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Welcome to Information Technology at MTSU!

This handbook has all the information you need to
• set up your email/computer account,
• select and set up phone service for your office,
• send email,
• use the Internet,
• set up wireless connectivity for your mobile device or laptop,
• find the technology resources you need for your classes and coursework, and
• much more.

What Is ITD?

MTSU’s Information Technology Division (ITD) supports computing and information technology on campus, and we’re here to help you take advantage of those resources.

The Information Technology Division
• manages the campus network and MTSU’s primary academic and administrative computing systems;
• provides telecommunication services for the campus;
• promotes and supports instructional technology, including training and maintenance support for all campus technology-based classrooms;
• provides technical support and training for using computer hardware and software;
• provides a Help Desk (when classes are in session);
• supports MTSU’s primary administrative applications such as student information, human resources, financial, alumni/development, and PipelineMT; and
• administers the Student Technology Assistant (STA) program, the campus ID system, and the MTSU website.

ITD offices are located in the basement and second floor of Cope Administration Building. Telecommunication Services is in the Telecommunications Building near Greenland Drive. The BlueID office is in James Union Building, room 306. All offices are open 8 a.m.–4:30 p.m., Monday through Friday.

The Help Desk is available during semester sessions by phone at (615) 898-5345 and by email at itd@mtsu.edu. Information and resources are available on our Web pages at www.mtsu.edu/itd. The IT Help Desk is in KUC 320.
Currently, the hours are Sunday, 2–9 p.m.; Monday–Thursday, 7 a.m.–9 p.m.; Friday, 7 a.m.–4:30 p.m.; and Saturday, 8 a.m.–4:00 p.m. The hours apply when each semester is in session. During semester breaks, hours are Monday–Friday, 8 a.m.–4:30 p.m. These hours are subject to change based on traffic patterns.

Information and resources are available on our Web pages at www.mtsu.edu/itd.

**Information Technology Resources Policy**

Use of the computing and network resources at MTSU is governed by the Information Technology Resources Policy. Violation of this policy can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

The policy covers several very important issues for using information technology resources at MTSU.

- Use the computer and network resources to enhance your education in the academic fields.
- Do not abuse other users, the equipment, or computing resources.
- Do not do anything that would deprive or interfere with others’ efforts to get a proper university education. Using a computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others’ use for educational purposes.
- Do not violate any laws.
- **Do not install wireless routers or access points.**
- Do not display obscene material in a public area.
- Do not harass or impersonate another. Do not copy the work of another and claim it as your own. Do not violate copyright laws.

For the full text of the policy go to ITD’s Web pages at www.mtsu.edu/itd; click on Policies and Guidelines.

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**Adaptive Technologies**

Adaptive technology stations that facilitate the computing needs of students with physical or learning disabilities are available at several locations: Walker Library (technology throughout the building); the Adaptive Technology Center in Walker Library; and University computer labs in KOM 351 and BAS S137. These stations feature special hardware and software such as CCTVs, trackball mice, screen magnifiers, screen readers, scan-and-read applications, 21-inch monitors, and scanners.
Computer Accounts
Accounts for Faculty and Staff
New faculty and staff are assigned individual email and PipelineMT accounts when they are coded as faculty or staff in Banner. To request a class, department, or student organization email account, download and print the appropriate application form by visiting www.mtsu.edu/forms and clicking on the Faculty/Staff Forms listed by department; look under Information Technology and choose the appropriate account application form (PDF). Fill out the application and send it to ITD in the Cope Administration Building, room 003, visit the Information Technology Division office in the basement of Cope Administration Building in person, or call the Help Desk at (615) 898-5345.

In addition to these accounts, MTSU faculty and staff may receive accounts (approval required) on other MTSU systems.

• Desire2Learn (D2L)
• Banner INB
• MTSU’s Data warehouse

Access is restricted on these systems.

Workshops from ITD
For Faculty and Staff
Each semester, the Information Technology Division offers many hands-on, computer-based workshops for faculty, staff, and graduate assistants. A list of workshops is available on the ITD Web page at www.mtsu.edu/itd; click on Workshops and Training to register online.

For more information, call the ITD Help Desk at (615) 898-5345.

How long are computer accounts valid?
Computer accounts are available for faculty and staff as long as they are employed at MTSU. Upon retirement, employees may apply for a retired faculty or staff email account.

Note that if you have data that you want to take with you when you leave MTSU, it is your responsibility to download that data before you leave.
PipelineMT/RaiderNet

PipelineMT (www.mtsu.edu/pipelinemt) is a portal that gives students, faculty, and employees single sign-on, secure access to MTSU resources such as RaiderNet, D2L, and other personal data.

PipelineMT is available from any computer (on or off campus) with an Internet connection. You can access PipelineMT at www.mtsu.edu/pipelinemt or by clicking on the PipelineMT link on the MTSU home page.

RaiderNet, available through PipelineMT, offers interactive Web access to live data for faculty, employees, and students through a secure (encrypted) Internet connection. See the PipelineMT login page for a list of supported browsers.

RaiderNet Personal Information

RaiderNet’s Personal Information tab gives each user online access to their own address, phone, emergency contact, and other personal data. Users can

- View Addresses and Phones
- Update Addresses and Phones
- View Email Addresses
- Update Email Addresses
- View Emergency Contacts
- Update Emergency Contacts
- Name or Social Security Number
- My Mobile Number

- Directory Profile
- My MTSU ID Number
- Answer a Survey
- Class Schedule Search
- Course Catalog
- Look Up Classes
- Display Course Corequisites

RaiderNet Faculty Services

RaiderNet’s Faculty Services tab gives faculty online access to the most current information about their classes, students, and advisees:

- Academic Progress Report Roster
- Academic Progress Report (List of Monitored/Required Students)
- Academic Progress Report (Not Reported by College/Department)
- Assigned Courses Not Yet Graded
- Change of Grade Form
- Class Email List
- Class List Summary
- Class List with Photo
The advisor submenu options include the following:

- Advisee Listing
- Academic Progress Report by Student ID
- Academic Progress Report for Advisees by Reporting Period
- Academic Appeals
- Address and Phone
- Academic/Enrollment Notes
- Address and Phone
- Advised Student-Assign Registration PIN
- Advised Student-Release Advising
- Assigned Advisor(s)
- Assigned Registration Time
- Change of Major/Program
- Course Substitution
- Current Student Facts
- Degree Evaluation
- E-mail Address
- GPA Calculator
- Holds
- Maximum Registration Hours for Term

- Prescribed Course Summary
- Prior College and Graduation Information
- Purge List – Need to Pay or Confirm
- Registration History
- Schedule (Detailed)
  - Schedule (Grid Format)
  - Student Registration Audit
  - Test Scores
  - Test Scores – PRAXIS
  - Transcript with Name and MTSU ID
  - Transfer Evaluation
  - Webviewer Calendar
  - Look Up Classes
  - Display Corequisites
  - Class Schedule Search
  - Course Catalog
RaiderNet Employee

RaiderNet’s Employee tab provides employees with human resources and payroll data:

- Time Sheet
- Leave Report
- Electronic Personnel Action Forms

• Pay Information
  - Direct Deposit Allocation
  - Earnings History
  - Pay Stub
  - Deductions History
  - Earnings by Positions

- Jobs Summary
- Leave Balances
- Microsoft Home Use License

Benefits and Deductions

- Update Preferred First Name
- Federal Income Tax Information
- Earnings by Positions
  - W-4 Employee Withholding Allowance Certificate
  - Electronic W-2 Consent
  - W-2 Wage and Tax Statement

RaiderNet Student

PipelineMT is the only way students can access RaiderNet services. RaiderNet’s Student tab gives students access to the following functions:

- Admissions

- Student Account
  - Confirm Enrollment/Registration
  - Payment/Account Detail for Term
  - Set up direct deposit/set up authorized users
  - Pay Current Term Account Balance or Payment Plan Installments
  - 1098T Tax Notification
  - 1098T Authorization

• Registration
  - Look Up Classes
  - Display Corequisites
  - Add or Drop Classes
  - Academic Appeals
  - Active Registration
  - Assigned Advisor(s)
  - Assigned Registration Time
  - Change of Major/Program
  - Dates and Deadlines
  - Enrollment Verification

  • GPA Calculator
  • Holds
  • Maximum Registration Hours for Term
  • MTSU ID Number
    (aka M#)
  • MTSU Post Office Box and Combination
  • MTSU Post Office Box Forwarding Address
PipelineMT Username and Password

Your PipelineMT username is typically your FSA account name. Password information can be found at http://mtsu.edu/passwords.php.

If you forget your password or need a new password assigned, visit http://mtsu.edu/passwords.php or call the ITD Help Desk at (615) 898-5345.

Creating a Password

Complex passwords will be required when changing your password for FSA/Email and PipelineMT accounts. You must meet at least three out of the four

- Prescribed Course Summary
- Registration History
- Registration Status
- Schedule (Detailed)
  - Schedule (Grid Format)
  - Schedule (Week at a Glance)
- Student Information
- Test Scores

Final Grades
- Textbook Lookup
- Tutoring

RaiderNet Financial Aid

RaiderNet’s Financial Aid tab gives students access to the following functions:

- Financial Aid Status
  - Academic Transcript
  - Academic Progress
  - Financial Aid History
- Eligibility
  - Holds
  - Student Requirements
  - Academic Progress

Award
- Account Summary by Term
- Award for Aid Year
- Award History
- Loan Application History
- Withdrawal Information
- General Financial Aid
- Request a Financial Aid Deferment
- View TELS Eligibility
- Federal Shopping Sheet

Student Records
- Academic Progress Report
- Academic/Enrollment Notes
- Attendance Reporting
- Class Schedule
- Course Catalog
- Degree Evaluation
- Enrollment Verification
- Final Grades

GPA Calculator
- Holds
- Prior College and Graduation Information
- TELS Eligibility
- Transcript
- Transfer Evaluation

Student Records
- Final Grades
- GPA Calculator
- Holds
- Prior College and Graduation Information
- TELS Eligibility
- Transcript
- Transfer Evaluation

Final Grades
- Textbook Lookup
- Tutoring
requirements when creating a new password including uppercase letters, lowercase letters, a number, or a special character such as a question mark.

Listed below are the mandatory requirements and guidelines you must follow when selecting an FSA/Email or PipelineMT login password:

• Password must be changed every 6 months.
• Minimum password length is 8 characters (should contain more).
• Maximum password length is 24 characters.
• Passwords must not match user name (ex: jsmith01).
• Passwords must not match your name. (ex: Jacksmith).
• Passwords cannot use the words MTSU, password, change, or temporary.
• Passwords must contain THREE out of the following FOUR items:
  At least 1 uppercase character;
  At least 1 lowercase character;
  At least 1 numeric digit;
  At least 1 special character, for example: %, {, ?, +, etc.

In addition to the requirements above, the following are also strongly recommended:

• Passwords should never be shared, written down, or emailed to others.
• Passwords should be easy to remember (for you, not others!). The temptation to use loved ones’ names, birthdays, and anniversaries is great. But “easy to remember” can also become “easy to guess.” And in a world where hackers use sophisticated software to crack passwords, an easy password is an open invitation for trouble. The challenge is to create something that is memorable for you but tough for others to decipher.
• Your passwords should be changed if there is a chance that it has been heard or seen by anyone else.

Some MTSU Web URLs of Interest

<table>
<thead>
<tr>
<th>Service</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics</td>
<td><a href="http://www.goblueraiders.com">www.goblueraiders.com</a></td>
</tr>
<tr>
<td>Human Resources Services</td>
<td><a href="http://www.mtsu.edu/hrs">www.mtsu.edu/hrs</a></td>
</tr>
<tr>
<td>Information Technology Division</td>
<td><a href="http://www.mtsu.edu/itd">www.mtsu.edu/itd</a></td>
</tr>
<tr>
<td>MTSU Home Page</td>
<td><a href="http://www.mtsu.edu">www.mtsu.edu</a></td>
</tr>
<tr>
<td>Walker Library</td>
<td><a href="http://library.mtsu.edu">http://library.mtsu.edu</a></td>
</tr>
<tr>
<td>News and Media Relations</td>
<td><a href="http://www.mtsu.edu/news">www.mtsu.edu/news</a></td>
</tr>
<tr>
<td>Phillips Bookstore</td>
<td><a href="http://www.mtsu.edu/phillips">www.mtsu.edu/phillips</a></td>
</tr>
<tr>
<td>PipelineMT</td>
<td><a href="http://www.mtsu.edu/pipelinemt">www.mtsu.edu/pipelinemt</a></td>
</tr>
<tr>
<td>Student Programming/Special Events</td>
<td><a href="http://www.mtsu.edu/events">www.mtsu.edu/events</a></td>
</tr>
</tbody>
</table>
Don’t use typical patterns on the keyboard. Some people will use passwords that meet complexity requirements but are created by typing certain keys in sequence. An example is 1qaz!QAZ. Notice that this is constructed by hitting the same four keys on the keyboard then hitting them again with the <SHIFT> key held down. These patterns are now part of standard dictionary attacks, so don’t be tempted to use them. While complexity is important, length is also a key component. If your password meets complexity requirements with sufficient length, hackers can’t use standard dictionary-based tools to crack it. They must resort to brute force attacks. Long passwords are much harder to crack. For more information, contact the ITD Help Desk at (615) 898-5345 or help@mtsu.edu. For more information about password changes, visit http://www.mtsu.edu/passwords.php.

If You Forget Your PipelineMT Password
If you forget your PipelineMT password, visit http://mtsu.edu/passwords.php.

MTSU Email
After logging in to PipelineMT, click on the email icon and then select a Faculty/Staff option and follow instructions for logging in. Email may also be accessed via the MTSU Email links on the MTSU home page.

Student Printing on Campus
Beginning with the 2014 fall semester, each student will be given a printing allocation of 320 black-and-white prints per semester to use in computer labs. If the allocation is exceeded during the semester, students will be able to continue printing for a nominal price per page through RAIDER FUNDS. Students will use their BlueID cards to access printing allocations. For specialized printing, Blue Print Solutions is available with all printing needs. Blue Print Solutions is in the Student Union Building.

Banner (Administrative System)
MTSU’s main administrative system uses Banner software for managing student, financial aid, human resources, finance, advancement, and other online data. Two methods of access to Banner data are available: direct access to the online forms of Internet Native Banner (INB) or Self-service Banner (SSB) access known as RaiderNet.

RaiderNet is available from your PipelineMT account. Simply log in to PipelineMT and select the RaiderNet tab. See the PipelineMT/RaiderNet section of this handbook for additional information on what is available via RaiderNet.

Banner INB access is available by request and granted access only. Banner Account Request forms are available at www.mtsu.edu/itd/forms. If you need INB
access, please complete and submit the appropriate form, following that particu-
lar form’s instructions.

**BlueID Card**

The BlueID card identifies students, faculty, and staff for access to campus services and privileges. Your BlueID contains your MTSU ID number, which is required for all business transactions. You can use your BlueID card to

- check out books from the library;
- gain entry to the Recreation Center, campus computer labs, and residence halls;
- cash checks;
- attend campus events and purchase extra tickets;
- receive student health services;
- pay for food with your student meal and budget plans; and
- pay for printing services

You can also use your BlueID as a debit card. Just deposit money into a RAID-ER FUND$ account by going to the cashier windows in the Student Services Building. Then use your BlueID card instead of cash or checks at the bookstore or to pay registration fees, buy a soft drink or snack, or purchase meals at any food service location on campus. Contact the Business Office at (615) 904-8077 for more information about RAIDER FUND$.

The **BlueID WebCard Center** is a secure online application that lets you manage your MTSU BlueID card. The WebCard Center allows you to

- view up-to-the-minute balances for RAIDER FUND$, MT Dining Flex Dollars, and Meal Plans;
- view your card transaction history in real time; and
- deactivate your card at any time if it’s lost.


The BlueID Office is in James Union Building, room 306. Hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. For evening students, BlueIDs are made in the Student Services Building, room 239, from 7:30 a.m. to 6:00 p.m. Monday through Thursday and from 7:30 a.m. to 4:30 p.m. Friday. Note: During nonpeak times when classes are not in session, hours of operation are 8 a.m. to 4:30 p.m. Hours of operation may be extended during peak registration periods.
Master Classrooms

Students and faculty at MTSU are exploring new ways of learning and teaching in master classrooms throughout campus. These classrooms are specially equipped with computer, media, projection, communication, and control capabilities as well as connection to the campus network. Typically, master classrooms contain at least one computer that can be used by instructors and students for presentations, simulations, online access, and multimedia.

ITD Faculty Instructional Technology Center

The ITD Faculty Instructional Technology Center (FITC) in room 214 of the Telecommunications Building supports faculty members as they strive to enhance teaching and learning through technology. The center provides the following:

- Equipment and resources for creating and editing multimedia presentations. FITC also provides facilities for transferring files, browsing the Web, and creating Web pages. The center has digital flip recorder cameras and digital video camcorders available for faculty checkout. The FITC maintains Web-based resources, which include FAQs, software support pages, and downloadable software.
- Instructional design/instructional technology consultation. The FITC’s instructional technology specialists provide consultation to faculty members designing courses or course materials integrating technology.
- Technology training. The FITC staff provides workshops on a variety of instructional technology applications.
- Instructional technology innovation grants. The FITC oversees the work of the Instructional Technology Development Committee in determining recipients of ITD grants and the Outstanding Use of Instructional Technology MTSU Foundation Award.

Learn more at www.mtsu.edu/itdacad/itc/index.php.

Learning, Teaching, and Innovative Technologies Center

The Learning, Teaching, and Innovative Technologies Center, a collaborative effort of MTSU’s divisions of Academic Affairs and Information Technology, contains hundreds of electronic resources that may be used in the
integration of innovative technologies. The center focuses on providing the faculty with opportunities for pedagogical support and consultation to meet the demands of the new academy. For more information, go to [www.mtsu.edu/ltan-dite](http://www.mtsu.edu/ltan-dite).

**Center for Educational Media**

The Center for Educational Media (CEM), located in the McWherter Learning Resources Center (LRC) provides educational media resources for MTSU faculty, and staff. Audio/Visual (A/V) Services, a unit within CEM, supports faculty use of audio/visual equipment through its Equipment Section and helps faculty create high-quality original videos and television programs through its Television Section. CEM broadcasts high-quality educational programming via satellite, webcasting, internet and cable television and administers the Education Resource Channel @ Middle Tennessee (MTSU Channel 9). CEM also partners with public and private organizations to produce educational media for grants, contracts, and other projects. The CEM main office is temporarily located in the College of Education Building (COE 320).

**Walker Library**

James E. Walker Library supports instruction and research through expert services by an extensive collection of print materials, media, and online resources. The library houses over one million print volumes and provides access to hundreds of thousands of electronic books and millions of online articles through electronic databases. In addition to the large general collection of books in the main stacks, the library has a reference collection; a curriculum collection of materials that support teacher education, including young adult and children’s books; extensive historical materials on microfilm, a popular reading collection, media and music collections, and special collections.

The library’s catalog can help you identify materials in the library, the Center for Popular Music, the Albert Gore Research Center, and online collections. Simple and advanced search options are offered.

The library’s Web pages at [http://library.mtsu.edu](http://library.mtsu.edu) provide access to the catalog, electronic resources, e-reserves, and interlibrary loan services and show library hours and other information. Specialized research guides have been developed to support coursework in each academic department. Electronic resources can be used from any computer. Your PipelineMT username and password are required if you are off campus.

All Walker Library borrowing transactions require presentation of your BlueID.

Faculty and administrators may borrow up to fifty books or other circulating...
items for sixteen weeks. Each item may be renewed twice. Faculty and admin-
istrators may also borrow reference books and bound periodicals for up to one
week and current periodicals for one day. Temporary and adjunct faculty enjoy
the same privileges as permanent faculty for the term of their appointments.

Staff members may borrow up to 50 circulating items. The circulation period is
four weeks and each item may be renewed up to three times.

**Library Services**

The Research Commons on the first floor of the Library offers a mix of individ-
ual and collaborative computers and expert assistance with research at the Refer-
ence Desk. There is also a lounge, a popular reading collection, and a TeamSpot
station for collaborative projects.

The Library Technology Services (LTS) desk provides technical support for
the Research Commons; lends laptop computers, headphones, and other equip-
ment to students; and offers color printing and poster/plotter printing. Color and
poster printing are fee-based. The LTS staff offers front-line help for students’
personal laptops.

The Digital Media Studio (DMS) on the second floor provides specialized com-
puter equipment and hardware for media-rich projects, with expert assistance
and software training. Equipment includes high-capacity Dell PCs and Apple
iMacs, high-resolution screens, multimedia software, color and black-and-white
printing, scanners, and accessories. To learn more about the DMS, see http://
library.mtsu.edu/digitalmediastudio or call (615) 904-8526.

Study rooms, presentation rooms, and meeting places are available for groups.
Study rooms accommodate up to ten students, with a desktop computer and
whiteboard provided. Use is restricted to students. Three presentation rehearsal
rooms allow individuals or small groups to practice and create video recordings
of presentations. Meeting spaces on the second and fourth floors have space for
larger groups to gather for meetings or presentations. Large monitors are avail-
able in each space, and computer equipment may be checked out. To learn more
about library spaces or to reserve a space, visit http://library.mtsu.edu/services/
spaces.php.

Interlibrary Loan supports student and faculty research by facilitating borrowing
from other libraries. For more information, visit http://library.mtsu.edu/ill, call
(615) 904-8549 or email pam.middleton@mtsu.edu.

The library instruction program offers basic instruction on how your students
can successfully use the library and find other resources or to teach more ad-
The Adaptive Technology Center in room 174 is open to the public with priority given to students registered with Disabled Student Services. The center provides access to adaptive computers and devices and offers short-term advanced discipline-specific class sessions. For more information or to request a library instruction session, visit http://library.mtsu.edu/reference/inr_req.php, call (615) 904-8530, or email gwen.williams@mtsu.edu.

Reserves/e-reserves allows faculty to put assigned readings for students at the reserves desk or online in e-reserves. For more information, please call (615) 904-8544, visit http://library.mtsu.edu/reserves, or email susy.burkhardt@mtsu.edu.

The Circulation Desk manages the lending of books and other materials. For information about circulation policies see http://library.mtsu.edu/circulation/index.php, or call (615) 898-2650.

The liaison program for faculty links each academic department with a faculty librarian to coordinate collection development and library services to support academic programs. To learn more or to identify your faculty representative, visit http://library.mtsu.edu/collectionmanagement/liaisonprogram.

Computers are provided by the library in partnership with the campus Information Technology Division. More than 400 desktop computers are available for all library patrons, and approximately 100 laptops are available for students. All computers offer the Microsoft Office suite of programs. Printing services in the library are subsidized by the student Technology Access Fee. Specialized computers are available in the Digital Media Studio (see above). Recent upgrades to wireless service in the library supports use of laptops and other devices.

Need help with research or using the library? Call (615) 898-2817 or use instant messaging, email, or text messaging (@265010) or visit the Reference Desk. Also see http://library.mtsu.edu/help for more information.

**Other units in the library**

The Learning, Teaching, and Innovative Technologies Center on the third floor provides workshops and other professional development activities for faculty and GTAs.

The University Writing Center on the third floor provides assistance for students from all disciplines with organizing, writing, and citing sources for their projects or papers.

Starbucks Coffee at the library entrance offers beverages and food in a relaxed café setting.

The Adaptive Technology Center in room 174 is open to the public with priority given to students registered with Disabled Student Services. The center provides access to adaptive computers and devices and offers short-term adap-
tive technology loans and a variety of alternative media options. Students and/or faculty members and departments working with disabled students may have access to technologies and media options such as screen readers, screen magnifiers, text-to-speech applications, speech-to-text services, tactile graphics, and enlarged print materials. Tutoring opportunities are found in various places on campus and in the tutoring space on the first floor of Walker Library. Check www.mtsu.edu/studentsuccess/ for more information.

Desire2Learn (D2L)
For developing and managing Web-enhanced, hybrid, or online courses, the faculty is encouraged to use D2L, an integrated online learning environment. With D2L, course materials can be placed online, synchronous and asynchronous communication can be used, and faculty can transfer files, conduct online assessments and testing, and provide access to grades. For more information on using D2L, visit www.mtsu.edu/d2lsupport.

PipelineMT/My Courses
Each faculty member has access to the My Courses section of PipelineMT. My Courses, which is separate from D2L, is an alternate way to post course resources. These include posting announcements and files, emailing students, using a chat room for the course, and using message board and calendar features. Learn more about PipelineMT at www.mtsu.edu/pipelinemt.

TLTR at MTSU
In 1995, MTSU began participating in the American Association for Higher Education’s Teaching, Learning, and Technology Roundtable (TLTR). In conjunction with the Learning, Teaching, and Innovative Technologies Center, TLTR seeks to develop a campus-wide planning and support system to help improve the quality and accessibility of higher education through selective use of information technology and information resources. Learn more at www.mtsu.edu/tltr/index.shtml.

Other Instructional Technology Resources on the Web
- Check out www.mtsu.edu/itd/opps for instructional technology resources such as graduate assistantship and grant/fellowship opportunities.
Web Information

Accessing the Web
To access the Web, users must have a device with communication software and a connection to the Internet. That connection can be via hardwiring (i.e., in offices, the library, computer labs, and residence hall rooms, which have a direct ethernet connection to the campus network) or wireless. The University also provides wireless access to smartphones, and other Web-enhanced devices (e.g., iPad, tablet, iTouch, eReader, etc.).

Web Browsers
Web browsers are used to display documents, view videos, listen to audio files, and navigate between computing sites. Popular browsers include Internet Explorer, Safari, Chrome, and Firefox. Due to programming restrictions, some browsers may not display information properly on various websites. Additionally, information transmitted over the Internet may be secured or unsecured. Sites accessed using http:// and the site name are considered unsecured sites. Sites accessed using https:// have secure technologies that encrypt information and prevent it from being intercepted and viewed. Financial, medical, or personal information should never be transmitted over unsecured websites.

Searching the Web
Many search tools are available on the Web to help you find information. The more popular search engines include Google, Yahoo Search, Bing, and Ask.com. Your browser provides a Web search option that links you to these search engines. Before searching for a topic, look around the site for tips or a help menu that will tell you how to get the best results for your search. Regardless

Internet Addresses
Every user and every computer on the Internet has a unique address. The general form for a user address is username@nodename.domain. The nodename identifies the site (such as MTSU). The trailing domain is often one of the following:

- com company or commercial institution or organization
- edu educational institution
- gov government site
- mil military site
- net network gateway or administrative host
- org private organization that does not fit the other classes of domains

Your MTSU email address is username@mtsu.edu. (You get your username when you set up your computing account.)
of the engine you are using, you should make your search as specific as pos- possible because searches on general topics typically yield a high number of results. Most search engines list results in order of relevancy based on the number of times specified search terms appear within the document. MTSU also maintains a search engine specific to campus at www.mtsu.edu. This allows you to target a search to the MTSU website but also allows a broader Internet search.

Creating and Posting Web Content

Faculty and staff members can request campus computing accounts to create Web home pages. Various authoring tools are available on campus to support creating Web pages. To learn more about creating your own Web page, please contact ITD’s Faculty Instructional Technology Center at (615) 904-8189. Please read the Information Technology Resources Policy to make sure your Web page content is not in violation. For example, no obscene material may be posted on an MTSU Web page. Do not post copyrighted material on your Web page without permission from the copyright holder. In addition, you cannot use your MTSU Web page to advertise products, books, or services for which you’d like to receive money or services. If you wish to place advertisements on the Web, you must obtain an account from a commercial Internet service provider.

If You Forget Your Password

You can reset your password at http://mtsu.edu/passwords.php. ITD can also reset your password if you forget it. Come by the ITD office in the basement of Cope Administration Building and bring a valid photo ID.

Web URLs

The Uniform Resource Locator is a way of specifying where something is on the Internet. For example, the URL for ITD’s Web page is http://www.mtsu.edu/itd.

- The first part of the URL specifies the access method used to retrieve the document, such as http (which stands for HyperText Transfer Proto- col and is used for hypermedia documents). Unless otherwise specified in this handbook, all URLs listed begin with http://
- A machine is identified after the two slashes.
- The last part of the URL may further specify the location, in dentifying subdirectories and/or file names, for example.
Email Discussion Groups

When a subscriber to an email discussion list sends a message to that list, all other subscribers receive it. This provides a convenient way to exchange ideas with others having similar interests. MTSU uses Lyris Listserver software to host many different discussion and announcement groups. MTSU provides secure departmental lists used for internal communication, open or moderated discussion groups on various topics, and class discussion lists that may aid faculty, students, and staff in collaboration. Management of these lists is made simple through a Web browser for authenticated access. Those who wish to set up a list on MTSU’s listserver may begin the process by contacting the ITD Help Desk at (615) 898-5345 or help@mtsu.edu.

subscribers@mtsu.edu

The email distribution list subscribers@mtsu.edu enables subscribers to send and receive email about campus news and events, personnel changes, etc. For more information, contact ITD at (615) 898-5345.

Telephone/Telecommunication Services

The Telecommunication Services area of ITD is responsible for all matters relating to MTSU’s telephone and cable TV service and is committed to providing and maintaining quality service. Telecommunication Services currently provides support to over 5,500 users on two systems: Avaya Definity S8710 and Microsoft Lync 2013. For questions regarding telephone or cable TV service, please contact Telecommunication Services at (615) 898-2991 or visit www.mtsu.edu/itdtele.

Avaya Users

Traditional telephone service is provided by the University’s Avaya Definity S8710 telephone switch, which supports digital, analog, and VOIP service. Calls may be made from campus phones by dialing any MTSU four digit extension number. From off campus, include the appropriate prefix: 898, 494, or 904. Local calls may be made from campus phones by dialing 9 and the desired seven-digit local number. For long distance, dial 9, 1, and the ten-digit number. Some courtesy phones are restricted to campus calls only. To request new service, change existing service, or request telephone repairs, please visit www.mtsu.edu/itdtele.
Voice Mail

Voice mail service for Avaya users is provided by request for faculty, staff, and administration through Intuity Audix. Please contact the voice mail coordinator at (615) 898-2206 or submit an online request at www.mtsu.edu/itdtele.

Enabled VoiceMail (EVM), available to Avaya users, gives users access to their voice messages through the University’s email system and provides a single point of access for both voice mail and email. There are two services offered through the EVM software: evmNotify and evmDelivery. EvmNotify can send a notification to a user’s email address or a text message to a user’s wireless telephone when a message is waiting. Included in this notification is the caller’s identification information and the date and time the message was left. EvmDelivery goes further, sending the actual voice message as an audio attachment to a user’s email inbox. With evmDelivery, users can reply to a voice message sent from another EVM user via email, and they can save messages in personalized folders for future reference. Messages will remain in these folders until deleted by the user. For questions regarding EVM, please contact the voice mail coordinator at (615) 898-2206.

Microsoft Lync 2013

Microsoft Lync is an enterprise-ready unified communications platform that allows users to enhance productivity with a consistent, single-client experience for presence, instant messaging, enterprise voice, and conferencing. Standard call-handling procedures such as call answer, call transfer, call forward, and hold are initiated through Lync Client (softphone) or a Lync-Enabled handset. On-campus calls may be made from campus phones by dialing any MTSU four-digit extension number. From off campus, include the appropriate prefix: 898, 494, or 904. Local calls may be made from Lync-enabled phones by dialing the desired seven-digit local number; dial a long distance number by entering the 10-digit number.

Voice mail service for Microsoft Lync users is provided automatically for faculty, staff, and administration through Exchange Unified Messaging (UM). Integrated with Microsoft Exchange, UM automatically routes voice mail messages to email with a speech-to-text preview of the message and a complete audio attachment. For additional questions about Exchange Unified Messaging, please contact the voice mail coordinator at (615) 898-2206 or visit the website at www.mtsu.edu/itdtele.

Operator Assistance

Dial 0 for campus operator assistance from any campus phone. For campus operator assistance from off campus, dial (615) 898-2300. Operator assistance is
provided 8:00 a.m.–4:30 p.m., Monday through Friday, with a speech recognition directory for after hours and holidays. For the speech recognition directory during regular hours, dial 5000 on campus or (615) 898-5000 off campus. Courtesy phones are located in the lobbies of all main buildings. MTSU operators are also available during regular business hours to assist in setting up conference calls. Up to six parties can be connected on a conference line. For more information about audio call conferencing or to schedule an operator-assisted conference call, contact Telecommunication Services at (615) 898-2991.

Audio Conferencing Equipment
A high-quality speakerphone for audio conferences is available for rent. Call Telecommunication Services at (615) 898-2991 to schedule installation of the phone for your next audio conference.

Videoconferencing
Videoconferencing is available for any on-campus user. Telecommunication Services has a Tandberg videoconferencing system for rent in the Telecommunications Building, conference room 201. Any on-campus user may contact Telecommunication Services at (615) 898-2991 to schedule a time in the conference room for a videoconference. A technician will be available to start the conference and provide assistance.

Cable TV
Cable TV service is provided through ITD’s Telecommunication Services to residence halls and other buildings. The service has 96 digital channels, eight in high definition. Your TV will need a digital tuner to receive the broadcasts. If you have an older TV with an analog tuner, digital-to-analog converters are available for $150. Visit www.mtsu.edu/itdtele for more information.

Wireless Service
Corporate
Employees needing wireless telephone service for business purposes should follow Policy IV:04:18 in the MTSU Policy and Procedures Manual, policy, IV:04:18, and submit appropriate allowance forms to Human Resources Services for reimbursement. The policy can be found at www.mtsu.edu/policies.
Departments needing to establish wireless data services by using a wireless PC card should contact Telecommunication Services at (615) 898-2206.
Employee
Many wireless providers extend discounts to MTSU employees. For a complete listing of wireless providers and their discount programs, please refer to http://www.mtsu.edu/hrs/benefits/discount_communications.php.

Critical Notification System
Safety alerts at MTSU can now be received on cellphones via MTSU’s Emergency Text Messaging Service. Alerts are automatically sent to all campus email addresses. Employees and students can go to the Rave Wireless website at www.getrave.com/login/mtsu to sign up for the text messaging service or to add email addresses. Alerts can be sent as text messages to a wireless telephone and/or as email messages. The system can also call your phone with a spoken message. Campus safety alerts may range from notifications about security breaches to cancellation of classes due to severe weather. Users who elect this option and provide contact information may be assured that their information will not be shared.
A PipelineMT username is required for access to this service. While registration is free and easy, your current carrier’s text-messaging rates do apply.

More Telecommunications Features
For a detailed description of all of the telecommunication system features, visit www.mtsu.edu/itdtele.

Other ITD Services
Check-Out Equipment
ITD has several laptop computers and portable projectors available for faculty and staff to check out. To reserve this equipment, go to www.mtsu.edu/itd and select equipment checkout from the services menu or call the ITD Help Desk at (615) 898-5345.

Test Scoring
Test scoring using optical scanning, including statistical analysis and graphical representation of results if requested, is available in two locations: the IT Help Desk (KUC 320) and the ROTC Annex. In addition, the scanner can be used to load survey data onto the campus server or onto the user’s storage device.
Consulting and Technical Support

For additional information on any of these services, contact ITD at (615) 898-5345, or check the ITD Web pages at www.mtsu.edu/itd.

- Limited development of custom software.
- Activation of student computing accounts.
- Consulting on the academic system including inquiries about network communications, application software, program compilation, or the organization of a data file or survey.
- Programming services and technical support for users accessing administrative software systems and data.
- Statistical software consulting including design consultation, instruction on software, and data analysis and interpretation for projects using available software packages such as SAS and SPSS.
- Data entry services and assistance with the transfer of data from scan sheets to a storage device, the uploading and downloading of files to and from the server, or the transfer of files across the Internet.
- Software site license and volume discount programs that enable employees to buy software for MTSU-owned computers at a reduced price.
- User support for microcomputer hardware and software including consultation and training; purchase recommendations; repair and troubleshooting; installation of equipment, network cards, and interface software; and site license software.
- Network-related services including maintenance of the backbone; proper connection of all LANs, WANs, and other nodes to the backbone; management of all network resources; maintenance of all equipment from the main network backbone to the individual user interface; and assistance with the use of network equipment.
Wireless Connectivity

Wireless Internet access is available at many locations on campus, including outdoor areas, lounges, dining areas, and classroom buildings.

Full wireless service on campus is limited to University students and employees and can be accessed by entering a PipelineMT username and password. Limited Internet access is available for guests.

More information, including a wireless coverage map, may be found at http://mtsu.edu/itdnet/wireless_itdnet.php.

Computer and Network Security

To reduce the threat of your computer being infected by a worm, virus, or spyware, strive to keep your computer as secure as possible. For more information on computer security, go to www.mtsu.edu/security. To learn more about information security, read the Information Security Policy at http://www.mtsu.edu/policies/forms/Information_Security_Policy_7-09_Entire_Policy.pdf.

Student Technology Access Fee

The student Technology Access Fee (TAF) is used for direct student benefit, including new and improved high-technology laboratories and classrooms, appropriate networks and software, computer and other equipment, and technological improvements in instruction. The TAF helps students gain hands-on experience with the latest computer-based and discipline-specific technologies. For example, the funds may go toward computer lab upgrades, new computer labs, new computer equipment and software, multimedia and master classrooms, recording and production equipment, and library resources. Learn more at www.mtsu.edu/taf.

Students pay the TAF along with their other fees.

TAF expenditure recommendations from the Instructional Technology Committee are approved by the president and submitted to the TBR vice chancellor for finance for approval.

As soon as proposals receive board approval, purchases begin. The goal is to get the technology to students as soon as possible.
See Where Your Money Is Going

Equipment purchased using funds from the student Technology Access Fee is tracked to be sure it is being used as intended. Look for the special label on each piece of equipment that shows it is a result of technology fees at work.

Additional Help and Information

Help with Software

Most software packages include online help. If you are working with a software package and you need help, check the menu bars across the top of the screen.

Help on the Web

Information is available on MTSU’s website at www.mtsu.edu and ITD’s site at www.mtsu.edu/itd. Faculty and staff may also submit help requests to ITD’s Help Desk on the Web at www.mtsu.edu/itdcommunications/helpdesk/index.php.

Via Email

Send an email message to ITD’s Help Desk at help@mtsu.edu.

Via Phone

Call ITD’s Help Desk at (615) 898-5345.
University Computer Labs

University Adaptive Technology Center
Walker Library 174 (near circulation desk)
http://www.mtsu.edu/dssemail/adatech.php
(615) 904-8550

University Computer Lab at BAS (Business and Aerospace Building)
Business and Aerospace Building S137
www.mtsu.edu/businesslab
(615) 898-5515

University Computer Lab at James E. Walker Library
Electronic Information Center (first floor)
Scholar workstations on each floor near elevators
library.mtsu.edu/techservices/index.php
(615) 898-2772

University Computer Lab at KOM (Kirksey Old Main)
Kirksey Old Main 350/351/360
www.mtsu.edu/csc
(615) 898-2144

Students, faculty, and staff with current MTSU IDs may use computers in University Computer Labs.

Many departments have labs for classes, research, and general use. Computer labs are also provided for students who live in Corlew, Lyon, and Smith residence halls and Womack Lane Apartments.
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