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Sharing Technology’s Latest Achievements

The 2009 ShareFair, which was held last month in the Tom Jackson Building, showcased innovative teaching and technology practices by several MTSU faculty members.

Presenting faculty included ITDC grant and fellowship recipients, previous winners of the Outstanding Use of Instructional Technology Award, Outstanding Teacher recipients, Experimental Learning faculty, and finalists for MTSU’s TLTR 2010 Award for Innovative Excellence in Teaching, Learning and Technology.

The annual event allows exhibitors to showcase the innovative instructional approaches of MTSU faculty who have been recognized for their effectiveness in combining learning technologies with traditional pedagogies.

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Enterprise Resource Planning Update

Student

The Records Office and ITD have implemented a new business process to allow students to opt out of the change password utility (mtsu.edu/changepw) under special circumstances. Changepw allows students to reset their PipelineMT password.

However, persons close to the student, such as parents, ex-spouses, guardians, etc. may know enough information to use changepw and thus gain access to the student’s PipelineMT account, which includes email and RaiderNet.

A student can work with the Records Office to utilize this new process, which disables changepw for that student. If the student elects to use this process, they may contact the ITD Help Desk directly to have their password reset. This has added an extra level of security, and the students utilizing this service thus far have been very pleased.

Members of the Student Team have worked with the HR and Student areas to re-survey faculty, staff, and students to collect required data to comply with the new race and ethnicity requirements for IPEDS reporting.

Summer end of term processing was completed successfully, and fall 2009 has record enrollment. Summer enrollment and degrees as well as fall 2009 enrollment have been reported to the National Student Loan Clearinghouse. ITD implemented the necessary code changes to comply with the Clearinghouse’s new interface standards and FERPA requirements.

The Records Office and ITD implemented changes that enable the university to adhere to the new credit card solicitation law. Processes have been worked out and programming completed to allow students to opt out from potentially receiving credit card solicitations. An asterisk beside a student’s name in the paper campus directory and the online directory indicates that the student does not want to receive credit card solicitations.

Financial Aid

Overall, the conversion to Direct Lending went smoothly. Over $100 million dollars in loans were processed this year compared to $79 million the same time last year. MTSU did not experience any delays in receiving funds this year.

Beginning this fiscal year, students are eligible to receive Pell grants year round. Over 7,500 students are receiving Pell grants this year compared to 6,477 last year.

Over 21,200 awards were bestowed by the end of August compared to 18,765 last year. The Financial Aid’s Call Center was invaluable for the timely processing of these awards.

David Hutton, Financial Aid Director, has been asked to work with the TSAC organization on TSAA awards for 2010/11.

Human Resources

Web Time Entry went live in August for a few departments in Campus Recreation that are serving as a pilot group for this project. Campus Recreation will bring additional units on board over the next several months.

Advancement

Advancement Services provided vital support to the University’s fund and friend raising efforts through its data management and Banner processes. The annual scholarship solicitation mailing was sent to over 82,100 alumni. For the first time the mailing was divided into twenty different populations for a direct, targeted appeal. A Marketplace Phonathon store was brought online that enables donors to donate by credit card at the time they make their commitment to the University. New and revised reports and processes were developed in conjunction with the Director of Development in support of the University’s comprehensive development plan for Fiscal Year 2009/10.

A payroll deduction rollover process was implemented to create new open ended payroll deduction pledges for faculty and staff. This gives employees the option to make charitable contributions indefinitely via payroll.

Communicator

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While the dial tone is the number one function of the campus telephone system, the additional services ITD’s Telecommunication Services provides transform your phone into a powerhouse.

There are many telephone features at your fingertips that enable you to be more efficient and productive. From call forwarding to EC500, get ready to unleash the power!

The following chart lists just a few examples of how you can better utilize your campus telephone.

For a complete listing of telephone features and services, including detailed instructions, please visit www.mtsu.edu/itdtele.

For additional questions, you may contact Telecommunication Services at 2991.

<table>
<thead>
<tr>
<th>Bridged Call Appearances</th>
<th>Bridged lines enable users to effectively answer incoming calls for other telephone lines in the office without having to determine where the call originally terminated.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding</td>
<td>Using the pre-programmed call forward button on your phone, or the #2 access code, forward your calls to another office phone or your wireless telephone while you are away.</td>
</tr>
<tr>
<td>Call Handling Options</td>
<td>Many University phones are equipped with quick keys that assist users with call hold, transfer, and redial.</td>
</tr>
<tr>
<td>Call Logging</td>
<td>Current telephone models provided by Telecommunication Services enable users to track incoming and outgoing calls via call logs.</td>
</tr>
<tr>
<td>Conferencing</td>
<td>University phones are capable of handling conference calls of up to six parties. Toll free conferencing solutions are available to accommodate larger audio conferences, including Web conferencing (additional charges apply).</td>
</tr>
<tr>
<td>EC500</td>
<td>EC500 removes the burden of manually forwarding your calls by automatically extending all incoming calls to a wireless telephone, ringing both the office and wireless phone simultaneously (additional charges apply).</td>
</tr>
<tr>
<td>EVM</td>
<td>Enabled Voice Mail (EVM) provides a unified messaging solution to manage voice mail. Voice mail messages are routed to email, allowing one click access to all messages (additional charges apply).</td>
</tr>
<tr>
<td>Hunt Groups</td>
<td>Telecommunication Services can assist you with setting up hunt groups which route incoming calls among a select group of phones to improve efficiency.</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>Many University phones are equipped with busy indicators that also double as speed dial keys. In addition, speed dial lists can be created to assign specific speed dial keys for commonly dialed numbers.</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>The University voice mail system does more than provide standard voice mail. Automated attendant functions are also available to help route calls and answer common inquiries.</td>
</tr>
</tbody>
</table>
There is a pretty big leap from high school into college. The college life is different socially as it is academically.

In hopes to cushion the landing from that jump, MTSU Academic Enrichment Director Marva Lucas has organized the University 1010 seminar.

Lucas joined forces with ITD to develop a Desire2Learn template for the course that benefits not only the students but instructors as well.

“It’s really a wonderful course,” Lucas said. “We have found that students who take the course have graduated at a higher rate and have higher GPAs.”

The University 1010 seminar is designed to address five core components: academic skills, career options, time and financial management, lifestyle choices, and University resources.

**Academic skills**

“The expectation now is that students have to learn so much independently,” Lucas explained. “So we try to help them make that leap so they will continue to be successful.”

**Career options**

All students attend college to earn a degree, but not all of them know which field to pursue.

The course enables students to consult with an advisor in developing a plan of action tailored to their interests.

“The idea is to clarify some areas in which they want to focus based on their gifts or interests,” Lucas explained.

**Time and financial management**

Time is a major issue for incoming students. College life means independence. With independence comes great responsibility, and that is why the University 1010 seminar addresses all-important time management skills.

“We applaud students who become involved with outside activities, we even promote that,” Lucas said. “But the bottom line is managing their time in such a way to be effective in all those areas. The course also educates them on financial literacy, to make them aware of some of the pitfalls when they are making independent decisions.”

**Lifestyle choices**

There is a lot of pizza on the menu in college. The University 1010 seminar provides students with health-related information to enable them to make informed decisions to maintain a healthy lifestyle. Lisa Thomason Schrader, MTSU Director of Health Promotions, works with Lucas to provide presentation options on STD prevention and testing options, contraceptives, and nutrition.

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The 2009 Tennessee Summit on Administrative Computing Technologies (ACT), which was sponsored by the Tennessee Board of Regents (TBR), took place last month on the campus of Middle Tennessee State University.

The theme of this year’s event was “Confluence in Tennessee,” which focused on some of the current challenges facing higher education institutions today. The event drew approximately 500 attendees.

ITD’s Lisa Rogers, Phyllis Kitzler, and Glenda Oshop joined forces with Teresa Thomas (Records Office), Carol Rozell (Business Office), Tammmie Allen (Advancement Services), and Kathy Pedigo (Records Office) to present “Name Change Workflow at MTSU.” This session explored how multiple offices at MTSU worked together to create and refine the Name Change workflow, taking into consideration the type of person requesting the name change (student, alumni, vendor, or employee).

The topics covered by the presentation included a review of the business process regarding name changes, the scripts written to update Banner tables, notifications to students about their requested name change, and a demonstration of the workflow.

Other presentations by MTSU staff included:
“Banner Bank Reconciliation: Queries and Tools” by Ben Jones and Ellyn Ditto; “Banner Grants Billing: Lessons Learned and Still Learning”

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Marva Lucas
Continued from page 4

University resources

The seminar encourages students to become involved with other outside activities and organizations on campus, and for good reason.

“We know from research that the well-rounded student is more likely to persist, so we encourage them to get involved,” Lucas said.

The course also stresses MTSU’s academic resources. Lucas pointed out.

“We don’t just point them to James Walker Library,” she said. “We have librarians to teach them how to use the facility. The library can be overwhelming for new students, so we want to teach them how to utilize that resource, which is something they’re going to need throughout their tenure at the University.”

The seminar also orients new students to the Writing Center, Math Lab, and other University resources that enhance academic enrichment.

The biggest goal of the University 1010 program, Lucas said, is to transform incoming students into graduating seniors.

“We know that if we can help students clarify an area of interest, we are more likely to retain them,” Lucas said. “If they’re working in an area in which they’re interested, they’re more likely to persist or work harder. We welcome them and are happy to see them, but the bottom line is we’d be really happy if they march across that stage and get that diploma.”

Unlike many of the departments at MTSU, the University 1010 program is not consolidated into one building. That’s where the D2L template comes in handy.

“The template has been wonderful because I needed something with structure to bring everyone together,” Lucas said.

“This group is primarily part-time and is comprised of about 45-50 adjuncts, some of whom are individuals who have other jobs on campus.”

The template enables Lucas’ staff to be literally on the same page when it comes to teaching the course.

“The University is looking at this course to enhance the retention rate, so it’s very important that I get good teachers,” she said. “I am responsible to equip those teachers with what they need. Since many of them have other jobs, I have to work harder to provide as much as possible to them. The template provides the teachers with information about the course. It’s all right there.”

At the click of a button, University 1010 instructors have access to each of the seminar’s components. They can also use the software to print out handouts, present PowerPoints, post grades on D2L, and administer quizzes and course evaluations.

The University 1010 template has also encouraged new students to use the technology available at MTSU.

“I want to expose students to the best of what MTSU has to offer early on,” Lucas said. “These students will be expected to know how to utilize the technology, so we offer this and training to the teachers. We have a workshop in the beginning of the fall, showing those who are new how to use the software because we also expect teachers to know it as well.”

Education has been a major component of Lucas’ life. Aside from serving as director of Academic Enrichment, Lucas is an associate professor of mathematics.

Her formal education includes an Ed.D. from Tennessee State University, an Ed.S and an M.S.T. from MTSU, and a B.A. from Fisk University, where she graduated summa cum laude and a member of the Phi Beta Kappa national honor society.

She received certification as a developmental education specialist from the Kellogg Institute at Appalachian State University.

Lucas especially has a heart for first-year students.

“I’m excited when I see students,” she reflected. “I know they have hopes, dreams, and ambitions, and I feel so fortunate to have an influence on their ability to achieve those dreams. This course has demonstrated it over and over again.”
The Everywhere Man

Local service provider Steven James provides desktop support for the entire College of Education, which includes hardware and software support, troubleshooting, networking, and classroom support.

Don’t blink or you just might miss Steven James. He doesn’t linger in one spot for very long. In one moment James is providing desktop support for a member of the MTSU faculty, and in the next minute he’s troubleshooting an issue for another.

The local service provider’s day starts before he even leaves for work.

“If it plugs in the wall, I get a question about it and eventually support it,” Steven said. “I also manage two servers that provide each member of the College of Education with personal and secure backup space and a shared area for each department to share data and collaborate on projects.”

Steven proposed and implemented that project from scratch. In addition, he works very closely with the College of Education dean’s office.

“They’ve been very supportive of me, and they are valued by me very much personally and professionally,” he said.

Originally from McEwen, Tennessee, Steven first stepped foot on MTSU soil in 1996 as a student. While he attended classes, Steven worked in the James Walker Library’s Systems Department, where he forged a relationship with the staff that still resonates today.

Steven credits the library staff that supported him during his last few busy semesters, where he juggled a full-time work schedule with 18 hours worth of coursework.

“I’m still in contact with David Robinson and Mike Wheaton at Library Systems as a sort of liaison between them and ITD,” he explained.

After earning a degree in computer information systems, Steven worked at a law office in downtown Nashville for one year. However, the commute from Murfreesboro to Nashville quickly
Darryl Leach recently joined the Information Technology Division as an Instructional Technology Specialist. In this capacity, Darryl is able to “teach teachers” about educational technology, including online course development and multimedia applications. He hopes his efforts in this new position will help faculty members elevate the impact of their curricula and create a more vivid learning experience for MTSU’s students.

Darryl is a retired Air Force Chief Master Sergeant and served 26 years in communications and computer career fields, earning a Master’s Degree in Management Information Systems during this period. He followed up his Air Force career as an independent audio producer and engineer for the next 5 years while concurrently pursuing a Master’s Degree in Recording Arts & Technology from MTSU. His background in both computer and multimedia disciplines is a great fit with his current duties and responsibilities.

Darryl and his wife, Aimee, live in Murfreesboro and they have one son, Casey, who is currently serving as an Air Force Staff Sergeant at Scott Air Force Base, Illinois.

Michael Stefani is ITD’s new network services administrator. His responsibilities include Active Directory administration along with general server administration and support.

Before joining MTSU, Michael worked as a systems administrator at Internet for 10 years. He had various roles throughout his tenure at Internet, but most recently he had been doing server and active directory administration as well and Lotus Notes database design work.

Michael holds a bachelor’s degree in business with a concentration in MIS from the University of Wisconsin Parkside. He is also a Microsoft Certified Systems Engineer (MCSE), a Cisco Certified Networking Associate (CCNA), and he holds CompTia+ certification.

Michael resides in Spring Hill with his wife, Sarah, and son, Nathan. He hopes to help ITD with its ongoing server consolidation and virtualization projects. He also plans on being closely involved with the migration to Windows 2008 server and the cleaning up the current active directory domain.

ITD’s Alana Turner recently attended the Windows 7 Preview, which was held in Nashville’s New Horizons Center. Attendees were given a sneak peak at the latest Microsoft Operating System, the highly anticipated Windows 7.

Continued on Page 8
**Telephone Tidbits**

Have you ever listened to an entire voice mail message, only to misunderstand the phone number the caller left? Press 5 to back the message up a few seconds during message playback. It’ll save you from having to listen to the entire message again!

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**ShareFair**

*Continued from page 1*

Faculty members representing disciplines from across the campus provided insightful information on technology integration in the classroom.

The presenters were:
- Corey M. Teague, Psychology;
- Donald Kendrick, Psychology;
- Joey Gray, Health and Human Performance;
- Elaine M. Palmore, Child Development;
- Colby B. Jubenville, Health and Human Performance;
- Debra Wilson, Nursing;
- Leigh Ann McInnis, Nursing;
- Gail Zlotsky, Aerospace;
- Tim Graeff, Mary Phillips;
- Michael Bobbitt, Academy for Teaching Excellence.

ITD and the Learning, Teaching and Innovative Technologies Center have collaborated with the academic colleges to sponsor the annual event since 2004.

For more information about the event, visit [http://www.mtsu.edu/ltanditc/sharefair200910.shtml](http://www.mtsu.edu/ltanditc/sharefair200910.shtml).

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**ERP Update**

*Continued from page 2*

Automated process was developed to continue the employee’s contribution with no disruption to the employee or to the designated recipient or fund.

**Workflow**

ITD developed a Workflow Data Standards document that outlines standards and naming conventions for workflow components based on decisions made during the team’s Name Change Workflow development.

The Records Office and Advancement Services are using the new Name Change Workflow to process name changes. The Records Office is also working on developing two new workflows.

**CLM (Campus Loan Manager)**

CLM version 2.60 was installed in production, and the databases were upgraded. CLM systems remain compliant with Federal Regulations for the FISOP report.

**Banner Document Management Suite (BDMS)**

Numerous members from Student, Finance, HR, Advancement, and Financial Aid Teams, along with representatives from Academics, attended BDMS training for scanning and indexing documents. This product interfaces well with Banner, and increased efficiency and campus-wide communication is expected. Work is underway to implement this product in a production environment.

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**Tennessee Summit**

*Continued from page 3*


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**2010 Instructional Technology Opportunity Deadlines**

**MTSU Outstanding Achievement in Instructional Technology Award Nominations:** January 29, 2010

**Nominee Supporting Materials:** February 26, 2010

**Summer 2010 Fellowship Proposals:** February 26, 2010

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**Staff News**

*Continued from page 5*

**Al Roeder** attended a seminar entitled “From Strategy to Reality” conducted by IP3, Inc. and hosted by Tennessee State University. The seminar provided information on threat assessment, impact analysis, and mitigation.

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