Virtualization Project Underway

Middle Tennessee State University faculty and students will soon have the convenience of accessing some software programs that are currently used on campus for instructional learning or at work - anytime, anyplace, anywhere.

The Virtual Desktop Infrastructure or VDI project, also known as C@M (Cloud at Middle), grants ITD the ability to deliver a computer to a desktop over the University’s network. ITD has been working diligently throughout recent weeks to get MTSU’s infrastructure into place so that it can accommodate the virtualization system.

Rollout for University employees and instructional learning PCs commenced in April, and the remote access schedule is set to be activated on August 25.

The C@M project yields numerous advantages for the University including the flexibility in ITD’s ability to support individual services, especially in classrooms where there is a multitude of computers, and network efficiency.

As of press time, the following rooms have undergone the virtualization process:
- CKNB N119
- KOM 124
- PH 327
- Communicator

All Web Pages Have an OmniUpdate

All 16,716 Web pages that make up the Middle Tennessee State University website have been converted from the old Luminis content management system to the new OmniUpdate system (also called OU Campus).

Workshops and open training hours have been offered by the ITD Web team in both April and May with several people attending to get assistance. The Luminis system was available until the end of May to allow users to copy and paste from their old sites to the new when needed, but any new updates to any site should be done in OU.

The Luminis system that had previously managed the www.mtsu.edu website was replaced to allow for a more state-of-the-art, stable, and user-friendly Web authoring environment for offices, departments, colleges and divisions. Web content management systems are a vital tool to allow ease of content entry for non-technical staff, the ability to maintain the University branding guidelines and sharing of content over multiple sites.

Any new OU workshops or open hours this summer are still being determined by need but will be announced through email.
How Should I Teach This Course?  
A Course Delivery Decision Model

In a workshop entitled “Behind the Scenes: A Guide to Making Course Delivery Decisions,” presented at the Southern Regional Faculty and Instructional Development Consortium’s annual meeting, Tom Brinhaupt (LT&ITC Director of Faculty Development and Psychology Professor), Maria Clayton (English professor), Barbara Draude (LT&ITC co-director and assistant vice president of the Information Technology Division), and Paula Calahan (LT&ITC instructional design specialist) introduced a Course Delivery Decision Model. The primary objectives were to present a decision-making guide intended to help faculty make pedagogically sound decisions regarding what delivery methods best target their student learning objectives. The presentation and creation of the model were developed for experienced educators, new faculty, and support personnel to adopt a systematic approach in making decisions about how a course should be delivered.

“In the past, course delivery decisions were simple. Other than face-to-face, few other options existed. Today, there are multiple alternatives but little guidance for choosing among them. The tendency is to learn about a tool or method and adopt it, without due consideration of the relevant learning outcome. As result, faculty may end up with mis-matches between delivery methods and objectives, or they may neglect alternate options that would enhance student learning and teaching effectiveness. Using the Course Delivery Decision model allows faculty developers and instructional designers to bring learning objectives from the background to the forefront of course delivery decisions.” (From the 2012 Scholar’s Week poster abstract.)

The model directs faculty and/or instructional designers through a series of steps where decisions are made about the delivery of content, activities, and assessments for each learning objective. After each learning objective is studied and decisions are made, an overall delivery decision can be determined based on those earlier decisions.

The ITQ members (or Instructional Technology Quartet—as this group has become known) have been accepted to present the model at the Professional and Organizational Development Network (POD) in Higher Education conference in October 2012. For more information on the course delivery decision model, visit the LT&ITC website and plan to attend a workshop in implementing the model during the fall 2012 semester.
Attention Faculty!

You can have your tests scored and surveys scanned at the ROTC Annex and CAB basement. Scan forms are available at the bookstore. For more information, call extension 5160.

SoftChalk

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TextPoppers, iFrames and Widgets; Sending SoftChalk Lessons to D2L and Tracking Student Responses; Making QuizPoppers and Quiz Groups; and Creating Interactive Activities. SoftChalk lessons have been created to enable faculty to learn on their own using the Just-In-Time-Teaching model.

Paula Calahan and Brenda Kerr teach SoftChalk workshops through the ITD workshop series and they are also available to work with faculty individually.

For more information, visit http://mtweb.mtsu.edu/softchalk/

Have you ever been working on a Web page and your browser suddenly stops responding to clicks? Ever tried to click your Favorites menu, but it doesn’t drop down? Or has Internet Explorer not allowed you to enter data into a text box? A simple fix is to just reset your Internet Explorer settings to default!

• Click on Tools
• Internet Options
• Advanced Tab
• Under ‘Reset Internet Explorer Settings,’ click the ‘Reset’ button.

It will require you to close IE and reopen, but most of your quirks can be fixed with these simple steps and will get you back up and being productive.

ITD Open Forums

The Information Technology Division is hosting a series of open forums periodically to help establish a culture of open dialog and to share ideas regarding information technology at MTSU. For more information including agenda items and how to suggest agenda items, future meeting dates, and locations and times, visit http://www.mtsu.edu/projects/forum.shtml.
The Pen is STILL Mightier than the Sword

It has been famously written that “the pen is mightier than the sword.” From the signing of historic documents such as the U.S. Constitution to the signatures of treaties that have reshaped world history, it’s hard to dispute that old axiom. Even with the onslaught of computerized notebooks, smart phones, and iPads, the pen is stronger ever thanks to the Livescribe Smartpen.

This simple yet innovative writing utensil has already revolutionized University Studies professor Dr. Lawanna Fisher’s online math courses.

Fisher, who’s taught at MTSU for over 17 years, uses the Smartpens to answer homework-related inquiries. Before she happened upon the Smartpen, Fisher used to answer her students’ questions by writing out math problems on a piece of paper with explanatory notes inscribed along the margins, scanning it, and then sending it to the student.

However, as the math problems became more complex, those marginal notes became a bit crowded.

“When I discovered this pen at a professional development conference, I knew it was something I needed to make online classes more effective for my students,” she said. “It’s one of the easiest technologies I’ve ever tried to incorporate.”

Here’s how it works:

Livescribe pens can record what you say and write so that you can hear, see, and relive notes exactly as they were inscribed. Users can connect their Smartpens to their computers to upload the “pencasts” and send them to the individuals of their choice. In this instance, Fisher uses the devices to record and upload lessons for the benefit of her online students.

“What you do is basically talk while you’re writing, and it records what you’re saying,” Fisher explained. “I will have a student who sends me an email asking a question about one of the lessons. Then I basically use the Livescribe pen to talk them through it.”

MTSU University Studies professor Lawanna Fisher uses the Livescribe Smartpens to answer homework-related inquiries.

The Smartpens, which have been around since 2007, contain a microphone, built-in speaker, infrared camera that captures everything you write, an audio jack, and a USB connector to transfer pencasts to your computer and to charge the Smartpen.

“Here is a student who has a question about a word problem,” Fisher said, reading from one of her previous emails. “The student is supposed to develop a formula to solve this problem. What I would do is write out all of the steps. I then press the record button. When I start recording, I would mention the formula, talk him through the process, and explain every step.”

At this point Fisher’s recording is saved within her Smartpen. She then connects the pen to her desktop and uploads her file. She can either send the pencast to her student directly as an email attachment or, if it’s a question that she feels may benefit the entire class, she uploads the file to D2L or into MyMathLab so that all of her students can access it.

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ITD Staff News

Ying Ding recently joined ITD as a senior systems analyst, where she provides technical support collectively with the other ITD staff for the University administrative system. Her responsibilities include project feasibility analysis, programming development, and solution implementation and maintenance. Ying has formerly served as a principal research analyst in the Office of Instructional Research and Planning Support and as a senior systems analyst in the University Information Technology System at the University of Arizona. Her previous responsibilities included providing statistical data analysis to support university administrative decision making and developing programming to automate workflows in the administrative system. Ying holds a bachelor’s degree in computer science and engineering and a master’s degree in higher education management with a focus on finance. She lives in Murfreesboro with her husband, Jon; and son, Nathan. She has two dogs, Kona and Cassidy. Ying hopes to use her work experience in both the IR and IT departments to improve the University administrative system.

Sheraz Hanif is one of ITD’s new senior systems analysts, where he supports various systems at MTSU. Before coming to ITD, Sheraz worked at Metro Nashville Public Schools as a business analyst, where he worked with data warehouse developers, Metro Nashville Public Schools’ executive committee, and various community-based non-profit organizations. He had initially served as a software developer for MNPS, where he developed Web-based applications and services using Microsoft Visual Studio.Net and SQL server-related tools. Sheraz holds a bachelor’s degree in computer information systems from MTSU and has earned several certifications including a Green Belt in Six Sigma. He also flies as an FAA Instrumental-Rated private pilot. Sheraz resides in Murfreesboro with his daughter, Aalia; and wife, Shahnela. He plans to use his software development experience in both Microsoft and Apple platforms to support the existing ITD systems, projects, and future initiatives. He also plans to share his knowledge with other staff members to learn and provide guidance to help make the University a role model in Information Technology.

Brian Holley has joined ITD as the assistant vice president for infrastructure. In his new role, Brian leads the network, security, and telecommunications teams on campus. Brian comes to MTSU from Jackson-based Jackson Energy Authority, where he served as the manager of IT Operations and was responsible for Infrastructure (networks, security, and telecommunications), Operations (this includes servers, storage, enterprise applications), and help desk teams. Brian holds an undergraduate degree in computer science and professional geography from the University of North Alabama and an MBA from the University of Tennessee at Martin. He has garnered over 30 years of experience.
Behind the Scenes

Information Technology Division systems administrator Paul Collette has just completed the construction of his first handmade guitar. Although he’s played the guitar for several years, Collette became interested in what made the instrument resonate, from the science behind the instrument’s acoustics to the rhythmic vibrations of the strings.

“There are a lot of technological aspects inside of a guitar that interest me,” he explained.

When it comes to technology, Collette has always held a similar fascination. Instead of merely using computers, he was interested in learning how the machines had actually worked.

“I like the fact that we use new technologies here and that we are creative and innovative with those technologies,” said Collette, who’s worked at MTSU since 2008. “We’ve got the latest state-of-the-art equipment on campus right now.”

As a systems administrator, Collette is tasked with assisting in systems support for the operation of major computer servers within the University. Much of his work consists of maintaining Sun Solaris, HP-UX, and other Unix-based systems as well as the HP and NetApp storage area networks.

Collette welcomes the responsibility involved in the maintenance of such an intricate system.

“Most of the things I do affect everyone on campus,” he noted. “Between the Banner hosts and the SANs nearly everything I do has far reaching implications for overall business continuity. We put a lot of due diligence in the process to make sure we make the right decisions.”

Collette previously worked at Belmont University, where he held a similar position as a systems administrator for systems such as Banner, Luminis, and the Blackboard application.

In addition, he garnered a significant amount of experience by implementing Banner at Tennessee State University during its initial roll-out phase. While at TSU he taught the Unix curriculum to upper level computer science students as an adjunct professor.

Prior to that Paul managed the Nashville training center for Sun Microsystems which under his leadership consistently held customer satisfaction scores in the top 3 or 4 percent nationwide.

Because technology changes so quickly, a typical day is not so typical for Collette. He strives to stay ahead of the curve to ensure ITD maintains its high standards of quality and customer service as it relates to stability, security, and availability.

“The IT industry is changing rapidly, and if you don’t update your skill sets as you go, then in a year you will be obsolete,” he said. “Technology changes so fast that if you sit there, it’s going to pass you by.”

“A lot of industries remain static,” he continued. “But this field is dynamic. Applications and servers consolidate so quickly with more opportunities for efficiency that if you get stuck in a rut, you will be left behind. You have to read and prepare constantly to stay current.”

Paul is a Sun Microsystems Certified Solaris and Network Administrator as well as a Sun Certified Customer Training Manager. He has more than fifteen years of experience with Unix-based operating systems, mainly with Solaris.

Outside of the office, Collette is a certified scuba diver, an avid photographer and enjoys playing the guitar and spending time with his family.

He currently lives in Smyrna with his wife, Melissa; and daughter, Paula.
as a Cyber Operations Officer in the U.S. Air Force and Air National Guard and currently holds a Certified Information Systems Security Professional (CISSP) certification. Brian lives in Jackson, Tennessee, with his wife, Sharon, who serves on the faculty of the School of Nursing at Vanderbilt University. His daughter, Amanda, works as an audiologist; and his son, Ben, is a Ruby developer in Birmingham, Alabama. Brian is excited by the opportunity to be a part of the ITD team at MTSU and hopes to use both existing and new technologies to encourage and support the pursuit of knowledge by students, faculty, and staff.

Janae Peterson has joined ITD as a senior systems analyst, where she works in a relational database environment to design, test, and implement computer information systems and programs that enhance and support administrative business functions for MTSU students and staff. As requests are received that require computer-based solutions, she works with appropriate office personnel to design, program, and implement a computerized system that will deliver the functionality desired. She began working in MTSU’s Office of Institutional Effectiveness, Planning and Research as a research analyst in 2007 and worked in that position until joining ITD. Her responsibilities included querying, analyzing, and reporting historical and current MTSU enrollment, degrees conferred, course-related, and faculty/staff data. Data were prepared and presented for various reports and surveys such as Academic Program Reviews, retention and graduation studies, ad hoc reporting, general education results reports, and others. She holds a bachelor’s degree in computer science from MTSU and is currently pursuing her master’s degree in information systems, where she plans to graduate from MTSU in December 2012. Janae has also completed training for Microsoft SQL Server and Microsoft SQL Server Reporting Services. She also has experience in Oracle and Argos. She resides in Murfreesboro with her husband, Elliott; and children, Collin and Tori. The family has three dogs, Blue, Copper, and Buster; and a cat, Spackle. As a senior systems analyst, Janae plans to carry on ITD’s reputation for excellence and will continue to provide the University with high quality data as well as improve the ease with which the data can be made available across campus.

Sabrina Wright is ITD’s new administrative secretary. She comes to MTSU from the South Carolina Department of Natural Resources, where she served for 13 years. Her previous responsibilities included supporting various research projects along the South Carolina coast including administering the nuisance alligator control program in the tri-county area as well as banding migratory waterfowl. As ITD’s administrative secretary, Sabrina maintains a variety of inventories including software licenses and equipment; performs monthly billings; processes purchase requests; and a variety of other support functions for the department such as keeping all ITD equipment and software maintenance up to date. She holds an associate’s degree with an emphasis in psychology and has had advanced training in a number of various software applications. She lives in Murfreesboro with her husband, Jerry. Their daughter, Kim, resides in Virginia with her husband; and their son, Chris, is a resident of Tullahoma. Sabrina plans to bring her excellent organizational skills and years of administrative experience to continue to provide quality service to faculty, staff, and students at MTSU.

Janae Peterson

Sabrina Wright

Statistical consultant Toto Sutarso recently co-authored an article entitled “Relationship Between Cognitive Appraisal and Coping Style Following Acute Stress Among Male and Female Turkish Athletes” with Drs. Mark H. Anshel and Didem Sozen. The publication is slated to appear in the International Journal of Sport and Exercise Psychology.

ITD Staff News Continued

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 2010, Excel 2010, 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 http://www.mtsu.edu/itd/faestaff_train_itd.php
**Assistant Vice President**

Lisa Rogers received the Distinguished Service Award at the annual Tennessee Higher Education Information Technology Symposium held at Fall Creek Falls in April 2012. The symposium is an annual information technology gathering for higher education institutions located in Tennessee, which include private universities as well as those of the UT and TBR systems. The Distinguished Service Award is presented to an individual who has been selected by their peers for contributions to higher education information technology across the state and at their home institution. Congratulations to Lisa for this prestigious honor!