank you in advance for your partnership and cooperation.

Communicator

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ITD Workshops Available For Faculty And Staff

Get started with computer graphic programs such as Illustrator; edit and enhance pictures with Photoshop; get familiar with D2L and Photoshop; get trained in Word 2010, Excel 2010, and Access; learn to design Web pages; and more!

Registration is required (except where noted)

- Register on the Web or call ITD at x5345
- Most workshops are offered at the ITD Training Center in the Telecommunication Building
- Classes are filled on a first-come, first-served basis
- Please give a 24-hour cancellation notice

Individual consultation for instructional technology needs can be requested by calling ext. 8189. Other workshops are available upon request.

See our website for more information at www.mtsu.edu/~itd/workshops

Improved Service for Veterans

ITD's Administrative Information Systems Services area has been working with the Registrar's and Veterans Office to develop a new feature in RaiderNet dedicated to providing information and self-service exclusively for veterans as an alternative to the old paper forms.

One of the new menu options, Enrollment Certification, allows a veteran to enter a term for which they are registered and need to be coded as a veteran.

They verify existing information such as their address, degree, major, minor, and any courses they are repeating, etc. and provide the opportunity to identify changes. Veterans Office staff are notified by email if the user has completed the certification step or encounters errors.

The Benefits Deferment menu option allows veterans to process balances to be deferred. They are presented a statement particular to their specific veteran code regarding the conditions of their deferment.

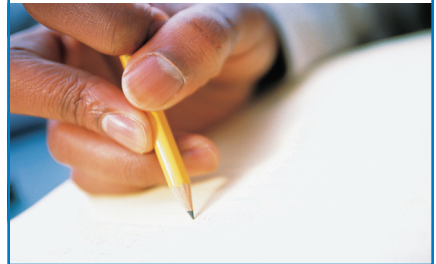
Veterans Office staff are notified when the user has completed this step. The veteran is also directed to the next step in the process which is confirming their registration.

Finally, the Veterans Office Contact Information menu option displays information on how to contact the Veterans Office at MTSU if they need additional assistance.

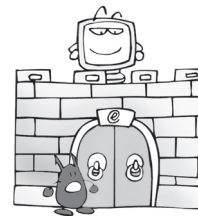
These new RaiderNet options should make it a lot easier for our veterans to take care of the necessary paperwork to attend college.

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.

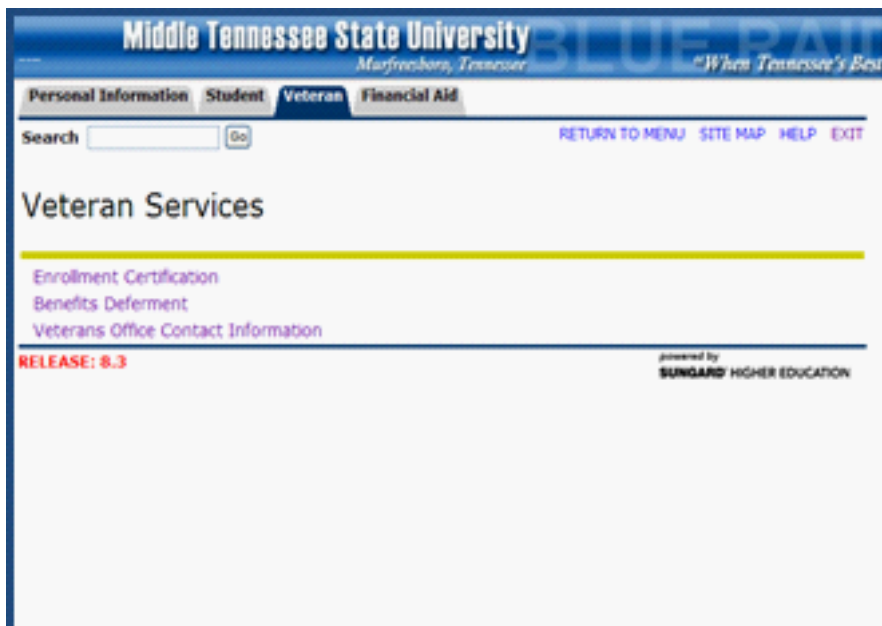


Security Corner



From the IT Security desk

Scareware is a brand of malicious software that preys upon your fear of viruses by displaying large messages claiming that your computer is infected and can be easily cleaned by clicking on a provided link. In fact, the link itself is the virus, and the offer to clean the virus (usually for a fee) IS the scam. A good rule is to not trust infection messages from anything but the virus software that you installed yourself.



The Veterans Tab as seen on RaiderNet

Going Camping

By Linsley Jones

Longtime Middle Tennessee State University professors Frank Michello and Bichaka Fayissa attended CampIT this summer to learn how to incorporate D2L into their respective classes.

While Fayissa had used somewhat similar Web components such as MyEconLab for his courses, he had not used D2L until this past summer. Fayissa noted that D2L has been user friendly and that the Academic and Instructional Technology Services staff helped out greatly when he needed assistance.

“I have enjoyed using D2L because it has given me the opportunity to use multimedia as supplements to reinforce course concepts outside of the classroom,” Fayissa said. “It also cuts out on lots of paperwork.”

Michello, who’s been teaching finance at MTSU since 1997, used D2L over the summer in his international finance course as well as a graduate finance class.

“This was the first summer I have used D2L, and I used it as a hybrid course,” he explained. “It has helped me become more organized and has helped the students become organized because the deadlines are laid out in front of them and they know what they need to do. However, some students struggle with having assignments due on D2L because they wait until the last minute.”

CampIT, an annual event that helps facilitate MTSU instructors in their use and integration of instructional technology into their courses, was a productive experience for Fayissa and Michello because it helped the veteran professors master functionality on D2L.

Michello noted that D2L is an effective tool because it allows you to watch students in discussions and observe how they are learning and absorbing



Longtime Middle Tennessee State University professors Frank Michello (at left) and Bichaka Fayissa attended CampIT this summer to learn how to incorporate D2L into their respective classes.

the material.

In this fast-paced technological age, Fayissa believes that D2L has become an efficient and effective learning tool that accommodates busy schedules.

“Technology enhances what we are doing in the classroom,” he noted.

Although Michello found CampIT challenging because he was teaching a summer course and had to come and go during the camp, he plans on attending the popular event again next year to learn more hands-on instruction.

Teaching, Learning & Technology

PROFILE

Fayissa, an MTSU economics professor since 1980, believes that incorporating D2L in the classroom will be a work-in-progress, and he plans to learn

more in the days ahead.

“The people who taught CampIT did a good job of making D2L familiar,” Fayissa added.

Both Michello and Fayissa are looking to use D2L to immerse their students to materials that are difficult to use in a conventional classroom due to time restrictions among other obstacles.

Bichaka Fayissa completed his bachelor degree in Ethiopia and his doctorate degree at The University of Tennessee at Knoxville and enjoys playing tennis and reading in his spare time.

Franklin Michello completed his degree here at MTSU and received his Ph. D. at the University of Alabama. In his spare time, Michello enjoys various outdoor activities including zip lining and white water rafting, and he also enjoys reading.

For more information about CampIT, contact Brenda Kerr at 8191 or Darryl Leach at 2140.

Faculty Fair to be Held October 26

Attention all faculty! The Learning, Teaching, and Innovative Technologies Center will be hosting its annual MTSU Faculty Fair on October 26, 10:00 – 12:00 and 1:00 – 3:00, at the Center (348 Walker Library).

Formerly called ShareFair, we have broadened the scope of this event. The Faculty Fair serves as a celebration and recognition of faculty contributions to learning, teaching, and service.

In addition, it provides faculty with opportunities to learn about Instructional Technology, Instructional Development, Faculty Development, and Public Service grants.

Recent recipients of these grants will be on-hand to discuss their projects. Additionally, members of the grant committees will be present to discuss how they evaluate and rate the proposals they receive.

Attendees will have the opportunity to see what constitutes successful proposals and to discuss with committee members their proposal ideas.

Other participants in the Faculty Fair will include faculty members who have completed or are currently working on EXL, service-learning, and scholarship of teaching and learning (SoTL) projects, as well as participants in MTSU faculty learning communities. Finally, we will have tables with faculty resource information (e.g., forms, descriptions, Web information) pertaining to learning, teaching, and service.

This is your chance to find out about a wide range of exciting activities and opportunities available to faculty, all at one time! Refreshments will be available.

Telephone Tidbits



Have you ever gotten a voice mail message where the caller talked too fast, causing you to miss crucial information? How many times have you found yourself listening to an entire voice mail message again to capture the caller's telephone number? You are not alone. However, there are controls in voice mail to make your job as a listener a whole lot easier. Below are the options available during message playback:

Playback Controls

1	Rewind	Play/Pause
2		
3		
4	Back Up	Advance
5		
6		
7	Slower	Faster
8		
9		
*	Listen/Replay	Skip
0		
#		

Todd Hall's Computer Guardian

By Linsley Jones

From the receptionists to the faculty, just about everyone who works in Todd Hall knows how to find Marion Gwyn's office.

That's because when their computers crash or malfunction, Gwyn is the one to whom they turn to restore their peace of mind.

Because she's in charge of the IT support for the College of Liberal Arts, Gwyn is one of ITD's most popular and in-demand employees. It matters little what time of the year it is, Gwyn's schedule stays consistently busy.

There is no such thing as a typical day in the world of IT support.

"You can plan all you want to, but the minute you do, you get a call about a virus on someone's computer," Gwyn said.

Gwyn has worked in the realm of information technology for over 30 years and has experienced first-hand the trials and tribulations involved with IT support.

She has to often reassure computer users that everything will be okay when their computer crashes or is invaded by a virus.

"You have to go to the customer with a positive attitude and ensure that their computer issues can be solved," Gwyn explained. "Sometimes, it takes longer to repair the computers than people would like us to, but it takes some time to get their computer back to the way they originally had it."

Gwyn loves working with IT support because "a computer is a machine; it can't do anything that I can't fix. People are always happy to see you!"

If Gwyn doesn't know how to immediately repair something, she will research it until she finds the right way to remedy the problem.

Something that many users may not realize is that their computers aren't 100 percent secured even on the most



Because she's in charge of the IT support for the college of liberal arts, Marion Gwyn is one of ITD's most popular and in-demand employees.

trusted sites, Gwyn noted.

"I have noticed a lot of issues with *The Washington Post* website and their pop-ups," she added.

One tip that Gwyn gives that could help safeguard your computer is to never disable the anti-virus software, "even though it can be annoying, most of the problems can be stopped before they happen with the anti-virus software."

Information Technology Division STAFF

Before joining MTSU over three years ago, Gwyn worked all over the world with the Department of Defense under the division of IT support while

her husband served in the military.

When Gwyn's husband decided to retire from military service, her family chose to move to Tennessee for a quieter lifestyle and to be near family.

Gwyn started working for MTSU out of her home by providing technical support and decided she wanted to get to know more people around campus.

"I like IT because it is never the same, and you get to meet many different people," she said.

Gwyn has twin daughters, both of whom have attended MTSU. In her spare time, she likes to spend time with her family.

On most weekends, they enjoy traveling around Tennessee to visit extended family members.

ITD Staff News



Paula Calahan

Paula Calahan is ITD's new instructional design specialist. As the first full-time employee designated solely for working with faculty in the Learning, Teaching, and Innovative Technology Center, Paula's primary responsibility is to be available to assist faculty in the preparation of new courses or the redesigning of current courses. The LT&ITC and Faculty Instructional Technology Center will work collaboratively to assist faculty with integrating technology with teaching. Paula will also work to assist director Dr. Tom Brinthaup with the planning and hosting of center workshops and activities.

Before coming aboard ITD, Paula had worked at MTSU's Jones College of Business as an academic advisor. She began her full-time employment at MTSU in May 2004 as an academic advisor with the College of Mass Communication. Her central responsibilities included assisting new freshmen and MTSU transfer students (and their families); assisting current students with major program questions and planning or academic concerns; and assisting faculty members with student advising issues.

When Paula began advising she was drawn to student development and the pedagogy involved with "advising as teaching," which inspired her to pursue an Ed.S. (specialist in education degree) in curriculum and instruction with an emphasis on technology. After completing her undergraduate degree in marketing education, Paula obtained her master's degree in education with a concentration in administration and supervision in 1991. Her Ed.S. is in education with a concentration in curriculum and instruction and an emphasis in technology. All of her degrees are from MTSU.

Paula's prior teaching experience includes Rutherford County Schools in marketing economics (10 years); adjunct

teaching experience with the University Studies department (since 2002); and the College of Education when needed. She has led professional development workshops with University 1010/2020 instructors and WebMedx in Brentwood and has also served as a mentor to new University studies Freshman Seminar and Successful Transition instructors.

She lives in Murfreesboro with her husband, Phillip; daughter, Katy; son, Carson; and rat terrier, Buddy. She enjoys cheering for her family in half marathons, cross country meets, and soccer games. Her family members are avid MTSU football fans and enjoy tailgating with friends in Walnut Grove.

With the addition of her position, Paula hopes MTSU faculty finds the LT&ITC to be instrumental in making connections with their fellow faculty members to engage in cross-curricular collaboration, supportive in teaching methodology, and course planning and preparation. With unlimited hours of operation, Paula hopes the MTSU teaching community finds that the center is a valuable source for obtaining information and materials to enhance teaching and learning.



Shawn McGoldrick

includes serving as a senior systems administrator for Community Health Systems (CHS), where he was part of the team responsible for the daily support of more than 5,000 Windows and Linux servers at 133 hospitals and the corporate data center. Shawn holds a degree in engineering from Florida Atlantic University and is a Microsoft Certified Systems Engineer (MCSE). He resides in Murfreesboro with his wife,

Michele; and four children, Caitlin, Jillian, Christopher, and Patrick. Shawn plans to utilize the skills and experience he has acquired and apply them at MTSU.

Sponsored by the Tennessee Board of Regents (TBR) and hosted by Middle Tennessee State University, this year's **Tennessee Summit Conference** will be held on October 17-18. The Summit 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.

Associate Vice President **Tom Wallace** and Academic and Instructional Technology Services Director **Albert Whittenberg** attended the Tennessee P-20 Apple Education Mobilization Summit at Walters State (on the Sevierville campus) in June. The Apple Educational Division, TBRe-Learning Academic Affairs, WSCC, and Hamblen County Schools hosted the event to address the impact of mobile devices, tablets, and smart phones in transforming how we teach, learn, socialize, and access IT.

Assistant Vice President **Barbara Draude** served as co-director and on the faculty for the EDUCAUSE Institute Learning Technology Leadership Program in June. The program is designed to broaden perspectives and develop leadership abilities, enabling the participants to assume leadership roles in applying learning technology to improve teaching and learning within their institutions. Designed as a leadership immersion experience, the program is intense with participants engaged in interactive learning experiences throughout the day and into the evening.