New Media Server Enhances Online Lectures

ITD’s new multimedia server, MTMedia, has just been activated to serve as the MTSU standard repository for educational audio and video files. MTMedia is configured to handle both streaming and non-streaming media files which are currently hosted on the mtsu33 (streaming) and mtsu32 (non-streaming) servers. If you currently have a multimedia space on either mtsu33 or mtsu32, your folders and files will be migrated to MTMedia. Just call 904-8189 or e-mail oitacad@mtsu.edu to make this happen.

If you don’t have a multimedia space yet, you can request an individual, departmental, or organizational folder at http://www.mtsu.edu/d2lsupport/faculty/mtmedia_folder_request.shtml and you will be provided with an MTMedia “citizen” within 24 hours (normally, less than one hour).

Due to diligent research and configuration efforts by ITD’s Data Center Services folks, one of MTMedia’s best features is the ability to access and manage an individual multimedia folder right from the individual’s Windows- or Mac-based computer, whether on- or off-campus. Your multimedia folder will be displayed like any other folder in your My Computer (Windows) or Finder (Mac) window, and you may drag-and-drop files to the MTMedia folder as you would any other folder on your computer. There have been step-by-step, screenshot-by-screenshot instructions published to assist you in establishing access to your MTMedia folder from your computer, and also to permit access (i.e., “links”) to your multimedia files, particularly through the Desire2Learn (D2L) course management system. These instructions (for both PC and Mac) will be made available to you when you request your MTMedia folder or by individual request to FITC personnel.

Naturally, a request for a multimedia folder infers that you actually have multimedia files to put in it (this may not always be the case) or may want to increase your multimedia library to better support your course curriculum. To meet these needs, the “Enhancing Online Lectures with Multimedia” workshop has been expanded into two parts, and ITD has doubled the opportunity to take both workshops at the beginning (February 8 & 15) and end (March 30 & April 6) of the Spring 2011 semester. Part I will cover the administrative and management aspects of creating and using multimedia, to include multimedia types and sizes, copyright and fair use issues, and MTMedia folder management. Once you’ve completed Part I as a prerequisite, Part II will provide the opportunity to experiment with...
Microsoft Exchange to Become New Faculty and Staff E-mail System

A major project is underway to implement Microsoft Exchange as the new e-mail system for staff and faculty. Microsoft Exchange is a collaborative application that includes e-mail, calendaring, contacts, tasks, support for mobile devices and Web-based access.

This means that your e-mail/calendar/contacts will be accessible from almost any browser and that calendars will be able to be easily shared and viewed. Mobile smart phone access will be much easier to set up and will include support for not only e-mail but also calendars and contacts.

In addition, the University will be able to take advantage of a campus-wide global address list that will contain all staff and faculty, making it easier to find the people you need to e-mail.

With such great new features comes change for many. In order to take full advantage of all that Exchange has to offer, either Outlook, Outlook for Mac, Entourage or Outlook Web Access will be required.

Migrations from the current Mirrorpoint e-mail system to Exchange will be done by department, and Outlook training will be offered. ITD will also be assisting users with moving the archives they may have saved on their desktop, allowing them to save these files online.

Microsoft Exchange is popular worldwide as the e-mail system of choice for many businesses in the profit and nonprofit sector.

Moving to Exchange will improve many of the University’s communication processes and open the door to future features such as instant messaging and voicemail from your inbox.

The goal is to have all departments migrated to the new server by end of the 2011 spring semester.

Recent Changes Made to Rave Alerts

The University recently implemented the automatic bulk loading of all current staff, faculty, and student e-mail addresses into its Rave Alert system.

This was a change from the original opt-in program. Having your e-mail address in the system is now mandatory, however, adding information such as mobile and landline phone numbers and additional e-mails is still optional.

There were several reasons that inspired this change.

1) Since the user load now comes from Banner data, the University can track current staff, faculty, and students more efficiently. When a user’s status changes and he or she is no longer associated with the University, the user will be automatically purged, as opposed to the somewhat manual process previously in place.

2) MTSU now knows that everyone in the University community is being notified of emergencies by at least one method of communication, and 3) recent legislation requires the University to notify everyone of certain types of crimes and emergency situations.

Rave alerts are sent out in situations that pose an imminent threat that involve or could potentially affect our campus community. This could be crime alerts on or very near campus, weather-related warnings or closures, or other dangerous situations such as an active shooter. Because these situations can happen at any time and may or may not affect you directly, you should be aware that you can change the methods by which you are contacted. Voice calls, text messages, and e-mails can be turned on or off, as long as you are notified in at least one way. If you would like to learn more about managing these communication options, please visit http://www.mtsu.edu/alert4u/faqs.shtml#12 or contact Alana Turner @ 898-2677 or altturner@mtsu.edu.
The campus computing committees are charged to focus on University computing resources. The structure includes a computer executive committee, an instructional technology committee, an administrative computing committee, and an instructional technologies development committee.

The committees work with input from all areas of campus and make recommendations to the president and appropriate vice presidents.

**Computer Executive Committee**

This committee is charged with formulating a long-range information systems plan and developing a plan to integrate the use of technology throughout the University.

Brad Bartel, Chair, University Provost
Bruce Petryshak, Vice Chair, Vice President for Information Technology and Chief Information Officer
John Cothern, Senior Vice President, Business and Finance
Deborah Belcher, Administrative Computing Committee Chair
Wayne Doman, Academic Department Chair
Chad Mullis, Administrative Department Head
Lana Seivers, Academic Dean
Jason Vance, Administrative Computing Committee Chair
Brandon Batts, SGA President

**Instructional Technology Committee**

This committee is instructed to make recommendations to the president for the allocation of student technology access fee (TAF) funds.

Kihan Kim, Mass Communication, Journalism
Dan Pfeifer, Recording Industry, Mass Communication and Recording Industry
Maria Clayton, Liberal Arts, English
Helen Gray, Behavioral Health Science
Sherry Roberts, Business Communication and Entrepreneurship
Jay Sanders, Educational Leadership
Terry Whiteside, Academic Dean
Amy Sayward, Academic Chair
David Robinson, Manager, Library Automation
Mike Gower, Administrator, Business and Finance
Bruce Petryshak, Vice President for Information Technology and Chief Information Officer
Sarah Sudak, Administrator, Student Affairs
Amy Burks, Administrator, Student Affairs
Neal McClain, Computer Lab Director
Warner Cribb, President, Faculty Senate
Deborah Belcher, Chair, Past President, Faculty Senate
Wendy Beckman, Basic and Applied Sciences; Aerospace
Brandon Batts, Student, SGA President
Watson Harris, Director of Academic Technology, ex officio

**Administrative Computing Committee**

The role of this committee is to develop new ideas for the use of technology in administrative applications; advise administrative users on technology needs; and advise administrative users on hardware, software, and services.

Mike Gower, Business and Finance
Tammie Dryden, Development
Jason Vance, Chair, Academic Affairs
Danny Kelley, Student Affairs
Bruce Petryshak, Information Technology
Patrick Geho, President’s Office
John Omachonu, Academic Affairs

Kathey Thurman, Business and Finance
Lisa Rogers, ITD, ERP Systems, ex officio
Brandon Batts, Student

**Instructional Technologies Development Committee**

This committee makes grant and fellowship award recommendations to the vice president for IT and & CIO for projects related to innovative and effective integration of technology into teaching and learning. The committee selects the MTSU Outstanding Achievement in Instructional Technology Award recipients. The awards are given to faculty members who show excellence in creating technology-based teaching materials and successfully integrating instructional technology in the classroom.

Tammy Bahmanziari, Business; Accounting
Willis Means, Education; Elementary and Special Education
Dawn Shelar, Behavioral Health Sciences; Health and Human Performance
Amy York, James E. Walker Library
Xiaoya Zha, Basic and Applied Sciences; Mathematical Sciences
Clay Harris, Liberal Arts; Geosciences
Joon Soo Lim, Mass Communications; Journalism
Lesley Craig-Unkefer, Education; Elementary and Special Education
Peter Cunningham, Graduate Studies, ex officio
Brenda Kerr, ITD, ex officio
When it comes to exploring new technology, associate professor David Gore feels like a kid on a playground.

“I love the technology that we use here,” the Middle Tennessee State University engineering professor said. “It’s just absolutely wonderful. For me, technology is something you need for distance learning. There’s only one of me, but I’m teaching a whole lot of courses.”

Thanks to advances in pedagogical technology, all of Gore’s classes this spring semester will be taught completely online.

Much has changed in the 10 years in which Gore has taught at MTSU. When the former engineering manager began, he had only a handful of students, text books, and an overhead projector. Now Gore teaches 110 students, uses no textbooks in some of his courses, and his classrooms exist in cyberspace.

“There’s just one of me and a lot of them,” he said. “You can’t do it in a classroom, but you can if you’re online. In a classroom there are not enough computers and students just have too many conflicts, between work and school schedules along with so many on-campus activities. During night classes people are tired after working all day. How much interest and energy can you generate in a three-hour lecture? However, in an online environment, I can spread those three hours over a 7-day week. And look at all the classroom space I’ve saved.”

Gore, whose classes include operation management, engineering economy, industrial quality technology, plant layout and material handling, and productivity strategy, holds a “black belt,” not in the martial arts, but in Six Sigma, a type of business management strategy that many agencies have implemented. To obtain that prestigious certification, Gore completed a grueling 120-hour course in a span of just two weeks.

“It started by using PowerPoint with audio, then I added demonstrations on Adobe Captivate,” he explained. “Captivate is excellent because it shows students how to do a particular spreadsheet or Excel calculation. So basically students can see the lessons written or they can watch them demonstrated on Captivate. Now with Elluminate, we will have optional sessions where students may come into an online class meeting and ask questions using Elluminate for student discussions and feedback. Access to the online Elluminate meeting is a D2L menu item in each course.”

With all the innovations in eLearning, Gore believes his courses are better now than they ever were in a conventional brick-and-mortar classroom.

“In the classroom you lecture, and you may miss two or three points in your notes,” he said. “However, while teaching online you don’t miss a thing. You can refine your lectures to make them better quality. I’m really excited about where the technology’s going.”

While doing engineering consulting work, Gore didn’t have the luxury of having a secretary or an assistant, so he taught himself how to do Microsoft Excel, Word, Access, and other programs. He continues to embrace new technologies and always enrolls in as many ITD workshops as possible to keep abreast of the latest software.

“I’m a big proponent of technology,” he said. “I don’t use it for the novelty of it, I use it because I believe it is needed.”

Behind all of the technology, it is Gore’s love of teaching that serves as his mantra.

“I’ve already succeeded in my business career,” he said. “I’m not here because I have to be, I’m here because I love it. Affecting lives – that’s what teachers like. We want to see students succeed more than anything else.”
Did you know that voice mail messages are stored in the voice mail system for 10 days from the date the message is received? Messages older than 10 days are automatically purged from the voice mail system, and after being purged, are no longer retrievable. To store messages longer than 10 days, consider Message Manager or Enabled Voice Mail, which will allow you to store the messages in pre-selected folders on your PC. For more information about Message Manager or Enabled Voice Mail, please visit http://mtsu.edu/itdtele/services/voicemail.shtml.

**Administrative Systems Updates**

**Banner Document Management Suite’s ApplicationXtender Reports Management module (BDMS AXRM)**

Banner Document Management Suite’s ApplicationXtender Reports Management module (BDMS AXRM) is a complete enterprise report management solution. It is used to electronically “burst” a computer output report into many single documents where each single document is for a different user contained in the report.

Each document is automatically imaged into BDMS and tied to that person’s Banner record.

The following reports have been set up in production at MTSU: non-student accounts receivable bills, finance checks, and six different types of financial aid letters (i.e. Attempted Hours, Exit, Max Hours, Probation, Suspension, and Return to Title IV). Next to go into production will be financial aid IB Award Letters, IB Agreement Forms, and payroll checks.

**Housing/Judicial Affairs RMS System**

Programming has been completed on an interface from Banner to the RMS System used by Housing and Judicial Affairs. The process runs daily keeping the RMS System current so that the Housing Office and Judicial Affairs can perform their everyday duties more efficiently and effectively. Currently under development is a program that will take student data extracted from the RMS System and update student information in Banner.

**Health Services Point-n-Click System**

The existing interface from Banner to Health Services’ Point-n-Click System has been reformatted and updated with additional fields to meet the latest Point-n-Click specifications for its version 9 requirements. This new information is used to assist in the treatment of MTSU students at Health Services and in the Counseling Center.

**Network Services Update**

- The network equipment for the new College of Education is in the process of pre-install stress testing. The new network is scheduled to be operational in the spring semester of 2011.
- The network equipment for the TAF 1192 project has been ordered and is in the process of being received. Upon arrival, the process of configuration will begin, and the installation is scheduled for late December and into the spring semester of 2011.
- Wireless coverage has been enhanced at Walker Library, the Mass Comm Building, and the Davis Science Building.
- Wireless coverage has been added to the Holmes Building, Haynes-Turner, and Co-Gen Building.
- Work on the Redundant Fiber Ring continues 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.
Even if you may not know Eric Niemiller by name, chances are you’ve seen his handiwork every time you’ve visited www.mtsu.edu.

As an ITD Web specialist, Niemiller maintains MTSU’s official website and assists faculty and staff with updating departmental and program Web pages.

“My day involves answering e-mails and phone calls from various staff members and helping them update or correct their Web pages,” the native Hoosier said. “The most challenging part of my job is dealing with the different browsers and screen resolutions that people use. Everyone’s computer is different and sometimes a Web page looks different.”

In addition to maintaining the University’s website, Niemiller also assists with HTML, FTP, content development, graphic design, style sheets, common gateway interface (CGI), providing information on the latest technologies, or resolving browser incompatibility issues.

Much of his responsibility includes designing, building, and updating the University’s main pages, maintaining the links between MTSU’s main pages and subordinate pages, providing guidance in the application of MTSU’s Web Page Policies and Procedures, and indexing the University’s site for search engines.

“I like the immediate feedback you get from fixing Web pages,” he said. “Staff members can usually see the changes within a few seconds, and it usually makes their day. Everyone is easy to talk to and always very helpful.”

Niemiller, who’s called Murfreesboro home for 10 years, earned his bachelor’s degree in marketing from the University of Evansville and then picked up an MBA in business administration from MTSU in 2003.

“I began playing around with Web design as an independent study course at the time,” he recalled. “It fit into my employment out of college of helping my brother start an Internet service provider.”

While working on his MBA, Niemiller gained experience as a graduate assistant for the Campus Recreation Center, assisting in marketing and Web page development. He also cut his teeth as a graphic designer for a Nashville-based golf tournament management company in 2007.

In addition, he also worked as a computer/network support technician in Lewisburg, where he assisted all employees and customers with network questions and concerns.

Niemiller hopes to someday operate his own Web page design company. In the meantime, he ensures the MTSU website adheres to the strictest of Web standards and serves as an example of what higher educational websites and Web applications should be.

When he’s not tucked away in his cubicle at MTSU, Niemiller enjoys staying active.

“If the sun is out, I am probably playing golf,” he said. “I like playing basketball or working out when my body allows it. I also enjoy cooking (and eating).”
Manager of information technology security Al Roeder recently obtained his CISSP (Certified Information Systems Security Professional) certification. The CISSP is a widely recognized certification by the International Information Systems Security Certification Consortium Inc. and was the first credential in the field of information security, accredited by the American National Standards Institute to the International Organization for Standardization. The CISSP certification is a globally recognized standard of achievement. A member of ITD’s Network Services since 2005, Al is responsible for managing the security group, IDS/IPS configuration and deployment, monitoring networks for possible security vulnerabilities, performing security reviews, and educating users on security best practices. His certification began on November 23.

Systems programmer Jeff McMahan participated in Microsoft Exchange training in Nashville on November 15-19. The endeavor was part of ITD’s preparation to implement Microsoft Exchange as the University’s new e-mail system for faculty and staff. Microsoft Exchange is a collaborative application that includes e-mail, calendaring, contacts, tasks, support for mobile devices, and Web-based access. The University plans to have all departments migrated to the new server by the end of the 2011 spring semester.

Congratulations to senior systems analyst Curt Curry who was named Employee of the Year from the University College for “Outstanding Contributions to Distance Education” during a ceremony held on October 7. Curt, who joined the ranks of ITD in 1998, provides system analysis and program design services for the University. He also oversees many of MTSU’s evaluation processes, such as faculty departmental, and library evaluations.

The demand for wireless coverage is growing steadily every day. There are more and more users requesting and demanding this service.

In this fast-paced environment, wireless users want to have connectivity to their wireless devices at every location along their travels.

The way in which wireless communicates involves a wireless access point sending a radio wave from the wireless access point to a client’s wireless device. The process is reversed for communication from the wireless device back to the wireless access point.

A radio wave can be impeded by several different obstacles in a building.

Some of the most common obstacles that affect radio waves that cannot be seen in the open are located in the ceiling such as electrical wires, air condition systems, and heating vents. These obstacles that affect radio waves could also impact how well a wireless access point to a wireless device functions.

The other obstacle that impacts radio waves is the distance in which a wireless device is located from a wireless access point. The further the distance the wireless device is located from the wireless access point the weaker the radio wave and the data rate.

The material that a building consists of can very well affect the radio waves as well. The older buildings which are usually made of concrete walls and blocks seem to be less efficient than modern buildings that are made of dry wall materials. The concrete within older structures can distort and decrease the radio wave.

Radio wave technology is growing day by day and has come a long way in the past two years. Hopefully within the next few years it is a technology that can overcome obstacles for better communication between the wireless access point and wireless devices.
MTSU Employees Now Eligible for Microsoft Home Use Program

You are now eligible to participate in Microsoft’s Home Use Program (HUP). This program enables you to obtain a licensed copy of Microsoft Office desktop PC applications to install and use on your home computer.

Under HUP, you as an MTSU full-time employee and a user of qualifying applications at work (e.g. Office enterprise) may acquire a licensed copy of the corresponding HUP software to install and use on your home computer. You will only be allowed to obtain one license. You may continue using HUP software as long as you are employed at MTSU. Please note that some product and language versions may not be available at the time you place an order. If you should terminate employment at MTSU, it is your responsibility to uninstall HUP software. To purchase your copy, sign on to PipelineMT and go to RaiderNet. From there, click on the employee tab. Next click on the Microsoft Home Use License and follow the instructions. If you have questions, please call the Help Desk at 898-5345.

MTMedia
Continued from page 1

the FITC’s multimedia software and hardware so you can find, create, edit, and post audio and video files on your own. Users are encouraged to review the schedule (http://www.mtsu.edu/cgi-bin/users/webprod/HDWOrder/pgm/WS_Cld2.cgi) and register (http://www.mtsu.edu/cgi-bin/users/webprod/HDWOrder/pgm/WS_Signup.cgi) for these workshops respectively at the Web addresses indicated.

Multimedia is definitely a potential key element in making your courses more effective and memorable. So please feel free to inquire further about the features and benefits of the new MTMedia server, and check out ITD’s new workshops to fully leverage MTMedia’s capabilities.

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 website for more information at www.mtsu.edu/~itd/workshops