Hosted by ITD and the LT&ITC, ShareFair showcases the innovative instructional approaches of MTSU faculty who have been recognized for their effectiveness in combining learning technologies with traditional pedagogies.

ITD and the Learning, Teaching and Innovative Technologies Center (LT&ITC) hosted the annual ShareFair of Teaching Excellence on October 27 in the Center’s new location in the James E. Walker Library.

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

Faculty members representing disciplines from across the campus included ITDC grant and fellowship recipients, recipients of the Outstanding Use of Instructional Technology Award, Experiential Learning faculty, and members of Center-sponsored Faculty Learning Communities (FLCs).

Presenters included:

Jeanne Gilliam Fain, Elementary and Special Education
Robyn Ridgley, Human Sciences
Cheryl Hitchcock, Human Sciences
Melinda Kozaan, Computer Information Systems
Amy Macy, Recording Industry

Continued on Page 3
A Little ‘Phishy’

With the Fall 2010 semester in full swing, the time is ripe for malicious viruses and intrusive spyware. MTSU has already been the target of attacks from malware such as the infamous eCard Hallmark virus and fraudulent Facebook/Twitter requests.

Some are phishing requests, which are criminally fraudulent processes of attempting to acquire sensitive information such as user names, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication. Other attacks have included e-mails with attachments that appear to be legitimate, but are not.

The Information Technology Division is working diligently every day to prevent these messages from finding their way into your inbox, but for those that do get through, remember these important precautions:

• ITD will **NEVER** ask for your passwords through e-mail. If you receive a message that claims it is from the Help Desk requesting this information, delete it.
• Do **NOT** open E-Card e-mails or messages from any social networking site while at work.
• To prevent confusing phishing requests, do not associate your MTSU e-mail account with a Facebook or Twitter account. This will ensure that you do not receive such e-mails on your MTSU account.
• If you do not recognize the sender, don’t open the e-mail. And even if you recognize the sender, be certain the attachments are safe.

If you think you may have opened one of these infected messages, there are measures you can take to stop the transfer of the infection from one computer to another before an ITD technician can remedy the problem.

All computers on campus should have TrendMicro Antivirus loaded on them. Double click the round icon near your clock with a heartbeat to verify that TrendMicro has located your infection. If it hasn’t, you can right click this icon and select ‘Officescan Console’ and perform your own full scan.

You can also download the free program Malwarebytes ([www.malwarebytes.org](http://www.malwarebytes.org)) and perform a full scan. These steps will help aid in the fight against fraudulent and infectious threats.

---

Communicator

**Editor:** Dan Copp  
**Managing Editor:** Robin Jones  
**Publications Committee:**  
Emily Harper, Steven James, Brenda Kerr, Jeff McMahan, Dave Munson, John Patterson, and Greg Schaffer.  
**Other contributors to this issue:**  
Bruce Petryshak, vice president for information technology and CIO; Barbara Draude; Steve Prichard; Lisa Rogers; and Photographic Services.

*Communicator* is a publication of the Information Technology Division, 3 Cope Administration Building, Middle Tennessee State University, Murfreesboro, Tennessee 37132, (615) 898-2512.  
*Communicator* is published five times a year and is distributed free of charge. Portions of *Communicator* may be reproduced in nonprofit publications without written permission if proper acknowledgment is included and a copy of the reproduction is sent to the editors.

---

**Online Teaching Evaluations Go Green**

University College has partnered with GAP Technologies to provide the administration with the MTSU Student Evaluation of Teaching Effectiveness Questionnaire to students taking online courses.

Previously, students enrolled in online courses received the evaluation form with a return envelope via U.S. Post Office mail. The evaluations were to be filled out and returned.

The limited response rate and large overhead of mailing prompted University College to consider administering the evaluations online. Following a bid process, GAP Technologies was chosen to provide for the delivery of the questionnaire and collection of data.

ITD staff worked with the vendor to provide the necessary data to facilitate the process and receive the completed evaluation information. The data will be included in the standard analysis and will be available on the Evaluation Results Web site at [https://blueinfo.mtsu.edu/cgi-bin/DW-bin/faceval/faceval_signon.pl](https://blueinfo.mtsu.edu/cgi-bin/DW-bin/faceval/faceval_signon.pl).

Beginning in the Fall 2010 semester, students enrolled in online courses will receive instructions to login to Gap Technologies’ Online Course Evaluation (OCE) Online Course Evaluation (OCE) Web site with their PipelineMT username and password to complete the evaluation for their course(s).

University College looks forward to an increased response rate and a more efficient process in administering the evaluations for online courses.
Adminstrative Information Systems Updates

**BDMS**

The Banner Document Management Suite (BDMS), an imaging system integrated with Banner, has been installed at MTSU and two offices. Business/Finance and Financial Aid have already started using the system with much success.

Records, Admissions, and Graduate Studies are ready to proceed with using the system and, along with ITD, have been working together to establish rules and structures appropriate to their needs. Human Resources and Advancement Services will be ready to start using the system in a few months.

**Library Millenium System**

Walker Library replaced its Voyager system with the new Millenium system this year.

ITD interfaces for patron data that once fed from Banner to Voyager was rewritten to now feed to Millenium. The new interface was improved by providing bar code data from the BlueID card system into the patron interface, thereby allowing the Library to recognize improved efficiency when processing their customers through the Millenium system.

**Resource25**

Resource25, the product used for MTSU’s event and space scheduling, was upgraded to version 3.3.1 in June.

Part of the upgrade was a switch from the old hardware to new, faster hardware, a change from the existing Oracle database to a new SQL Server database, an upgrade of the R25/Banner Interface to 3.3.i, and the installation of Web Services 1.11.

Offices have noted a significant improvement in performance since the upgrade and changes.

---

**ShareFair**

Continued from page 1

Debra Wilson, Nursing
Steven Livingston, Political Science
Janet McCormick, Speech and Theater
Jill Austin, Management and Marketing
Hillary Stallings, Mary Evins, Civic Engagement FLC
Tom Brinthaupt, ePedogogy FLC
Terry Goodin, Problem-Based Learning FLC
Tim Graeff, Charlene True, Faculty Mentoring

This year’s ShareFair recognized nominees for the 2011 Award for Innovative Excellence in Teaching, Learning and Technology. The honor is provided annually to a faculty member nominated by his or her peers.

Nominees this year included:
Sandra Benson (Accounting), Lawanna Fisher (University Studies), Steven Jones (Psychology), Lauren Rudd (Human Sciences), and Debra Rose Wilson (Nursing). This year, the award, sponsored by the University Deans, was presented to Lauren Rudd (Human Sciences).

For more information about the event, visit http://www.mtsu.edu/ltandite/.

---

**A Look at the LT&ITC’s New Home**

The Learning, Teaching and Innovative Technologies Center (LT&ITC) has relocated from Peck Hall to new space in the James E. Walker Library, room 348. This new area will enable the center to not only host traditional events but to provide the opportunity to increase the number of offerings in which the center can provide as well. The new space provides room for center offices, consultation space, a lending library, small collaborative areas for faculty groups to work, and a more formal meeting area for presentations and seminars. For more information about the LT&ITC, please call 494-7676 or visit the Web site at http://www.mtsu.edu/ltandite/index.shtml.
Dr. Lawanna Fisher has always enjoyed solving math problems and started helping others with them back when she herself was just a high school student.

Fisher’s high school algebra instructor just also happened to be the school’s basketball coach, so much of the class time was devoted to various hoops drills in lieu of algebraic equations.

“He assigned homework with very little assistance,” Fisher recalled. “I would go home at night and have my older brother help me do the homework. The next day I would teach others in study hall how to work the problems. I enjoyed math, I could do it well, and I enjoyed getting others to a place where they could do it.”

Fisher realized she had found her calling, and this passion to teach mathematics led her to Middle Tennessee State University 15 years ago as an adjunct.

“Math is a subject that many people struggle with,” Fisher said. “So if I can help a student over that hurdle, I feel like I’ve accomplished something.”

Perhaps the most challenging problem Fisher has ever attempted to solve was how to make a subject like math that so many people fear become more accessible. Because students learn at different paces and levels, finding a solution to that problem is no easy task. Unlike math, learning is not an exact science.

Fisher has used technology as a tool to chip away some of the math phobia in her transitional college algebra class by creating an online course.

“Dr. Lawanna Fisher has used technology as a way to limit math phobia in her transitional college algebra class by creating an online course.”

“I’ve had an online student tell me that she couldn’t take a test in a math classroom because when the first student gets up to leave, she panics and loses focus,” Fisher said. “However, she’s doing pretty well online, so the course does fulfill a niche for those kinds of students.”

Fisher created approximately 80 Camtasia videos for the course ranging from five to 25 minutes in length, depending on the complexity of the content. One section of materials may require students to watch three videos, each consisting of a different topic. All of the course’s exams and assignments are posted online as well, with an exception of a proctored midterm and final exam.

The professor has found that many of her students have embraced the eLearning environment because it enables them to learn at their own pace.

“If you’re in a classroom and you hear and understand what the teacher says, you later forget it when you leave the class,” Fisher said. “You just can’t remember it anymore. However, with online learning, you’re right there with me as you listen to the video, and you have access to go back and view the video in case you forget something.

I’ve had students who watched the videos two or three times if they needed

Continued on Page 5
to. It’s like having the benefit of being in a class more than one time a day.

“That’s the main reason why the videos are as short as they are,” she continued. “An hour and 50 minutes on a Tuesday or Thursday class is a long time to stay focused on math. The online class enables students to take breaks whenever they need to and work at their own paces.”

When Fisher embarked on the painstaking process of developing the course in the summer of 2009, she meticulously recorded and edited her Camtasia videos to eliminate any potential distractions, while trying to instill some human personality into each lesson. The last thing she wanted was for her students to learn from an automaton.

“You’ve got to have some personality in your voice so it doesn’t sound like you’re talking to a computer screen,” Fisher said. “I want the students to feel like they still have a person teaching them, not a machine. I have to work extra hard to connect with students because the process can get impersonal if you allow it.”

Fisher also makes herself accessible to her 50 online students through e-mail or phone to address any concerns that might arise.

To give her electronic lessons a little extra warmth, Fisher posts inspiring quotes and memorable photos at the end of each lecture.

“I’ve had some students tell me they looked forward to hearing the thought of the day, but it may just be that they are glad they are finished with the video,” Fisher said with a chuckle.

Those students who benefit the most from Fisher’s online math class are those with intensive work schedules with little or no flexibility. Since the entire course is posted online, students have access to the materials at all hours of the day.

“A lot of my students are thankful they have the option to take this class online,” she noted. “For example, I had two different students who were deployed to Iraq mid semester. Once they were settled in Iraq, they finished the course, and their commanding officers arranged for their final exams to be proctored and returned to us. They were able to finish the course in Iraq rather than receive an incomplete.”

The videos were so helpful to her online students that Fisher was inspired to use them for her conventional math courses as well, giving her classroom students the opportunity to view the videos to better familiarize themselves with the material.

“It’s really impacted the way I teach, not only in my online classes, but how I also can allow my on-ground students those same resources,” Fisher said.

### 2011 Instructional Technology Opportunity Deadlines

**MTSU Outstanding Achievement in Instructional Technology Award**

Nominations are due on January 28, 2011.

Nominee Supporting materials must be sent to Brenda Kerr at the Faculty Instructional Technology Center (box 226) by Friday, February 18, 2011.

**Summer 2011 Fellowship Proposals** are due on February 18, 2011.
Everyone has a story to tell, and Dan Copp has always enjoyed being the one to tell it. Ever since he could pick up a pen, the native Hoosier has had an affinity for weaving tales of all genres. At first his stories consisted of imaginary quests for buried treasure or fantastic tales set in the outer reaches of space, but as Copp grew older, his narratives matured into the observations of the world around him. He kept journals, wrote for his high school newspaper, and submitted essays to literary magazines.

In essence, Copp is still a storyteller. In lieu of the daily news, he now writes about the many goings on at Middle Tennessee State’s Information Technology Division.

As ITD’s editorial assistant, Copp edits ITD publications and information such as the Communicator, Tech Xpress, student handbooks, faculty/staff handbooks, brochures, and varied miscellaneous publications as the need arises.

While attending Indiana State University during the 1990s, Copp majored in English literature and studied abroad in Sunderland, England while working as a correspondent for his student newspaper. After graduating with a B.A. in English in 2001, Copp taught remedial English at Terre Haute South Vigo High School for a semester before moving to Nashville in 2002 for a change of pace.

That “change of pace” took off at supersonic speeds when Copp began working in the fast-paced newspaper industry. While serving as a correspondent for the Mt. Juliet Chronicle, Copp covered county school board meetings and created a weekly educational column. In 2003, Copp joined the writing staff at the Lebanon Democrat, where he worked as a weekend reporter and covered everything from local sporting events to community happenings.

In addition to his reporting duties, Copp assisted the newspaper’s sales department by generating copy for its ads and supplied feature stories highlighting local business ventures.

Late in 2004, the proprietor of the Lafayette, Tennessee-based Macon County Chronicle recruited Copp to join his writing staff as an assistant editor. The newsroom in Macon County was a veritable zoo, with the unceasing ringing of telephones, the cacophony of buzzing of police scanners, and fatigued reporters scrambling to meet their deadlines.

Because Tuesdays marked the deadline for three of the paper’s publications, the reporters at the Chronicle punched in at 8 a.m. Monday and didn’t leave the office until 4 a.m. the following morning. Although the hours were long and arduous, Copp enjoyed the work for the most part, and he had the privilege to meet a lot of interesting people along the way including renown cartoonist Guy Gilchrist and the daughter of horror legend Boris Karloff. He also netted several awards and accolades during his tenure at Macon County, including the Tennessee Associated Press Managing Editors award for feature writing in 2005.

Longing to escape from the insular rural atmosphere in Lafayette and return to the Middle Tennessee area, Copp relocated to Nashville in 2006 and joined the writing staff at The Advertiser News of Spring Hill, a weekly publication owned by the Columbia Daily Herald. After relocating to Murfreesboro in early 2007, he began contributing freelance articles to The Westmoreland Observer. He joined the ranks of ITD in November 2007.

In addition to his various editing duties, Copp’s responsibilities also include penning stories and gathering information for publications, organizing and coordinating Communicator Committee meetings, and the layout and design of all ITD materials.

When he is off campus, Copp enjoys reading, film, and traveling. He’s currently working on a master’s degree in English.
V. Charlene Christmon is the Information Technology Division’s newest Web specialist. In her position, Charlene assists in the maintenance of the Middle Tennessee State University Web site, provides consultation and support to faculty and staff members who build departmental Web sites, handles content development, graphic design, and style sheets, provides information on the latest technologies, and resolves browser incompatibility issues. Before making her return to MTSU, Charlene worked as an associate account manager at the Axiom Corporation’s digital marketing division. She holds a Bachelor of Science in mathematics with a minor in Web publishing and is currently working on her MBA in marketing and management with a minor in education and computer information systems. In addition, she has had supporting coursework in graphic design, digital media and marketing, brand management, e-mail marketing, the Can-Spam Act, and Best Practice guidelines. Charlene originally hails from Springfield, Illinois and is a graduate of the University of Illinois. Longing to escape from brisk Midwestern winters, she relocated to Nashville to pursue a career in marketing and Web design. Since moving to Tennessee, Charlene has gained experience in not only Web design but marketing and promotions, corporate re-branding strategies, usability and optimization standards, and the latest online marketing trends as well. She has garnered over nine successful years in programming, design, and marketing and loves both the technical and creative aspects of her work. She hopes to use her expertise and experiences in digital media and marketing to further enhance MTSU’s Web branding endeavors.

Jennifer Hyde is the new Telecommunication Services secretary, where she greets visitors, answers Telecom Services Department phone calls, receives online and telephone service requests, performs various accounting procedures, and issues trouble tickets. Jennifer also closes work orders and trouble tickets and works to ensure that proper billing information is provided to customers. She has more than 20 years of secretarial and accounting experience under her belt and is currently studying for the Certified Professional Secretary (CPS) exam. Jennifer’s family recently relocated to the Middle Tennessee area from central California, and she currently resides in Murfreesboro with her husband, Skip; sons, Cody and Jacob; and mini schnauzer, Oscar.

Associate Vice President Tom Wallace, Assistant Vice President Greg Schaffer, and Assistant Vice President Barbara Draude attended the annual EDUCAUSE conference in October. EDUCAUSE is a leading professional organization in higher education, and the conference offered opportunities to learn about emerging technologies, meet with a variety of technology vendors, and network with the international attendees on issues of importance in higher education technology.

Network Services administrator Michael Stefani and text messaging and e-mail communications specialist Alana Turner attended a five-day class held at the Smyrna-based DataSchenk Incorporated in October. The Microsoft-certified course was entitled, “MOC10135: Configuring, Managing, and Troubleshooting Microsoft Exchange Server 2010,” and prepared participants for the University’s upcoming migration to the Microsoft Exchange E-mail Server.

Congratulations to the 2010 ITD Service Award recipients:

Gary Beltz – 10 years
Emily Harper - 10 years
Steven James – 10 years
Franck Mukendi – 10 years
Dave Munson – 10 years
John Patterson – 10 years
Mary Smith – 15 years
Annette Merriman – 20 years
Chris Piety – 20 years
David Senior - 20 years
Steve Prichard - 25 years
Lisa Rogers – 25 years

Network equipment for the new College of Education building has been ordered, received, and is in the process of configuration. The new network is scheduled to be operational by the end of the year.

Work on the Redundant Fiber Ring progresses as the contractor continues to lay new conduit at several locations around campus. When complete, true physical redundancy will be achieved between data centers and several buildings on campus, resulting in a more resilient core.
Tennessee Summit Conference Breaks Attendance Records

The Tennessee Summit Conference, sponsored by the Tennessee Board of Regents (TBR) and hosted by Middle Tennessee State University, is an annual event that is open to higher education professionals in Tennessee and surrounding states who have adopted Banner from SunGard Higher Education.

The conference serves as a forum in which participants can present and share information relating to administrative technology needs of higher education institutions and supporting the institutions’ students, faculty, and staff.

This year’s conference was held on October 18-19 and had a record-breaking 500+ in attendance from four states. Inder Sidhu, senior vice president of Strategy and Planning for Worldwide Operations at Cisco, delivered the keynote address. Several staff members from MTSU presented sessions:

• Lisa Rogers and Mary Smith (ITD), Carol Rozell and Chad Mullis (Business/Finance), Laura Potter and Lance Woodard (NSCC), and Stephanie Coker (VSCC) presented a session entitled “Our Experiences with BDMS” – a look into the respective campus’s experiences with the Banner Document Management Suite imaging product implementation and rollout.
• Ben Jones and Lydia Powell (Business/Finance) presented “Banner Bank Reconciliation Update: Queries, Tools, and Daily Reconciling.”
• Lisa Rogers and Gary Redmon (ITD) presented “Luminis Portal Content and Connections at MTSU” – a review of the PipelineMT customizations at MTSU.
• Ben Jones and Tammy Wiseman (Business/Finance) presented “Grants Management: Utilizing Banner for Post-award Functions.”
• Teresa Thomas (Enrollment Services) presented “Degree Evaluation and Testing Scenarios.”

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, Excel, 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 at www.mtsu.edu/itdworkshop