Conference Brings Out the Best

From left to right, featured speaker Sarah Robbins, Vice President for Information Technology and CIO Lucinda Lea, and featured speaker Michael Wesch.

Since its inception 14 years ago, the Instructional Technology Conference has served as a venue for the dissemination of knowledge, innovation and creativity, and the sharing of expertise. This year’s event was no different.

Sponsored by the Information Technology Division, the 14th Annual Instructional Technology Conference carried on the tradition by drawing higher education faculty and staff from around the nation to the campus of Middle Tennessee State University in March to mark the final year of the event.

The conference, which kicked off in 1995, immerses participants in a series of presentations, hands-on workshops, poster presentations, and a pre-conference workshop. The event was created to provide higher education professionals a venue to share experiences and expertise in the latest advancements of educational technology.

The theme of this year’s conference was “Developing a Participatory Learning Culture,” which featured engaging words of wisdom from Michael Wesch, assistant professor of cultural anthropology at Kansas State University; Sarah “Intellagirl” Robbins, director of Emerging Technologies for Kelley Executive Partners at Indiana University; and Lucinda Lea, Vice President for Information Technology and CIO at Middle Tennessee State University.

See page 5 for photos of the 2009 Instructional Technology Conference. Story continued on page 8.
Protect Yourself with Rave Alerts

Now that tornado season is well upon us, it is more important than ever to stay alert of severe weather conditions or other emergencies by signing up for Rave Alerts. Hosted by Rave Wireless, MTSU currently uses the Rave Alert system to send text and e-mail alerts in the event of an emergency and is planning to implement a voice alert option as part of the alerting process.

How It Works
Alerts may be sent by members of Public Safety and News & Public Affairs who have administrative privileges. During an emergency, an administrator will log on to the system and go through steps to send out an alert. There are templates in the system already designed for various types of emergencies, so most situations involve inputting a location or other details about the situation.

The administrator may select which methods of communication will be used for the alert, with text and e-mail being the default. After choosing the method of communication for the alert, the administrator will enter the necessary information and select the user list to which to send the message, as well as the various phone numbers and e-mail addresses. The default is to send alerts to all users and to all phone numbers, mobile numbers, and e-mail addresses. Rave Wireless begins sending the message immediately once the user list is confirmed.

SMS (Short Message Service) text messaging has two types of messaging protocols. SMPP (Short Message Peer-to-Peer), which requires a specialized direct connection to a carrier or messaging aggregator, is highly reliable and fast. The other, SMTP (Simple Mail Transfer Protocol) is the standard protocol used to transfer e-mail from point-to-point. It is slightly less reliable and generally slower than SMPP. Some carriers do not support SMPP messaging, and therefore messages are only sent via SMTP.

The system will begin sending out the messages via SMPP, making attempts to all numbers the first time around. If the system is unable to send the messages via SMPP, it will attempt to send them via SMTP. If the message is accepted by the carrier, the system counts that as a successful delivery. However, if the system does not receive that confirmation, it attempts those numbers two more times. Generally, nearly every message is accepted, with a failure rate of .01 percent.

However, there are various reasons that users might not receive their message, usually having to do with a carrier or limitations on their account. For example, Verizon was conducting emergency maintenance during the April 10 tornado warning alerts. Instead of returning the messages as undeliverable, Verizon held them in a que to be delivered as resources became available, causing a delay in when users received their alerts.

Although rare, these situations may occur. Since there is no way to determine the actual receipt of text messages, administrators may only verify that alerts are sent to the carrier or aggregator. The system has consistently performed extremely well. There has been more than a 99 percent success rate in sending text messages for nearly every alert. E-mails are generally at least 98 percent successful, with problems attributed to other ISP’s, bad e-mail addresses, or full mailboxes. Between text messaging and e-mails, the system attempts to notify 100 percent of the Rave users registered for Rave for notification.

Voice Alerts is an upcoming feature that performs an out-dialing function where a call is placed to a phone, allowing users to hear a spoken message as opposed to text and e-mail message content. Also included in this system is a way for the user to respond that allows users to hear a spoken message as opposed to text and e-mail message content. Also included in this system is a way for the user to respond that the messages are received.

Signing up for MTSU Alerts through the Rave system is optional for MTSU students, staff, and faculty. Users must have an MTSU e-mail address to obtain the service. You may sign up by going to www.getrave.com/login/mtsu. Once you create an account, you are given the option to enter up to three mobile phone numbers, three landline phone numbers, and two preferred e-mails (if you would like to...
TCM Conference Room Gets an Upgrade

The newly upgraded conference room in the Telecommunications Building is available by reservation, on a first come, first served basis.

The conference room accommodates seating for 12 around a conference table, with additional room available around the walls for standing.

The room is equipped with a videoconferencing system; Polycom Soundstation (audio conferencing unit); a PC, including a wireless keyboard and mouse; a projector; projection screen; easel; and a dry erase board.

Using IP network connectivity, the Tandberg 800 videoconferencing system is easy to use, utilizes high quality video and an integrated wide angle camera with zoom, pan, and tilt. The room sized videoconferencing system is available for use by faculty and staff. There is a charge of $50 for up to two hours of usage of the videoconferencing system.

Utilizing breakthrough acoustic clarity technology, the Polycom Soundstation gives conversations across miles a face-to-face quality by allowing the user to have a natural, free flowing two-way conversation. The Polycom Soundstation comes equipped with three noise-reducing microphones, thus allowing for a round table setting without diminishing quality, while also filtering out annoying echoes and background noises. The user will be billed for all long distance charges associated with initiating an audio conference.

To reserve the Telecommunications Services conference room, please contact Telecommunication Services at 898-2991.

A department index number is required to secure the reservation and will only be used if long distance charges are incurred during use of the conference room, or if the user requires the services of the videoconferencing system.

Enterprise Resource Planning (ERP) Update

Banner Student

Several members of the Student Team and ITD are serving on the Electronic Transcript pilot project with the Tennessee Board of Regents and some other TBR schools. Setup has been completed and work is in progress on exchanging test transcripts with the University of Memphis. Student team members and ITD are also serving on the Enrollment Reporting pilot project with TBR and some other TBR schools to design an alternative to the census clone process used for reporting. The CAPP training sessions were held in conjunction with the College of Business Advising Center for Degree Evaluation and Course Substitution training.

Meetings with members of the student team, provost office, and Student Affairs were held to better utilize tools in Banner, Resource25, and X25. Using these tools will result in better classroom utilization and will ensure each class has an assigned location. This is important because enrollment and course offerings are increasing, but not space. Also, more emphasis will be placed on encouraging students to priority register, thus the approach for reserved seats for CUSTOMS will take place after priority registration this year. Job submissions created by ITD will be utilized to evaluate current registration, course section needs, and general education and reserved seats needed during these tight budget times.

Financial Aid

Financial Aid Banner release 7.13 and related patches were installed on production. FAFSA files for the 2009/10 award year are being processed on a nightly basis. The financial aid team worked with TBR on IPEDS / Common Data Set reporting. Freshman Federal Financial Aid awards are being processed, and there is a 4.5 percent increase in the number processed from last year.

Finance

Academic Enrichment and Loan Payments were brought up live on TouchNet Marketplace. These areas are now securely processing payments online through Marketplace. Academic Enrichment has an online store where certain tests may be purchased. Loan Payments already had an existing site and database but added the feature of processing an online payment to this existing setup.

Human Resources

The HR team worked on testing Web Time Entry for students and temporary hourly employees. It will be rolled out for students in Campus Recreation during the pilot phase.

Advancement

Advancement Services is now using the MTSU Post Office NCOA software, VeriMove, to comply with US Postal Service Move Update regulations on the use of not-for-profit mail. This will help reduce mailing and printing costs and reduce the cost incurred for address change service (ACS) “Change Service Requested.” Requests for alumni and donor mailing data should be requested through Advancement Services so this data can be run through VeriMove on an as-needed basis. This will keep the University eligible to use nonprofit rates and also stay in compliance with federal statutes. Additionally, addresses

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The Nurse and the Professor

While mapping out her career path, Dr. Leigh Ann McInnis had to weigh two of her passions: health care and academia. She had a penchant for nursing, but she also loved to teach. It was a difficult choice that McInnis didn’t want to make.

So, naturally, she decided to do both. “I feel so lucky that I got to do something I’m so passionate about, both in nursing and in teaching,” said McInnis, who served the community as a nurse practitioner and in 2005 obtained a Ph.D. in educational leadership. “I always tell people the best thing I did was become a nurse. Then I became a teacher.”

McInnis’ interests don’t end with education and health care. She has also has a predilection for technology, and she is using this passion to inspire a whole new generation of health care professionals through her online FNP (family nurse practitioner) courses at Middle Tennessee State University.

When McInnis earned her doctorate in 2005, online courses were just beginning to revolutionize the classroom experience, and she felt MTSU was ahead of the curve. “I was very excited about coming to MTSU because this place had already taken that leap and was committed to the online environment,” she said. “Although I like teaching face-to-face, I am 100 percent dedicated to making sure people have options, and with people’s hectic schedules, I don’t know if a lot of students could go on and earn a graduate degree if we didn’t offer an online program. It provides people the access they otherwise couldn’t have.”

Originally from Nashville, McInnis worked as a nurse practitioner for 10 years in underserved communities and public health.

She was hooked on technology the moment she made her first mouse click. “I can still remember asking someone what exactly the Internet was,” McInnis reminisced. “I loved it. I liked figuring things out about it, and before I knew it, everyone else wanted to know how to do it.”

Since arriving at MTSU, McInnis has seen an increased demand in online courses as the union between pedagogy and technology developed. “I’m seeing a larger number of individuals in the faculty who are interested in Web-assisted, hybrid courses, or online classes,” she said. “The faculty is really starting to move into that direction. I like networking, and you can do that so easily now with the Internet.”

Responding to the growing demand, Dr. Leigh Ann McInnis designed three interactive online family nurse practitioner courses at MTSU.

McInnis is also implementing a program called Articulate to craft more interactive pieces to incorporate into her curriculum. In addition, McInnis’ students are given the opportunity to use discussion boards, chat rooms, and a Facebook page to further their studies. Each student is also required to post a photo of him or herself and to complete an online profile.

“Right now my students use the software as a part of the learning process on the ear or lungs,” she explained. “I also offer movies they can watch so they can learn to show patients how to use inhalers and peak flow monitors, which are used to measure lung functions. It takes students through a step-by-step process. There are also drag-and-drop and multiple choice activities that help reinforce important concepts.”

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Scenes from the 2009 Instructional Technology Conference

Above, former MTSU Vice President and Provost Dr. Kaylene Gebert addresses the audience during the technology conference banquet at the DoubleTree Hotel. Top right, featured speaker Belle Wheelan presents “Accountability in Higher Education” at the KUC Theater.

Above, featured speaker Sarah Robbins presents “Navigating the Throng: Using Social Media for Non-Institutional Learning Ecologies” at the DoubleTree Hotel.

ITD Workshops Available for Faculty and Staff

Get started with computer graphic programs such as Illustrator; edit and enhance pictures with Photoshop; get familiar with D2L and Photoshop; get trained in Word 2007, Excel 2007, and Access; learn to design Web pages; and more!

Registration is required (except where noted)

• Register on the Web or call ITD at x5345
• Most workshops are offered at the ITD Training Center in the Telecommunication Building
• Classes are filled on a first-come, first-served basis
• Please give a 24-hour cancellation notice

Individual consultation for instructional technology needs can be requested by calling ext. 8189. Other workshops are available upon request.

See our Web site for more information. www.mtsu.edu/itd/workshops.
Technical support specialist James Butler provides desktop and classroom support, which includes troubleshooting, software installation, and upgrades.

Technical support specialist James Butler has many offices at MTSU, not just the one that bears his name in the basement of the Cope Administration Building. Because he provides desktop support all over campus, James is rarely sitting in one chair for very long.

“Pretty much everyone’s office is my office,” he joked. “That’s the way I look at it. I sit in a lot of people’s seats, some comfortable, some not.”

As a technical support specialist for ITD, James uses his acquired specialized technical knowledge to provide desktop and classroom support, which includes software installation, troubleshooting, and upgrades.

James has more than 20 years of experience in the realm of electronics and software. He earned an Associate of Electronics Engineering degree from Nashville State Technical Community College and a CNE 4.11 from Novell.

After working for various national global computer-servicing corporations including SARCOM and INACOM, James arrived at MTSU in late 1999. Since joining ITD’s Server, Classroom and Desktop Services department, James has helped to ensure the around-the-clock operation of all campus systems.

Before tackling a calendar filled with e-mail communications, account generation, systems backups, the maintenance of central computing hardware and software, and production job requests, James carefully plans out each of his days.

Years of experiences have taught James to expect the unexpected, especially when it comes to technology that has grown faster than a lawn after a rainy spring day.

“Computers are faster than they were when I first got here, and there are more wireless things that have come into play,” he said. “You never know how long something may take. It may look like a simple work order, but I could end up being there all day. You just never can tell.”

James prefers to take on several tasks simultaneously and embraces the mobility of his position, tackling each challenge as it comes.

“When it comes at you, you just deal with it,” he said. “I try to take care of some simple tasks while I’m working on the more challenging things. I never just do one work order at a time. I’m always looking at what can be accomplished fairly quickly when something else is taking a while.”

When he is out of the office, James enjoys editing family videos and photos. However, he dedicates most of his free time to his family.

He lives in LaVergne with his wife, Loretta; two daughters, Ashley and Emma; and three sons, Thomas, Tyler, and Trevor.
Darrin Weissinger is ITD’s newest database specialist.

His responsibilities include the installation and support of Oracle database and application server software, which is the software that powers Banner.

Before coming to Middle Tennessee State University, Darrin worked at Centerstone as a DBA, where he provided the setup and maintenance of the Electronic Health Record database used by doctors, nurses, and therapists throughout middle Tennessee and southern Indiana.

He also built and maintained the Research Data Warehouse used in conjunction with Vanderbilt and Duke Universities.

Darrin, who holds a Bachelor of Applied Science degree in electronics, will be assisting in moving Banner to new servers, and he’ll begin working on failover servers and disaster recovery to keep Banner up and running.

He lives in Hermitage with his wife, Heather.

Barbara Draude, assistant vice president for Academic and Instructional Technologies, and Albert Whittenberg, director of Academic and Instructional Technology Services, participated at the EDUCAUSE Southeast Regional Conference in June.

The annual conference explores innovative responses to the impact of new dynamics throughout the world, including climate changes, economic issues, and students’ expectations.

Barbara joined William Hogue, vice president for IT and CIO at the University of South Carolina, and Kathryn Gates, CIO of the University of Mississippi, in a panel session that summarized key issues from the sessions presented throughout the event. Albert teamed up with Wayne Morse, director of the Center for Interactive Teaching at Emory University, to present “Meeting the Top Challenges in Teaching and Learning with Technology.”

ITD’s Toto Sutarso recently co-authored two articles that have been accepted for publication.

The first paper, “Racial and Gender Differences on Sources of Acute Stress and Coping Style Among Competitive Athletes,” was co-authored with Drs. Mark H. Anshel (sports psychology) and Colby Jubenville (sports management). The article was published in The Journal of Social Psychology in April 2009.

Co-authored with Dr. Anshel, Toto’s article, “Effect of a Storyboarding Technique on Selected Measures of Fitness Among University Employees,” was accepted for publication in Research Quarterly for Exercise and Sport in March 2009.

In addition, Toto co-authored a presentation along with Drs. Thomas Li-Ping Tang (management and market-

Rave Alerts

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receive e-mails somewhere other than your MTSU e-mail account).

Rave Wireless registration requires confirmation by the entry of a code sent to the registered e-mail account. Once the mobile phone number has been confirmed, the user may send a test message to their phone to ensure it works. Users are offered other options such as turning off text or e-mail messages so they will not receive alerts in a particular way for however long they would like. For example, if you are going on a vacation and don’t want to receive Rave Alerts, you may temporarily deactivate the text alerts (but don’t forget to turn them back on when you return).

There are currently over 12,200 users, and that number is growing every day.

For more information about Rave Alerts, visit http://www.mtsu.edu/alert4u/faqs.shtml.

Nurse and the Professor

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McInnis finds that the interactivity in online courses produces more results from her students.

“When they actually have to take their hand and do something other than scroll I find they do a better job on the materials,” she said.

Teaching online has also reaped another benefit for McInnis, who doesn’t believe learning stops after graduation.

“I love to learn,” she said. “I learn something new every time I teach. I also love technology. Being online is just perfect because I can learn something new about technology every time.”

When she isn’t teaching, McInnis still sees patients in various clinics on a weekly basis. She also loves to read, garden, and spend time on the lake with her family.

McInnis lives in Murfreesboro with her husband, Doug; two sons, Douglas and William; and daughter, Kathleen.
Go Green with Used Cell Phones

Fewer than 20 percent of cell phones are recycled each year, and with over 4 billion wireless customers worldwide, the number of cell phones that end up in area landfills is staggering. Discarded devices can leak lead, mercury, and other toxins into the soil and water supply. Therefore, it is very important to discard used cell phones properly.

Before discarding your used cell phone, you should consider what sensitive data might be on the device. As wireless technology continues to evolve, the common cellular telephone is beginning to transform into a data warehouse. Users not only rely on their phone’s ability to store address book information, but are also now dependent on them to provide calendar, email, and document access. Because of the information they now contain, it is important for users to be more diligent about what happens to their cellular telephone when it is discarded.

There are some excellent resources available to users that give step-by-step instructions on how to erase sensitive information from surplus wireless telephone equipment. One such resource can be found at [http://www.wireless-recycling.com/home/data_eraser/default.asp](http://www.wireless-recycling.com/home/data_eraser/default.asp). Users are directed to select their phone’s manufacturer and model number from a drop down menu, which will then display instructions on erasing data specific to the cellular phone they carry. On most phones, the manufacturer and model number can be found by removing the battery from the phone and then viewing the manufacturer’s label printed within the battery compartment.

Once data has been removed from the device, the device is ready for recycling. Most wireless telephone companies provide a recycling program. In addition, there are a host of other recycling programs throughout the community and online, including Secure the Call Foundation. This foundation takes donated cellular phones and reprograms them to be used as free 911 emergency phones, which are then distributed to domestic violence shelters, senior centers, and any other agency with an immediate need for 911 access. Most recycling programs only need the phone and battery. Chargers and other accessories are not needed. For additional information on cellular telephone recycling, contact your wireless telephone provider or visit [www.donatemycellphone.org](http://www.donatemycellphone.org).

Staff News

Continued from page 7

Greg Schauffer, assistant vice president for Networking and Information Technology Security, recently attended the Techno Security Conference. The event focused on critical security such as attack penetration and mitigation, cyber crime threats prevention, vulnerabilities and countermeasures, public/private partnerships, disaster recovery, spyware and spam, risk management issues, and more.

ERP Update

Continued from page 3

brought over from Banner Student during the graduation rollover process will be run through the software after each graduation.

Workflow

Offices have been testing the Name Change flow once more. Once offices report on their test results and approve the flow, ITD can export it and move it into production.

Records and Scheduling has designed a Workflow job that will allow departments to add or reduce seats in courses. ITD will work to create an update script to finalize this Workflow. The Workflow will be piloted with select academic departments while additional Workflows are being developed.

Campus Loan Manager (CLM)

The team worked with the CLM vendor to resolve issues with collection queue maintenance and the loan rehabilitation process.

Technology Conference

Continued from page 1

City; Belle S. Wheelan, president of the Commission on Colleges of the Southern Association of Colleges and Schools, and a host of renown professionals in the realm of instructional technology.

The conference featured a pre-conference workshop, four poster presentations, exhibitors, eight hands-on workshops, and 28 presentations.