



Communicator

Information Technology Division

MIDDLE TENNESSEE STATE UNIVERSITY



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Make Way for Exchange

The MTSU community will soon be sending and receiving messages from a new email system. ITD is in the process of migrating all faculty and staff email accounts to Microsoft Exchange. Microsoft Exchange is a collaborative application that includes email, calendaring, contacts, tasks, support for mobile devices, and Web-based access.

This means that your email, calendar, or contacts will be accessible from almost any browser, and calendars will be more easily shared and viewed. Smart phone access will be much easier to establish and will include support for not only email but also calendars and contacts. In addition, the University will be able to take advantage of a campus-wide global address list that will contain all staff and faculty, making it easier to find the people you need to email.

ITD staff members were upgraded

to the new server first as part of a pilot program to gauge the migration process. ITD staff members were also upgraded to Microsoft Office 2010, their Exchange accounts were created, and all current and archived mail was relocated to Exchange. Migrations are being conducted department-by-department as quickly as possible.

In order to take full advantage of all that Exchange has to offer, either Outlook 2007 or 2010, Outlook for Mac 2011, Entourage, or Outlook Web access will be required. Email addresses will change to `firstname.lastname@mtsu.edu`, but your old email address will be associated with your new email account. This will provide users with plenty of time to notify others of their new email addresses.

More detailed information will be posted to the website with a link to frequently asked questions.

Rave Alerts Keep You Ahead of the Storms

As most of you know, April was a chaotic month for tornadic activity. Some tornados were reported at the edge of the county, and some were closer to the University. As a reminder, it is University policy to send an MTSU Rave alert if there are tornado alerts anywhere in Rutherford County. This decision was made due to the swift-

moving and unpredictable nature of tornados and the information that is provided. The University is currently researching a service that would provide very accurate and timely weather information that would delay the need to seek shelter until a tornado is reported within a certain range of

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University Launches New Webserver

What is MTweb?

MTweb is MTSU's newest webserver. All MTSU websites that are not using the LCMS will eventually be housed on this server rather than on MTSU's UNIX or the frank server. Previously, an article appeared in the *Communicator* introducing the MTSU community to the new MTmedia server. These servers have two different purposes. MTweb, which uses a Windows server operating system, will accommodate websites, and MTmedia will house large video and audio files. These dual servers can be used together to create a website. The Web pages, images, and smaller media files will be housed on MTweb, and the large video and audio files will be housed on MTmedia and linked from the Web pages on MTweb. MTSU faculty and staff may use any program they would like to create websites on the MTweb server. The use of Expression Web and Dreamweaver is supported by the Faculty Instructional Technology Center, but any program can be used and the resulting files may be copied to the server via a network folder.

MTweb Support Website

A website is being developed to document various activities that faculty and staff may want to add to their Web pages. The MTweb support website can

be found at <http://mtweb.mtsu.edu/mt-webresources>.

How to Request Web Space on This Server?

To Request an account on MTweb contact Brenda Kerr at 615-904-8191 or bkerr@mtsu.edu

Usernames and Passwords

- Each person who has been given access to an account on the MTweb server will login with their personal FSA username and password in the following format: username: fsa\username. Note: The username configuration has "fsa\" in front of it. This is the username you use to access your MTSU computer.

Password: type in your FSA password (the password you use to access your MTSU computer).

Note: **DO NOT SHARE THIS PASSWORD!** This is the password you use to log into your MTSU computer and other systems at MTSU. Each person who has access to an account will use their own FSA username and password to log in.

- Access to websites is provided to specific individuals. One individual can use the same username and password to access all accounts that are assigned to him or her on the MTweb server.

- Multiple users may be given access to one account via their personal FSA logins.

Download the MTSU Dynamic Web Template

Using Dynamic Web Templates to create the visual look and layout for your site saves time. If the template is applied to all pages in the site and the site owner decides to modify the template, all pages attached to that template are also updated. Multiple templates can be used on a website. An Expression Web compatible MTSU template has been developed by one of MTSU's Web designers and is downloadable at [MTSU_DWT_7-24-2008- FP/Template-3-14-2011.zip](#).

Forms

Faculty and staff may have the need to collect user data for research, course projects, conferences, and many other uses. ITD supports the following methods of collecting data on MTweb and UNIX campus servers.

- FormMail – sends form results to email (can create directly on the MTweb server).
- FormMail modified script that sends to a CVS file (currently runs on our Unix server and works to write in ASP.net.)
- Google form to CSV file – easily create a Google form that can be embedded into one of your Web pages.
- PHPRunner pages send form results to a database.

Password Protecting Websites

Entire websites and specific folders in websites can be password protected. Contact Brenda Kerr at 904-8191 to request this feature.

Database Enhanced Websites

The University supports the usage of PHPRunner, which creates database-driven websites. PHPRunner builds Web interfaces for any local or remote MySQL, MS Access, SQL Server, and Oracle databases. The application builds pages that allow site visitors to easily search, add, edit, delete, and export data in your database. Visitors

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New Applications Available to Assist Faculty Evaluate Student-Written Projects

ITD has recently negotiated a campus license for a suite of products from Turnitin.com to assist faculty in evaluating student-written works.

The suite includes the “Originality Checker,” “GradeMark,” and “PeerMark” products. 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.

This tool can be used as a mechanism for student self-assessment or to help determine how well the paper meets its evaluation rubric. With

GradeMark, faculty can access the paper online and provide electronic comments and feedback. Written assignment grading can be streamlined as an instructor can create a customized 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. Access to these features will be through the D2L drop-box tool. After establishing a drop box in the course for the appropriate assignment, faculty can choose to enable the Turnitin.com tools for that assignment.

When enabling the tool, faculty will

set various options, including if the student’s papers are to be added to the Turnitin.com repository. Papers stored in the repository are anonymous and cannot be accessed by any individual other than the submitting student and the faculty member.

Faculty may opt to inform students of that setting via a course syllabus statement. Workshops on these new tools will be offered by the Faculty Instructional Technology Center (FITC) or assistance can be obtained by scheduling an appointment. Contact the FITC at 904-8189.

Windows XP to be Phased Out

Computers being replaced in this year’s cycle will be equipped with a preloaded version of Windows 7, along with all of the basic programs that come on our standard model PC and Laptop. Basic programs include the newest Microsoft Office 2010, Adobe Reader, as well as Anti-virus and Anti-Malware.

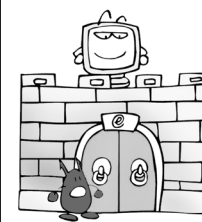
Any computers ordered from Dell through ITD after the replacement cycle will also come with Windows 7. Windows XP will no longer be a part of newer computers, nor will it be an option. Microsoft will eventually phase out support for Windows XP and will thus no longer provide updates to the operating system. Without security and software updates, XP will no longer be a secure and safe operating system to use.

After the replacement cycle, any computer found to contain a virus or malicious malware, major software problems, or Windows corruption that cannot be rectified will be reimaged by

an ITD technician with Windows 7 if the computer has the hardware to support it. There will be a minimum hardware requirement for the installation of Windows 7. Therefore, if the computer does not meet these requirements, it will have Windows XP reimaged in the event of a complete software failure that cannot be remedied. Any computer found to not contain the basic hardware requirements for Windows 7 will also soon be out of warranty and should be replaced.

There will not be a campus-wide rollout of Windows 7, but there *will* be a gradual phase-out of Windows XP as computers get replaced or are in need of reimaging.

ITD technicians have been testing Windows 7 for a few months now in preparation for the new computers and have found that Windows 7 is much faster and more reliable than Windows XP. It looks to be a welcomed change for many users.



Security Corner

From the IT Security desk

Using MTSU resources for the unauthorized downloading, copying, or distribution of materials is prohibited.

Downloading videos, music, software, and other copyright-protected information without proper authorization is illegal. The violation of copyright laws can result in costly prosecutions and lawsuits.

For legal download alternatives, visit www.mtsu.edu/itdnet/LegalDownloadResources.shtml . For more information, visit www.mtsu.edu/itd/policies_home_itd.shtml .

The Tools and the Talent

You'd be hard-pressed to find an experienced carpenter craft a bookshelf without a hammer or a veteran referee officiate a football game without a whistle. Having the right instruments in your proverbial tool belt can make all the difference in the long run. Classrooms are no exception, according to Middle Tennessee State University textiles, merchandising, and design professor Lauren Rudd.

Rudd has MTSU in her blood. Her mother earned three master's degrees and a doctorate from MTSU; her father obtained a master's degree and a doctorate from this University; her sister picked up her master's degree from MTSU; and Rudd's own master's degree in industrial studies stems from here. Rudd is a loyal MTSU women's basketball fan, so much so that she chooses to purchase season tickets even though she could get into every game for free as a part-time student.

"I love University life," she exclaimed ebulliently. "We have a great group of colleagues here, and we work together really well. It's a very supportive environment, and that really makes it a fun place to work. I just love working with the students."

Rudd, who also is the recipient of the 2011 Award for Innovative Excellence in Teaching, Learning, and Technology, has technology in her blood as well.

Because the industry in which she teaches is so vast, Rudd believes it is crucial that her basic design, fashion illustration, and computer-aided design (CAD) students are armed with the right tools in which to become successful.

"We learn how to sew, make patterns, mix colors, and merchandising," she explained. "There are just so many facets involved."

Because the industry in which she teaches is so vast, Rudd believes it is



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Teaching, Learning & Technology

PROFILE

Rudd, who holds a doctorate in leadership and professional practice from Trevecca Nazarene University, began teaching at MTSU as an adjunct 11 years ago before becoming a full-time professor in 2005. With previous knowledge of CAD, she taught herself how to use Adobe Photoshop and

Illustrator so that she could implement the software in her curriculum to prepare her students for an industry that is looking to technology more than ever before to generate the latest fashion trends.

"Technology helps students develop the best color stories to be the most aesthetically pleasing," said Rudd, who is also the recipient of the 2011 Award for Innovative Excellence in Teaching, Learning, and Technology. "Many students graduate to become stylists, so they need to learn these concepts."

A significant portion of the students' design work is conducted on a computer screen, not on a sketchbook. Students create their illustrations using such applications as Adobe Illustrator and Photoshop.

"The colleague who teaches many of the merchandising courses discovered the students who had taken CAD were

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Rave Alerts

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Campus or the city of Murfreesboro. ITD appreciates everyone's cooperation during the recent alerts and asks for your patience as it consistently endeavors to improve the notification process for weather-related incidents.

Last fall, the University implemented automatic bulk loading of all current staff, faculty, and student email addresses into the MTSU Rave Alert system. This was a change from the original opt-in program. Having your email address in the system is now mandatory, however, adding information such as mobile and landline phone numbers and additional emails is optional. You can change the methods by which you are contacted by logging into your account at <https://www.getrave.com/login/mtsu>. Voice calls, text messages, and emails may be turned on or off, as long as you are notified by at least one method. If you would like to learn more about managing these communication options, please visit <http://www.mtsu.edu/alert4u/faqs.shtml#12> or contact Alana Turner @ 898-2677 or alturmer@mtsu.edu.

There are three kinds of notifications that are dispatched in the event of an emergency. 1) Immediate notifications are made to members of the campus community in the event of an incident that is "an immediate threat to the health and safety of students or employees

occurring on campus." Tornado warnings fall under this category. 2) Timely Warnings are notifications, usually in the form of an email, sent in the event of an incident that is "considered by the institution to represent a serious or continuing threat to students and employees." Tornado preparation alerts qualify for this category, as well as other situations where the immediate threat has been neutralized. 3) MTSU Status notifications are made in the event of an incident in which the "status" of the University changes or is going to change. This typically involves canceling classes or closing the University which includes delays and late openings/early closings, etc. These alerts commonly involve inclement weather.

Many people contact the University during inclement weather to inquire whether the campus is open or closed, etc. During tornado season, the University cannot predict what is going to happen. In general, classes will be held as scheduled until a tornado warning is sent out and will resume shortly after a severe weather warning is cancelled unless there is damage or reported injuries on campus. All students, staff, and faculty should feel confident that they will be notified in the case of a serious event on campus or campus closings, etc. through Rave, or it will be posted on the MTSU website, so there is no need to phone in.

Telephone Tidbits



It is important to keep your campus phone number and location up-to-date. This information is provided by the campus operator and automated speech directory. It is also published in the Campus Directory, as well as on the Find People search on MTSU's website. To verify the information supplied, simply login to PipelineMT, click on the "RaiderNet" tab, then click on "Update Addresses and Phones." Pay careful attention to the information supplied for "Campus Location and Phone."

MTweb

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may search and filter records and then export the data or view a printer-friendly form of the data. Security options can be set on the database to restrict access and ability to view and edit data according to the role assigned.

Contact Brenda Kerr if you would like to set up an online database of resources or if you have a form on your site that needs to append a database with each new submission.

Lauren Rudd

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so much better, so much more of what the department wanted," Rudd said. "So now CAD is a requirement for merchandising students because they need to learn how to use the software. The more they use it, the more they depend on it."

In Rudd's philosophy, technology has become just as important to the fashion design industry as needles and threads. Her students use creative software applications throughout their

academic tenures and careers beyond.

"CAD is a tool, not just a course," she emphasized. "Using a computer is a tool, just like using a sewing machine. That is how I approach it. Students create their technical 'flats' drawings on computers because they're so much cleaner and crisper. Once they learn this software, they will always use it. Students enroll in CAD earlier in the program so they have the tools to become successful."

Thanks to technological advances on

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Keeping it Going

When an MTSU professor teaches a course, the last thought on his or her mind is whether or not the equipment in the classroom will function properly. That's where classroom technical support manager Duane Semler comes in.

"The faculty doesn't want to worry about technology," he said. "Part of our job is to ensure that the faculty doesn't have to worry about those kinds of issues so they can focus primarily on their students. We serve pretty much every building on campus and have maintained a great relationship with the faculty."

As ITD's classroom technical support manager, Semler provides support and maintenance of Master Classroom Equipment such as monitors, speakers, projection screens, a teacher's station with multimedia, PC or Macintosh computers, presentation software, a ceiling-mounted multi-scan video/data projector, and other devices to enhance the learning environment.

"We support all aspects of classroom technology, whether that means installing new equipment or repairing things so they work in the classroom," Semler explained. His troubleshooting excursions range from major issues to simply turning on a power switch.

Semler also collaborates with vendors contracted to install new equipment. These services range from an AMX programming malfunction to a complete room renovation. In addition, he is responsible for the training and consultation with instructors and users of the Master Classrooms.

"I basically coordinate these vendors to come and repair certain pieces of equipment," Semler explained. "We try to be proactive as possible when it comes to troubleshooting classrooms between breaks."

A 30-year veteran in the field of



As ITD's classroom technical support manager, Duane Semler provides support and maintenance of Master Classroom Equipment. He also ensures all of the computers on campus are up and running, including those located in the computer labs.

technology, Semler earned a master's degree in communications media from the University of Northern Iowa in 1978. Before arriving at MTSU in 2007, he served as the director of media services for Kentucky-based Berea College for 10 years.

Information Technology Division **STAFF**

"I enjoy getting out on campus and meeting the people," Semler said when asked what he enjoyed most about his line of work. "There's always some-

thing different every day. All of the people I work with are very nice, and MTSU is a great place to work."

As the demand for instructional technology swells to epic proportions, Semler has made a commitment to be proactive in the support and maintenance of all Master Classrooms on campus. With student enrollment skyrocketing to record numbers, this commitment hasn't always been without its fair share of challenges.

"It can be overwhelming early in the semester," he said. "We sometimes receive 10-15 emergency calls in one day during the fall. With increased enrollment, getting into the classrooms

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ITD Staff News

Assistant Vice President **Barbara Draude** recently attended the 2011 Educause Learning Initiative Annual Conference in February, which was held in Washington, D.C. Barbara joined an international group of instructional technologists, faculty, and administrators to learn and discuss issues concerning teaching, learning, and technology. This year's event emphasized the theme of openness such as open textbooks, curriculum, research, and resources as well as the openness to new ideas. The event also examined the value of cross-campus collaboration in the implementation of new learning environments and explored various ways in which to develop campus environments built on engagement, collaboration, authenticity, and co-creation.

Telecommunication Services Director **Steve Prichard** attended the 40th Annual ACUTA (The Association for Information Technology Communications Professionals in Higher Education) Conference and Exhibition Con-

ference on April 3-6 at Hilton Bonnet Creek in Orlando, Florida. The theme of this year's event was "Succeeding in the New Reality."

Director of Academic and Instructional Technology Services **Albert Whittenberg** recently attended the Regional Turning Technologies User Conference for Higher Education in Nashville. The event, which occurred on April 19-20, featured a number of special keynote presentations, breakout sessions, hands-on training, and panel discussions regarding the use of student response systems (clickers) like the Turning Technologies product, TurningPoint (which is currently ITD's supported clicker standard for MTSU).

Data Services Center Director **Toney Flack**, senior systems analyst **Glenda Oshop**, Assistant Vice President **Lisa Rogers**, and Associate Vice President

Tom Wallace recently attended the 40th annual Tennessee Higher Education IT Symposium, which was held at Fall Creek Falls State Park near Pikeville. The yearly event allows participants to present and gather information related to the technological needs of higher education institutions. Attendees include information technology professionals at higher education institutions, faculty members integrating technology into instruction, and staff providing support for critical administrative tasks of higher education institutions. Glenda and Lisa presented "Duplicate Data? Clean It Up 'Fasta'! Using Workflow to Facilitate the Cleanup Process."



Duane Semler

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to conduct repairs can be fairly challenging. A lot of classes are booked from 7 a.m. till 10 o'clock at night. If there's a 20-minute gap in there somewhere, we'll go in to do the repairs, or we'll even try to do them between classes. Our main objective is to get in and get out. Most faculty members are pretty understanding because they want the classroom equipment to work."

Not only does Semler troubleshoot in-class technology, he also ensures all of the computers on campus are up and running, including those located in the computer labs.

Because it would be almost impos-

sible for Semler and his associates to visit every classroom on campus, he recommended work orders as the best means to summon his services.

"We encourage people to fill out work orders or call the Help Desk," he said. "We have 430 classrooms, some off campus like the Horse Science Center or the Airport, and if we don't know of a problem, the chances are that we are not going to respond to it in a timely manner. The Help Desk will call us if there's a problem, and we also use beepers to expedite the process. We try to respond as quickly as possible."

In addition to his various support and maintenance responsibilities, Semler has several projects on the horizon including the ambitious campus-wide virtualization initiative that will allow

users to access a multitude of software applications from a central repository, decreasing the need for individual copies of selected applications.

"Right now we're collecting information as far as what software is loaded all over campus, but eventually this project will make things easier for everyone when it's all said and done," he noted. "In the future we'll become more like managers of this technology rather than troubleshooters."

When he's not on campus, Semler enjoys wood working, scroll sawing, gardening, and traveling. He resides in Murfreesboro with his wife, Diane. Their son, Keith, currently attends MTSU.

Cable TV Service to Change

Lauren Rudd

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MTSU has contracted with Lamont Digital System, Inc. d/b/a Campus TeleVideo (CTV) to provide cable TV service to the campus. CTV is a privately held company focused on designing, building, servicing, operating, financing, and maintaining advanced telecommunications platforms for colleges and universities.

CTV is one of the nation's largest providers of cable television services for colleges and universities, meeting the needs of over 220 campuses and 500,000 subscribers.

The new service will replace the existing service being provided by Comcast and will provide a digital transmission to users, rather than the older traditional analog service as in the past. Even though the new service is digital, no set top boxes will be necessary.

Utilizing the campus optical fiber network to distribute the signal across

campus from a new head end site to be located at the Telecommunications Building, the service will offer 80 digital channels, which is an improvement over the existing 65 analog channel lineup. Seven of the local channels will also be carried in HD, or high definition. The other channels will be in standard definition but should still offer improved picture quality when compared to analog service.

The 80-channel lineup will include many popular channels including seven local channels in HD, ESPN, CSS, ESPN2, BET, MTV, Lifetime, A&E, CNBC, Spike, ESPN News, ESPNU, Fox Movie Channel, Lifetime Movie Network, Major League Baseball, NBA, NFL, and OWN. MTSU channels 9 and 10 will also be included in the lineup.

the Internet, designers no longer have to venture to physically cross oceans to search for the latest fashion trends that have taken the runways by storm. In addition, Rudd's students use Illustrator and Photoshop to make fliers to advertise upcoming fashion shows, T-shirts, portfolios, business cards, their own garment labels and logos, and trend boards to reflect the realism of the industry.

"In the design classes where students are creating garments, they're using computers to come up with storyboards and illustrations to get their ideas out so much more efficiently," Rudd said. "Now that they have these tools, they no longer have to do it all from scratch."

In addition to her passion for teaching, Rudd is a member of the International Textiles & Apparel Association; National Association of Photoshop Professionals; International Quilting Society; and she is a professional quilter.

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