

Information Access Update

July – December 2007

Efforts of the Information Access Division during the period July through December 2007 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

Instructional Technologies (ITS) continued project with UMR and UMSL as a collaborative partners using Blackboard. Usage of Blackboard reflected a 68% increase over the previous year. ITS launched Sharepoint as an additional offering to the campus for communication digitally. UMKC hosted the Central States Blackboard User Group in September 2007.

Information Manipulation Services (IMS) worked a wide range of projects including: updates to the Travel Grant, HSCP and VSI applications. New work on customized e-commerce project in association with the School of Dentistry. Custom Scantron conversions for schools using old process for evaluating courses and instructors. Staff members received training on ASP.net.

Information Presentation Services (IPS) continued role in leading e-commerce projects on the UMKC Campus. Staff members received training on ASP.net. IPS assisted Electronic Communications in developing a number tools to keep the content on UMKC web sites new and exciting.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.

ITS Highlights

Projects, Research and Development, and Personnel

1. Blackboard Intercampus Collaboration (BblC)
 - Successful upgrade to Blackboard version 7.3
 - Continued increase in blackboard usage (total courses, visits, etc.)
 - Upgrades to Blackboard User Request system
 - Instituted Open Lab sessions for training
 - Increased presence at FaCET presentations. In some cases providing training at FaCET lunches for ITS related products
2. Horizon Wimba
 - Completed first full semester using Wimba as real-time video solution for certain classes
 - Launched Pronto (an instant messaging system tied into course enrollment)
 - Wimba came to campus and provided UMKC four training sessions
 - Continued training of instructors on Wimba
3. Learning Objects
 - Implemented use of Blogs and Wikis in Blackboard
 - Quick rise in implementation of these tools found, particularly in professional schools
4. Podcasting
 - 250+ podcasts produced during the Fall 2007 semester

- Selected 25 participants for Tegrity Podcasting extended pilot (Spring 2008)
- Developed online video + print training materials for pilot instructors
- Scheduled one on one training sessions for pilot instructors
- Developed online video + print training materials for students
- Generated additional podcasting interest via ITS information/training sessions at HSB
- Planning on-going student and instructor awareness campaigns for podcasting

5. Sharepoint

- Upgraded to Sharepoint 2007
- Doubled number of sharepoint web sites on campus
- Professional schools increasingly use sharepoint as a collaboration tool with researchers at institutions outside of the UM System

6. Instructor Evaluations

- Continued end of semester course evaluations for School of Dentistry and Nursing
- New online course evaluations for School of Computing and Engineering, Conservatory of Music and High School College Program

7. ePortfolio

- Successfully launched ePortfolio project with the History department.
- Approximately 120 students used product in first semester

8. Conferences Attended

- Central States Blackboard User Group (St. Louis)
- Central States Blackboard User Group (hosted by UMKC)

Usage Data

Blackboard

Academic Unit	Aggregate number of students		
	FS 06	FS 07	% change
College of Arts and Sciences	10,004	17,148	71.41%
Conservatory of Music	384	1,040	170.83%
School of Biological Sciences	2,371	2,473	4.30%
School of Business and Public Administration	1,780	3,217	80.73%
School of Computing and Engineering	1,879	4,470	137.89%
School of Dentistry	1,276	2,110	65.36%
School of Education	2,084	2,923	40.26%
School of Law	13	349	2584.62%
School of Medicine	1,073	1,638	52.66%
School of Nursing	1,137	1,941	70.71%
School of Pharmacy	1,225	1,864	52.16%
Grand Total	23,226	39,173	68.66%

Academic Unit	Number of course sites		
	FS 06	FS 07	% change
College of Arts and Sciences	296	1,053	255.74%

Conservatory of Music	1,053	210	-80.06%
School of Biological Sciences	25	76	204.00%
School of Business and Public Administration	55	150	172.73%
School of Computing and Engineering	53	328	518.87%
School of Dentistry	20	82	310.00%
School of Education	74	228	208.11%
School of Law	1	71	7000.00%
School of Medicine	12	40	233.33%
School of Nursing	30	86	186.67%
School of Pharmacy	19	76	300.00%
School of Graduate Studies	0	4	-
Grand Total	776	2,404	209.79%

eInstruction

Spring 2008		
Instructor	# Students	# Classes
Andrea Drew Gounev	94	1
Saul Honigberg	25	1
Todor Gounev	111	1
Marne Sherman	30	2
Jolene Lynn	59	1
Lyla Lindholm	20	1
Kristin Lee	54	1
James Benevides	214	1
Jerzy Wrobel	9	1
Eric Martin	37	1
Grand Total	653	11

Term	Number of Classes	Number of Students
SS 2007	11	801
SS 2008	11	653
% change	0.00%	22.66%

Support Issues by User Type	
Faculty	1,010
Staff	428
Student	810
GRA	46
Other	65
Total	2,359

Support Issues: Software	
Blackboard	1,666
Digital Media	22
eInstruction	15
Listserv	408
Learning Objects	5
MoCAT	1
Respondus	7

Sharepoint	8
SSO Accounts	3
Tegrity	18
Turnitin	16
Wimba	137
Other	53
Total	2,359

Support Issue: Origin	
Direct ITS Contact	2,115
Call Center	162
Desktop Support	8
Web-Submission	74
Total	2,359

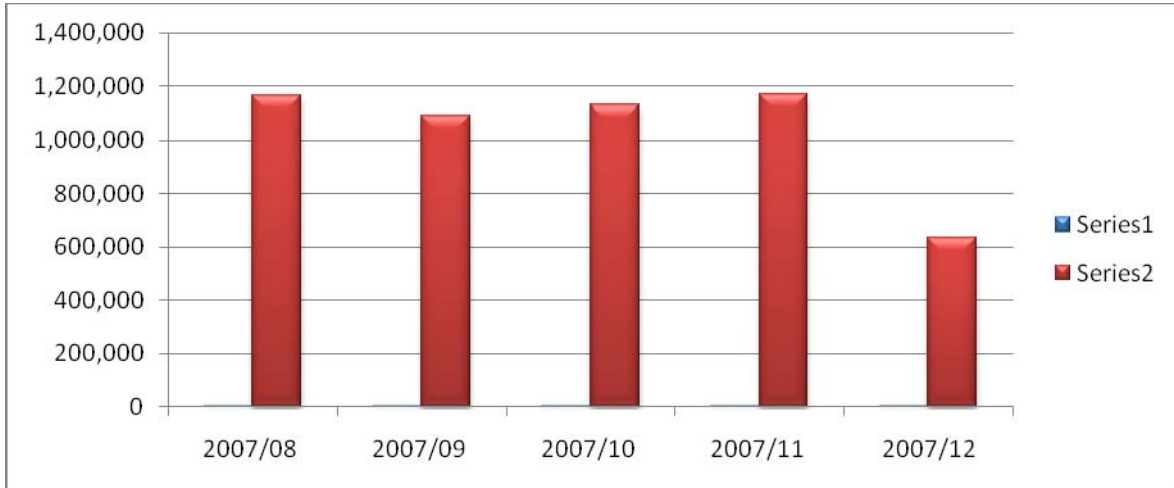
Support Issues: Department *	
A&S	318
BSB	56
CONS	18
LIB	13
SBS	25
SCE	52
SOD	86
SOE	117
SOL	19
SOM	95
SON	132
SOP	76
Other	21

* Department data is only available for 45% of tickets. This is due to missing data in whatever Db AR draws from to autopopulate fields.

Listserver Usage

Listserver Usage		
Term	Number of Lists	Number of Subscribers
WS2006	637	120,420
FS2006	679	125,876
WS2007	643	125,895

Between early August and the end of December 2007, we had almost 13,000 list serv postings which went sent out 5.2 million emails to subscribers.



IMS Highlights

July

1. Miscellaneous

- Numerous projects related to custom Peoplesoft queries

2. Faculty/Ferpa

- Designed unique query using table pivot - output to be one row for each instructor and also list out all of their classes that they were taking for SS07

3. ScanTron

- Converting evaluation data (different departmental data) - scanned using the ScanTron - put into separate Oracle tables - used for some evaluation pages (ongoing)

August

1. ScanTron

- * Successfully converted evaluation data (different departmental data) - scanned using the ScanTron - put into separate Oracle tables - used for some evaluation pages

2. UMKC Committee Web Page

- Began working on a Committee web page - allows certain users the ability to upload documents, add URL's, and create folders (a one-stop- shop for information about UMKC Committees ((ongoing))

3. BBUR

- Changes centered on how Faculty could search for courses and search for courses by there sso id

September

1. **UMKC Committee Web Page**

- Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop- shop for information about UMKC Committees ((ongoing))

2. **Evaluation Data**

- * Successfully converted

3. **PDF Form – Colin Gage**

- * Worked with IPS on changes to a PDF form used by Business Services

October

1. HSCP Application

- * Successfully moved into production - continue to work with the application to ensure that the students are properly admitted and registered in classes (glitches quickly resolved with the application running smoothly)

2. VSI Application

- * Converting from UMDW to PS (ongoing)

3. UMKC Committee Web Page

- Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop- shop for information about UMKC Committees ((ongoing))

5. Division of Diversity, Access and Equity Event Application

- * Successfully updated application with a login page when signing up for an event workshop and corrected the email addresses for the ones already signed up for events

6. Blackboard Feed

- * Successfully switched the Blackboard Feed job to run against SIS Production data instead of SIS Reporting data

7. Early Warning System Application

- * Successfully designed, programmed and implemented an application – use to report students who have taken exams that are less than or equal to 70% of the required score

November

1. **VSI Application**

* Successfully moved into production – ongoing maintenance to ensure that the students are properly admitted and registered in classes

2. **UMKC Committee Web Page**

- Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop- shop for information about UMKC Committees ((ongoing))

3. **Division of Diversity, Access and Equity**

* Successfully changed statistics web page to break out the statistics by event - requested by ODE

4. **Early Warning System Application**

* Successfully made changes and updates - users wanted to view the students rank for the class

5. **Women's Council Application**

* Successfully corrected the print application - needed to be converted over to the new format that was changed for the Fall 07 semester

6. **Web Form Law School**

* Successfully added a CAPTHCA box to block spam email from this page
<http://www.umkc.edu/adminfinance/mediation/referral-form.asp>

December

1. **VSI Application**

* Ongoing maintenance to ensure that the students are properly admitted and registered in classes

2. **Dentistry's MDC Web Application**

* Worked with Ling on updating for the 2008 conference - updating the application with the 2008 events along with updating the tables to reflect those events

3. **UMKC Committee Web Page**

Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop- shop for information about UMKC Committees ((ongoing))

4. **Registration and Records**

* Successfully developed queries for Faculty who have and have not taken the FERPA exam - various special queries for Faculty who do not have a PeopleSoft userid and whose account has been locked.

5. **Ecommerce – Dentistry**

* Redesign - worked with Ling on converting the application over to QuikPay and implemented multiple registrations (Midwest Dental Conference that is held each year)

IPS Highlights

Ecommerce:

- Updated and converted existing E-commerce Sites:
 1. New Student Orientation
 2. New Letters
 3. Nursing event within Donation site
- Developed new E-commerce sites:
 1. Nursing conference WHCS 2008.
 2. Library donation and membership submissions.
- Trained people to use the QuikPay admin tool (Gregory Paul Hinrichs, Susanne K. Miller)

Web Development:

- Worked with Electronic Communication on various umkc websites. (Rotating photos, Press Release, Virtual Postcards, Graphic degrees table)
- Updated and maintained sites for provost office. (AALO conference registration, Ivanhoe House Program, UBC Site)
- Updated housing online application for 2008.

- Updated GAF online application for Women's Council Office
- Fixed ODE Workshop online seminar sites problems of displaying order and new added category, added “attendance” function to it.
- Fixed nursing post student/parent surveys.
- Nursing BSN/MSN supplement online submission forms.