2020-21 Faculty and Staff Information Technology Handbook

Getting started with your Computer Accounts and other Information Technology Resources, including online and distance learning tools

MIDDLE TENNESSEE STATE UNIVERSITY

making IT work for you

itd

898-5345

Contents

Welcome to IT at MTSU!

This handbook has all the information you need to:

- set up your email/computer account
- select and set up phone service for your office
- send email
- use the internet
- set up wireless connectivity for your mobile device or laptop
- find the tech resources you need for your classes and coursework
- much more

What Is ITD?

MTSU's Information Technology Division (ITD) supports computing and information technology on campus, and we're here to help you take advantage of those resources.

The Information Technology Division:

- manages the campus network and MTSU's primary academic and administrative computing systems
- provides telecommunication services
- promotes and supports instructional technology including training and maintenance support for all technology-based classrooms
- provides technical support and training for using computer hardware and software
- provides a Help Desk (when classes are in session)
- supports MTSU's primary administrative applications such as student information, human resources, financial aid, alumni/development, and PipelineMT
- administers the Student Technology Assistant (STA) program, the campus ID system, and the MTSU website

The **Help Desk** in KUC 320 is available during semester sessions at 615-898-5345 or **help@mtsu.edu.** Currently, the Help Desk hours are 2 p.m.–9 p.m. Sunday; 8 a.m.–9 p.m. Monday–Thursday; 8 a.m.–4:30 p.m. Friday; and 10 a.m.–4 p.m. Saturday. The current hours are available when each semester is in session. During the semester breaks, the hours are 8 a.m.–4:30 p.m. Monday–Friday. These hours are subject to change based on traffic patterns.

More information and resources are available at **mtsu.edu/itd**.

Information Technology Resources Policy

Use of the computing and network resources at MTSU is governed by the **Information Technology Resources Policy**. Violation of this policy can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

The policy covers several very important issues for using information technology resources at MTSU:

- Use the computer and network resources to enhance education in the academic fields.
- Do not abuse other users, the equipment, or computing resources.
- Do not do anything that would deprive or interfere with others' efforts to get a proper university education. Using a computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others.
- Do not violate any laws.
- Do not install wireless routers or access points.
- Do not display obscene material in a public area.
- Do not harass or impersonate another.
- Do not copy the work of another and claim it as your own. Do not violate copyright laws.
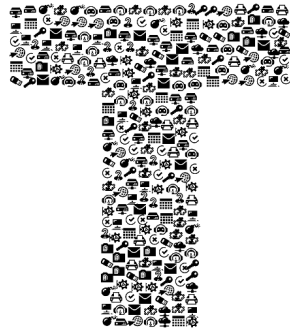
For the full text of the policy, go to ITD's webpages at **mtsu.edu/itd**. Click on **Policies & Guidelines**.

Adaptive technologies

Adaptive technology stations designed to meet the computing needs of students with physical or learning disabilities are available at several locations: Walker Library (technology throughout the building); the Adaptive Technology Center in Walker Library; and computer labs in KOM 351 and BAS S137.

These stations feature special hardware and software such as CCTVs, trackball mice, screen magnifiers, screen readers, scan-and-read applications, 21-inch monitors, and scanners.

For information, visit **mtsu.edu/dac/atc.php** or call 615-904-8550.

Workshops for Faculty and Staff

Each semester, ITD offers many hands-on workshops for faculty, staff, and graduate assistants.

Topics related to distance and online education such as Desire2Learn (D2L), Zoom and Panopto are frequently scheduled.

A list of workshops is available at **mtsu.edu/itd**. Click on **Workshops** & **Training** to register online.

Desire2Learn (D2L)

The Desire2Learn (D2L) Learning Environment is a complete web-based suite of easy-to-use teaching and learning tools for course development, delivery, and management.

D2L's Learning Environment provides the flexibility to control the environment to match your own unique approach to teaching and learning, and provides tools to help facilitate communication, collaboration, and community building. The D2L app is available for smartphones as well.

For more information on using Desire2Learn (D2L), visit **mtsu.edu/ait**.

ePortfolio tool

The Desire2Learn (D2L) ePortfolio tool is offered as part of the University's MT Engage initative to improve student performance. Scholarships are offered through **mtsu.edu/mtengage/Scholarship.php**.

It allows students to collect "artifacts" of their educational careers, organize them, and present them to prospective employers or grad schools in the form of a mini personal website.

Also, ePortfolio also offers numerous tools for classroom presentations, collaboration with fellow students, and communication with teachers.

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Online Accounts and Security

PipelineMT

PipelineMT is a portal that gives students, faculty, and employees single sign-on, secure access to their personal MTSU data. PipelineMT is available from any computer (on or off campus) with an internet connection.

You can access PipelineMT at **mtsu.edu/pipelinemt** or by clicking on the PipelineMT link on the MTSU home page.

Creating a Password

Complex passwords are required when setting and changing your password for FSA/email and PipelineMT accounts.

Requirements and guidelines can be found in Policy 925 "Implementation of Secure Passwords" at **mtsu.edu/itd/ policies.php**.

Along with technical requirements, the site contains some do's and don'ts, as well as examples of strong-yet-easy to-remember passwords.

For more information, contact the ITD Help Desk at 615-898-5345 or **help@mtsu.edu**, or visit **mtsu.edu/passwords.php**.

Office 365 Outlook & Proofpoint

Faculty and staff have have been migrated to Microsoft Office 365 Outlook in order to deliver key benefits to end users. These include increased mailbox size to 100GB, easier access to email no matter where you are, improved collaboration, an improved Webmail experience, and constant delivery of the latest enhancements as Microsoft develops them.

You can find more information at **mtsu.edu/email**.

Proofpoint is an advanced email filter designed to protect University email from SPAM, phishing, and other malicious email. Under the quarantine process, bulk email will no longer deliver to users' inboxes. These messages will appear in the daily user digest, giving users the ability to Release the message, Allow the Sender, or Block the Sender. Take advantage of the Allow Sender and Block Sender options to make sure the email you expect will appear in your Inbox.

For more information visit **mtsu.edu/security/proofpoint-faq.php**.

Self-Service Password Reset

ITD has implemented the Self-Service Password Reset (SSPR) feature within Microsoft Office 365 to improve users' ability to manage their MTSU password. This means that in addition to using a recovery email address to verify your identity prior to resetting your password, you will have the option to verify your identity using:

- security questions
- a phone number to receive a call or text message
- or a code generated by the Microsoft Authenticator app if you configured it for use with multi-factor authentication.

This also means the "Forgot my password" option on MTSU's single sign-on screen is working for all students, faculty, and staff.

Read more about Self-Service Password Reset in the online FAQ's at **mtsu.edu/security/sspr-faq.php**.

Also, you can read instructions for the enrollment process online at **mtsu.edu/security/sspr.php**.

If you have any questions, contact the ITD Help Desk at (615) 898-5345 or at **help@mtsu.edu**.
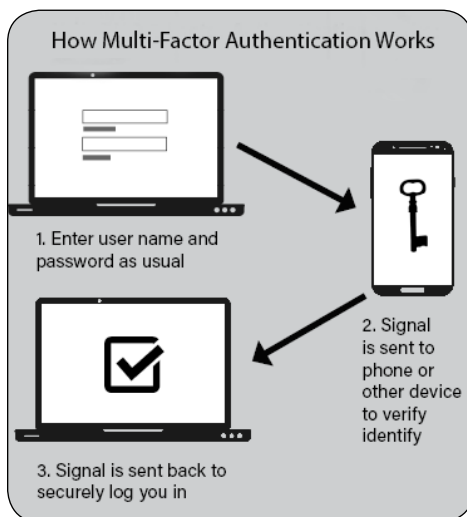
Multi-Factor Authentication

With more MTSU services available on the internet, it has never been more important to protect your MTSU account. While users should always create strong passwords, that alone is simply no longer sufficient as cyber attacks continue to become more sophisticated.

ITD has implemented Multi-factor Authentication to protect your MTSU account. Specifically, this means MTSU systems using single sign-on (SSO) services require a second factor of authentication in addition to a password.

So if hackers compromise your password, they would still need a second factor, like your phone, to complete an authentication request.

Visit **mtsu.edu/mfa** for more information.

How Multi-Factor Authentication Works

1. Enter user name and password as usual

2. Signal is sent to phone or other device to verify identify

3. Signal is sent back to securely log you in

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PipelineMT Services

Visit PipelineMT's home page and click on Personal Information to perform the activities shown at right.

Other pages provide links for faculty and staff to access and update information in the following categories:

Personal Information

- Addresses and Phones
- Email Addresses
- Emergency Contacts
- Directory Profile
- MTSU Post Office Box and Combination
- MTSU Post Office Box Forwarding Address
- My Mobile Number
- Name Change Information (Student)
- Name or Social Security Number Change Information (Employee)

Faculty Services

Required Reporting/Grading

Term Due Dates Calendar

Attendance Reporting

Mid-Term Grades (Academic Progress Report)

Monitored Student Athletes (Academic Progress Report)

Final Grades

Status Reports

Assigned Courses Not Yet Graded

Attendance Reporting (Not Yet Reported)

Closed Class Request

CRN Enrollment/Location/Outstanding Permits

Monitored Student Athletes (Not Yet Reported)

Monitored Student Athletes (Not Yet Reported for College/Department)

Banner System

MTSU's main administrative system uses Banner software for managing student, financial aid, human resources, finance, advancement, and other online data.

Banner data is accessible two ways:

- Direct access to the online Admin Pages of Banner
- Self-Service Banner (SSB) access via PipelineMT

Banner access is available by request and granted access only.

Banner Account Request forms are available at **mtsu.edu/itd/forms.php**. If you need Banner access, please complete and submit the appropriate form.

Class List Options

Class Email List

Class List Summary

Class List with Photo

Class List with Permits/ Overrides

Class List with Student Detail

Class Photo Gallery

Pre-Banner Class/Instructor Lookup (Fall 1990 to Summer 2007)

Pre-Banner Class List (Fall 1990 to Summer 2007)

Wait List Summary

Wait List with Student Detail

Faculty Resources

Academic Calendar

Academic Integrity Incident Report Form

Advising Tools (Advisors Menu)

Catalogs (Undergraduate and Graduate)

Change of Grade Form

Evaluation Results Website (Historical/Opt-Out Faculty Results)

Faculty Schedule (Detailed)

Faculty Schedule (Week at a Glance)

Forms (Enrollment Services)

Intent to Graduate Form (Graduate)

Intent to Graduate Form (Undergraduate)

Office Hours

Online Course Evaluation Summary Reports

Online Evaluation Reports (Administration)

Registration Guide (Dates/Deadlines/Exam Schedule)

Teaching Assignment History

Course Search Tools

Look Up Classes

Display Corequisites

Course Catalog

Class Schedule Search (Basic)

Term Selection

CRN Selection

Advisors Menu

Selection Criteria
 Term Selection
 ID Selection (searches for current and former students)
 ID Selection
 Advisee Listing

Course Search Tools
 Look Up Classes
 Display Corequisites
 Course Catalog
 Class Schedule Search (Basic)

Student Details
 Academic Progress Report by Student ID
 Academic Progress Report for Advisees by Reporting Period
 Academic/Enrollment Notes
 Address and Phone
 Advised Student-Click Here To Assign Registration PIN
 Advised Student-Release Advising Hold
 Assigned Advisor(s)
 Assigned Registration Time
 Coursework Toward Program of Study
 Current Student Facts
 DegreeWorks [Use Firefox]
 Email Address
 Finish Line Scholarship
 Graduation Information
 Holds
 Maximum Registration Hours for Term
 Pre-DegreeWorks (CAPP-UG degree evaluation used Fall 2004 to
 Summer 2018)
 Prescribed Course and High School Deficiency Summary
 Prior College Information
 Registration History
 Schedule (Detailed Including Waitlist and Drops)
 Schedule (Grid Format)
 Student GPA
 Student Registration Audit
 Test Scores
 Test Scores—PRAXIS
 Transcript with Name and MTSU ID
 Transfer Evaluation

Reports
 Purge List—Need to Pay or Confirm
 Academic Appeals
Resources
 Academic Calendar
 Academic Fresh Start
 Attendance/Mid-Term/Final Grades Calendar
 Catalogs (Undergraduate and Graduate)
 Change of Major/Program
 Course Substitution
 Forms (Enrollment Services)
 GPA Calculator
 Intent to Graduate Form (Graduate)
 Intent to Graduate Form (Undergraduate)
 Registration Guide
 Schedule Planner
 Tutoring
 Webviewer Calendar

Employees

Pay and Job Information

- Jobs Summary
- Earnings History
- Earnings by Positions
- Pay Stub
- Direct Deposit Allocation

Leave Report   Time Entry   Leave Balance   Update Direct Deposit Allocation

Update W-4 Withholding

Benefits and Deductions

- Retirement Plans and Options
- Insurances
- Deductions History
- Miscellaneous Benefits
- Benefit Statement

Electronic Personnel Action Form

- EPAF Approver Summary
- EPAF Originator Summary
- New EPAF
- EPAF Proxy Records
- Act as a Proxy

Federal Income Tax Information

- W-4 Employee's Withholding Allowance Certificate
- Electronic Regulatory Consent
- W-2 Wage and Tax Statement
- 1095 Employer-Provided Health Insurance Offer and Coverage Statement

Human Resources Links

- Microsoft Home Use Program - Office 365 (5 devices per user)
- Update Preferred First Name

BlueID Card

The MTSU BlueID card is used to identify students, staff, and faculty on campus, but it has many other uses. It can be your

- ticket to University athletic events
- dining meal ticket
- campus debit card
- library card
- access card to enter computer labs, the Recreation Center, residence halls
- printing/copying key (students must have a BlueID to print or copy on campus)

Just make deposits into your Raider Funds account. Raider Funds accounts are available to anyone with an ID card. Deposits can be made in person at cashier windows in the Student Services and Admissions

Introducing BlueID Online

The BlueID office is open in SSAC 112, but you can save a trip and skip the lines.

We have launched BlueID Online as your one-stop destination for digital MTSU ID Card management. Visit **mtsu.edu/BlueID** for details.

Upload your own ID photo and then receive your card in the mail or pick it up in person. Or simply request a replacement.

You can manage your BlueID account. Just log in and:

- get up-to-the-minute balances for Raider Funds, MT Dining (Flex Dollars),and meal plans
- view card transaction history in real time
- disable your card at any time if it's lost
- enable low balance alerts via email ortext for Raider Funds and Flex Dollars

You also have the option to obtain a Virtual BlueID for use on your mobile device.

Instructional Support

Classroom Technology and Desktop Support

The ITD Client Services Classroom Technology team plays a vital role in the development and functionality of MTSU's standard classrooms by supporting a large range of equipment and services.

Classrooms may be equipped with a Windows and/or Apple computer, projector or display, audio system, control capabilities, internet access, and other specialized equipment.

The MTSU Desktop Support team is comprised of technology support specialists and serves as a liaison between the campus community and ITD. Team members leverage their technical expertise to meet the technological needs of constituents. Learn more by clicking the links at **mtsu.edu/itd.**

ITD Faculty Instructional Technology Center

The ITD Faculty Instructional Technology Center (FITC) in Room 214 of the Telecommunications Building supports faculty members as they strive to enhance teaching and learning through technology.

The center provides the following:

- **Instructional design/instructional technology consultation.** The FITC's instructional technology specialists provide help to faculty members in designing courses and course materials integrating technology.
- **Equipment and resources for creating and editing multimedia presentations.** The center's multimedia development studio provides hardware and software for creating and posting multimedia course resources. The FITC maintains web-based resources, including FAQs, software support pages, and downloadable software.
- **Technology training.** The staff offers workshops on a variety of instructional technology applications.
- **Instructional technology innovation grants.** The FITC oversees the work of the Instructional Technology Development Committee in determining recipients of ITD grants and the winners of the Outstanding Use of Instructional Technology MTSU Foundation Award.

Learn more at **mtsu.edu/ait**.

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Learning, Teaching, and Innovative Technologies Center

The Lucinda Taylor Lea Learning, Teaching, and Innovative Technologies Center (LT&ITC), a collaborative effort of Academic Affairs and ITD, focuses on providing faculty with opportunities for pedagogical support, consultation, and professional development. Instructional support specialists offer consultations on all phases of course preparation and delivery.

The center directs a Faculty Fellows program, faculty and professional learning communities, and writing groups and has a collection of instructional support and technology resources. More info at **mtsu.edu/ltanditc**.

Instructional Support Team does course redesign

Designing and building a course is like building a new house—the to-be-homeowner has the idea of what is desired, but must enlist the help of experts to make that dream a reality.

Course design can be thought of in the same way.

With the help of experts on an instructional design team, the idea that starts with the faculty can grow into a pedagogically sound, highly engaging, multimedia-rich learning environment.

In an instructional design team:

- The faculty member(s) serves as subject matter expert, establishing learning outcomes and providing content leadership.
- The instructional designer/technologist(s) serves as the pedagogy expert determining appropriate teaching and technology methodologies to use.
- The learning multimedia developer creates graphic, video and other course elements to enhance the course materials.
- The accessibility specialist provides quality checking to assure that the course meets high, rigorous standards and will be accessible to all our students.
- The educational assessment expert(s) provides direction on assessing the outcomes of the project.

If you're seeking to design/redesign a course with technology enhancement and want to take advantage of this team approach, or simply discuss the possibilities, contact the FITC at 615-904-8189.
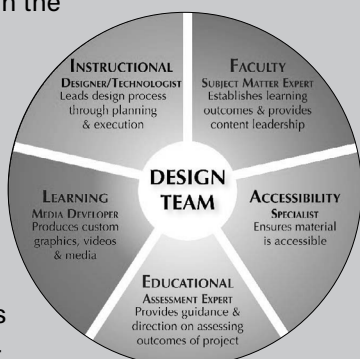
Center for Educational Media

The Center for Educational Media, located in the McWherter Learning Resources Center, oversees the production, distribution and broadcast of high-quality educational video programs for the College of Education.

It offers computer facilities support for COE and production services for other MTSU departments and offices upon request. CEM has four units:

- **Audio/Visual Services** (AVS) supports faculty use of audio/visual equipment and provides engineering support for activities at CEM and COE.
- **TV/Video Production** produces original videos and television programs for COE faculty, departments, and grant projects.
- **The Education Resource Channel** (ERC@MT) produces and broadcasts original programming and selected MTSU events, as well as broadcasting other educational programming that is licensed and/or provided by educational media vendors from across the United States.
- **PK-12 Professional Development Center** facilitates events and programming in CEM that support educators in PK-12 and higher education.

Programming is distributed through satellite, webcasting, streaming, and cable television.

James E. Walker Library

As part of MTSU's second phase of campus reopening, the James E. Walker Library has reopened to MTSU students, faculty, and staff.

In order to make you safe when visiting, library staff has reconfigured furniture to allow for social distancing, reduced the total number of people who can be in the library at one time, and are not allowing group study or group activity. There are dedicated entrance and exit doors and up and down staircases.

Full details including occupancy updates are available on the Walker Library's reopening page at **https://library.mtsu.edu/reopening**.

Walker Library will continue to offer contact-free book pick-up for MTSU students, faculty, and staff via the Pull & Hold service. For more info or to place an order visit **https://library.mtsu.edu/request-print**.

After placing a hold online through the library catalog and receiving a confirmation email, patrons may pick up items from the designated shelf in the library's atrium any time the library is open.

The library is supporting remote teaching, learning, and scholarship. Visit **https://libanswers.mtsu.edu/index.php** to start an "Ask Us" chat, send an email, or request a virtual research session.

Makerspace at Walker Library

Makerspace is open at the James Walker Library, on the second floor in the Digitial Media Studio (DMS).

It offers use of 3D printers, resin printers, vinyl printers, laser cutters, virtual reality, augmented reality, micro-circuitry, robot-building kits, and more to students in one location.
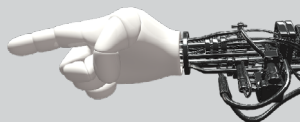
The goal of Makerspace is a self-directed, collaborative, problem-solving lab that draws upon digital literacy and entrepreneurship. Priority is given for education-related projects, but use isn't limited to course materials. Users are required to receive training.

Academic applications include computer science, education, art, mechatronics engineering, geoscience, architecture, aerospace, fashion design, theater, business, education, and health care. Find out more at **library.mtsu.edu/makerspace**.

Digital Scholarship Initiatives

Digital Scholarship Initiatives is an extension of the mission of the library as an active partner in the scholarly communication process.

This includes a Digital Scholarship Lab on the second floor dedicated to faculty and advanced students who enhance research by using digital tools, collaborating on digital projects, and disseminating research through digital platforms.

Other resources include digitization guidelines, digital humanities seminars, workshops, grant opportunities, journal-hosting services, open access consultation, and preservation of research through faculty submissions to the institutional repository called JEWLScholar.

More information is available at **dsi.mtsu.edu**.

Interlibrary Loan supports research by making it easy to borrow from other libraries. For more information, visit library.mtsu.edu/ill, call 615-904-8549, or email **pam.middleton@mtsu.edu**.

The library instruction program helps patrons successfully use the library and find resources. For more information or to request an instruction session, visit **library.mtsu.edu/instruction/request** or call 615-904-8530.

Faculty members can put assigned readings for students at the reserves desk or online in e-reserves. For more information, call 615-904-8544 or visit **library.mtsu.edu/reserves**.

Need help with research or using the library? Call 615-898-2817; use instant messaging, email, or text messaging (@265010); or visit the Reference Desk. See **library.mtsu.edu/help** for more info.

Other library resources include:

- **University Writing Center**. Remote help is available at **mtsu.edu/writing-center/**
- **Tutoring Spot**. Remote options are available at **mtsu.edu/student-success/tutoring.php**

ITD innovation grants available for faculty

Visit **mtsu.edu/provost/awards/index.php** for information about internal grants and awards available to MTSU faculty, including for Outstanding Achievement in Instructional Technology.

Proposals are solicited and the Instructional Technology

Development Committee reviews them and recommends several to the vice president for Information Technology/CIO for funding consideration.

Recent projects include Portable Resources for Teaching With Video Games, Adding UI/UX Large-Format (Digital Signage) Design to the Graphic Design Curriculum, and Immersive Storytelling Techniques and Technologies—i.e., Virtual Reality.

Details are at **mtsu.edu/ait/faculty.php**.

Direct any questions to the Faculty Instructional Technology Center at 615-904-8189 or **itdacad@mtsu.edu**.

Network Information

Accessing the Web

Internet connectivity is available in all academic buildings and residence halls over Wi-Fi. You can also connect over a wired connection in the residence hall rooms, Walker Library, and in faculty offices. Wi-Fi is available by registering your device with the campus network just by opening a browser when you first connect.

Webpage Content

Please read the Information Technology Resources Policy to make sure any original webpage content is not in violation. For example, no obscene material may be posted on an MTSU webpage. Do not post copyrighted material on your webpage without permission from the copyright holder.

You may not use your MTSU webpage to advertise products, books, or services for which you'd like to receive money or services. If you wish to place advertisements on the web, you must obtain an account from a commercial internet service provider.

Subscribers@mtsu.edu

The email list **subscribers@mtsu.edu** enables subscribers to send and receive email about campus news and events, personnel changes, and much more. For more information, contact ITD at 615-898-5345.

Wireless connectivity

Wireless internet access is available at most locations on campus, including outdoor areas, lounges, dining areas, and classroom buildings.

To access the wireless network, a Wi-Fi 802.11g/n or 802.11ac interface card is required. This is often built into laptop computers. **WLANMTSU** is the campus-wide Wi-Fi network, while on-campus housing residents should use **RESNETMT** in the dorms**.**

Full wireless service on campus is limited to University students and employees and can be accessed by entering MTSU mail username and password. Limited internet access is available for guests.

Find more information at **mtsu.edu/itdnet/wireless.php**.

Communication Services

Microsoft Skype for Business

Unified communications, including telephone service, is provided by Skype for Business, serviced by the Information Technology Division. Calls may be made internally by dialing any MTSU four-digit extension. From off-campus, include the appropriate area code, 615- and prefix: 898, 494, or 904. Local calls may be made from any campus phone by dialing the 10-digit local number. For long distance, dial 1 and the 10-digit number. Courtesy phones are restricted to campus calls only.

For additional information on Skype for Business, please visit the Skype for Business website at **mtsu.edu/itdtele/skype/php**.

To sign up for a SfB Basic or Advanced training workshop, visit **mtsu.edu/itd/workshops.php**.

Voice mail service is provided to all faculty, staff, and administration through Exchange Unified Messaging. For more information regarding voice mail, visit **mtsu.edu/itdtele/services/voicemail.php**.

To request changes to existing telephone service or to report telephone issues, please contact Telecommunication Services at 615-898-2991 or email **telecom@mtsu.edu**.

Audio/Videoconferencing Equipment

A high-quality speakerphone for audioconferences is available for rent. Call Telecommunication Services at 615-898-2991 to schedule installation of the phone for your next audioconference.

Videoconferencing is available for any on-campus user, through a Skype or Skype for Business account. Telecommunications (TCM) Building Conference Room 201 is available for videoconferences. Any on-campus user may contact ITD at 615-898-2991 to schedule the TCM Conference Room.

Skype for Business users have access to extensive conferencing features. For more information about audio call conferencing, contact ITD at 615-898-2991 or visit **mtsu.edu/itdtele**.

Cellular Phone Service

Corporate

Employees needing cellular phone service for business purposes should follow MTSU Policy IV:04:18 and submit appropriate allowance forms to Human Resources for reimbursement. The policy can be found at **mtsu.edu/policies**. Departments needing to establish wireless data services using a wireless data card should contact ITD at 615-898-2991.

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Employee

Many wireless providers extend discounts to MTSU employees. Please contact your cellphone provider for more information regarding any discounts they may offer.

Critical Notifications and Alertus

Campus safety and severe weather alerts can be received on cell phones via MTSU's Critical Notification System. Go to the Critical Notification System website at **mtsu.edu/alert4u** for more information.

Alerts can be sent as text messages to a cell phone, calls to cell or landline telephones, and/or as email. In addition, all workstations and laptops running the Alertus client will display a full-screen pop-up alert. These are in addition to those you receive on your mobile devices and email and are not meant to replace them.

Alertus desktop alerts will appear on all active desktops with Alertus software installed, including workstations, most classroom computers, and some faculty/staff machines.

Visit **mtsu.edu/alert4u/alertus.php** for more information.

Additional ITD Services

Check-Out Equipment

ITD has a limited number of laptop computers, portable projectors, and more available for faculty and staff members to check out. To submit a request to borrow equipment, visit **mtsu.edu/itd/equipment-request/**.

Test Scoring

Test scoring using optical scanning including statistical analysis and graphical representation of results, if requested, is available at the IT Help Desk (KUC 320).

A specialized scanner for advanced scanning needs (i.e. to load survey data onto the campus server or the user's storage device) is available upon consultation with ITD staff.

For additional information on any of these services, contact ITD at 615-898-5345, or check the ITD web pages at **mtsu.edu/itd**.

Consulting and Technical Support

- Limited development of custom software
- Activation of student computing accounts
- Consulting on the academic system, including inquiries about network communications, application software, program compilation, or the organization of a data file or survey
- Programming services and technical support for users accessing administrative software systems and data
- Statistical software consulting, including design consultation, instruction on software, and data analysis and interpretation for projects using available software packages such as SAS and SPSS
- Assistance with the transfer of data from scan sheets to a storage device, the uploading and downloading of files to and from the server, or the transfer of files across the internet
- Software site license and volume discount programs that enable employees to buy software for MTSU-owned computers at a reduced price
- User support for microcomputer hardware and software, including consultation and training; purchase recommendations; repair and troubleshooting; installation of equipment, network cards, and interface software; and site license software
- Network-related services, including maintenance of the backbone; proper connection of all LANs, WANs, and other nodes to the backbone; management of all network resources; maintenance of all equipment from the main network backbone to the individual user interface; and assistance with the use of network equipment

MTSU Zoom link offers security, advantages

MTSU has a special webpage for planning, hosting and joining Zoom videoconferences that provides an additional layer of security and other advantages.

MTSU's Zoom enterprise education license has privacy safeguards that comply with the Family Educational Rights and Privacy Act (FERPA).

ITD recommends using only the MTSU Zoom link found at **mtsu.edu/stayoncourse/faculty/zoom/index.php**.

The MTSU link offers the following advantages over the free version:

▪ Use of MTSU's Single Sign-On (SSO) system in combination with Multi-factor Authentication, which protects your MTSU Zoom account from unauthorized access

▪ Additional support from ITD through an administration console not normally available with the free version

▪ This page also has numerous quick links to video tutorials and training.

If you have any questions about privacy, email **security@mtsu.edu**.

Mobile app gives on-the-go MTSU account access

MTSU's mobile app, created and maintained by ITD student developers since its inception in 2011, offers many features including:

- tracking of bus locations
- parking lot information
- class schedule information
- classroom and office locations
- contact information
- academic progress reports
- campus office phone numbers
- University event calendars
- and more

You can access PipelineMT, D2L, and MTSU email through the app.

Get the app at **mtsu.edu/mobile/**.

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Use LinkedIn Learning for training or teaching

A wide range of video tutorials is available to MTSU faculty and staff through LinkedIn Learning for curricula or personal and professional development.

Tutorials are available for thousands of writing, publishing, graphic design, animation, and audio/video programs; career felds like marketing, filmmaking, game creation, IT security, and web design; and even job skills such as time management, and project coordination.

To access LinkedIn Learning with your MTSU account:

▪ Log in to the access portal at:

portal.office.com/myapps.

Once the page loads, you will see the Office 365 sign-in page.

▪ Faculty/Staff: Under "Work / School Microsoft Account" credentials enter your FSA username@mtsu.edu .

(For example, if you sign in to your work computer with the FSA username jjones, then you would enter jjones@mtsu.edu.) Then type in your FSA password.

Panopto Available for Video Management

Panopto is available to create and manage video content for use in instruction.

Basic information on Panopto can be found at **mtsu.edu/business-lab/support/tectrain/panopto.php**.

A Faculty Quick Start Guide is available at **https://mtsu.edu/businesslab/documents/Pan-optoQuickStart.pdf**.

These steps will familiarize you with Panopto enough to quickly add video content to your D2L classes.

Workshops on this and other topics are frequently scheduled. For information or registration visit **mtsu.edu/itd**.

MS Imagine Academy

MTSU faculty and staff have access to Microsoft's Imagine Academy.

Topics include:

● **Productivity:** Office 2016, Word, Excel, PowerPoint, Access

● **Computer Science:** Software Development, HTML5, Python, Technopreneurship

● **Data Science:** Excel, Database Fundamentals, Intro to Data Science, Working with Non-Relational Data, Using Data in Software Applications, Data Science and Machine Learning Essentials

● **IT Infrastructure:** Networking and Security Fundamentals

Visit **mtsu.edu/msitacad/**.

University Computer Labs

Faculty, staff and students with current MTSU IDs may use computers in University labs. Many departments also have labs for classes, research, and general use. Because of COVID-19, social distancing practices and capacity limits are implemented across campus. Find more info at **mtsu.edu/itd/labs.php**.

University Adaptive Technology Center
Walker Library, Room 174 (near circulation desk)
mtsu.edu/dac/atc.php
615-904-8550

University Computer Lab
Business and Aerospace Building, Room S137
mtsu.edu/businesslab
615-898-5515

University Computer Lab
Kirksey Old Main, Rooms 350/351/360
mtsu.edu/csc
615-898-2144

University Computer Lab at James E. Walker Library
Electronic Information Center (first floor)
Workstations on each floor near elevators
https://library.mtsu.edu/technology/computers
615-898-2772

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Information Technology Division (ITD)
QUICK REFERENCE

MTSU's Website
  mtsu.edu

ITD Help Desk
  615-898-5345
  help@mtsu.edu
  KUC 320
  mtsu.edu/help/index.php

ITD Information
  mtsu.edu/itd
  8 a.m.–4:30 p.m. M–F
  Cope Administration Bldg. 003

Computer and Network Security
  mtsu.edu/security

BlueID Office & Online
  615-898-5523
  8 a.m.–4:30 p.m. M–F
  SSAC Room 112
  mtsu.edu/BlueID

Wireless Connectivity
mtsu.edu/itdnet/wireless.php

PipelineMT
  mtsu.edu/pipelinemt

University Computer Labs
  University Adaptive Technology Center
  mtsu.edu/dac/atc.php
  615-904-8550

  University Computer Lab
  mtsu.edu/businesslab/
  615-898-5515

  University Computer Lab
  mtsu.edu/csc/
  615-898-2144

  University Computer Lab at James E. Walker Library
  library.mtsu.edu/technology/computers

Multi-Factor Authentication
  mtsu.edu/mfa

Your Email Address
  firstname.lastname@mtsu.edu