If you’ve visited www.mtsu.edu recently you will notice that the first phase of the University’s plan to revitalize its primary website has been unveiled. The new site features an enhanced streamlined design with an emphasis on functionality and audience focus that’s less cluttered than the previous design.

The newly designed site also aims to showcase all of the University’s programs and departments in an easy-to-navigate fashion to make them more appealing for prospective students.

The revamped page features a consistent page-navigation strategy and includes the
Microsoft Lync Update

Work continues on the deployment of Lync 2013, with continued rollout expected this fall. ITD Telecommunication Services will be working closely with campus departments to develop a rollout and training schedule. In the meantime, below are some of the most frequently asked questions pertaining to the Lync 2013 project:

**Is Lync 2013 a replacement to my existing telephone service?**
Yes, Lync 2013 is a replacement to existing Avaya telephone service.

**Will I be able to keep my current MTSU phone number when I am moved to Lync?**
Yes, users will be able to keep their current MTSU phone numbers on the new Lync system. Individuals who currently share an office phone number will be given individual phone numbers on the Lync system, providing direct dial capabilities for all MTSU faculty, staff, and administration.

**Will I still have access to four-digit dialing on the Lync system?**
Yes, users will still be able to use four-digit dialing to reach other campus users, regardless of whether the dialed party is on the Avaya system or already on Lync.

**Will my conversion to Lync require new telephone equipment?**
Yes, Lync does require new equipment. ITD will provide a headset or handset at no charge. Additional equipment will be available for purchase at MTSource.

**Is there an advantage to using a headset vs. a handset?**
No, it is a user preference.

**Are there any additional costs associated with Lync?**
No, unless an individual prefers optional equipment. There are no programming costs associated with an existing Avaya user migrating to Lync.

**Will training be provided?**
Yes, as ITD Telecommunication Services identifies a rollout schedule for a particular department, multiple training dates will be scheduled.

**Will I lose any phone features when I migrate from the Avaya system to Lync?**
ITD Telecommunication Services will work closely with faculty, staff, and administration to ensure functionality is not lost.

**What other requirements are needed before moving to Lync 2013?**
Lync clients are available for current versions of Windows, Mac OS, IOS, and Android clients. Where needed, ITD will work with departments to upgrade clients as part of the Lync 2013 rollout.

**Will voice mail service be provided by Intuity Audix?**
As users migrate to Lync 2013, they will also be migrated to Exchange Unified Messaging, at no additional cost.

**What enhancements does Exchange Unified Messaging provide?**
Exchange Unified Messaging allows all users to benefit from a unified inbox, where voice mail messages are routed to email, at no additional cost. In the past, with Intuity Audix, this was a subscription-based service charged to departments. In addition, Exchange Unified Messaging provides access to email, calendar, and contacts through a subscriber access number. Therefore, if you choose to call the subscriber access number to access your voice mail, you will also have access to other Exchange information.

**What needs to be done to migrate to Lync?**
No action is needed at this time. ITD Telecommunication Services will initiate communication with departments when it is time to begin their migration to Lync. For additional updates and information, please visit the ITD Lync Project Page at http://mtsu.edu/projects/lync/index.php.
New Website (continued from page 1)

Older pages on the site will remain active as the website committee meets with departmental representatives to chart an orderly transition. The A-to-Z Index link may still be accessed at the top of the home page to navigate to all of the legacy pages on the site.

The website revitalization project is a joint collaboration between the Information Technology Division, the Division of Marketing and Communications, Admissions Office, and Academic Affairs in the Office of the University Provost. We welcome your feedback and suggestions at webdesign@mtsu.edu.

Introducing Schedule Planner

A new tool, Schedule Planner, is available on PipelineMT’s home page. Schedule Planner is designed to assist with class scheduling. It is easy to use and offers many features to help guide students in finding the best schedule suitable for them. This tool was used during CUSTOMS to aid new students in creating their schedules.

Schedule Planner was designed by a student team from the Computer Science department. Dr. Cen Li was the faculty member sponsoring this project. The student team consisted of computer science majors Nathan Reale, Alex Charles, and Anthony Mills.

Using the tool is simple. Students select the subject and course numbers for all the courses in which they need to enroll, whether one course or many. If a course has a corequisite, an orange “has coreq.” button will appear to the right of the course number. Clicking the button displays the corequisite course and provides the option to add the course.

Next, students make their selection preferences. Students select the term for which they wish to register. They select preferred class times by choosing any combination of early morning, morning, afternoon, and evening. Selected items are blue. Unselected items are gray. Students can select any combination of days – Monday through Saturday – that they will be available to attend classes. They select break times to be short, medium, or long or that they have no preference. They select if they prefer a lunch break. Students can also select from 13 various course types such as off-campus, Honors, distance learning, RODP, prescribed, etc. Whatever is selected here will return courses of that type along with the standard courses. Once students have made all selections, they can click the Review Your Selections button to continue.

Help is available when selecting preferences by clicking the question mark beside each preference type. The help further defines what each selection option means. For instance, it explains that morning class times are between 8 a.m. and noon or that a lunch break includes a 30-minute break at any point between 11 a.m. and 2 p.m.

After clicking the Review Your Selections button, a Review screen is displayed summarizing all the preferences the student selected, including the courses that were entered. Students can click the Submit button or click the Back to Form button to modify their selections. If all sections of a course are full, after the student clicks the Submit button, they will be returned to the form with a message stating that all sections are full for whichever course has no open sections. The student can then remove the course from the list or make modifications to their selected preferences and try again. If a schedule cannot be created based on the selections that were made, a message will be displayed stating that there were no schedules available with the filters that were selected.

If schedules are available, the form will be loaded with thumbnails of various schedule options. Click the Full View button on one of the thumbnails to see the schedule details.

Continued on page 5
After teaching the same Intro to Organizational Communication class for five years, Dr. Mary Beth Asbury knew the time was ripe for a change.

“| was getting tired of teaching the same class and could see that the students had changed a lot since 2008,” she said. “It was important for me to adapt to where the students are right now, especially in terms of technology.”

So the assistant professor of organizational communication rolled up her sleeves and participated in the Emerging Technologies for Teaching and Learning Faculty Learning Community (ET-FLC) to give her class a modern makeover as part of an effort to enhance student success initiatives.

The ET-FLC, an activity of the Learning, Teaching and Innovative Technologies Center (LT&ITC), is composed of interdisciplinary faculty who identify, explore, experiment, and share emerging technologies that facilitate teaching and learning.

One of Asbury’s goals was to revamp her course to accommodate emerging technologies, especially in the mobility realm.

“Students today are more technologically savvy than they were even five years ago,” she said. “When I first started teaching this class, smart phones weren’t that big of an issue. But now students are constantly using their phones. I wanted to incorporate that element into the class.”

Keeping up to date with modern technology is crucial for organizational communication, which examines how individuals interact within the workplace.

“The workplace is a unique setting,” Asbury said. “You have a whole different culture that you have to deal with. Once you put people into that situation, they interact differently than they would in any other setting. And it has definitely changed in terms of technology.”

One such technological change stems from virtualization. In many cases traditional offices have been replaced by Internet hubs, redefining the workplace as we know it.

“We see a lot of virtual work going on so people can work from home and never even have to go to the office,” Asbury said. “Because the workplace is now global and virtual you might end up working on a team with someone based in California, Boston, Israel, or France. Learning how to interact with someone virtually is a skill that we want to prepare the students for.”
Profile – Dr. Mary Beth Asbury (continued)

One of the technological innovations that Asbury hopes to implement in her class is online presentations for her students to better prepare them for discussion.

During the ET-FLC workshop, which was held earlier this year on campus, Asbury and a host of other participants discussed ways in which to improve their respective classes to make them more engaging for students.

Asbury also believes that student success is a two-way road. “Instructors need to bring some things to the table, but students need to bring some things as well,” she said. “Many of us have been so caught up with what we bring to the table that we’re not allowing students to contribute. During this course redesign I found that it’s an anxiety-laden process because I’m asking students to bring more to the table instead of relying on me to provide it for them.

“However, I think students actually want to be more responsible and want to learn,” she added. “Ultimately, I think it will help them in the long run by allowing them to reach their full potential.”

Schedule Planner (continued from page 3)

Once on the Schedule Details screen, the student can click on a course listed down the left-hand menu and view details about it such as section, credit hours, instructor, CRN, location, and how many seats are available.

The seats available are displayed as red text when the number of seats is very low. A student can lock a course by clicking on the green lock by the section number. The lock changes from green to red when the course has been locked.

Once a course has been locked, the schedules that have this course listed for a different section or time are removed from the available schedules. Once students have selected the schedule that is the best for them, they can click the Choose the Schedule button to display the schedule in the same window or click Open in a New Window to display the schedule in a new window.

Below: An example of Schedule Planner, which is designed to assist with class scheduling. This tool was used during CUSTOMS to aid new students in creating their schedules.
Going the Extra Mile

It’s easy for Shawn McGoldrick to recall his first day at Middle Tennessee State University. As a matter of fact, he celebrates the date with cake and ice cream every year.

“I started on the day of my birthday two years ago,” he said.

It was the ultimate birthday present for McGoldrick because it marked an end to those arduous commutes from Murfreesboro to Franklin. No more would he have to brave gridlocked Highway 96 rush hour traffic en route to his previous job or relinquish hundreds of dollars a month on fuel.

“I had always wanted to find work closer to home,” said McGoldrick, who’s lived in the ‘Boro since 1996. “It’s really convenient working in town, especially when you have four kids.”

As a systems administrator for the Information Technology Division, McGoldrick supports the installation and upgrading of the ITD Windows servers as well as the campus’s current systems by conducting maintenance, hardware repairs, and patching.

Some of his specific projects include the implementation of GFI FaxMaker, the desktop virtualization project (Cloud @ Middle), and the ongoing elimination of obsolete software content.

McGoldrick’s previous endeavors included serving as a senior systems administrator for Community Health Systems (CHS), where he was part of a small team responsible for the daily support of more than 5,000 Windows and Linux servers at 133 hospitals and the corporate data center.

Although he had similar responsibilities at his previous place of employment, comparing the campus ambiance to the corporate setting is like comparing apples to oranges, McGoldrick noted.

“ITD Profile – Shawn McGoldrick

As a systems administrator for the Information Technology Division, Shawn McGoldrick supports the installation and upgrading of the ITD Windows servers as well as the campus’s current systems by conducting maintenance, hardware repairs, and patching.

with his family, traveling, and woodworking. He even recently crafted a dulcimer by hand. He also served as a volunteer firefighter from 1993 to 2010.

“It’s an area where you can make a huge impact and give back to the community,” McGoldrick said of his firefighting experience.

He holds a degree in engineering from Florida Atlantic University and is a Microsoft Certified Systems Engineer (MCSE).

McGoldrick lives in Murfreesboro with his wife, Michele, and four children: Caitlin, Jillian, Christopher, and Patrick.

ITD to Host Open Forum on October 9

The Information Technology Division will host an open forum 9:30 –10:30 a.m. Wednesday, October 9, in the Student Union Building, room 201. The event will feature updates on both new and ongoing information technology projects at MTSU. For more information including agenda items and how to suggest agenda items, future meeting dates, and locations and times, visit http://mtsu.edu/projects/forum.php.
Gina Burke is ITD’s new instructional design specialist. In her new position, Gina will serve as a consultant to assist faculty in course design and redesign, including the selection and use of effective instructional tools, to create high-quality courses. Gina can also assist faculty in adapting courses from one delivery method to another. Before coming to MTSU, Gina was an associate professor of accounting and a special projects manager at Motlow State Community College. She taught and developed accounting, business, and information systems courses for 20 years in all formats (online, hybrid, compressed, and traditional face-to-face instruction). In addition, she also developed and taught noncredit workforce development courses and served as a faculty mentor to assist other faculty with course development and resolving Desire2Learn technical issues. Gina also served as co-chair of the Student Success Committee, an advisory committee that studies student engagement and retention methods. In addition, she worked with sister institutions to develop common curriculum and courses. Gina holds a B.B.A. in accounting from MTSU, an M.B.A. from Tennessee Technological University, and she has done additional graduate work at MTSU, TTU, Memphis State University, and East Tennessee State University. She lives in Cannon County with her husband of 26 years, Mitch; son Jesse; and daughter Shelby. Gina is an avid Lady Raider basketball fan and enjoys running and watching sports. She plans to advance the LT&ITC’s goals of providing consultation and resources for faculty as they integrate innovative pedagogies and technologies into their courses to improve student engagement and retention at MTSU.

Assistant Vice President Barbara Draude was recently invited to serve on the EDUCAUSE CONNECT Core Committee meeting and cochair the Subcommittee on the Career Counselors Tract. This committee will work over the next year to redesign the EDUCAUSE regional conferences to prepare an improved experience for IT professionals focusing on key issues facing higher education.

Assistant Vice President Brian Holley will attend the Tennesee Valley Corridor Forensics Symposium October 29–30 at MTSU. The event is being organized by the Forensic Institute for Research and Education, which was founded in 2006 to bring together faculty and students in several scientific specialties to provide exceptional educational and training opportunities for law enforcement, medical examiners, coroners, attorneys, social workers, and other groups in forensic science and Homeland Security.

MTSU will not be printing the Campus Directory this year. Creative and Visual Services solicited changes to the front section of the directory in July, and the PDF of the 2013–2014 Departments, Administrative Office, and Personnel section is now available at http://mtsu.edu/contact.php. You will also find a link to an electronic lookup, which can be used to search for faculty, staff, administration, and students by name. Please remember that information found in the electronic lookup is collected from data entered on PipelineMT. If you find that your information is incorrect, please log in to PipelineMT and update your information by clicking on the RaiderNet tab.

RaiderNet’s Class Photo Gallery Now Available on Faculty Services tab

A new menu option, Class Photo Gallery, is now available on RaiderNet’s Faculty Services tab. Similar to the Class List with Photo menu option that was rolled out in October, the new “Gallery” option displays multiple student photos per row. Because the photos are a little larger, faces are much easier to see. In addition, the list is a lot more printer-friendly, which means carrying less paper to class.

Telephone Tidbits
The Information Technology Help Desk Sets New Hours

The Information Technology Help Desk will be temporarily operating from the basement of the Cope Administration Building until its new location is fully renovated. The Help Desk hours are as follows:

**Sunday,** 2:00 p.m.–9:00 p.m.

**Monday, Thursday**–7:00 a.m.–9:00 p.m.

**Friday,** 7:00 a.m.–4:30 p.m.

**Saturday,** 8:00 a.m.–4:00 p.m.

The Help Desk will be open for emails, telephone calls, and walk-in traffic on the days and times as mentioned above. The Help Desk will be closed on official University holidays and will work a modified schedule when classes are not in session.

For more information contact the Help Desk at 615-898-5345.

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Mobile App and Texting Technology Being Used to Retain Students

Students who are in danger of having their classes purged because they forgot to confirm their attendance for an upcoming semester will now get a little helpful reminder thanks to technology. To set the framework for this level of communication, MTSU expanded Alert4U to include texts about a student’s imminent class purge to be part of the list of allowable critical notifications. Previously, only weather emergencies and campus safety issues were considered critical enough to be delivered by text message.

In addition to the text message, a new feature has been added to the MTSU Mobile app to allow students to confirm their attendance via their mobile devices. They will still have to visit PipelineMT/RaiderNet if they need to pay, but students can also visit PipelineMT on most mobile devices now as well.

And, finally, a new menu option, My Mobile Number, has been added to RaiderNet to attempt to capture mobile phone numbers from students, especially during CUSTOMS, so those numbers can be stored in Rave for future critical notifications.

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Tired or too busy to click the maximize button? Windows 7 provides you with a super quick shortcut: Win+Up keys. What about minimizing, you ask? Just press the Win+Down keys.

If a window is maximized, press Win+Down twice to minimize (once to restore down, a second time to minimize). This comes in pretty handy when you’re juggling lots of windows.
Faculty Fair Set for October 30

Mark your calendars and make plans to attend the Learning, Teaching, and Innovative Technologies Center (LT&ITC) Faculty Fair on Wednesday, October 30, from 10 a.m. to noon and then again from 1 p.m. to 3 p.m. Held at the LT&ITC in Walker Library, room 348, the Faculty Fair is the one-stop-shop event for faculty to learn more about resources and services available to them at MTSU.

This event provides faculty with an opportunity to meet peers who have distinguished themselves by developing innovative teaching practices and integrating technology in their courses. Faculty Fair exhibitors typically include MTSU grant recipients, outstanding teachers, experiential and service learning faculty, and others who share their pedagogies and outcomes with colleagues through creative exhibits.

Resources and presenters will include the following

MTSU Faculty Grant Committee Members
Instructional Technology
Instructional Development
Faculty Development
Public Service
* previous award members share/demonstrate their projects.

Faculty Development Opportunities
Faculty/University Learning Community facilitators and participants
Teaching and Professional Development Program sponsored by LT&ITC
EXL and Service Learning programs
Education Abroad programs
Online Course Development
TBR E-Mobilization Initiative

Faculty Resources and Services
Faculty Instructional Technology Center
American Association of University Professors (AAUP)
Student Support Services
Career Development Services
University Fellowship Office
Walker Library

PipelineMT Targeted Announcement Contacts List

PipelineMT’s Targeted Announcement feature is a tool to communicate with specific groups of campus users. You can send announcements to users based on a variety of attributes, including imported groups, role (student, faculty, employee, etc.), major, course, and online community group. Please contact the following individuals who represent your department or area when requesting a targeted announcement for your group:

Academic Affairs – Pat Thomas (Pat.Thomas@mtsu.edu)
Admissions – Ann Reaves (Ann.Reaves@mtsu.edu)
Admissions – Teresa Thomas (Teresa.Thomas@mtsu.edu)
Blue Raider Athletics – Marco Born (Marco.Born@mtsu.edu)
Business Office – Becky Bussell (Becky.Bussell@mtsu.edu)
Campus Rec Center – Jenny Crouch (Jenny.Crouch@mtsu.edu)
Basic/Applied Science College – Marlene Lawson (Marlene.Lawson@mtsu.edu)
Business College – Dwight Bullard (Dwight.Bullard@mtsu.edu)
University College – Rodney Robbins (Rodney.Robbins@mtsu.edu)
Behavioral Health and Sciences College -Brelinda Johnson (Brelinda.Johnson@mtsu.edu)
Education College – Jamie Morgan (Jamie.Morgan@mtsu.edu)
Graduate Studies College – Rick Henegar (Rick.Henegar@mtsu.edu)
Liberal Arts College – Lucy Langworthy (Lucy.Langworthy@mtsu.edu)
Mass Comm College – Matthew O’Brien (Matthew.Obrien@mtsu.edu)
Facilities Services – Joyce Reed (Joyce.Reed@mtsu.edu)
Financial Aid – Suzanne Beller (Suzanne.Beller@mtsu.edu)
Honors College – Laura Clippard (Laura.Clippard@mtsu.edu)
Housing – Catherine Deal (Catherine.Deal@mtsu.edu)
Human Resources – Debbie Givens (Debbie.Givens@mtsu.edu)
Library – Kristen Keene (Kristen.Keene@mtsu.edu)
News and Media Relations – Gina E. Fann (Gina.Fann@mtsu.edu)
Parking Service Special Events – Byron Barnes (Byron.Barnes@mtsu.edu)
Parking Services – Ann-Marie Toombs (Ann-Marie.Toombs@mtsu.edu)
Phillips Bookstore – Jeff Whitwell (Jeff.Whitwell@mtsu.edu)
Procurement Services - Jackie Michaud (Jackie.Michaud@mtsu.edu)
Public Safety – Broede Stucky (Broede.Stucky@mtsu.edu)
Public Safety – Ben Coman (Ben.Coman@mtsu.edu)
Records – Ann Reaves (Ann.Reaves@mtsu.edu)
Records – Teresa Thomas (Teresa.Thomas@mtsu.edu)
Secretary/Clerical – Kathy Kano (Kathy.Kano@mtsu.edu)
Student Affairs – Kathy Kano (Kathy.Kano@mtsu.edu)