Information Technology Update

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One of the many exciting things happening at MTSU is the growing and evolving role technology plays in so many facets of the campus environment.

As we begin the 2008-2009 academic year, the Information Technology Division is collaborating with the academic and administrative areas of the university on several major projects to enhance teaching, learning, research, and administration at the University in pursuit of the goals of the Academic Master Plan.

Major MTSU information technology goals identified for the division in 2008-2009 are as follows:

1) The Learning Management System (Desire2Learn) will provide real-time integration capability with data from the Banner student system for faculty and students.

2) ERP-related projects will include: design and implementation of electronic workflow for various university business processes; designing and programming new modules for various locally developed legacy administrative systems; solidifying plans for moving from the VMS environment; and researching imaging systems and planning for campus implementation.

3) MTSU will continue to develop and populate faculty, staff, and student portions of the data warehouse. In addition, the new reporting environment will be grown with new technologies, and redundancy will be provided with a standby database server.

4) Web content management is a multi-year project. This year’s objectives include the continuing roll-out to departments and contracting and developing a campus virtual tour.

5) The University will implement an information security policy and associated procedures. In addition, the Information Technology Division will

Gone Phishing

Phishing is a fraudulent attempt, usually via e-mail or instant messaging, to obtain a user’s sensitive information, such as Social Security numbers, passwords, and bank account numbers.

Most methods originate from what appears to be a trust-worthy institution that contains some sort of dire warning that you need to immediately click on a link to verify your identity.

Unfortunately, following the instructions may lead to identity theft or worse. Once you have transmitted your sensitive data to the phishing designation, you may no longer have access to those assets and resources that your sensitive information protects.

Bank accounts may be drained of funds, and credit cards may be opened in your name, ruining your credit record.

Recently at MTSU there has been a significant number of phishing attempts to obtain users’ e-mail usernames and passwords. One such message also requested a user’s birthday. In all instances, the e-mail claimed to be from MTSU’s “Support Team” or something similar to deceive the recipient into believing it had originated from the Information Technology Division (ITD).

These accounts were compromised not for the data they contained but for the ability to use an unsuspecting e-mail account.
Protecting Your Critical Data the Easy Way

Hard drive failures are an unfortunate part of a computing life.
Although hard drives used in PCs have improved considerably over the years, they are still critical components of your computer that are subject to failure.

Besides mechanical failures, users have to cope with lost or stolen machines, physical damage from dropping a laptop, electrical surges, and numerous other potential disasters.

The bottom line is that saving your data to your C: drive without making frequent backups is like playing Russian roulette with your machine.

It is only a matter of time until you lose.

USB Flash drives are miniature hard drives that you connect to your computer using a USB port. The capacity for a flash drive or portable hard drive has significantly increased over the years. The world’s largest capacity USB flash drive on the market today has a capacity of 64GB. The larger external drives should provide enough storage capacity for you to back up a great deal of data (even more than a flash drive).

The instructions outlined here are based on a Windows XP computer. If you have a different version of the Windows operating system, these instructions may not work exactly as they are outlined here.

How to Back Up Data to a USB Flash Drive/External Hard Drive
1) Insert the flash drive/external hard drive into a USB port on your computer.
2) Click Start in the lower-left corner of the computer’s desktop.
3) Click My Computer.
4) You should see an icon for the flash drive in the My Computer window.
5) Resize the My Computer window so when you open the location (window) where the files/folders are located, the windows do not overlap one another on the desktop.
6) Open the location of the files/folders you want to back up. (There are many ways to locate your files—use the procedure you normally use.)
7) Move the mouse cursor over the file/folder you want to copy and hold down the left-side button on your mouse to select the file or folder icon.
8) Drag the icon over to the flash drive icon.
9) When a small plus sign (+) appears over the flash drive icon, release the mouse button. A copy of the file or folder will now be located on the flash drive.
10) To verify that the file or folder has been copied to the drive, double-click the flash drive icon to open it. The file or folder that you copied should be listed.
11) Repeat steps 6-9 until you have copied all the files or folders you wish to back up.

Alternatively, you could use the backup utility that comes with external hard drives. For example, the Maxtor 4 One Touch has a button on the front of the drive that can set up the software to perform convenient automatic backups with just the push of a button.

All data stored on portable drives should be encrypted. If they contain personally identifiable information (PII) or other sensitive information, and there is a business reason for doing so, that information must be encrypted.

Major Goals
Continued from page 1
provide information security reviews and centralized file services for departments, do a total campus recording of the ID card to eliminate SSN, and develop and implement an identity management strategy that supports university participation in both internal and external federations.

6) MTSU will form a partnership with Tennessee Technological University to provide capability for disaster recovery and business continuity.

7) IT expertise and support for new building design and construction will be provided.

8) Some of the IT offices will be moved to Cope 217, and we will continue to pursue funding and construction of the IT building.

A list of ITD 2007-2008 accomplishments and 2008-2009 goals is featured on pages 8-11.
Second Life: How Does it Figure into Your Future?

Why would anybody want a Second Life? Apparently, there are about 12 million individuals who have decided that having an alter ego, or "avatar," is a pastime worth pursuing.

Created by Linden Lab, Second Life is a type of multi-user virtual environment, or MUVE, in which three-dimensional electronic representations of persons can interact, work, engage in recreational activities, and learn new skills.

A multitude of educational applications are currently available for Second Life users (check out www.sleducation.wikispaces.com/educationaluses).

Some of these include cultural awareness and immersion in virtual foreign lands, which includes a “virtual Morocco,” a Swedish embassy, along with recreations of Torino, Italy; Krakow, Poland; Japan; and Africa. Visitors can subsequently learn about the history of a distant place and in some cases obtain information on how to secure a visa for real-life visits.

Business have jumped on the Second Life bandwagon, either through establishing a virtual presence or by conducting virtual counterparts of real-world applications in what is considered to be a cost-saving format.

Moreover, the Wall Street Journal recently reported that some organizations are choosing to conduct job interviews “in-world,” however, need to consider some cautionary notes before jumping into this new environment.

For example, it is possible for avatars to experience “harassment” in the form of “griefing” from other avatars.

Linden Lab’s Community Standards (www.secondlife.com/corporate/cs.php) strictly prohibit the following types of abuse: intolerance, harassment, assault (in areas designated as “safe”), disclosure of other residents' personal information, indecency, and disturbing the peace.

Students also need to be aware of SecondLife etiquette standards that suggest (among other things) that it is inappropriate to beg for money (Linden dollars must either be bought or earned), and that chat among members cannot be used without the original participants’ permission.

Some institutions that own Second Life islands have instituted policies that state objectionable activity may be viewed while navigating Second Life.

No doubt future environments premised on 3-D engagement will become more commonplace, particularly in the wake of large investments by computer giants like IBM.

MTSU is anticipating working on the standardization of specific virtual world applications to include enabling avatars to operate across multiple 3-D platforms, and facilitating current “2-D” or Web-based business applications to operate in a MUVE.

This type of collaborative effort is important, particularly in the wake of a report from Gartner Research Group, which predicts that 80 percent of regular Internet users will have a 3-D presence by 2011.

Not coincidentally, these users will most likely wish to conduct their business in environments that mirror their daily experiences.

Faculty who wish to pioneer in this new world and would like more information can contact the FITC (x8189) to join in a discussion of where Second Life may take us.

Protect Sensitive Information with ‘Spider Scanner’

Cornell University has developed a program that will help scan for sensitive information such as credit card or social security numbers located in files on individual computers.

This software may be freely distributed and has been made available to MTSU computers on the FSA domain as an optional installation.

This tool provides an additional layer of security but is not foolproof. The program may not be able to find sensitive information in some file formats, and it will not find sensitive information stored as scanned images. For more information, please e-mail security@mtsu.edu.

For specific questions about the software, please call the ITD Security Group at ext. 7640.
When it comes to teaching another language, Dr. Shelley Thomas doesn’t just think outside of the box. She totally forgets there even is a box.

"Most language teachers focus on literature," said Thomas, an associate professor of foreign languages and literatures at MTSU. "They have to teach the language and literature, history and culture for the upper-level students. A student’s language skills have to be at a very high level to tackle literature, and it’s typically a struggle for most students to handle literature. We teachers have been seeing that for decades."

Conventional language instruction calls for memorization techniques that may apply to short-term memory, but many students may not remember their French or Spanish lessons 20 years from now.

One of the most daunting challenges confronting foreign language students (and teachers) is retaining that knowledge.

However, Thomas believes she may have discovered the solution to this language-learning quandary while attending a professional language teachers’ conference in Nashville back in 1999. It was that fortuitous event that Thomas first became exposed to a revolutionary teaching method called Total Physical Response (TPR) and Teaching Proficiency through Reading and Storytelling (TPRS).

Originated by Dr. James Asher in the 1950’s and further developed by Mr. Blaine Ray in the 1990’s, TPR and TPRS implement a kinesthetic teaching technique involving body movement and storytelling to convey knowledge to a student’s long-term memory.

The TPRS/TPR methodology teaches foreign languages in ways in which students could understand by employing colorful visuals, stories, games, music, and props that enhance the lessons.

“For example, when you tell a child to drink their milk, you pick up the milk and hand it to them,” Thomas explained. “So they have a visual, an auditory component, and a kinesthetic. Putting all of that together makes it comprehensible.”

Inspired by her illuminating experience at the conference, Thomas sought training in brain-based teaching techniques by undergoing an intense training regimen that included 90 workshop hours, an internship, a professional presentation, and a 25-hour final exam.

Since implementing TPRS/TPR in her French classes in lieu of conventional teaching methods, Thomas said she’s witnessed a dramatic increase in the motivation and production of her students.

“The cool thing about TPRS/TPR is that adults have an advantage over children because adults have an entire language already internalized,” she said. “It may take two years before babies can speak, but adults are able to produce speech in 3-25 hours.”

To reach a broader base of students, Thomas began using iTunes to convey her revolutionary language learning technique to future teachers in the Masters of Teaching Program.

Thomas, who began posting her lessons on iTunes in the spring of 2008, said the technology has been instrumental in her classes for both language and methodology.

“Without the iTunes, I wouldn’t be able to teach this because I have a lot of demo tapes future teachers have to observe in order to learn the methods,” she said. “When the graduate students record a tape for me for their internship, if it’s good, I like to put it on iTunes to serve as an example for the other teachers.”

Because of the visual nature of TPRS/TPR, the educational method is virtually tailor-made for iTunes.

“The students absolutely need some body to watch,” the Washington D.C. native said. “You can’t teach a kinesthetic hands-on lesson without visuals.”

Since joining MTSU in 1991, she
Barry Cantrell recently joined the Information Technology Division as a Web specialist. Barry’s duties include creating, editing, and troubleshooting Web sites.

Before coming to MTSU, he interned at the Shop At Home network last year as a graphic designer, creating on-air animation graphics. Barry recently completed a Web site for Davidson County that has been featured on several local news stations.

Barry graduated from MTSU last December with a degree in digital media communications and a minor in art.

Phillip Collins recently joined ITD as a local service provider. He will provide desktop support for the College of Business.

Phillip had worked for T2 Systems, Inc. for more than two years as a hardware support specialist before coming to MTSU, where he worked out of his Murfreesboro-based home office.

His responsibilities there consisted of providing second-level hardware/software technical support (via teleconference and remote desktop) and installation assistance to customers for all supported handheld hardware and software solutions, as well as, point-of-sale hardware and equipment.

He also worked as the associate coordinator for User Services at DePauw University in Greencastle, Ind., where he provided supervision for the Help Desk, ID/One Card, Dell laptop repair for students, printing services, and user support services (desktop support to more than 700 faculty and staff members).

Marion Gwyn has joined ITD as a local service provider.

In her new position, Marion provides computer support for the College of Liberal Arts.

Before arriving at MTSU, Marion worked for the U.S. Department of Defense for 25 years before moving to Tennessee and obtaining a job as a help desk technician for Davita, Inc.

Marian has earned her Network and A+ certifications and is adept in installation, configuring Windows XP, and Microsoft Office.

She lives in Murfreesboro with her husband, Mickey, and she has twin daughters: Tamara, who graduated from MTSU in May 2008, and Tara.

Chris Lombardi has joined ITD as a systems programmer.

His responsibilities include departmental LAN server support, ITD UNIX systems support, and ITD Windows systems support.

Before coming to MTSU, Chris worked as a systems administrator for the Palm Beach County Board of County Commissioners, where he designed and implemented computing architecture for the Parks and Recreation department.

Chris holds a bachelor’s degree in computer science from the University of Pittsburgh and is adept in Novell Identity Management, Microsoft SQL Server 2005 Administration and Reporting Services, VMWare Professional Services, and Implementation Training.

Chris looks forward to implementing a robust and agile computing environment that meets the business needs of University departments and the educational needs of students.

Greg Schaffer and John Duff, interim director of Technology Services at Eckerd College, presented “Disaster Mitigation: Maintaining Business Continuity After Internal and External Incidents” at the EDUCAUSE Southeast Regional 2008 meeting in Jacksonville, Florida.

Brenda Kerr and Jon Bufkin attended a Desire 2 Learn (D2L) conference this summer in Memphis.

The conference featured a presentation entitled “More Than Words Alone: How to Create Audio and Visual Media Enhanced Quiz Questions” by Bufkin and Kerr and “Designing Rubrics for Evaluating Student Work Submitted Via Drop Boxes, Quizzes and Discussion Boards” by Kerr and MTSU faculty member Barbara Young.

The former demonstrated how audio and visual media can be integrated into quiz questions to test students’ comprehension of concepts that require more than written words to convey, and the latter presentation illustrated how the D2L rubric tool is used for evaluating student work submitted via drop boxes and quizzes and will provide examples of rubrics used for evaluating discussion board postings.

Debbie Warren, Sylvia Bergant, Lisa Rogers, and Pamela Clippard attended Summit 2008, a conference dedicated to users of higher education institutions that have licensed SunGard software products like Banner and Luminis. Held in Anaheim, Calif. in April, the event drew more than

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Lending a Helping Hand

In a perfect world, everything works like clockwork.

Unfortunately, the world is not always perfect.

We’ve all been at the mercy of error messages, flashing lights, blank screens, anomalous beeping sounds, or malfunctioning passwords.

Technical problems also have an annoying tendency to strike during the most inopportune times and induce nasty headaches and endless hours of hair-pulling frustration.

But all is not lost.

The Information Technology Division Help Desk is standing by to assist users with all of their technical problems 24 hours a day and seven days a week, when classes are in session.

Technician Brian Ratliff, who mans the Help Desk along with Jeremy Stanley, likens his job to that of a captain at the helm of a ship.

“The intensity is high because many of the users are on edge when they call us for help,” Ratliff said. “I’m more of a people person, so I like to get them calmed down to let them know I’m here to help them.”

The goal of the ITD Help Desk is to resolve user problems by phone, or when an office visit is required, individual work orders are entered into the Help Desk database to ensure the quickest service for faculty and staff.

For Stanley, each ringing phone heralds a new adventure.

“You get a sense of satisfaction when a person’s problem is resolved,” he said. “You give them hope for a solution. I feel like I’m making a difference in people’s lives.”

The Help Desk duo is tasked with desktop computing (hardware and software); peripherals; mainframe systems and applications; networking and data communications; Web and Internet tools; and e-mail packages.

Ratliff and Stanley provide real-time support via telephone, e-mail, and in person to help ensure a user’s work productivity and efficiency.

After serving in the U.S. Navy from 1986 to 1990, Ratliff worked as an electrician before returning to college to earn a bachelor’s degree in business administration and computer information systems from MTSU in 2005.

Stanley first stepped on MTSU’s campus back in 1994 as a freshman and served as a student worker in the Mass Communications department.

After graduating with degrees in psychology and journalism in 1998, Stanley worked in the newspaper industry for several years before returning to his first love – computers.

Stanley’s return to MTSU in 2006 was punctuated with relief.

“What I found amazing about coming back to MTSU was the sense of community had not left,” he reflected.

“Many of the same people were there and welcomed me back. It was almost as if I had never left.”

Serving the campus at the Help Desk keeps Ratliff and Stanley on their proverbial toes.

The Help Desk received 72,000 phone calls last year alone and more than 35,000 e-mails.

In addition to remedying technology-related problems, the Help Desk administers the ITD equipment check-out program and handles workshop cancellations and special workshop requests.

Ratliff said no technical problem is too big or small.

“It’s never the end of the world,” he said. “We try to calm people down and reassure them that we’re here to help them. We do everything within our power to get people back to work.”

To contact the Help Desk, call 898-5345 or e-mail help@mtsu.edu.
8,500 attendees and provided unique opportunities for users to share ideas with peers, learn initiatives and tools to support educational excellence, foster administrative innovation, and improve institutional performance.

ITD’s Toto Sutarso recently authored several articles that have been accepted for publication. The first article, titled “Bad Apples in Bad (Business) Barrels: The Love of Money, Machiavellianism, Risk Tolerance, and Unethical Behavior,” which was co-authored with Drs. Thomas Li-Ping Tang and Yuh-Jia Chen, was published in Management Decision this year.

Toto’s other articles, “To Help or Not to Help? The Good Samaritan Effect and the Love of Money on Helping Behavior” and “Racial and Gender Differences on Sources of Acute Stress and Coping Style Among Competitive Athletes,” are slated to be published later this year in the Journal of Business Ethics 2008 and the Journal of Social Psychology 2008, respectively.

Bill Shadrake recently attended “Secure Wireless” training with Enterasys Secure Networks in Andover, Massachusetts.

Aaron Schmuhl ventured to Charlotte, North Carolina in May to attend “Managing Checkpoint NGXR65 on Nokia IP Security Platform” training with Checkpoint.

The latter was co-authored with Drs. Mark H. Anshel and Colby Jubenville, and the former was co-authored with five other international scholars.

In addition, the presentation, “The Love of Money and Pay Level Satisfaction: Does the Level of Economic Development Make a Difference?” was featured in August at the Academy of Management 2008 Annual Meeting in Anaheim, Calif. This presentation was co-authored by Toto and Dr. Thomas Li-Ping with 40 additional international scholars.

Bill Shadrake recently attended “Secure Wireless” training with Enterasys Secure Networks in Andover, Massachusetts.

A joint project between Records, undergraduate graduation coordinators, and ITD for the new degree evaluation (CAPP) product was completed. This included coding over 200 programs and loading millions of course attributes on MTSU academic history, transfer academic history, MTSU catalog and schedule, and transfer catalog. The general education for each TBR school was programmed for a seamless transfer and application within CAPP. Go-live for advisors/faculty was April 8, 2008. Go-live for students occurred in August 2008.

More sensitive data has been removed from several Access views so they can be made available on the Bluelinfo GeneralCampus folder.

Banner Financial Aid
The Financial Aid team awarded August 2009 merit-based scholarships for new freshmen and rolled out renewing scholarships from July 2008 to August 2009.

The team also rolled out Business Office third-party scholarships to estimated aid for August 2009.

The team sent FAFSA reminder e-mails to over 12,000 students and began making federal awards on March 31, 2008.

The Financial Aid office has packaged over 16,600 awards to date this year. This is an increase of approximately 800 students compared to this time last year. The state has passed new
ITD Accomplishments: 07-08

Academic and Instructional Technology Services

Accomplishments included continued implementation of the web redesign project from within the Luminis Content Management system (LCMS). Work is continuing with departments and units across campus to edit appropriate root pages and to add more pages to the LCMS. Academic programming staff is working to refine the methodology for the new faculty evaluation online reporting tool. A transition plan for converting from the WebCT course management system to the Desire2Learn system was completed and all courses currently have D2L course offerings. Work is continuing on training and supporting users in the D2L system, along with plans to implement real-time integration with Banner Student for fall 2008. Workshops, individual consultations, and enhanced web-based resources have been provided to the university community. Faculty grants, fellowships, and internships were provided to encourage and support technology integration into teaching and learning. The Learning, Teaching and Innovative Technologies Center (LT&ITC) provided mentoring, resources and professional development opportunities to faculty in pedagogy and instructional technology.

Administrative Information Systems Services

The first course registrations via Banner Student, which started in April 2007 for the fall 2007 semester, continued into 2008 with success. Banner Student Accounts Receivable went live July 2007. The first Banner Financial Aid student aid disbursements took place in August 2007. Luminis (PipelineMT) integration was switched from Plus to Banner successfully in August 2007. Banner integration for the SciQuest procurement system was completed in the fall of 2007. Banner integration to production fsaAtlas (A Web-based foreign student case management application used by MTSU to meet U.S. Bureau of Citizenship and Immigration Services requirements) was completed. The implementation of Workflow and Campus Loan Manager continues. The ERP Student Team continues with implementation of CAPP (i.e., Banner Degree Evaluation). New Post Office Assignment programming went live August 2007. Student Affairs Outdoor Spaces and Dyslexic Studies went live with Resource25 in July 2007 and December 2007, respectively. Many Microsoft Access workshops for Banner@BlueInfo have taken place throughout the year.

Communication Support Services

We continued focusing on making improvements to the operation and management of the Information Technology Help Desk system. These improvements included additional structured training, continued use and tweaking of the work order system, implementation of the knowledge base, and a fully developed online help manual for Help Desk employees. A check and balance procedure was implemented to ensure that all emails and voice mails are answered. The student laptop service program continued to grow and we are seeking ways to streamline this process.

The partnership between Columbia State Community College and MTSU’s Help Desk has proven to be beneficial to both schools. The partnership continues to be successful. With the release of Office 2007 and Vista, many training module changes were necessary to ensure that student lab assistants stayed abreast of these new technologies.

The ID Office faced several challenges in researching methods and determining feasibility of building some home grown programs versus seeking vendors that offered compatible solutions to student service processes. The office and card name have been changed to BlueID and a new card design was released in April. The release of the newly designed card will kick off the recarding process for the campus.

Database Administration Services

The loss of key personnel placed a severe limit on the amount and quality of provided customer support. During the reduction in staff, daily activities of system maintenance and support were the main focus. However, reporting strategy goals were met, and a number of minor project milestones were also accomplished. Also, unexpected auditing requirements were satisfied by the implementation of a quarterly password change process, the identification and removal of sensitive data, and the implementation of the latest security patches.

Network Services

Information security efforts have increased over the past year, most visibly demonstrated by the creation of a new position, Information Technology Security Specialist, to report to the Information Technology Security Manager. An increase in security reviews and increased participation in several security education seminars and workshops, coupled with the formation of a campus-wide Information Security Task Force, has created greater awareness among the campus community for protecting sensitive information.

Several new enterprise firewalls and a new network access control appliance were purchased and installed to continue to enforce information security policies and best practices. Installing and fine tuning the Dragon IPS system, in conjunction with the growing IDS sensor grid, ensures

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rapid proactive and reactive security controls may be enabled to mitigate or prevent altogether the spread of malicious worms and viruses and leakage of information.

Network connectivity continues to expand. The largest converged (voice and data) network to date was installed to provide services for the Sam Ingram Building. Essential services were streamlined, to include installing and transitioning to a new Internet protocol address management platform and reduced traffic management rules. Three core routers were purchased and installed, replacing older core technology. The edge router was also replaced with a faster, more feature rich router. Much of the old wireless technology was also replaced, along with a significant number of the edge switches.

Server, Classroom and Desktop Services

Server, Classroom and Desktop Services (SCD) updated the Disaster Recovery Plan and Standards and Procedures Manual to provide current information for normal operating procedures and emergency situations. In addition, we updated the system inventory database to reflect current production systems. SCD also provided 24x7 access to online data. We continued to examine procedures for ways to improve service and support. SCD upgraded all system software packages as appropriate and continued its support for the four-year replacement and renewal cycle for both student-accessible and faculty/staff computers. We replaced more than 430 faculty/staff computers in February-March 2008 and replaced over 450 student systems in August 2007. ITD manages the inventory, determines the requirements, and procures and installs the computers and printers. SCD completed the reorganization of Microcomputer Support. Classroom Support Organizations now overlap duties to provide optimal support, which will continue to be monitored by the assistant directors of classroom support and desktop support. Moreover, SCD continued its investigation of new technologies for directory and authentication strategies. We upgraded Remote Installation Services to Windows Deployment Services, providing a more efficient method of installing and maintaining desktop computers. The standards for use in Master Classrooms has been upgraded, and we investigated and implemented the use of Apple Parallels for classrooms using both PC and Mac. By using Parallels, one computer can run both Mac and Windows OS. We worked with ITD units to integrate Luminis portal and Banner. The Luminis campus portal was upgraded to version 3.3.3. We tested the SMART Symposium for use in Master Classrooms. SMART Symposium has since become a part of the standard Master Classroom. The Storage Area Network core campus servers have been upgraded. In addition, we worked with other ITD units to expand the usage of Footprints, including software orders and programming requests.

We expanded the local service provider program to cover the Colleges of Business and Basic and Applied Sciences.

Technology Projects

Technology Projects helped to coordinate ITD’s involvement in the design and development of plans for several large university capital construction projects including a new science building, new college of education and behavioral science building, new student union building, new observatory building, student health, wellness and recreation center renovation and addition, and Rutledge Hall renovation.

As part of ITD’s continual review and maintenance of the university’s Disaster Recovery plan, a major revision of that plan was completed as well as a process developed for the maintenance of the plan and related documentation. Plans were also completed for the establishment of a fully-functional disaster recovery hot-site at a sister TBR campus.

Related in part to disaster recovery strategies, a review of ITD hardware and software inventory procedures was completed which will be used to facilitate consolidation and centralization of inventory data. This will improve the accuracy and currency of the inventory data as well as better position the division to resume the delivery of services in the event of a disaster.

Throughout the year, information related to developing a university-wide identity management (IdM) strategy was collected. Principles for identity management were presented to both the Information Security Taskforce and ITD senior staff. ITD will continue to work with the taskforce to develop plans for the implementation of an IdM strategy at MTSU.

Telecommunication Services

A contract with Rave Wireless for text messaging services took effect in August 2007, and in September 2007 the new text messaging emergency alert service was placed into service. Approximately 7,700 students and employees have signed up for the service.

A new policy for wireless telephones took effect February 1, 2008. The new policy provides allowances for employees so that they may acquire their own personal wireless service. University liable phones were canceled or transitioned over to personally liable accounts.

The Telecommunication Services web site was updated to include trouble tickets and current information about services, equipment and staff.

Language

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has served as chair of the SACS committee, National Women’s History Month, and the Loan and Scholarship Committee. In addition, Thomas has also coordinated study abroad and summer exchange programs in France and has authored several articles and books.

In 2003 Thomas initiated the Summer Language Institute (SLI), which evolved to become a successful annual event that draws students from all over the country. Since that time she has dedicated her summers to improving the methods and training teachers.

Hosted by the University School of Nashville, the SLI provides Thomas and a host of adept language educators from around the globe a venue to teach a wide variety of languages to students such as Spanish, French, German, Russian, Mandarin, Arabic, and English as a Second Language (ESL) using the TPRS/TPR method.
ITD Goals: 2008-2009

Academic and Instructional Technology Services
• Continue implementation and training for the Luminus Content Management system (LCMS), consulting with MTSU departments / units to conduct user interviews, redevelop Web content and develop pages within the LCMS;
• Collaborate with News and Public Affairs, Department of Marketing Communications, and the Student Affairs Division to obtain, develop, and publish appropriate images and stories on the MTSU and departmental homepages;
• Provide and support learning technologies, online course design consultation and faculty development opportunities that enhance curricula and course development, delivery and management;
• Continue to administer Desire2Learn, implementing a version upgrade and real-time integration with Banner and Luminis and to investigate new opportunities that D2L can provide for collaboration, research and integration of additional tools;
• Enhance the web-based resources in providing academic support for integrating technology into the teaching and learning process;
• Research new instructional technology, teaching/learning strategies and new web technologies including new software, hardware and teaching pedagogies to support e-learning and anticipate needs for upcoming construction projects, i.e. Science building, College of Education construction and new Student Union;
• Co-Direct the Learning, Teaching and Innovative Technologies Center (LT&ITC); overseeing its services of mentoring faculty, coordinating faculty development opportunities, designing initiatives and incentives for faculty development and conducting assessments;
• Consult and collaborate with faculty/staff and university department/offices on data collection surveys, academic programming, scanning and statistical analysis projects;
• Complete the plan for conversion of the current faculty evaluation process to implement new data gathering tool and online reporting methods and research and evaluate online delivery options.
• Assist in developing a campus virtual tour.

Administrative Information Systems Services
• Support Banner ERP system (Finance, Human Resources, Advancement, Student, Financial Aid, and other components);
• Implement Workflow;
• Implement Campus Loan Manager;
• Research MTSU impact and implement Luminis channels for Internet Native Banner if possible;
• Research MTSU impact and implement Luminis channels for e-Print if possible;
• Research implementation of Xtender Solutions or similar imaging system;
• Create or carry out transition plans for remaining locally developed legacy systems;
• Conduct Microsoft Access workshops for Banner@BlueInfo throughout the year;
• Conduct PipelineMT workshops to keep campus abreast of capabilities and improvements;
• Continue to bring more offices online with Resource25;
• Continue to assist Database Administration Services with remaining phases of data warehouse;
• Add to General Campus folder as we find information that will be helpful to the campus and from recommendations made by the user community;
• Create extract programs that will pull data from PLUS to populate Plus@BlueInfo.

Communication Support Services
• Continue the BlueID recording process;
• Assist Campus Recreation Center with implementation of geometric entrance readers;
• Implement hand geometry collection in the ID Office;
• Implement automatic lost and found card email notifications;
• Streamline the record keeping process of the student laptop support program;
• Sponsor, plan, and implement the 14th annual Instructional Technology Conference.

Database Administration Services
• Monitor Oracle technology for Banner performance, moving from conversion to system implementation improvements;
• Monitor the Oracle or SQL Server database portion of the system interfaces into Banner. These include Windstar, fsaAtlas, SciQuest, TouchNet, CLM, Workflow, Luminus, Resource25, AppWorx, eVisions, and LCMS;
• Maintain all Oracle and MS SQL Server databases at a supported version and continue to apply the latest supported security patches in a timely manner;
• Focus efforts on Safeguarding Personal Identification Information within our RDBMS systems;
• Investigate Standby Oracle databases as a fail-over database and a reporting instance, combined if feasible.
• Assist in the migration of Banner to new versions;
• Establish Oracle 10g Enterprise Manager repository monitoring and management environment;
• Grow Reporting Environment with new technology, investigating other reporting options.

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Summary of Goals Continued

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• Continue to develop and populate BlueInfo, the data warehouse.

Network Services
• Implement authentication at the network port level if feasible;
• Enhance rogue wireless transmitter detection and elimination;
• Connect new and renovated buildings and spaces, including the Horse Science Annex, to the campus network;
• Conduct departmental security reviews, training, and workshops;
• Continue to create and keep current Disaster Recovery documentation for all NS critical network transport equipment;
• Expand VPN offerings and functionality;
• Continue to enhance firewall, traffic manager, policy manager, router, intrusion prevention/detection and authorization system policies to enhance network security and performance;
• Expand education of information security issues for the campus community;
• Work with Information Security Task Force on security issues;
• Continue to implement security related technical controls such as a centralized file server.

Server, Classroom and Desktop Services
• Update Disaster Recovery Plan and Standards and Procedures Manual to provide current information for normal operating procedures and emergency situations;
• Provide 24x7 accesses to online data;
• Upgrade all systems software packages as appropriate;
• Continue support for the four-year replacement and renewal cycle for student-accessible computers. ITD manages the inventory, determines the requirements, procures and installs the computers and printers;
• Continue support for the four-year replacement and renewal cycle for faculty/staff computers. ITD manages the inventory, determines the requirements, procures and installs the computers and printers;
• Continue implementation of directory and authentication strategies.
• Provide IT support for the design and construction of new and renovated facilities.

• Working in cooperation with the Information Security Taskforce, facilitate the development and implementation of an Identity Management Strategy to support the university’s participation in both internal and external federations.

Telecommunication Services
• Upgrade the Avaya S8710 to Communication Manager Software release 5.0;
• Issue an RFI and/or RFP for a distributed antenna system (DAS) to add coverage and capacity for wireless communications;
• Add an online directory option for printing a list of employees;
• Update the disaster recovery plan and add documentation of changes to the voice network;
• Install or plan for voice over Internet protocol (VoIP) to serve new major projects.
• Improve services to campus customers with new online work orders, and better documentation of service offerings;
• Replace the MySoft servers so that telemanagement services remain reliable and can be improved.

Gone Phishing
Continued from Page 1

Each compromised account was used to send a significant amount of spam to e-mail addresses worldwide. This resulted in overloaded e-mail systems, and in some instances, Internet service providers – including Comcast – blocked all mail from MTSU, regardless if it originated from a compromised account or not. A new targeted phishing scheme, known as “spear phishing,” has also been making the rounds. Specifically targeted administrators at universities and colleges, the messages look official and contain details such as names and phone numbers that attempt to lend credence to the e-mail.

A particular recent spear phish attempt was constructed to look as if it had originated from the IRS, informing the recipient that they owed taxes to the government.

If the user complied with the letter’s demands to click on the link to download a waiver, a key logger was instead installed to the user’s computer. All subsequent entries by anyone on that computer were then sent automatically and secretly to an unknown site collecting the data.

Reputable organizations will never request passwords or other sensitive information via e-mail. Therefore, it is important that you do not reply to these messages or click on links provided. If you have any doubts if an e-mail message is legitimate, call the originator on the published phone number for their organization.

In the case of e-mails claiming to be from the “ITD Support Team” or something similar, call the ITD Help Desk at 898-5345.
March 29-31, 2009

The 2009 Instructional Technology Conference will carry on the tradition of showcasing ways technology can better engage students in the learning process. We invite you to submit a proposal for the 14th annual Instructional Technology Conference.

2009 Possible Session Topics

- Virtual Environments
- Collective Intelligence
- Collaboration Tools
- Data Mash-Ups
- Web 2.0/Learning 2.0
- Learning Spaces
- New Media Literacy

Deadline for proposals is October 24, 2008

For information on submitting proposals and attending the conference, go to www.mtsu.edu/itconf/mtsufac
The National Do Not Call Registry allows consumers to restrict their personal telephone numbers, including cell phone numbers, from telemarketers. The registry has been accepting requests to restrict telephone numbers since June 2003.

For residential subscribers, the Telephone Consumer Protection Act (TCPA) prohibits those attempting to sell consumer goods and services by telephone from calling telephone numbers that appear on the National Do Not Call Registry. However, there are some exemptions, which are as follows:

1. Telephone solicitors may still call in response to an express invitation or permission by the person being called.
2. Solicitors may call on behalf of a not-for-profit organization if a member of the specific not-for-profit organization makes the call.
3. Soliciting is allowed if the person or entity making the telephone call has had a business relationship with the person being called within the previous 12 months.

During its inception in 2003, the National Do Not Call Registry placed an expiration period of five years on registered telephone numbers. Numbers exceeding this five-year period were to be automatically dropped from the registry, necessitating the need for consumers to re-register their personal telephone numbers. However, because of pending amendments to the five-year expiration clause, the Federal Trade Commission will not be removing telephone numbers from the National Do Not Call Registry upon expiration. If passed, telephone registrations will never expire, unless the consumer removes his or her telephone number from the registry, or the National Do Not Call Registry database administrator removes the telephone number because it was disconnected or reassigned.

A consumer who has registered on the National Do Not Call Registry, but continues to get telemarketing calls outside of the exceptions mentioned above, may file a complaint with the Federal Trade Commission. To file a complaint, visit www.donotcall.gov/complaint/complaintcheck.aspx. Information needed in order to file a complaint includes:

1. Date of the call
2. Name or telephone number of the company that called

Filing a complaint is a simple and quick process, and helps with enforcement, as violators of the National Do Not Call Registry could face fines up to $11,000 per incident. For more information about the National Do Not Call Registry, including the status of the proposed amendment, or to include your personal telephone number on the list, visit www.donotcall.gov/.

Please note: business numbers may not be included on the list. Therefore, telephone numbers belonging to MTSU cannot be included on the registry.
Conversion to Campus Loan Manager is Complete

The project to convert the Plus Loan Management System (LMS+) to Campus Loan Manager (CLM), which started fall 2007, came to fruition in Spring 2008.

The project team had to complete several tasks before CLM could be implemented in a production environment.

The CLM consultants were onsite at MTSU the second week of April to assist the team with items such as:

- Resolving issues on how to process certain scenarios in CLM.
- Reconciling CLM reports Loan Summary and Summary by Status with corresponding LMS reports.
- Verifying status, amounts due and history of specific borrowers.
- Reviewing office procedures for balancing disbursements, payments and reversals made in CLM.
- Executing the MTSU test plan in the CLM test database.
- Entering payments and daily activities from April 1 to April 9, the first nine days of the system being live, and balancing those transactions.

Special emphasis was placed on reconciliation of the CLM data to the original data in LMS.

It was also decided that MTSU will utilize the late fee charge on short-term loans in lieu of interest calculation to accommodate the business process.

The project mission was completed, and CLM has been running successfully in production since April 9, 2008.

Argos Training Available This Fall

Several TBR schools, including MTSU, have contracted to purchase the reporting application software, Argos, from Evisions.

Argos can be used to provide reports from Banner data. It has a user-friendly interface and many features including report-sharing. This means that once a report is designed, it can be distributed among many schools very easily.

Argos is currently being implemented at MTSU and training will be available for users to learn how to use this powerful reporting tool later in the fall.

ShareFair

Oct. 29 · 10 a.m. – 4 p.m. · Peck Hall 106

The 2008 ShareFair will be held from 10 a.m. to 12 noon and from 1 p.m. to 3 p.m. Wednesday, Oct. 29, at the Learning, Teaching & Innovative Technologies Center (LT&ITC) in Peck Hall Room 106. The ShareFair showcases innovative teaching and technology practices by some of MTSU’s most outstanding faculty members. Presenting faculty include ITDC grant and fellowship recipients, winners of the Outstanding Use of Instructional Technology Award, Outstanding Teacher recipients, and finalists for the Teaching, Learning and Technology Roundtable's Award for Innovative Excellence in Teaching, Learning and Technology. The winner of the Teaching, Learning and Technology Roundtable's Award will be announced at 2 p.m.
As technology evolves, so do the options for call conferencing. ITD’s Telecommunication Services has many options available to assist faculty and staff with a conference call, whether it’s a video conference or an audio conference.

Not only do many University telephones feature conference calling, but Telecommunication Services also provides additional audio conference alternatives such as the Polycom SoundStation, operator-assisted conference calls, and toll-free conference calling. In addition, Telecommunication Services accepts reservations for its Tandberg 800 video conferencing system.

Using a Telephone for an Audio Conference

Many University telephones are equipped with audio call conferencing. Depending upon the telephone model, a conference call can be initiated by pressing either the conference or flash key. Up to six parties, including the calling party, can be connected using the conference or flash button. All long distance charges are the responsibility of the calling party. For step-by-step instructions on using the conferencing feature, please visit www.mtsu.edu/~itdtele.

Polycom Soundstation

With breakthrough acoustic clarity technology, the Polycom Soundstation gives audio conferences a face-to-face quality. Users enjoy natural, free-flowing, two-way conversations. The Polycom Soundstation is equipped with three noise-reducing microphones that provide a high-quality roundtable discussion setting in which annoying echoes and background noises are filtered out.

ITD’s Telecommunication Services provides the Polycom Soundstation as a courtesy to all faculty and staff. Users are billed for all long distance charges associated with initiating audio conferences. Telecommunication Services staff members are available to assist with the Polycom unit. Please call Telecommunication Services at extension 2991 to schedule the Polycom.

Operator-Assisted Conference Calls

ITD operators are available Monday through Friday during regular business hours, with the exception of University-designated holidays, to assist faculty and staff with audio conference calls. University operators can place up to six parties on an operator-assisted conference line. To schedule an operator-assisted conference call, please contact Telecommunication Services at extension 2991. All long distance charges will be the responsibility of the requestor.

Toll-Free Conferencing

Partnering with Premiere Conferencing, Telecommunication Services also provides a non-reservation conference call service for faculty and staff. This toll-free conferencing option includes a Web interface so presentations and audio can be uploaded for all participants to view. A dedicated toll-free number and host-controlled access codes make it easy for the host to manage participants.

Upon activation, the host is supplied with a dedicated toll-free number and two access codes – one for the host to begin the conference and one for participants to join the conference. Once activated, the dedicated toll-free number can be used by the host for an audio conference at any time. Up to 48 participants can join the conference. Since participants use a toll-free number to connect to the conference, there are no long distance or toll charges for the participants. The host is responsible for all charges related to the use of the dedicated conference line. The cost includes a low per-minute charge per participant.

For more information, or to request the non-reservation conference call service, please contact the voice mail coordinator at 2206. Please call at least one week in advance when requesting a toll-free conferencing line.

Tandberg 800 Video Conferencing Service

Using IP network connectivity, the Tandberg 800 videoconferencing system is easy to use and provides high-quality video, a 32-inch color monitor, and an integrated wide-angle camera with zoom, pan, and tilt.

The room-sized videoconferencing system is available for use by faculty and staff. The Tandberg system is located in Room 201 of the Telecommunications Building, which accommodates seating for 12. There is a charge of $50 for up to two hours use of the system. Telecommunication Services staff members are available to assist in establishing the videoconference connection. To reserve the videoconferencing system, call Telecommunication Services at extension 2991.

Real-Time Coming to D2L

MTSU, Desire2Learn (D2L), and SunGard have been working over the last 10 months to develop real-time integration between the D2L Learning Management System and SunGard’s Banner Student Information System. Beginning this fall, we will be moving from the once daily batch upload of new information (courses, enrollments, etc.) to real-time integration. This means that any drops, adds, class, or section changes will be reflected in the D2L environment within minutes instead of waiting overnight.

As before, D2L will automatically create a “course shell” area for every credit course in Raidernet. The big difference is that faculty and students will have quicker access to their D2L courses.
lottery legislation that will help more students graduate with lottery proceeds.

Finance

Finance staff began working with TouchNet and CORE Business Technologies for hosting credit card information in their respective data centers. Finance staff attended a Banner year-end processing refresher course taught by SunGard at the University of Memphis. This will allow additional staff to participate in the year-end Banner processes and enhance the efficiency of preparing the annual financial report.

Human Resources

Human Resources went live with the Leave Reporting system for all faculty and administrators on April 1, 2008. Many training sessions have been conducted for both users and leave approvers.

Advancement

The December 2007 and May 2008 graduates have successfully been rolled out of Banner Student and into Banner Advancement as alumni. Process Team members have been cleaning up bad or lost alumni addresses through Harris Publishing, an address research firm.

A new search function on giving history has been successfully implemented in RaiderNet Advancement Officer Self-service. A new Banner extract has been implemented that allows Phonathon callers to solicit donors for the Blue Raider Athletic Association (BRAA).

Campus Loan Manager (CLM)

CLM went live on April 9, 2008. Business office and ITD staff tested the system and environment, verified back-ups, and tested letter generation.

Since going live, the system and data continues to be monitored, and adjustments are made as necessary to improve accuracy and efficiency.

MTSU iTunes University has been launched for campus podcasting. Instructors are taking advantage of this newly developed service that provides online distribution of audio and video content such as class lectures and weekly announcements.

As of April, MTSU iTunes U has expanded from MTSU faculty and student access via campus login to public access not requiring any login. This new access will allow departments, student organizations, student services, etc., to target media to potential MTSU students.

Visit www.mtsu.edu/itunes and feel free to contact The Faculty and Instructional Technology Center at ext. 8189 with ideas or questions about implementing this new campus technology.