Mobility Summit Draws Hundreds of Attendees

Hosted by MTSU and the TBR Office of Mobilization, the Mobility Summit featured presentations from keynote speakers such as TBR Chancellor John Morgan (pictured on the right), TBR Vice Chancellor Wendy Thompson (left), and a variety of tracks for K-12 and higher education.

As part of a strategy to provide for the increasing presence of mobile devices on campus, Middle Tennessee State University partnered with the College of Education and the TBR Office of Mobilization to host the inaugural MTSU Mobilization Summit in October.

Entitled Practical Magic: Using Mobile Devices in Education, Research and Workplace Training, the event was held in the Student Union Building and College of Education and attracted more than 300 visitors from around the country.

The summit featured presentations from keynote speakers such as TBR Chancellor John Morgan, a variety of tracks for K-12 and higher education, workshops on application development.
Digital Signage Takes the Next Step on Campus

The opening of the new MTSU Student Union introduced additional digital signs to the MTSU community. “Reader-boards” that display images, announcements, movie trailers, and current events are located on the first and second floors; interactive directories that make finding people and offices so much easier can be found at the main entrances, and two unique video walls that showcase student ideals, activities and events are highlights of the reception area. Discussion and planning are underway for the implementation of more digital signage across campus – so stay tuned!
What you Need to Know about Call Conferencing

As technology evolves, so do the options for call conferencing. ITD's Telecommunication Services has many options available to assist faculty and staff with a conference call, whether a video conference or an audio conference. Not only do many of the University telephones have the ability to call conference, but Telecommunication Services also provides other audio conference alternatives such as the Polycom SoundStation, operator-assisted call conferencing, and toll-free conference calling. In addition, to meet your video conferencing needs, Telecommunication Services accepts reservations for their Tandberg 800 conferencing system.

Using a Telephone for an Audio Conference

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

Polycom SoundStation

Utilizing breakthrough acoustic clarity technology, the Polycom Soundstation gives conversations across the 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.

ITD's Telecommunication Services provides the Polycom Soundstation as a courtesy service to all faculty and staff on campus. The user will be billed for all long distance charges associated with initiating the audio conference. Telecommunication Services staff are available to assist with the Polycom unit, if needed. Please call Telecommunication Services at extension 2991 to schedule the Polycom.

Operator-Assisted Conference Calls

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

Toll-Free Conferencing

Partnering with InterCall, Telecommunication Services also provides a reservation-less conference call service for faculty and staff. With features that include a Web interface, this audio conference will be like no other. Not only can the host easily manage participants, but presentations can also be uploaded for participants to view.

Upon activation, the host will be supplied with a dedicated toll free number and two access codes – a leader PIN for the host to begin the conference and a conference code for participants to use to join the conference. Once activated, the dedicated toll free number can be used by the host for an audio conference at any time. Up to 48 participants can join the audio conference. Since participants use a toll free number to connect to the conference, there are no long distance or toll charges for the participant. All charges related to the use of the dedicated conference line are the responsibility of the host, which include a low per minute cost per participant.

For more information, or to request the reservation-less conference call service, please contact the voice mail coordinator at 2206.

Tandberg 800 Video Conferencing Service

Using IP network connectivity, the Tandberg 800 videoconferencing system is easy to use, utilizes high quality video, a 32-inch color monitor, and an integrated wide angle camera with zoom, pan, and tilt. The room-sized videoconferencing system is available for use by faculty and staff.

The Tandberg videoconferencing system is located in room 201 of the Telecommunications Building, which accommodates seating for 12. There is a charge of $50 to faculty and staff for up to two hours use of the videoconferencing system. Telecommunication Services staff are available to assist with establishing the videoconference connection. To reserve the Tandberg videoconferencing system, interested users should call Telecommunication Services at extension 2991.
Traveling without leaving.
That may sound like a concept from the pages of a science fiction novel, but thanks to advances in video conferencing technology it has become reality for three professors who plan to use the innovative software to offer their students a studying abroad experience without the hassle of passports, airports, or seaports.

Last spring MTSU management and marketing professors Drs. John Lipinski and Kim Sokoya joined forces with computer information systems professor Dr. Melinda Korzaan to successfully apply for an Innovative Technology Grant in order to support background training to develop a course with the University of Pécs in Pécs, Hungary.

“What we’re going to do is link our classes via video conference,” Lipinski explained. “We’re also going to use virtual meeting technology to give groups of Hungarian and American students experience in how to use the technology and experience the joys and challenges of working with people of different cultures.”

Not only was Korzaan brought on board to assist with the virtual components of the project, she had an interest in studying overseas as well.

“What brought us together was our interest in studying abroad,” she said. “It served as a connection for all three of us and has really provided a great opportunity for interdepartmental collaboration.”

Lipinski, who studied at the University of Pécs as an undergrad, searched long and hard for ways to expose his students to the experience and adventure of studying in a foreign land.

The video conferencing technology will allow the team of professors to venture out of the proverbial box. Not to be confused with a traditional online course, this program aims to be more interactive and immersive. In lieu of viewing video recordings of lectures, these classes will be conducted in real time by using live video conferencing. Students will also use virtual world technology that will help make the class more interactive.

“Ideally I would love to put them all on an airplane and go over there for two or three months, but that’s very difficult,” Lipinski said. “If we can get this program to work, we can offer every student some degree of an international experience by the time they graduate.”

Sokoya, who’s originally from Nigeria, knows a thing or two about international travel. He acknowledged the challenges facing college students who want to embark on such an endeavor, especially in this tight economic climate.

“It’s very difficult to get students to study overseas,” he said. “But we can replicate the experience now that we have the technology to do so. This program will not only allow our students to get the American perspective but also gain a Hungarian business perspective as well. It also allows the Hungarian students to gain multiple perspectives. We’re going to have companies over there talk to our students, and companies here will interact with the Hungarian students.”

After the project launches in the spring of 2013 the team plans to “break
With the holidays quickly approaching, you may find it necessary to disable your voice mailbox so that callers can’t leave you messages while you are away. Simply follow the instructions below:

1. Log in to your voice mailbox.
2. Press option 5 from the main menu (not a spoken option).
3. Press option 7 to administer call answer options.
4. Press option 1 to prevent callers from leaving messages.

After activating call answer disable, you may want to record a personal greeting informing callers that you will be away from the office and when they can expect you to return. For instructions on recording a personal greeting, please visit http://www.mtsu.edu/itdtele/services/voicemail.shtml. After returning to the office, remember to log in to your voice mailbox to turn off call answer disable, allowing callers to once again leave voice mail messages. To turn call answer disable off, follow the itemized instructions above.

For questions regarding call answer disable or any other voice mail feature, please contact the voice mail coordinator at extension 2206.

Scenes from the Mobility Summit
Information Technology Division • Middle Tennessee State University

It All Begins with an Idea

Information Technology Division database administrator Jack Head enjoys the art of woodwork and seeing his creations take on a life of their own.

“I enjoy taking something from nothing and building something with it,” he reflected. “You start with nothing but an idea.”

Head applies this same philosophy with IT. One simple idea leads to the creation of an application that benefits thousands of people.

As a database administrator, Head maintains the Banner databases which run on the Oracle platform. In addition he conducts services for the Oracle server.

“We install all of the Banner patches and upgrades, so there’s constantly something going on because it’s always upgrading,” he said. “Right now we’re preparing for Banner 9. It’s been a very busy couple of months, and there’s never a dull moment.”

After graduating from Troy University with a degree in information technology in 1984, Head went to work for BellSouth Telecommunications, where he wore numerous hats throughout his 24 years of service with the company.

“We were building an IT department there,” he recalled. “I worked as a program’s analyst, a systems analyst, a database administrator, and I also did some project management. My last position there was a senior database administrator. I wrote a lot of programs for Cingular Wireless that are still being used today by AT&T Wireless.”

Head left Bell South following its acquisition by AT&T in 2008 and did some consulting work for two years before making the move from the Atlanta area to join MTSU in 2010.

“I’m extremely happy to be here,” he said. “My wife and I love it up here. I have a brother who lives in Readyville, so it’s nice to have family in the area. We’re only a few hours away from our kids and grandkids down in Atlanta.”

Head attributes much of his contentment with MTSU to the positive working environment in Database Administration Services.

“I work with James Foster and Neil Prater, and we’ve probably got a combined experience base of 60 years,” he noted. “There are probably things they’ve seen and I haven’t and vice versa. We work well together and help each other out a lot. That’s one of the reasons why I enjoy working here so much – lots of good people.”

Having worked for both the public and private sector, Head said he prefers the campus ambiance.

“It’s not nearly the pressure cooker that the corporate world is, where everything is about timelines and bottom lines,” he said. “The people around here are great to work with, and the campus is a beautiful area.”

Aside from woodworking, Head enjoys spending time with his family. He’s also an avid football fan having served as a high school football coach for more than 30 years.

He lives in Bradyville with his wife, Mary, who moved to Tennessee in June. Neither of them misses the Atlanta traffic.
A new RaiderNet menu option, Class List with Photo, has been developed for the Faculty Services tab. The new menu option displays a faculty member’s class rosters with their students’ photos. The photos, the same as those used for students’ BlueID cards, are taken from the ID System and moved to Banner as new photos are made. In addition to student photos on RaiderNet, authorized Banner users can view photos of students and employees on the SPAIDEN and other *AIDEN Banner forms using the Help dropdown and Display ID Image link.

The initial load of photos from the ID system started with the fall 2012 semester. The photos from this semester and those going forward will be retained on Banner and available on RaiderNet for any active terms. Many faculty have already responded with enthusiasm about the usefulness of this new feature.

Photos on RaiderNet and Banner

Assistant Director of Server, Classroom and Desktop Support Services John Schmidt attended the UC4 Innovate conference in San Diego, CA from September 24 to 28. John received training and earned professional certification in the UC4 (Appworx) application being used to automate process management in the ERP (Banner) environment. Attendees were immersed in example presentations, technical development tracks, and collaboration with other higher education institutions, government agencies, and private industries.

Data Services Director Toney Flack and John Schmidt attended the annual Data Center World conference on Monday, October 1 at the Opryland Hotel and Convention Center in Nashville. The conference featured seminars and professional development on data center environmental management, security, best practices, and networking with service and product line vendors and presenters.

Congratulations to the following ITD employees who were recently honored for their years of service at MTSU: Charlotte Caruthers (10 years); Eve Jones (20 years); and Toto Sutarso (15 years).

Systems analyst Charlotte Caruthers, Data Services Director Toney Flack, Assistant Vice President Brian Holley, and Academic & Instructional Technology Services Director Albert Whittenberg recently attended the annual Educause conference which drew over 4,000 national and international participants to learn about and discuss administrative and academic issues of technology in higher education.

Sponsored by the Tennessee Board of Regents and hosted by MTSU, the 2012 Tennessee Summit on Administrative Computing Technologies was held October 15-16. The annual event was open to higher education professionals in Tennessee and surrounding states who have adopted Banner from Ellucian. It also served as an informal forum in which participants presented and shared information related to the administrative technology needs of higher education institutions.

The TN-Summit was established to provide a forum for active examination of how administrative technology supports the institution, its students, faculty and staff, and how this support can be improved.

Spear phishing is a directed form of email attack against a company. A spear phishing email usually includes a link that leads to a spoofed or fake website that requests personal information. It all looks very legitimate, and sometimes even the experts are fooled by spear phishing emails.

These emails will typically contain a link that the user will click through to enter their credentials because of warnings that they are “expiring” or are otherwise being disabled. Entering your information through that link will result in the compromise of your account, which can then be used to send more malicious emails.

There’s no sure way to protect against spear phishing other than taking the usual security precautions for email: never open attachments from a stranger, never click through a link in an email, and never assume that just because you recognize the address from which the email was sent that it’s safe.

For example, a common tactic is to spoof an address named “Helpdesk.” Also, as always, no one at MTSU’s IT department will ever email you asking for credentials.
Information Technology Division • Middle Tennessee State University

Changing Passwords on mtsu.edu/changepw

You may not recognize the Web address in the headline, but this is the location you’re going to when you change your password for PipelineMT and email. Prior to October 2012 you had to enter PII (Personally Identifiable Information) on mtsu.edu/changepw to be granted access to change your password. Now the mtsu.edu/changepw site will ask you for your MTSU ID#. A link will then be sent to your personal email account as recorded on RaiderNet’s Personal Information tab. The link is active for one hour for security purposes. You will click on the link in your email and will then be taken to a site in which you can reset your password or even look up your username if it’s your first time using your account. But, don’t worry, if you get busy and forget to open your personal email within the allotted hour, you can always go back to mtsu.edu/changepw and start the process again.

Please take a moment to visit your PipelineMT/RaiderNet account and verify that the personal email address that you have listed under the Personal Information tab is your personal email address at which you would like to receive such notifications.

Remember that your MTSU email address should not be listed as your personal email address.

Study Abroad
Continued from page 4

the ice” by assigning their MTSU-based students to design the ideal date night in Pécs, and the Hungarian students will in turn create the perfect date night in Murfreesboro.

“That will force the students to learn a little about the cities where each school is located, and it will be a fun experience to get things started,” Lipinski said. “I’m guessing that nobody from here has ever been there, and vice versa. They’ll make assumptions about each country’s culture and will learn about their towns.”

If their pilot program with Hungary is a success, the trio foresees other schools around the world taking part in the virtual studying abroad experience.

“There is an interest in other schools in trying to set up programs like this, so maybe we can do this with schools in the U.K.,” said Lipinski, who spoke about the program with other academics recently in a conference in London. “There’s also a school in India that’s expressed interest. It all basically comes down to technology and desire.”

The project also yields potential new abilities for students including effective communication skills.

“It’s going to set up a different dynamic for group work,” Lipinski predicted. “It’s going to make it more exciting because you’re dealing with people you may never physically meet. This kind of thing is already happening in the corporate world because they’re now dealing with global virtual teams. This will help develop an entirely new cross-cultural communication skill.”

Sokoya has taken part in video conferences in the past and has led various studying abroad excursions, but he’s never combined the two universes.

“The part about my job I love the most is the opportunity to expose our students to a global perspective,” he said. “Hopefully this program will allow students to create their own opinions.”

Not only will the project be a learning tool for students it is a learning opportunity for faculty as well. Lipinski and Sokoya will learn more about virtual worlds, and Korzaan in turn will learn something about international business.

“In international business I see technology as a tool to help facilitate communication and group work in a class,” Korzaan said.