The annual MTSU Faculty Fair was held Oct. 26 in the Learning, Teaching, and Innovative Technologies Center (LT&ITC) in the Walker Library. At this open house event, participants learned about grant opportunities, innovative strategies, student success initiatives, support for faculty professional development, and more. The event also recognized MTSU faculty members who earned the LT&ITC’s Faculty Fellows designation for 2015-16. Pictured above are, from left, front row: Richard Tarpey, Zhen Wang, Heather Dillard, Echell Eady, Gloria Green; back row: Ryan Korstange, Kevin Krahenbuhl, Kate Pantelides, Lauren Rudd, and Eric Oslund. Not pictured: Kristin Naylor and Catalina Palacios. Pictured below left, Lexi Denton, left, assistant director of MT Engage, connects with Karen Dearing, assistant professor for Library User Services. And below right, Faye Johnson, left, assistant to the provost for special initiatives, talks to Zada Law, center, director of the MTSU Geospatial Research Center, and Dia Cirillo, representing the AAUW.
“Lynda” made quite an impression when she arrived on campus back in September. Faculty, staff, and students now have access to thousands of tutorials on the website Lynda.com. Topics include writing, publishing, graphic design, animation, and audio/video programs; career fields like marketing, filmmaking, game creation, IT security, and web design; and even job skills such as time management, and project coordination.

As of late November, 1,813 people had regularly used the MTSU site and viewed 27,372 videos, according to site tracking data. If you haven’t yet checked it out, here is a reminder of how to access the site:

Log in at myapps.microsoft.com. You will see the Microsoft Azure sign-in page. Students: If you are already an Office 365 user, you can access Lynda.com from portal.office.com/myapps.

Faculty/Staff start-up: Under Work/School Microsoft Account credentials enter your FSA username@mtsu.edu. (For example, if you sign in to your work computer with the FSA username jones, then you would enter jones@mtsu.edu.) Then type in your FSA password.

Student startup: Under Work/School Microsoft Account credentials enter your MTMail email address. (For example: If your MTMail email user name is zzz3z, you would sign in as zzz3z@mtmail.mtsu.edu). Type in your MTMail password.

From here click on Lynda.com and be automatically signed in. If you have a previous account, you will be prompted to migrate your old profile.

Find these instructions and more resources at mtsu.edu/itd/lynda.php.

Access via Lynda.com app

- iOS app—download the app from the Apple Store
- Choose Already a Member
- Choose the Organization tab
- Under Web Portal enter mtsu.edu and click Log In
- Choose your account (and Work or School Account)
- Enter FSA (for faculty) or MTMail (student) password
- Click on Sign-In

Lynda.com access proving popular in first few months at MTSU

Learning with Lynda.com

Learn how to use Lynda.com at this link. Find out more about Lynda.com uses in higher education at lynda.com/academic/higher-education.

For more information on “Teaching With Lynda,” visit lynda.com/Educational-Technology-tutorials/Teaching-Lynda-com/487942-2.html.
“Let it go, let it go . . . ”
That catchy tune from *Frozen* could be used as a theme song for the process of replacing computers and other equipment around the MTSU campus.

When faculty and staff receive a replacement machine, it’s important they return the old one and not hang on to it “just in case.” That is because computer inventory needs to be kept up to date.

“They might have one machine, but inventory says they have four because they also have three old ones,” said Tyree Nelson, specialist in ITD client service support.

It is critical that ITD be involved in all computer installs, moves, and surplus activities in an effort to keep the inventory current.

Don’t ever try to re-install an unused machine if you experience problems with your current one.

Also, unused computer hard drives can become a security risk if they aren’t properly destroyed.

ITD staff will work with you to make sure all your critical files and data have been safely transferred over to the new computer.

If you want to save vital documents and files to a flash drive or back it up to a server or the cloud, you can do that as well.

The inventory is finally up-to-date and ITD has to depend on each of you to keep it current.

As we went through the last inventory update, we found that many computers that were supposed to have been surplused are in closets or sitting on someone’s desk.

For this reason it is necessary that all equipment pass through ITD before it is installed, moved, or surplussed.

Plus, all hard drives need to be shredded. So that is one more reason ITD needs to touch them.

Disposition of IT equipment

The proper disposal process for unused IT equipment is as follows:

- Identify all items such as monitors, laptops, desktops, printers, etc. that need to be disposed of.
- If possible, stage all the items in one area. If this is not possible, create a location list of the items.
- Contact your department’s designated ITD support person.
- Once onsite, your support staff member will inventory the designated equipment.
- As a safety precaution, hard drives will be removed from machines and destroyed. If this is your former equipment, important data should have already been preserved and transferred during the replacement process. If you are not sure, consult with your ITD support staff.
- An email will be sent to Receiving and Moving for pick up to scrap the equipment.
- The items will be picked up, disposed of, and removed from your department’s inventory.
The days of trying to decipher a classmate’s notes to catch up on a missed lecture are over in Nate Callender’s classes at MTSU.

And if students are a little too groggy at 8:30 in the morning to fully comprehend the Continuity Equation, they can review it again later.

Because every note is being tracked and every word picked up by a Robot.

For a year and a half now, Callender, assistant professor in the Department of Aerospace, has been using a Swivl Robot Capture system.

He wears a neckpiece that includes a microphone and infrared tracking device that allows his iPad Air 2 to move side to side and up and down to record his lectures.

Students who either missed a class, or just wanted to review it, can watch it online.

Callender said the video lectures have been a huge benefit for absent students, including athletes, those in military service, and non-traditional students.

“I have a single mom in my class and she has to take care of her kids. When one is sick, she has to miss class. This allows her to watch it online,” Callender said. “And some in the military have to miss weeks of class.

“Used to they would have to borrow notes from someone in class and it is often difficult to read someone else’s notes. Even if they took clean notes, they don’t get every word.

“This allows them to get the content and the discussions.”

A smaller percentage of students request the videos to review a class they have attended, he said.

But whatever the reason, they all have something in common—those who watched video lectures passed the class more than those who didn’t, he said. That is based on a review of final grades of students who requested the video links.

“It may be they were already motivated students anyway, or it could be that the video helped them,” he said.

Taylor Linton, a senior Aerospace student, said she has watched a video lecture after missing class due to being sick.

“I emailed him and got a link to the lecture. It’s a great idea,” she said.

An active lecturer, Callender said a fixed camera just would not have worked because he would move out of the frame too much, and it would not have picked up all his notes on the whiteboard. A button on the neckpiece allows him to lock in the view of the camera, for example on his whiteboard notes.

Callender learned about the Swivl Robot while evaluating new technology for the Tennessee Board of Regents Mobilization Team. He was provided the Swivl, the neckpiece, and unlimited storage to the Cloud and began using it in May 2015.

Nate Callender, associate professor in the MTSU Department of Aerospace, uses the Swivl Capture Robot camera in a recent class. Callender has used the device for about 1½ years, primarily to help students who miss a lecture. The “robot” tracks his movements using an infrared neckpiece, which doubles as a microphone.

Robot continued on page 5
There is really no way to capture being in the classroom like being in the classroom, and this gets you close to that.”

Nate Callender, Department of Aerospace associate professor

It is compatible with someone’s preferred device, in Callender’s case the iPad Air 2. Lectures are automatically uploaded to the Cloud after he shuts down the device.

Then if a student emails him a request to watch the lecture, he sends them a link.

There have been a few bugs to work out, he said. One early issue was that the tracking was a little too slow. He said that was by design to keep the video smooth, but added that it has improved somewhat.

“I’ve had to calibrate myself to walk a little slower so that it can follow me,” he said.

He also has had to work around glare on his whiteboard that prevented viewers from reading his notes.

He currently carries and sets up the system in his classrooms, but envisions the Swivl becoming standard equipment in University Master Classrooms, along with other technology. He said it can help professors meet MT Engage and Student Success initiatives.

“I solicit feedback, and with the students who choose to give me feedback everything is positive,” he said. “I had one student who said, ‘I wish every class had this.’

“If they benefit from it here, think about any other class a student has to miss—particularly those student popula-

More info on Swivl

Anyone with questions about the Swivl can email Callender at nate.callender@mtsu.edu.

See a video clip of the Swivl Capture Robot in action in his classroom at www.mtsu.edu/communicator/index.php.

For more info on Swivl, visit www.swivl.com.

Digital signage is a great way to highlight University activities.

During the recent Employee Giving Campaign, the CAB digital sign served as a “call to participate” and as a reporting tool. Using the visual communication ability of signage can increase the impact of your message.

For more information about MTSU’s digital signage network or for content suggestions, contact digicontent@mtsu.edu.
A professional problem-solver at work, ITD Systems Analyst Ryan Lau found a solution to three personal goals in his move to middle Tennessee.

He escaped the brutal upstate New York winters, got closer to family, and furthered his tech career.

A native of Marion, New York, near Lake Ontario, Lau earned a degree in Computer Information Systems from Buffalo State University in New York in 2012.

He said his first real information technology job was with HSBC in Buffalo as an associate analyst II business systems. He worked with the AS400 i-series midrange server, which was designed for small businesses and departments in large enterprises and works well in distributed networks with Web applications.

“I implemented, tested, and analyzed the functionality of the systems programs,” he said. “After staying for a little over a year, my wife and I decided we wanted to move closer to family and escape the New York winters, so I took a job at Eco-Energy.”

At Eco-Energy in Franklin, Tennessee, his main duties included documentation of systems processes and procedures, resolving daily incidents, and adding new users and granting them privileges/authority to systems corresponding with their job title, he said.

He joined ITD at MTSU in August 2015 as a systems analyst I. At the University, his main tasks are to convert all existing Business, Finance, and HR reports from Access to Argos, provide automation of reports, create new reports upon request, and work with users to test and release their requests into production.

“The best part of my job is being able to work with the users and assist in any way possible to help make their jobs easier and more effective,” Lau said. “The most challenging part about my job is being able to identify the best possible solutions to some of the issues that occur during test or the actual building of the report.”

“There are a lot of ways to tackle a problem and some are better than others. It’s not always easy to determine the best one.”

He met his wife, Taryn, at Buffalo State. They live in Murfreesboro with their 7-year-old son.

“We really enjoy the area. We’re definitely staying here. My family is here now, which is nice,” he said. One of his brothers already lived in the Murfreesboro area, and now a third one has joined them here.

Away from work he likes to hunt, fish, go camping, do metal detecting, and collecting coins. He said those last two hobbies often intersect—he’s found some old coins with his metal detector.

Lau said he had enough of ice and snow while growing up, through college, and into his early career. Now he likes getting a little winter weather to enjoy, then have it go away.

“It’s fun when you’re a kid, but not when you have to scrape your windshields and shovel it,” he said.

“And up there, you’re not going to get of work—you’re going to go in.”
Stevenson joins ITD as web developer

David Joel Stevenson joined the Information Technology Division on Sept. 1 as web developer in Academic and Instructional Technology Services.

A native of Henderson, Kentucky, Stevenson has lived in middle Tennessee for 14 years after transferring from the University of Kentucky to MTSU.

He graduated from MTSU in 2005 with a bachelor’s degree in Recording Industry and minors in Computer Science and Mathematics.

“I’m still learning everything the position entails,” Stevenson said. “We’re just now starting the process of tying the front-facing website to the Banner database, so that we can automate a lot of things.

“If it involves code and can be accessed through mtsu.edu, I’m probably in the mix somewhere.”

Stevenson is a “creative” in every sense of the word, whether providing web development solutions, writing and performing music, or acting.

Stevenson is a solo singer-songwriter and also frontman for the band Manic Bloom, which has gained exposure on the Jim Rome sports talk show for its song “Lil Alvie D: King of the Jungle,” and also had its music featured regularly on the YouTube trick shot show Dude Perfect.

He has published two books: The Surface’s End and The Dirt Walkers. But perhaps his most interesting job was working a summer as a “pirate” character on a replica ship in Clearwater, Florida, he said.

Stevenson was a web developer with King Easy Records/Full Light Records 2006-09, and MMA Creative during 2009-12, among other companies. He also was a self-employed web designer, publisher, and site developer with Look Dad!

“I love problem-solving. Perhaps the most fun thing about programming is when someone says, ‘Can we’ and says something they assume can’t be done. Those things that can’t be done are when the creative part of me jumps up and down, then loses track of time when I’m coding,” he said. “The biggest challenge is that technology changes at a break-neck pace, and keeping up-to-date with it can be difficult and stressful.”

Pool is new system administrator for Unified Communications at ITD

Michael Pool came to ITD on Sept. 30 as the systems administrator for Unified Communications.

A native of Farmersville, Texas, he and his family have lived in McMinnville for 24 years.

Pool earned his Bachelor of Science degree from MTSU in Professional Studies (Information Technology) and recently completed a Master of Science degree in Information Security and Assurance from Western Governors University of Tennessee.

“I have really just about done it all. Right out of high school I went to work as a repair technician in a small computer store in North Dallas, working on the old Apple II+ machines, among others,” he said. "Shortly afterward, I worked for three years for Diebold, Inc., working on automatic teller machines, and that is where I began to get involved in large financial computer networks, which were still a fairly new idea at that time."

Later he became a telecommunications specialist for Electronic Data Systems (EDS) in Plano, Texas. After seven years, he pursued some management opportunities in Denver and then in Louisville.

He came to McMinnville in 1992 to take a position with Bankpak Inc. He was the ATM service and technical support manager until coming to MTSU.

At ITD, he is primarily responsible for the Skype for Business systems.

“So far, the best part of the new job has been getting to know the great group of people working in all the various areas of ITD. Everyone has been astonishingly friendly, helpful, and supportive of me as I begin to adjust to life and work here at MTSU,” he said.

He and his wife, Patsy, have been married for 31 “wonderful years” and have three grown children and six grandchildren.

“I have played the guitar all of my life, but just recently have become fascinated with guitar building and repair, and am currently in the process of developing a small shop for myself,” Pool said.
MTSU ITD employees were among nearly 350 participants in the Tennessee Summit on Administrative Computing Technologies held here Oct. 10-11.

The annual event sponsored by the Tennessee Board of Regents brings together higher education professionals who use Banner technology from Ellucian.

Day 2 featured TBR Acting Chancellor David Gregory, who updated participants on the timetable for new boards that will govern six universities now managed by TBR, including MTSU.

He said Gov. Bill Haslam has begun appointing members and that process should be completed in early 2017 when they are confirmed by the Tennessee General Assembly.

The boards would then become active when they convene for their first meetings in spring of 2017, he said.

The TBR will continue to oversee 13 community colleges and 27 Colleges of Applied Technology.

“We’re committed to making sure this works as smoothly and seamlessly as possible,” he said.

The new boards can begin making decisions on data management systems after November 2017, Gregory said, and they will be guided by the principle of “inter-operability.”

“If an institution is moving out on their own with their own data management system, it has to be able to speak seamlessly to the systems that are in place,” Gregory said. “I’m not able to answer for you really the question of ‘what will the institutions do?’

“I know some of the institutions want to take on all of these functions as quickly as they can, others want to take on some of the functions as quickly as they can but not others, and some are trying to determine which of the functions they want to take on.”

A priority of the TBR and new boards will be the Drive to 55 goal of 55 percent of Tennesseans earning a college degree or certificate by the year 2025.

Key to that effort will be attracting more adult learners, a group that has decreased in recent years after rising following the recession of 2008. Also, there is a need to get more students enrolled straight out of high school and keep them “in the pipeline,” he said.

Creating more new Pathways for transferring students from community colleges to universities is another priority. The progress made in that area is the “best piece of policy work I’ve seen done” in his time at the TBR, he said.

Gregory was appointed acting chancellor in February 2016 and will leave that post by the end of this year, he said.

“What has been so gratifying for me is the whole concept of students first is not just talk—I can feel it when you scratch beneath the surface,” Gregory said.

Taking part in the conference from MTSU ITD were Charlotte Caruthers, Ying Ding, James Foster, Ryan Lau, Beth McCrary, John Patterson, Gary Redmon, and Chad Mullis.

The gathering opened with an address by Jack Kramer, senior vice president, customer perspective, for Ellucian.

“Those of us in higher education realize we are doing something good for society,” Kramer said. “One of our customers said, ‘We want to make sure college is hard, but going to college shouldn’t be.’ In other words, you need to work hard at learning, but the physical act of getting the education—we need to remove as many barriers as we can.”

Ellucian representatives discussed the latest improvements to Banner technology, including Multi Entity Processing (MEP), the Ethos Platform, and XE upgrades.

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IT Tips and Tricks

See all open Safari tabs with Yosemite

Tabs have always been an indispensable part of our multi-tasking workflow, but OS X Yosemite will make us more productive than ever. Where the old system merely let us browse two or three sites at once, Safari’s new tabbed view radically rethinks the way we interact with them.

With a nod to iOS, a click on the new tabs icon instantly brings you a screen where you can see all open tabs on your machine—all arranged neatly and grouped by site so you can quickly switch between them.

Argos, more workshops available now

Argos is MTSU’s enterprise reporting solution and can be used to connect to the Banner database or the BlueInfo data warehouse views, now known as the M:drive.

Reports written in Argos are gradually replacing the General Campus MS Access reports.

In addition to fulfilling everyday reporting needs, Argos has advanced features such as graphics, OLAP (On-Line Analytical Processing) cubes, dynamic controls, interactive charts, and graphs with “drill down” capabilities that can be used in dashboards and more.

Visit the website above for more info, and to sign up for Intro to Argos or other workshops.

Telephone Tidbits

Skype for Business users experience a new way to manage voicemail with Exchange Unified Messaging (UM). Exchange UM routes voicemail messages to email, allowing for easy retrieval through embedded playback controls.

In addition, Exchange UM provides a speech-to-text transcription of the voice message, allowing you a quick preview. This is especially helpful if you are in a situation preventing you from listening to audio. Forwarding the voice message has also never been easier—voice messages are forwarded just as any other email would be forwarded.

For more information regarding Exchange UM, visit mtsu.edu/itdtele/Skype_VoiceMailFAQs.php.
New Year's resolution: Complete Skype For Business migration

To date, approximately 1,500 telephone users have been migrated to the Skype for Business unified communications system.

Projections are that all telephone users will be on the Skype for Business system by Summer 2017. Below is the tentative final migration schedule:

### Fall 2016
- Housing (all dorms)
- Davis Science Building
- Wiser-Patten Science Hall

### January 2017
- Alumni Memorial Gym
- Boutwell Dramatic Arts Building
- Bayer Travis Maintenance
- Central Utility Plant/Cogeneration Plant
- Central Utility Plant
- Tennessee Center for the Study and Treatment of Dyslexia
- Forrest Hall
- MTSU Blvd Garage
- Hastings Maintenance Complex
- Holmes Parking Garage
- Haynes-Turner Maintenance
- McFarland Building
- Project Help
- Soccer and Track Complex
- Science Building
- Satellite Chiller Plant
- Storage Warehouse
- Woodmore Cybercafe

### February 2017
- Holmes Building (Maintenance Complex)
- Student Services and Admissions Center
- Floyd Stadium
- Student Union Building

### March 2017
- James Union Building
- James E. Walker Library
- Stark Agribusiness and Agriscience Center
- Saunders Fine Arts Building
- Andrew L. Todd Hall
- Wright Music Building

### April 2017
- Midgett Building
- Peck Hall
- Parking Services Building
- Public Safety
- Stephen B. Smith Baseball Clubhouse
- Tennessee Livestock Center
- Internal Audit (Wansley House)
- Warehouse (Maintenance Complex)
- Women's Softball Complex

### May 2017
- Kirksey Old Main
- Ned McWherter Learning Resources Center
- Murphy Center
- Voorhies Engineering Technology

### June 2017
- Cope Administration Building
- Paul W. Martin Sr. Honors Building
- Keathley University Center
- Printing Services Building

Also connecting at the Faculty Fair were, from left, Lauren Rudd, associate professor of Human Sciences; Mark Byrnes, interim provost; Bruce Petryshak, VP for information technology and chief information officer; and Barbara Draude, assistant VP for academic and instructional technologies.