Clark is acting ITD vice president for Information Technology & CIO

Yvette R. Clark is now the acting ITD vice president for Information Technology and Chief Information Officer. Clark transitioned to this position upon the retirement of Bruce Petryshak on Jan. 31, 2022. Clark began working at MTSU in August as associate vice president of Enterprise Application Services. Clark, originally from Englewood, Colorado, earned a Bachelor of Science degree in Chemical and Petroleum Refining from the Colorado School of Mines and a Master of Science in Civil and Environmental Engineering from Tennessee Tech University.

“I spent many years of my career in research. During those years, I partnered with interdisciplinary teams comprised of university, state, and federal agency personnel,” she said.

See Clark, page 11

Benefits of D2L discovered in pandemic continue in traditional classroom setting

History Professor Sean Foley understands the meaning of “Luddite.” Named for English textile workers in the 1800s who destroyed machinery they believed was threatening their jobs, it has come to describe someone who fears new technology. But while he knows the definition, Foley is definitely not one.

“I had been successful using technology in the classroom. . . . My teaching style fits with the online world, I was not averse to it,” said Foley, who teaches U.S. and world history at MTSU, specializing in the contemporary history and politics of the Islamic world. “Skype had really opened up the classroom, and I had been using that in my in-person classes, and that had been extremely successful. It really allowed me to bring in all kinds of people into the classroom.”

However, Foley admits that prior to distance learning during the COVID-19 pandemic, he had not utilized some classroom technology to its fullest potential—especially Desire2Learn (D2L).

“I’ve been teaching since 2006, and what the pandemic did was force me to reevaluate everything I do,” he said. “Part of what I needed to do when the pandemic began was to think, ‘What are we doing and what can we do differently? What can we do better? How can we use the technology to make the classroom experience better for students and for ourselves? To impart information but also to promote good citizens, people who will intelligently approach problems and solutions?’”

Faced with the requirement in spring 2020 to do all teaching online or by Zoom, he studied up on D2L in ITD training sessions and discovered all the ways it could keep him connected.
How to reset your personal email address with a Dynamic Form

The Registrar’s Office has implemented a method to allow faculty, staff, and students to change the personal email address on file with the Records Office through a Dynamic Form.

To reach the form go to [mtsu.edu/one-stop/forms.php](http://mtsu.edu/one-stop/forms.php). Once on the page, find the link “Personal Email Reset Request.” Once you click on it you will see this screen below.

![Log In](#)

Sign in to complete the Personal Email Reset: Securely Transmit Proof of Identity form as requested by Middle Tennessee State University.

User Name or Email Address

Password

Log In

Create New Account

Forgot Your Password?

Many will assume you are to log in with your MTSU username and password, which is not the case—it is a Dynamic Forms account. If you haven't set up a Dynamic Forms account before, you will do to do so at this point by clicking on Create New Account.

The username can be anything with 8 characters and must have at least one number. It is also important to put in an email address for an account you know works and set up a security question. Both of these options are to allow you to recover your password for the Dynamic Forms page should you forget it.

Once the account is created you will be asked to verify the email address. Go to your email and there will be a link to verify your address. Once you click on the link, you will get an account activation page.

Now you will be able to log in to Dynamic Forms with the username and password you created.

Due to security, you may be asked to set up two-factor authentication. This authentication is different from the one the University requires for access to PipelineMT, email, and D2L. You are not required to set up multi-factor authentication for Dynamic Forms. You can click on Not Now.

Once you have either set up the multi-factor authentication, or chosen Not Now, you will get to the Dynamic Form you have been attempting to access. Below is an example.

Once all the required fields (the ones with red asterisks) are filled, you will see an option to submit the form for processing.

If you need assistance with this or any issue, contact the Help Desk at 615-898-5345 or help@mtsu.edu.
The 2020–21 Faculty Fellows are (l-r) Vajira Manathunga, Mathematical Sciences; Layne Bryant, University College; Angelique Troelstrup, Psychology; Barbara Whitman Lancaster, Nursing; Ginelle Baskin, Walker Library; Michael Erskine, Information Systems and Analytics; Pam Kramer Ertel, Elementary and Special Education; Erica Cirillo-McCarthy, English; Xin Yang, Computer Science; Mark McLeod, Art and Design; and Jaishree Ranganathan, Computer Science. Not pictured are Robynn Butler, Art and Design; Keonte Coleman, Journalism and Strategic Media; Maxwell Farley, History; Melinda M. Hirschmann, Center for Dyslexia; Kishor Luitel, Agriculture; Ugur Orak, Sociology and Anthropology; Ramchandra Rimal, Mathematical Sciences; Tony Rodriguez, Art and Design; Molly Taylor-Poleskey, History; and Sam Zaza, Information Systems and Analytics.

The 2019–20 Faculty Fellows are (l-r) Will Perkins, Music; Mike Rice, World Languages; Elizabeth Whalen, Health and Human Performance; Paul Eubanks, Sociology and Anthropology; Jim Hamby, English; Stacy Fields, Elementary and Special Education; Soraya Nogueira, World Languages, Literatures, and Cultures; and Carla Fox, Media Arts. Not pictured are Bonnie Barksdale, Elementary and Special Education; Alan Campbell, World Languages; Christabel Devadoss, Global Studies and Human Geography; Jon DiCicco, Political Science and International Relations; Donna Dopwell, Social Work; Kim Evert, Educational Leadership; Mitzie L. Forrest, Criminal Justice Administration; Jim Holton, History; Pete McCluskey, English; Tom Neff, Media Arts; John Ouellette, Recording Industry; Jennifer Pettit, History; and Matt Taylor, Journalism and Strategic Media.
Rossman returns to MTSU ITD

Valerie Rossman returned to ITD in September as a systems analyst II.

Rossman, of Tullahoma, first came to MTSU from Motlow State Community College in 2017 to work as assistant director of Enrollment Technical Services, before moving to Administrative Information System Services (AISS) as a systems analyst II. In 2019, she returned to MSCC as the assistant director of Administrative Services. She had previously worked at Motlow from 2001–17 in various positions, mostly as a programmer analyst.

Rossman holds an associate degree in Information Systems from Motlow State, a Bachelor of Business Administration in Information Systems from MTSU, and earned a master of science in Information Systems from MTSU in 2020.

Her work for ITD involves maintaining third-party systems and providing technical support to functional users.

"I really like being able to help the user in a way that makes their jobs easier," she said. "I like the creative side of my job, and it’s always a plus when a script compiles with no errors. The biggest challenges are learning new things, programming languages, new software, etc., because there are always changes in the technology field."

Rossman has three grown children, Dakota, Shelby, and Dillon. She has a Great Pyrenees dog named Birdie and a cat named Mr. Kitty.

"I love the outdoors and being creative. I actually have a small flower farm, growing cut flowers," she said. "I'm glad to be back at MTSU. The ITD staff is a great bunch of people, and I enjoy working with them."

MTSU grad Buckman working for ITD as systems analyst II

Nick Buckman began working as a systems analyst II at MTSU in October.

Buckman, of Tullahoma, earned an associate degree from Motlow State Community College and a bachelor’s degree in Computer Science with a minor in Mathematics from MTSU.

After graduating at MTSU in December 2014, he continued to work for his father’s landscaping company, The Extra Mile, as a crew leader. In August 2015, he began working as an IT tech at American City Bank. In August 2017 he began work as a programmer/analyst for Motlow.

At MTSU, he is working with Banner 9.

"I like most that there is an experienced team that supports me when I have questions," Buckman said. "They possess a wealth of knowledge and have been more than willing to share."

He and his wife, Angela, have four daughters—Brooklyn, 14; Addayson, 12; Mackenzie, 2; and Lylah, 3 months. Buckman said his parents, Esther Hamilton and Dave Buckman, both live in Tullahoma and “are huge parts of the girls’ lives.”

One of his main hobbies is exercising. "I lost 60 pounds within a year. In October 2020, I became a CrossFit Level 1 trainer," he said. "I have always enjoyed running but recently have pushed myself much further than I thought possible. I ran two half marathons in 2021, including the Middle Half, which runs through the campus of MTSU. Between CrossFit and running I do some form of fitness 4–6 days a week."

The family also enjoys going to Tennessee Titans games.

University alum Cannon joins ITD

MTSU graduate Brent Cannon started work in October as a technical clerk in ITD.

Cannon, originally from Knoxville, graduated from MTSU in 2008 with a degree in Liberal Studies.

In his current job he is working on scanning and imaging documents to help the University “toward a paperless future.”

Away from work, he enjoys exercise, hiking, and keeping up with the Liverpool FC in soccer. He also has three black cats that he calls “fur children.”

“It’s great to be working at my alma mater,” he said. “It’s a joy to work at the best university and with the best people.”

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Benjamin Cannon

Cannon

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“I love the outdoors and being creative. I actually have a small flower farm, growing cut flowers,” she said. “I’m glad to be back at MTSU. The ITD staff is a great bunch of people, and I enjoy working with them.”
Joe Trimble joined ITD in October as a senior systems analyst.

Trimble, of Spring Hill, is originally from Columbia, Tennessee. He earned a bachelor’s degree in Business Administration-Accounting from Lipscomb University in 1984, then worked there until September 2021.

He started at Lipscomb as the computer systems manager, managing a VAX 11/780 system. At MTSU, his main focus is planning for an upgrade in the DegreeWorks system next year.

“I am working with a great team,” he said. “It’s challenging coming into a new environment and learning ‘how things work’ because it’s never the same as you’ve experienced in the past. In my previous career, I wore many hats, such as database administrator, systems analyst, systems administrator, etc., where at MTSU duties are more segregated . . . I went from a relatively small private institution to one of the largest state universities in Tennessee overnight.”

Trimble and his wife, Lavonia, have been married 35 years and have four children and two grandchildren, with a third “on the way next summer.” He serves as worship leader at Millview Church of Christ in Franklin.

His family enjoys visiting the Smoky Mountains.

**Foley, continued from page 1**

with students during that challenging time.

“D2L and Zoom have existed for a bit, and we had used them somewhat but not to the extent we could,” Foley said. “As the quote says, ‘Teaching makes windows where there were walls,’ and that is one of the great things about technology—it really allows us to open up opportunities we would not have had before.”

Along with Skype, he had previously used PowerPoint and YouTube and created videos in his classrooms. But he learned D2L provided a great new platform for them.

“The key thing about teaching is making an impact on an emotional, intellectual, and a lot of levels of resonance, so that they remember it,” he said. “People learn differently in different contexts, and technology allows you to get to them in different contexts.”

He began to constantly update his class syllabi throughout the semester, with D2L sending automatic alerts to students each time.

“I created structures that I now have, and it was a lot of work going into it in July and August (2020) and building shells,” he said. “But once you have the shell set up and once those structures are in place, it’s a lot easier to use. I also found Dropboxes were a really good tool to use.”

When a student asked Foley for a letter of recommendation, he could quickly find materials on D2L to reference.

“When a student asks for letter of recommendation, I want to make it clear I know the student and communicate that to the person on other end, putting some evidence in there,” Foley said. “In D2L, all the papers are there and comments on papers are still there. It keeps everything together in a really quickly accessible way.”

He began using D2L’s Gradebook, Exam, Discussion features and would post an entire semester’s materials at the start. D2L News alerts became a popular way to remind students what was coming up in class.

“I knew students were going to be uneasy for obvious reasons, and I thought, ‘How do I help them?’ I would have an intro video to explain the class, and constant reminders,” he said. “And on top of that, I would follow up with an email. Students have told me that really helps.”

This fall he was back to teaching classes in person, but has continued to utilize D2L and Zoom to supplement them. One of the primary ways is to divide up larger classes into smaller groups.

“Zoom breakout groups are perfect for the types of discussions I like to do,” he said. “When you work with groups of 15 students it gives them a sense you are present with them, aware of who they are, and you care.”

Prior to the pandemic, Foley was using Skype for guest speakers, but the logistics were time-consuming. Zoom has made it so much simpler and opened new possibilities.

“Everyone knows how to use Zoom, and I like the password requirement to make it secure,” he said. “I’ve done multiple presentations on Zoom in other parts of the world and the training I got last year was essential.”

Now, Foley and MTSU Recording Industry Chair John Merchant are teaming up to plan a music event in Saudi Arabia, and Zoom has proven invaluable in working with musical acts and organizers. It all started when Foley had an article published in *The Atlantic* about the emerging independent music scene in Saudi Arabia.

“That piece did really well and was translated into Arabic, and had lots of interest on Twitter from all over the world,” he said. “In 2020, I was contacted by a grant funder, and we talked to people in Saudi and they really liked it.”

He was surprised when he was asked to organize the concert and symposium in Jeddah, Saudi Arabia, in March 2022.

“I needed to work with somebody who really knows the music industry, who’s recorded an album, understands how music promotion works. I emailed John Merchant and asked, ‘Are you interested?’ John wrote me back and said, ‘Yes I’m interested.’”

So now, of course, “We’re going to have to figure out how to Zoom it,” Foley said.
ITD Staff Profile: Sarah Bell Wilson

Wilson enjoys web design after low-tech childhood

Childhood for Sarah Bell Wilson was much more about 4-H than IT.

"I'm just old enough that social media/the internet wasn't really a thing," Wilson said. "I remember being excited once I got my MTSU email address, because I could finally sign up for Facebook. With 4-H I showed sheep for a couple of years, but got too emotionally attached for the inevitable 'sell them to the meat market' at the end of show season. I showed horses until I graduated, and went to one or more summer camps every year."

But computers have been a central part of her life for nearly 16 years now, most of that time studying and working at Middle Tennessee State University, where she now works as part of ITD's Web Design Team.

However, growing up in Tracy City, on top of Monteagle Mountain, she was involved in marching band, and the Outdoor Adventure Club, along with 4-H.

"I continued my marching band career into college and performed in the Band of Blue for my first two years as an undergraduate, before my course load got too heavy," she said. "I still feel nostalgic when I hear the Band of Blue practicing during the fall semester."

Wilson began studying at MTSU in 2006 and graduated with a B.S. in Computer Science in 2010, then immediately began in the master's program for Computer Science and graduated in 2012. She worked for a filtration company in Franklin as a software developer for five years before joining ITD's Web Development Team in 2017.

"My son was about a year old, and the commute into Franklin every day was brutal for a new mother, so I looked for work closer to home," she said.

During her time as a student at MTSU, Wilson worked as a lab assistant in KOM and also a graduate teaching assistant in the Computer Science Department.

"The Computer Science Department is small enough that you really get to know all the faculty and your fellow students really well. I developed friendships that have lasted to this day, even as everyone has moved away as their careers and family lives have changed," she said. "MTSU has changed so much since I was a student—I remember having a class in the brand new Honors Building my freshman year and thinking that it was so far away from the rest of the buildings on campus. Now it's pretty much right in the middle of everything."

Her interest in IT began as a student at MTSU, but it quickly became her career path.

"I remember my undeclared advisor telling me my freshman year that I was running out of Gen Ed options for classes and needed to start looking for a major," Wilson said. "She told me to flip through the academic catalog—it was still a printed book back then—and find a few majors that looked interesting, then take the intro classes for one or two and see what stuck."

"One of the ones I picked was Computer Science and my entire thought process was, 'Computers are cool, I guess, and everyone needs a tech person on their staff, so I can worry about the actual career later'... and here I am!"

Her work at MTSU involves making regular changes and updates to University websites and larger projects such as the ITD Inventory system, Equipment Checkout Request manager for the Help Desk, and converting the MTSU News site from a Wordpress blog to an in-house system.

"I think the biggest enjoyment and challenge is the ability to update an existing system into something more modern/efficient," she said. "MTSU is a huge institution and we are an incredibly tiny team. As people have become aware of what we can do to make improvements, the demand for our work has grown substantially, even in the 4½ years that I've been here."

"Now it kind of feels like the snake eating its own tail—we want to maintain the level of standards that we started with, but we also want to help everyone who comes to us."

Due to the COVID pandemic and distance learning, the past nearly two years became a time of "numerous rush jobs of the highest priority, especially at the beginning of the shutdown."

See Wilson, page 10
Accessibility features help all students regardless of needs

Providing a high-quality, accessible education for our students is our primary concern here at MTSU.

Our students with learning differences require accessible instruction to participate equally with other students. But keep this in mind—creating accessible content and instruction benefits all students, not just those who require it.

Think about your course design and instructional practices and remember these tips:

- Utilize the tools in Desire2Learn (D2L) Brightspace to create a clear course structure—one that’s easy to follow. Clear, consistent organization helps all students understand the expectations and navigate through the course.

- Provide multiple paths to learning. A great course incorporates readings, video, audio, lectures, graphics, and interactive learning components. Be sure to provide text-based alternatives as well.

- Be flexible. Students may need additional time to complete a reading or assignment, or require the use of a special device—this can be challenging.

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 lectures 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 will automatically caption your instructional videos—no additional steps are required. The ASR captioning system is 85% accurate; you may choose to review these and edit the captions as necessary.

- Zoom offers an audio transcript option which resembles closed captioning; this is enabled for our MTSU Zoom account. These are also automatically generated and may require review. Students may also choose to use Google Live Transcribe to have a real-time transcription of the class session.

- 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. Instructors must ensure the accommodations are set in Desire2Learn before entering these in your Examity dashboard.

If you have questions or concerns about accessibility or accommodations in your courses, the Faculty Instructional Technology Center has resources that can help.

Contact us at itdacad@mtsu.edu or 615-904-8189.
ITD staff honored for total of 115 years of service at MTSU

Seven ITD staff members were honored in December for a total of 115 years of service at MTSU.

ITD personnel honored were:

**10 Years**: Tyree Nelson, Client Services systems support specialist.

**15 Years**: Justin Foster, Client Services desktop & classroom support; Jeff McMaham, Enterprise Server Services systems administrator II; Jeremy Stanley, Client Services Help Desk technician; Tom Wallace, associate vice president for Information Technology Projects and Portfolio Management; and Albert Whittenberg, assistant vice president for Academic and Instructional Technologies.

**30 years**: Debbie Warren, ITD Systems Analyst II

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**Accessing voicemail during breaks**

When you are preparing to leave your office for an extended period, remember that with Microsoft Skype for Business (S4B) there is no longer a dial-in access number for voicemail.

Listening to voicemail and recording greetings are managed from your desk phone, S4B, or Microsoft Teams app.

Unified Messaging automatically routes voicemail messages to Outlook email, with a speech-to-text preview of the message, as well as a complete audio attachment of the voice message within email.

For tutorials, workshops, and instructions on accessing Cloud Voicemail from various devices, visit [mtsu.edu/itdtele/skype.php](http://mtsu.edu/itdtele/skype.php).

You also can submit a Trouble Ticket from this webpage.

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**Coming in 2022: ServiceNow system**

ITD’s Footprints work order system will be replaced in 2022 with ServiceNow.

More information and training on the new system will be announced in coming months.

ServiceNow is a software company based in Santa Clara, California, that develops a cloud computing platform to help organizations manage digital workflows for enterprise operations.

The company’s core business revolves around management of “incident, problem, change, and request" IT operational events.

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**Moore earns two new certs as part of online degree work**

ITD Classroom Audio Visual Tech Jonathan Moore has received two certifications as part of an online Network Operations and Security program.

Moore, a student in the Western Governors University degree program, is working on completing more than 20 industry certifications.

He completed the ITIL Foundations and Extron Authorized Programmer (EAP) exams last summer.

“This (ITIL) certification has changed the way I approach some of our biggest projects, in a good way,” he said. “ITIL presents a framework that is made of repeatable, iterative processes that keep your team focused and stakeholders informed of status on large projects.”

The EAP is a Python scripting program that is "highly customizable and powerful," Moore said.

“This was a 4-day course of intense learning with an exam at the end of the course to prove certification," he said. “I had to code a control system with user interface essentially from scratch.”

Moore started with ITD in September 2020 as a classroom A/V technician.
New H5P feature helps create engaging student content on D2L

H5P is now available in Desire2Learn (D2L) to create accordions, flash cards, drag and drop, fill in the blank, true or false, multiple choice, and other methods of online student engagement.

“By adding H5P content that reinforces the materials presented, it allows students the opportunity to further engage with that content in varying ways. This follows principles of Universal Design for Learning because it makes learning more engaging and inclusive when these types of interactive materials are integrated into courses,” said Tara Perrin, instructional designer for MTSU Online.

To begin creating with H5P:

1. Log in to D2L
2. Select any development shell or sandbox course in your D2L home. (If you don’t have a development shell, feel free to use an old course, create a hidden module in an active course, or request a development shell. Using an active course is discouraged.)
3. Within a module, select New.
4. Select Create a File.
5. Select the “Insert Stuff” button on the far left of the box’s toolbar in the older version of D2L. (In the updated version it will be the play/pause/record/stop button)
6. Then select H5P from the drop-down list.

ACCOUNT ACCESS:

Once your account has been created, you can access your H5P content in 2 ways:
1. In D2L using steps 3-6 above, or
2. Going to your H5P content directly using your single sign-on.

Some MTSU courses have adopted H5P Accordions to present larger amounts of information in smaller, more manageable ways so it is not overwhelming to the students. Other courses are using Dialogue Cards for reviewing discipline-specific terminology and concepts.

Perrin said several workshops on using H5P will be scheduled in coming months. Watch for these on mtsu.edu/itd/ under Workshops.

Meanwhile, anyone who wants to begin learning how to use H5P can view an Introductory Workshop called “H5Please!” at https://youtu.be/H4l-_cF3VYg.

Also, several preset templates of H5P features are available for “cloning,” editing, then inserting into D2L modules for your classes. Follow the instructions above for starting H5P. Once you are into the H5P “Insert Stuff” window, click on Templates to view samples.

Perrin said being fully integrated with D2L makes H5P Family Educational Rights and Privacy Act (FERPA) secure, and many of the content tools are fully accessible or need little work to make them accessible, thereby being an inclusive technology.

“All H5P content is interactive in some way. It could be a very simple interaction, such as clicking each panel of an Accordion, or flipping over Dialogue Cards, to more complex interactions in which students make choices such as Summaries, Drag and Drop activities, or Branching Scenarios. Reading and viewing content will always be an essential part of the learning process,” she said.
OneDrive provides great option for storing and transferring files

Many people know that OneDrive is Microsoft's Cloud storage service for saving documents, photos, and small videos. But they don't know that OneDrive also can be used as online backup or to transfer files.

It allows for easy sharing of documents between MTSU Microsoft account holders and can upload files as large as 20 Gigabytes.

OneDrive can be accessed through the MTSU portal page https://portal.office.com. Log in with your FSA credentials and you will see a list of online apps such as Word, PowerPoint, and Excel. Here you also will find OneDrive, identified by the cloud icon.

It can be used right away to upload documents or images by simply clicking into it and pressing Upload, or dragging and dropping the files into the window.

A lesser-known use is configuring your Microsoft Office account to save to OneDrive like a University share drive. Simply choose Add a Place, select OneDrive, then log in with your University credentials. OneDrive can also be downloaded and installed as a stand-alone application.

MTSU OneDrive accounts are 1 terabyte in size and expand to 5 terabytes when needed. That storage capacity obviously suggests a location to back up many files, but it is designed to do even more.

Click on the Shared link on the left-hand navigation and you will find folders for Files Shared With Me and Files I Shared. There also is an option to create Shared Libraries for group collaboration.

Instructors can use it to receive documents from students, particularly when those files are too large to receive as an attachment or be uploaded to Dropbox. And students can save files to OneDrive to share with instructors.

Another use of OneDrive is as a replacement for your computer's My Documents folder. OneDrive exceeds the My Document's folders usefulness by being available from anywhere. If your documents are stored in OneDrive they will be accessible through any device that has a web browser including phones and tablets.

Perhaps the best benefit of using OneDrive is that since the files live on the server they cannot be lost or corrupted if your computer fails. You needn't worry about hard drive failure if the files are saved in the cloud.

While it is fair to be concerned about the security of your files, MTSU uses Multi-factor Authentication, which has made OneDrive more secure.

If you are interested in using OneDrive but have questions, contact the ITD Help Desk at 615-898-5345 or through email at help@mtsu.edu.

Wilson, continued from page 6

"That time definitely pushed our team to the limits, especially since two of us were working from home with our children. Now that the initial rush of panicked, 'we need this yesterday' jobs has died down... the world is slowly returning to the (new) normal," she said.

Away from work, she enjoys movies, video games, walking/biking, and camping on occasion. She and partner Matthew both ended up working at home, and her son Wade, also was there every day as his daycare closed, creating a lot of opportunities for family togetherness.

"It was a lot of time for us all to be together," she said. "I purchased a ton of pre-K workbooks, as well as several games for the Playstation 4. Wade and I would play LEGO Marvel games every evening and eventually earned 100% completion on all of them. We don't play the PS4 as much now, but Matthew and I both have gaming PCs and spend a fair amount of time playing games. We got Wade set up with Minecraft on an old laptop, so we play that together on Tuesday evenings and Saturday mornings," she said.

The family also accomplished a difficult feat during the pandemic—finding a new home.

"We have a larger house, larger yard, and a better setup for our family. We now have three dogs and three cats that keep us busy and entertained."
Microsoft Teams meetings come in several types and sizes

Microsoft Teams offers several options for meetings, each with different participant limits and management capabilities.

Meetings
Meetings in Teams include audio, video, and screen sharing for up to 1,000 people and view-only capabilities for participants over 1,000. Participants don’t need to be a member of an organization (or have a Teams account) to join a Teams meeting. They can join directly from the calendar invitation via the Join Meeting link or call in via audio if available.

Live Events
Live events are structured meetings that enable your organization to schedule and produce events to stream to large online audiences—up to 20,000 people. Audience interaction is a managed Q&A experience.

Webinars
Webinars are structured meetings where presenters and participants have clear roles. A key difference between webinars and Teams meetings is that webinars support registration and provide attendee engagement data.

Get started with Teams webinars

The following table briefly summarizes the three types of meetings, the number of recommended participants, and how participants can interact in the meeting.

<table>
<thead>
<tr>
<th>Type of meeting</th>
<th>Number of participants</th>
<th>Interaction</th>
<th>Registration supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>Up to 20,000*</td>
<td>-Participants up to 1,000 have fully interactive equal meeting capabilities. -Participants over 1,000 up to 20,000 have view only capabilities.</td>
<td>No</td>
</tr>
<tr>
<td>Webinars</td>
<td>Up to 1,000</td>
<td>-Participants up to 1,000 have fully interactive capabilities. -Audience interaction configurable. -Can specify presenters.</td>
<td>Yes</td>
</tr>
<tr>
<td>Live events</td>
<td>Up to 20,000*</td>
<td>-Broadcast to large audiences. -Moderated Q&amp;A for audience interaction. -Can specify producers and presenters, including external presenters. -Supports more advanced production capabilities.</td>
<td>No</td>
</tr>
</tbody>
</table>

*The usual 5,000 is increased to 20,000 through June 30, 2022.

If the Microsoft Teams software is not already available on your computer, please ask your departmental IT support staff or contact the ITD Help Desk at help@mtsu.edu or 615-898-5345 for assistance.

Please also feel free to explore Teams. In Teams, you will see a Go Teams! icon on the Navigation panel for an interactive Q&A on our Teams environment.

Information, updates, training, and FAQs are available at the MTSU Teams portal https://www.mtsu.edu/Teams.