MTSU staff and students returned from fall break to find a major upgrade of DegreeWorks from version 5.0.0 to 5.0.6.2.

“Judging by the version number, you may think this is a minor update—It is not,” said Joe Trimble, systems analyst 2 in ITD Administrative Information System Services, who has been leading the work.

“This is a major upgrade of our system, which hasn’t seen any significant changes in more than three years.”

DegreeWorks is a comprehensive set of web-based academic advising, degree audit, and transfer articulation tools to enhance advising, better inform students about degree planning, and reduce time to degree.

MTSU English Professor Erica Stone recognized for efforts to make textbooks affordable. Story on page 2

Former university instructor Jennifer Ponder seeks to help faculty have success she experienced. Story on page 3

'Major' DegreeWorks upgrade is unveiled

This system helps academic advisors provide real time advice and counsel to students and helps create interactive scenarios for degree completion.

The upgrade started on Oct. 7, with the newly upgraded DegreeWorks brought back online on Oct. 10.

University Registrar Tyler Henson has produced a video that demonstrates the new version of DegreeWorks: https://www.mtsu.edu/degree-works/resources.php

The website also includes a section of FAQs and a resource guide on using DegreeWorks.

The work involved three major upgrade packages, two service packs,

See DegreeWorks, page 7

It's almost time for new ServiceNow

“ServiceNow is a significant change from what we have been using for years, so things will be different. We believe you will find ServiceNow intuitive, especially as an end user reporting an incident or making a service request,” said Michael Barton, ITD assistant vice president for Client Services.

See ServiceNow, page 8

New BLUEWIFI network starts in concrete building

ITD is starting to upgrade campus Wi-Fi with a new network called “BLUEWIFI,” but for now it is limited to MTSU's newest building.

Starting Oct. 12, the new School of Concrete and Construction Management (SCCM) Building became the first location utilizing BLUEWIFI to connect to the internet.

See BLUEWIFI, page 5
English professor honored for reducing textbook costs with OERs

Erica Stone has been aware of the high cost of higher education textbooks since she was a student herself. Now an assistant professor of English at MTSU, Stone is in a position to do something about it and has been recognized for those efforts.

“I have many students who wait until the third or fourth week of class to purchase textbooks because they need their federal financial aid refund check to afford them,” said Stone, who was a recipient of the Outstanding Achievement in Instructional Technology (OAIT) for 2022.

“I had a student in my ENGL 1010 class last semester who could not afford her math textbook. She was finally able to purchase it around midterms, but she spent so much time catching up that her other coursework suffered.”

“Every term, I have at least one student (usually more) who does not purchase the textbook because it is not in their budget.”

In response, Stone has helped lead a group of University instructors promoting the use of Open Educational Resources (OER)—accessible materials that can be freely obtained for educational purposes under Creative Commons licenses. These include:

- textbooks through OpenStax or the Open Textbook Network
- library resources such as streaming media and articles
- internet resources like podcasts, YouTube and TedEd videos, and the educational websites LinkedIn Learning, Merlot, MIT Open Courseware and industry sites.

With a $100,000 grant from the Tennessee Board of Regents, Stone coordinated OER efforts at MTSU in collaboration with a steering committee, Faculty Advisory Board, and nearly 70 faculty members interested in expanding OERs in their classes.

They worked to support 20 grant teams and two Faculty Learning Communities (FLCs). Stone was co-primary investigator on the project with Cheryl Torsney, vice provost for Faculty Affairs. They worked to:

- Create and manage the OER website: mtsu.edu/oer/
- Publish OER research: mtsu.edu/oer/research.php

Stone said the effort began with the growing realization that students sometimes enter a university setting not aware that textbook costs are in addition to tuition and fees required to register. As the result, some students may not

Credit: MTSU

English Assistant Professor Erica Stone receives a 2022 Outstanding Achievement in Instructional Technology award from Ronald Roberts, MTSU Foundation President, at the Fall Faculty Meeting in August.

- Collect OER resources at mtsu.edu/oer/repositories.php
- Author OER blogs: mtsu.edu/oer/news
- Coordinate meetings of the Steering Committee and Faculty Advisory Council
- Track multiphased, interdisciplinary grant projects and learning communities
- Collect data and maintain documentation for all mini-grant teams and FLCs
- Organize complex research projects on the development and use of OERs
- Communicate large-scale data to participants and external audiences through emails, reports, blogs, and presentations
- Help instructors adopt, adapt, and create open educational resources

See Stone, page 8
Her goal is helping others have same classroom success she did

The first part of Jennifer Ponder’s career in higher education involved earning accolades for classroom teaching, while the second here at MTSU has focused on working behind the scenes to help instructors achieve that success.

Ponder joined ITD in July 2020 as an instructional technology specialist and designer in the Center for Training and Technologies. She came to MTSU from Jacksonville State University in north Alabama, where she had most recently served as director of Faculty Commons at JSU’s Center for Teaching and Learning from 2018–2020.

In that role she was responsible for new faculty orientation and faculty development programming, focusing on both pedagogy and best practices incorporating technology into classrooms at JSU.

While at JSU in 2020, she was promoted to distinguished lecturer (2017) and awarded the Mehaffey Excellence in Learning Technology Award (2017) and McWhorter Outstanding Teaching Award (2018), the two highest teaching accolades available at JSU. Ponder was recognized as JSU’s Faculty Member of the Year (2018) and inducted into JSU’s College of Education Hall of Fame (2018). She was awarded Emeritus status at JSU.

Ponder holds a bachelor’s and master’s degree in English and a master’s in Instructional Technology from JSU. At MTSU, her responsibilities include helping to support Desire2Learn (D2L), Zoom, Examity, Teams, and newly implemented classroom technology.

Ponder grew up in the small town of Langston in northeast Alabama near Lake Guntersville and is “so thankful to have the most amazing family” starting with parents Ken and Janice Ferrell.

“My mom and dad raised my two younger sisters and me with a focus on always looking out for each other, helping those both in and outside of our family, and being good stewards of the resources we had.”

Jennifer Ponder

Zoom, Examity, Teams, and newly implemented classroom technology.

When Ponder completed the master’s in English, the department chair at the time called and offered her a job teaching Freshman Composition.

“I was given five classes with five preps and told the first would begin at 6 p.m. that very evening,” she said.

See Ponder, page 6
Burks returns to ITD from RIM as information tech specialist

Amy Burks rejoined ITD in June 2022 as an information technology specialist. Burks began working as an IT specialist for ITD in June 2019. She left ITD in March 2021 to be an IT specialist for the Department of Recording Industry (RIM).

“The Client Services Team is what brought me back to ITD, I missed them,” Burks said. “Plus, I can continue assisting RIM from afar, and they are an awesome group of folks with big IT ideas/needs.”

Burks grew up in Murfreesboro and now lives in Readyville. She graduated from MTSU in 1996 with a bachelor’s degree in Mathematics, and minors in Computer Science and Agriculture. She earned her M.Ed. in 2004 and her Ed.S. in 2013.

Burks began working at MTSU as a freshman student assistant in the Records Office. Her first full-time campus employment opportunity was working as a computer technician for the library when it was in the Todd Building and later migrated to the new James E. Walker Building from 1997–1999.

Burks worked in Sioux Falls, South Dakota, for a few years, then moved back to Tennessee to be adaptive technology coordinator in Disabled Student Services (DSS) from 2002–2012. At ATC she worked in the classroom side of higher education teaching Adaptive/Assistive Technology in Special Education (SPED 4280 and SPED 5280) as an adjunct faculty member from 2006–2011.

From there she began working at the James E. Walker Library as a “Senior Specialist– Library Technology” from 2012–2019.

“I am so excited to be a part of the ITD team, for this team left a long-lasting positive impression that pushed me to become the computer support guru that I am today. I hope, to become a strong contributing member to my new team and influence our campus computing environment in the most positive way. I am truly blessed, and MTSU will always be near and dear to my heart,” she added.

Burks has holds certifications Microsoft Certified Professional (MCP), Technical Specialist (MCTS), Systems Administrator (MSCA), and Systems Engineer (MSCE), among others.

Away from work she enjoys working in her barn, kayaking, riding motorcycles/four wheelers, gardening, and working in the yard. Burks has two dogs she calls her “fur babies”—a pitbull and a pitbull-Dutch shepherd mix. One of her favorite hobbies is horseback riding.

“One horse is named Oreo (aka Big "O") and he is a great mountain horse,” Burks said. “We trail ride a couple times a week. I have acquired a new foal/colt—Lil Cowboy Carter (aka Cowboy) born Friday, May 13, 2022,” she said. “He will be coming home at the end of October. I am very excited.”

Cantrell rejoins ITD as custom applications developer for website

Charlie Cantrell returned to ITD in June as a custom applications developer.

Cantrell graduated in 2006 from Tennessee Technological University with a degree in web design.

“My first job after graduation was with Saint Thomas Health,” he said. “I developed online training modules and maintained their intranet site. After that, I joined MTSU as part of the web team and helped shepherd a site redesign at the time. From there, I joined the Haslam College of Business and helped select a new web platform for the college and participated in a complete overhaul of their web presence for the new platform.”

He then worked for the University of Tennessee-Knoxville’s Office of Communications and Marketing helping to develop the university’s shared design system, a suite of tools that gives web administrators across campus “freedom to develop their sites as they wished while making sure whatever they produced still looked and felt like UTK.”

At MTSU, his primary responsibilities are the University’s online presence, including the website and the two Content Management Systems (CMS) that drive it, and also PipelineMT.

Cantrell and his wife, Anna, have “an extremely energetic kindergartener” named Neil. Cantrell’s hobbies include “maintaining a 1965 Mustang I’ve been maintaining since I was a teenager.”

“I have a fairly sizable Lego collection, and I’m an avid tabletop gamer. I even write freelance for various role-playing game lines in my free time,” he said.

Cantrell said he returned to MTSU “at an extremely exciting time.”

“I’m looking forward to helping transition away from Pipeline to Ellucian Experience and can’t wait to begin the process of vetting new CMSs with which to modernize the University’s web presence,” he said. “The challenge is continuing to maintain the older systems while the transition occurs.”

In some cases, limited documentation exists so any problems or new functionality means he has to “backwards engineer the existing code before I can begin work,” he said.
What is the most important factor in cybersecurity success?

It’s October, which means it is National Cybersecurity Awareness Month.

I am always asked, “What is the most important part of cybersecurity?” While numerous elements make up an effective cybersecurity program, the strongest and weakest parts of any program are people.

Social engineering is still the No. 1 method malicious actors use to compromise accounts. It is a topic covered in every annual cybersecurity awareness training, yet malicious actors craft emails so victims give their information away.

We all have bad days or are so hurried that we don’t read thoroughly and fall victim. It happens. It is why here at MTSU, we use Multi-factor Authentication (MFA) as an additional layer of security. MFA helps protect your account if a malicious actor gets access to your password.

The extra code from your registered Authenticator app is an additional lock on your account that the bad guy doesn’t have! MFA isn’t perfect, but it’s an effective defensive layer in your account protection.

One of my goals as the chief information security officer at MTSU is to create partnerships within the campus community that empower each person to become the best prepared cybercitizen they can be, and I hope to provide information that will not only help you to protect MTSU but also help you protect your personal “environment.”

We all have kids, grandkids, or parents who need assistance protecting their “digital life.” If you or your family members are not using MFA on your accounts, I encourage you to put that extra layer in place today.

A person with a solid cybersecurity mindset is the best single defensive element of any security program. We all make choices each day in our digital environment that potentially affect all of us, both at work and home; I challenge you to choose to be a member of the cyber defense.

Deb Zsigalov is ITD’s assistant vice president and chief information security officer.

Tech Tips & Tricks: Stay connected with Wi-Fi calling

We love to stay connected, so nothing can be more frustrating than not being able to get a telephone call or, worse yet, dealing with dropped calls.

To help combat that situation I suggest setting up Wi-Fi calling.

The first step will be to connect your device to the Wi-Fi network. On campus you will see WLANMTSU available in most areas. Once you connect to it, you will be routed to register your device (if not prompted, open a web browser).

Register with your MTSU username and email password.

The username for staff and faculty will typically be their first initial and last name. Students will use the first part of their email address.

Once connected to Wi-Fi go into settings on your phone. In the Android environment you can then click on Calls and then tap Wi-Fi calling. Apple users should go to Phone then Wi-Fi calling.

When connected, your phone will use the strongest signal to make telephone calls, so it will use the wireless network when cellular signal is absent or too low.

As always if you have any questions contact the ITD Service Desk at help@mtsu.edu or by phone at 615-898-5345.

BLUEWIFI, continued from page 1

Instructions for connecting to BLUEWIFI can be found using the following links:

- **Windows**
- **MacOS**
- **Android/iOS**

Signage in the SCCM building has QR codes that allow quick access to instructions using your mobile device.

The schedule for implementing BLUEWIFI in the remainder of campus buildings will be announced soon.

It is simple to get connected. If you have questions or need any assistance, contact the ITD Help Desk at help@mtsu.edu or at (615) 898-5345.
Walking into class that evening, Ponder recalled a strong feeling of anxiety that was increased when she realized that at 23 she was the “youngest person in the class of nontraditional students taking courses after a long day at work.”

“Fortunately, my first students were kind and encouraging. I got cookies, casseroles, and many concessions and compliments I certainly didn’t deserve,” she said. Ponder feels that she “taught them very little about American literature that semester, but from them, I learned that encouragement, grace, and kindness are significant components to a successful classroom.”

“That class set the precedent for my own teaching philosophy, one that focused on building positive and encouraging relationships with all of my students,” she said.

That began a more than two decade career of teaching on topics including basic writing skills, literature surveys, debate, oral communication, advanced grammar, and the Hebrew Bible as literature.

“My favorite classes were developmental writing and the Bible as literature,” she said.

“I loved developmental writing because students were able to quickly gain skills in functional literacy and were encouraged by their rapid improvement. I loved teaching the Bible as literature because delving into the saucy and intriguing narratives that are often sanitized in religious study was really fun.”

When Ponder came to MTSU in 2020 it was at the height of the COVID pandemic.

“A lot of people struggled with working from home or being isolated during COVID, especially at its inception,” she said. “However, that is not the case for me.

“Don’t get me wrong; I love people, and I love working with people. I do my best work when I’m at home, in a very quiet setting, with few distractions, so I was thankful for this time to work remotely.”

Ponder said her Center for Training and Technologies colleagues, including ITD Assistant Vice President for Academic and Instructional Technologies Albert Whittenberg, Academic Instructional Technology and Accessibility Specialist Cheri Wolfe, and Academic Instructional Technology Specialist Jimmy Williams, are “amazing.”

“I am extremely grateful for their collegiality and friendships and consider it an honor to be a part of this team,” Ponder said.

“Cheri and I actually began working on the same day in 2020, and I don’t know what I’d do without her.”

The Center for Training and Technologies serves the entire campus of faculty, staff, and students, and is much more than just the administrator of Desire2Learn (D2L).

“We are also administer Panopto, Zoom, Exampity, and Respondus. In addition, we must utilize many campus enterprise systems, such as Banner, Footprints, 25 Live, M365, Teams, ServiceNow, etc. to effectively carry out our administrative responsibilities,” she said. “We also regularly provide training to faculty, staff, and students on all of these systems, even the ones we don’t support primarily.”

An average day might include issues that are quickly resolved, some that require a group effort, or some that reveal a systemwide issue that requires more outside support.

“As you can imagine, the beginning of a new semester is ridiculously busy for us, but we know how important the functionality of all of these systems is for our campus,” she said.

When it comes to working with instructors, she draws upon her experience at JSU.

“I know firsthand the frustration of being a teacher with an amazing lesson plan, only to get to class and realize the technology is impeding my teaching and my students’ learning, so we want to resolve issues quickly,” Ponder said.

Her husband, Cory, recently retired from a career in IT and is currently working as a Realtor.

“He’s also an amazing drummer and has a recording studio in our house. My stepdaughter, Elise, my only child, is a senior at Providence Christian Academy; she plays volleyball and works at a local restaurant. I’m so proud of how hard working, smart, creative, and kind she is. She plans to attend JSU in Alabama next fall and is interested in joining the Marines,” Ponder said.

The family has three rescue dogs (Edison, Rey, and Darci) that “make us laugh way more than they should.”

“Probably the most peculiar thing that Cory, Elise, and I enjoy is weightlifting,” Ponder said. “We also love going to the beach. We go with my parents and sisters to the Gulf Coast in Alabama—a 50-year tradition. Also, watching Marvel movies, and attending church at The Experience.

"Cory and I work in the yard together a lot; my dad has taught me a great deal about caring for different types of plants, and this year, I grew a crop of sunflowers and have a small pumpkin patch."
We've returned to campus, but 'student experience has changed'

As Middle Tennessee State University settles in to the Fall 2022 term, our focus remains our students; our faculty and staff support these students with almost 6,000 courses, including traditional classroom, blended, and fully online courses.

Although we’ve returned to campus, the student experience has changed. While many students are able to adapt and succeed, some face additional challenges.

Our students with learning differences require accessible instruction to participate equally with other students. In addition, creating accessible content and instruction benefits all students.

Our Desire2Learn (D2L) Brightspace conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards and Section 508 of the Rehabilitation Act, so well-organized course content should be easily accessed by students. However, because many courses require access to third-party content or applications, students may still require additional accommodations.

For example, many instructors are using Panopto to record lecture or classroom videos.

Others may use Zoom to host classroom meetings or groups, or deliver instructions remotely, and some require the use of Examity or other test-security applications.

If you are using these tools or others in your courses, remember this:

- **Panopto** offers Automatic Speech Recognition (ASR) captions generated for each video; this includes the automatic lecture-capture scheduled recordings as well as videos created or uploaded to your Panopto account. You may choose to review and edit those captions if necessary.

- **Examity** is currently offered as an option for test security at MTSU; however, it is important to note that this application will not operate correctly on certain devices and, in the past, has shown issues with screen reader software, screen magnifiers, speech-to-text, and text-to-speech applications.

If you choose to use Examity to proctor your exams, have the students set up their profile in advance and take the practice exam. Students should confirm any accommodations with instructors in advance, and report any irregularities with the practice exam before taking a for-credit exam.

- **The Center for Training and Technologies** (formerly the Faculty Instructional Technology Center) offers training and workshops which focus on creating accessible content. Check out the [calendar](#) for workshops, dates, and times.

If you have questions or concerns about accessibility or accommodations in your courses, the Center for Training and Technologies has resources that can help.

Contact us at [itdacad@mtsu.edu](mailto:itdacad@mtsu.edu) or 615-904-8189.

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**DegreeWorks, continued from page 1**

and a database upgrade, Trimble said.

"We’re also migrating system servers from Redhat Enterprise Linux version 6 to version 7. This upgrade will deliver improved functionality and stability for our students and advisors," Trimble said.

The biggest improvement for users is the new Responsive Dashboard that presents information in “visual cards” and adapts itself based on the information in the card and the size of the display screen, so it is equally useful on a smart phone, tablet, laptop, or desktop computer.

The Responsive Dashboard provides a clean, mobile-friendly interface for students and advisors that is WCAG 2.0 AA compatible for accessibility compliance. Other major changes include:

- Enhanced “what-if” functionality for students and advisors to assist in degree shopping.
- Improved print function that generates a clean, beautiful PDF formatted document that can be printed or saved on the user’s device.
- Ability to extract and display the preferred name (if one exists in Banner) for both students and advisors.
- Several technical updates that will make DegreeWorks more reliable and easier to maintain, including improved configuration tools and an upgraded server and database infrastructure.

While the main DegreeWorks links in PipelineMT will go to the Responsive Dashboard, faculty and staff will have access to the “Classic Dashboard” for a few more months if someone prefers to look at the previous version of DegreeWorks.

Planning for the upgrade began in October 2021, when Trimble began working in ITD. Trimble said Debbie Warren, Systems Analyst 2, has been instrumental in the upgrade process.

“She has supported DegreeWorks since its first installation here over seven years ago and done an amazing job,” he said. “Without her knowledge and experience, this work would be much more difficult.”
be able to afford the more costly textbooks, which impacts their academic experience or causes some to limit themselves to programs that don’t require expensive textbooks. “Across the Fall 2021 and Spring 2022 semesters, we saved students over $150,000 in textbook costs,” Stone said in the written application for the OAIT.

Methods for promoting OERs include creating PipelineMT messaging for OER/low-cost courses, integrating OER election into the MTSU Phillips Bookstore textbook selection process, and adding language to tenure and promotion portfolios to encourage faculty use of OER.

Part of the process was offering Faculty Mini-Grants ranging from $500 to $7,500 to help instructors redesign courses around OER. Faculty can apply for individual grants as an incentive for developing OER for their courses, with the initial effort targeting what are called “gateway courses”—foundational general education courses that can require costly textbooks and thus pose a significant economic challenge for a campus that serves a high concentration of first-generation college students.

“The OER grant provided professionally developed and funded faculty learning opportunities for understanding how OERs can be created and sustained across disciplines,” Stone wrote.

Each of the OERs adopted primarily used MTSU’s Desire to Learn (D2L) learning management system and a Pressbooks platform: mtsu.pressbooks.pub/

Some examples of other OER materials include:

- Using Teams to Facilitate Organizational Development mtsu.pressbooks.pub/usingteamsfororgdev/
- GEM: GenEd Magazine https://mtsu.pressbooks.pub/genedmagazine/

**ServiceNow, continued from page 1**

ServiceNow will replace the Footprints work order system. The ServiceNow Portal features the:

- **Knowledge Base:** A repository of ITD documentation, best practices, and tips for using tech resources. You can search for topics of interest and the most-reviewed articles are listed along with ratings.

- **Request Something:** This section is where you request ITD services. Examples include a developmental course shell, administrative systems reports, classroom software installation, equipment surplusing, collaboration consultation, scanner setup, a new shared mailbox, remote access, wired network connection, telephony service, and much more.

- **Report an Incident:** When you need assistance with a problem. Users are asked to include a short description, tell who is affected, describe the urgency, provide more details, and attach documents if needed.

- **ENGL 1020: Research & Argumentative Writing mtsu.pressbooks.pub/1020mtsu/**

More than 200 faculty members attended Zoom and in-person workshops, while another 640 visited the YouTube OER channel to view recorded trainings.

Moving forward, Stone said she will focus on helping faculty “further understand OERs, their values, and the labor needed to create/maintain them.”

OERs are easier to find in some disciplines than others, Stone said. “Often, OERs are program specific, like our ENGL 1020 OER, so they can be difficult to adapt for a new program.”

A list of resources and repositories can be found on the website: mtsu.edu/oer/repositories.php

Stone said the view of OERs is “slowly changing, but it can be difficult to change people’s assumptions about the value of a digital text vs. a print text.”

“Also, OERs are supported solely by faculty labor,” she said. “I am interested in developing a process for OER peer review at MTSU. I think that would quell most people’s concerns about quality.”

Stone came to MTSU in fall 2020. Originally from Birmingham, Alabama, she graduated from Texas Tech with a Ph.D. in Technical Communication and Rhetoric (2020), and holds degrees in Education (University of Alabama at Birmingham) and Fine Arts (Auburn University).

Stone has taught at Texas Tech University, University of Missouri-Kansas City, and Rockhurst University, Front Range Community College, Southern Union State Community College, Chattahoochee Valley Community College, and Georgia Military College, where she also served as Humanities Department chair and online course administrator for first-year writing across 12 campuses.

Request Something entries are sent directly to the appropriate group of ITD staffers, while Report an Incident entries are first sent to the Help Desk then if necessary escalated to the appropriate group. All ServiceNow requests and reports are managed through to successful resolution, with regular progress updates provided to users by email.

Users can also check the status of their open requests or incidents using the portal. Other features include:

- Virtual Agent that allows you to connect to a Help Desk expert.
- Announcements such as upcoming outages and upgrades.
- Contact ServiceNow Admins (for feedback or question/comment)
- Change Existing Request (to fix an existing ServiceNow request item)
- New ServiceNow Request (if a request item is missing)
Fall 2022 Communicator

Teams now available for all MTSU faculty, staff, and students—check it out

You may have seen it or heard about it, but now it’s ready for you to try: All faculty, students, and staff are licensed for Microsoft Teams.

Microsoft Teams is the chat-based workspace in Microsoft 365 that makes it easy to have conversations, host meetings, share files and collaborate on documents, and get work done with teams across the organization. Teams lets you work in a natural, conversational way—with everything you need in one place—available anytime, on any device. To give it a try:
  * Go to [https://portal.office.com/myapps](https://portal.office.com/myapps)

There are several learning and support resources available to help you get started:
  * [Microsoft Teams Middle Tennessee State University](https://portal.office.com/myapps)
  * [Microsoft Teams Help & Learning](https://portal.office.com/myapps)
  * [Microsoft Teams Video Training](https://portal.office.com/myapps)

There are also numerous sessions through LinkedIn Learning. If you are not familiar with LinkedIn Learning, click [here](https://portal.office.com/myapps) for more information on how to log in with your MTSU credentials. Once logged in to LinkedIn Learning, search for MS Teams tutorials.

The Teams mobile app also allows you to use it on your iOS or Android device.

ITD's Brigham wins ABC-TV Backyard BBQ contest, visit from Breezy

ITD Technical Clerk Jennifer Brigham won the Backyard BBQ contest sponsored by WKRN ABC-TV 2 in Nashville.

On Aug. 19, meteorologist Danielle Breezy, visited Brigham’s home in Lascassas to do the weather forecast every 15 minutes during the celebration.

Brigham said her contest entry included a picture of her dog, Chance, for good luck. She said the family won a Kroger gift card for the supplies.

"When it was time to show what was cooking on the grill, my husband (Jason) started cooking and explained what he was cooking," Brigham said.

When the news was on break, everyone sat down and ate with Breezy and the camera crew. "It was very exciting to learn things about her, and she is just like you would see her on TV—very personable, talkative, and overall a fun person."

"She even Facetimed my daughter, who is away at college, to ask her how college was going and told her to have fun."

MTSU mascot Lightning made a special appearance, too. See some of the event at