

**Information Access Update**  
**August 2009 – January 2010**

Efforts of the Information Access Division during the period August 2009 through January 2010 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)** significantly expanded the usage of Tegrity, Wimba and Moodle during the Fall Semester 2009. Blackboard interest from new faculty remained high. The University eCalendar continues to expand.

**Information Manipulation Services (IMS)** spent resources and time on large projects for the School of Dentistry, Conservatory, Bloch School of Business and School of Law. The IMS group started account cleanup processes for SSO and email management. Scanning and Printing completed hundreds of projects for groups across campus.

**Information Presentation Services (IPS)** continued to create a high quality web development UMKC. Highlight projects during this time period included e-commerce projects and the introduction of a WordPress server to campus.

Information Access played a key role videotaping and producing many campus wide UMKC events. IA continues to play a key role in defining and developing distance education solutions for the campus.

## ITS Highlights

### **Projects, Research and Development, and Personnel**

#### Podcasting:

- Successfully completed two years of the Tegrity Podcasting project.
- Users have grown from 15 instructors during the FS 2007 semester to approximately 76 instructors during the FS 2009 semester
- Created 1508 recordings between August and December 2009
- Recordings were viewed approximately 44,294 times

#### ePortfolios:

- Completed two years of ePortfolio administration
- Continued successful usage by the History and Dental Hygiene departments
- 78 active Dental Hygiene accounts
- 111 active History accounts

#### eCalendar:

- Successfully implemented & administered UMKC calendar
- Currently support 35 calendars that feed into the main UMKC calendar
- Approximately 44,000 views in the months of September, October, November and December (I am basing this on last month's data J)

#### Media Outreach:

- Converted and published courses to UMKC's YouTube channel with the assistance of the Physics Department – Four courses currently available
- Converted and published courses to UMKC's YouTube channel with the assistance of the Math department and UMKC VSI – Two courses currently available
- UMKC's YouTube channel is currently among the top 70 most popular EDU channels of all time

#### KHEN 17 & KCEN 18 / Cable TV: Educational Access Networks:

We have made significant efforts to improve the quality and number of shows airing on our stations. Currently, there are around 75 unique shows with multiple episodes stored within our archives. Close to 60 hours of our shows come from local programming produced within the Kansas City area and around 475 hours of unique programming is shown each month. Our shows span a wide range of educational topics including: college classes, poetry discussion, local events, classic arts, NASA, various types of music, world events, cooking, fine arts, home improvement, gardening and piano instruction. We currently have satellite feeds that provide us with Classic Arts Showcase and NASA Public TV feeds, and we are currently looking into acquiring the

equipment needed to receive satellite feeds from LinkTV as well as Deutsche Welle. Station ID improvement is also beginning to manifest.

## Usage Data

### **Blackboard**

Reporting Period: August 2009 through January 2010

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Total ITS-related tickets for reporting period: 3059

<b>ITS-Related Tickets: Resolved By</b>	
<b>Department</b>	<b>Number</b>
Information Access	2242
Support Services	815
Central Systems	2
Total:	3059

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(Data after this point excludes tickets resolved by departments other than ITS)

<b>Support Issues: By Role</b>	
<b>Role</b>	<b>Percentage</b>
Faculty	44.29%
GRA	2.81%
Staff	15.75%
Student	33.94%
Other	3.21%
Total:	100.00%

<b>Support Issues: By Origin</b>	
<b>Origin</b>	<b>Percentage</b>
Direct ITS Contact	74.75%
Support Services	14.01%
Web Submission	11.24%
Null/Other	0.00%
Total	100.00%

<b>Support Issues by Software</b>	
<b>Software</b>	<b>Percentage</b>
Blackboard	68.60%
Digital Media	1.34%
e-Instruction	1.96%
Learning Objects	1.65%
Listserver	11.78%
LockDown Browser	0.04%
Moodle	1.43%
Needs Consulting	0.04%
Respondus	0.31%
SharePoint	1.87%
Tegrity	1.29%
Turnitin	1.12%
Wimba	4.95%
Other	2.59%
Null	1.03%
Total	100.00%

<b>Support Issues: By Department</b>	
<b>Department</b>	<b>Percentage</b>
Arts & Sciences	29.84%
Bloch School of Business	5.28%
Conservatory	1.35%
School of Biological Sciences	2.38%
S. of Computing & Engineering	3.32%
School of Graduate Studies	0.10%
School of Dentistry	9.02%
School of Education	7.88%
School of Law	1.04%
School of Medicine	6.84%
School of Nursing	12.23%
School of Pharmacy	5.08%
Libraries	1.87%
Non-Academic Departments	13.78%
Total	100.00%

Department data was only reported in 43% (n = 966) of support tickets.

eInstruction

<b>EINSTRUCTION 08/09--01/10</b>			
<b>INSTRUCTOR</b>		<b># Students</b>	<b># Classes</b>
Belden-Adams	Kris	44	1
Fairley	Joy	90	1
Ferrari	Michael	276	1
Flowers	Kara	82	2
Geisbrecht	Erika	178	1
Gounev	Andrea Drew	154	1
Gounev	Todor	248	1
Honigberg	Saul	122	1
King	Stephen	649	3
Lee	Kristin	160	2
Lindholm	Lyla	43	1
Lynn	Jolene	78	1
Lyon	Cary	53	1
Marte	Ricardo	120	1
Roberts	Cristy	84	2
Sherman	Marne	132	3
Singh	Gurmukh	67	1
Stanley	Leah	68	1
Stoddard	Elizabeth	156	2
Temm	Wanda	20	1
Thompson	Mikah	21	1
Vaught	Wayne	195	1
Wrobel	Jerzy	33	1
<b>GRAND TOTAL</b>		<b>3073</b>	<b>31</b>

<b>PERIOD</b>	<b># Students</b>	<b># Classes</b>
08/09-01/10	3073	31
08/08-01/09	2743	30
<b>% Change</b>	<b>12.03%</b>	<b>3.33%</b>

## Wimba

<b>WIMBA VOICE</b>	<b>Created 8/09-1/10</b>
Presentations	10
Board	80
Podcaster	80
Email	80
Announcements	200

<b>WIMBA CLASSROOM</b>		
<b>Period</b>	<b># Rooms</b>	<b># Users</b>
08/09-1/10	692	13532
08/08-1/09	360	6635
<b>% Change</b>	<b>92.22%</b>	<b>103.95%</b>

## Learning Objects

<b>LEARNING OBJECTS</b>	<b>Total #</b>	<b># Entries</b>
Blogs	501	14681
Expo	2683	47
Podcasts	unknown	unknown
Wikis	1037	14154

## Listserver Usage

Listserver Usage		
Term	Number of Lists	Number of Subscribers
WS2006	637	120,420
FS2006	679	125,876
WS2007	643	125,895
FS2007	677	132,552
WS2008	712	139,405
FS2008	705	169,048
SP2009	759	158,949

## SharePoint

UMKC has 140 sites running for faculty, staff and research purposes.

Total unique users: 1045

Anticipated change in demand: One site in 2007, 52 sites in 2008 and 72 in 2009. 13 new sites in 2010 year to date.

SharePoint sites		
Number of Sites	Year	% Change
1	2007	
52	2008	98%
72	2009	27%
13	2010	20%
Total Sites =138		
Total Unique users	1045	

SharePoint offers UMKC faculty, staff and department a unique place to share information such as share data, Outlook calendar, meetings, workflow etc. UMKC offers two types of SharePoint sites, one for password protected and other for public domain.

## Maestro

Software to track URL sent via email. Created 16 accounts.

**Listserv**

Between August-1 and the end of January 2010, we had almost 17,161 listserv postings which went sent out 6.2 million emails to subscribers.

Number of lists: 832

Number of subscribers: 181,870

**Moodle**

25 active course sites, four test/sandbox sites and one organization site. 50% of the sites are actively used.

## IMS Highlights

- Special Accounts Tracking site was updated by adding a mandatory “Reason for Need” and “Expiration Date” for each special account.

### **Scanning:**

Tests Scanned:	594
Questionnaires Scanned:	4
Departments Served:	25
Course Evaluations Scanned:	9131
Departments and Schools Served:	6

### **Exchange Account Management:**

Deletion notices sent out for weekly faculty/staff termination list and accounts terminated and appeals processed.

### **Special Accounts database clean-up project:**

Active status confirmed on an account by account basis for hundreds of accounts; others slated for deletion. Over 2000 accounts involved.

### **SSO Forms**

SSO forms generated and printed for ISAO on a daily basis.

### Web Development

- Moved UMKCAnnoucement and PublicRelations database from old server to new server kc-issrv-mssql1
- Public Relations: moved Experts Guide from old server to new server kc-issrv-mssql1

## IPS Highlights

### Ecommerce

1. Converted Communiversity eCommerce site to the new look and feel.
2. Converted UMKC donation site to the new look and feel.
3. Updated donation site for UMKC Foundations.
4. Event Registration went production.
5. School of Nursing National Clinical conference registration set up.
6. Counseling Center: The Central College Health Association annual conference registration setup.
7. School of Nursing: Bancroft program online registration set up.
8. Update Communiversity for Spring 2010 courses.
9. New Letters updated for new year.

### Web Development

- Job Self Identification for Diversity  
<http://dev.umkc.edu/ia/misc/kirk/JobAppSelfID/JobAppSelfID.aspx>
- Researched search engine solutions to upgrade the UMKC search experience and forwarded findings to the UMKC Web Liaison Group.
- Continued to plan and lead the Web Liaison Group.
- Developed a new downloadable virtual tour and virtual tour website (Maybe more IPS).
- Fixed listserv online request form.
- International academic programs: fixed broken pages, created SQL database to replace access, built online admin site to update data.
- Created rotate photo module for Blackboard home page.
- Worked with Web Tracking Group on Google Analytics.
- Built UMKC home page alert message and alert image admin.
- Law School: request for information online form and admin site.
- CTS: Collaboration Calculator and admin site.
- UMKC Outreach website set up.
- School of Education: updated TEApplication for new semester, help set it up on the new server.
- Created emergency message controller for student affairs home page.
- Build common used asp.net sample pages for new programmers.
- Fixed broken pages for AZ index.
- Fixed slide show problem for Blackboard homepage.
- Added optional audio/video irons to feature stories and home page slide show for PR.

## **August**

Collaborated with MU on getting an application up and running. The application was a ColdFusion 8 application developed and written by the University of California – Berkley. Some minor tweaks were needed in the code to have the application function properly for our campus.

Did some debugging for MU on the UCReady application. They had some login issues with Columbia and UM users. Columbia need to go against one LDAP and UM needed to go against another LDAP. I rewrote the ACCESSLDAP.CFC file to accommodate that situation.

Created a data extract for Grades First. The file was an extract of student athletes from PeopleSoft.

Rewrote several Blackboard queries to select instructors who's appointment doesn't start until 9/1.

## **September**

Created a poll application for the Bloch School. The Bloch School creates a poll on their website and I capture that information in a database. On their poll, there is a link where you can view the results of the poll. Those results are created using the information from the database and a ColdFusion product called Fusion Charts. The results of the Fusion Charts are displayed as a bar chart within a pop up window.

Implemented the LDAP authentication for the UFirst web site. I also wrote the logic to determine the user logging was a student or faculty/staff before they were transferred to the MapWorks site.

I moved the training session registrations over to the UFirst web. A user can sign up for training sessions for MapWorks on the UFirst site. Administrators can add/delete/update training sessions and view registrations all within the UFirst web site.

Developed an FTP file upload site for ITS. Users wanting to upload files for use by ITS can upload their files using this web page.

Redesigned the NSC site for the Registrar's office. The site now requires a login before being directed to the NSC site.

## **October**

Worked with Columbia on updating their UCRready ColdFusion application. I implemented LDAP into the code so that any campus could login.

Created a course proposal web form for Communiversity. I worked with Rick Mareske on creating the form and how they were to use it.

Made a change to the Bloch School Real Estate application to include/exclude QuikPay processing. They wanted to use the same site for free events without ecommerce processing and collection of payment.

Worked with Wayne Brown of Pharmacy to make some changes to his Access database/application. He needed some field changes within a few tables/forms/reports. This was something that Joe had done for him in the past.

## **November**

Imported courses for several schools. The courses are used for Instructor evaluations.

Worked with Columbia on branding their UCRready ColdFusion application. I went through the whole application and replaced "UC Ready" text with "UM BCM" text. This took about 2 days worth of time.

Created a booth web form for Communiversity. I worked with Rick Mareske on creating the form and how they were to use it.

Started updating the A&S Election application to work out any problems that had from last year.

Rewrote the code in the "Lookup" folder to be Cold Fusion. One of the pages also uses AJAX binding to populate a couple of drop-down lists reading from a database. The page doesn't reload doing it this way.

Created a Suggestion Box web page for Bill Marse.

## **December**

Made major enhancements to the Dentistry's MDC ecommerce Web application.

Created a web application for Dentistry's MDC conference that allowed registrants to download handouts for that conference.

Created an ecommerce application for Kevin Mc Cluskey in Biological Sciences. The application is used for an FGSC conference that is held every year.

## **January**

The enhancements to the Dentistry's MDC ecommerce Web application was completed and moved into production.

I made some enhancements to the Electronic Travel Grant System for Jakob Waterborg since this application was being brought back online again.

Created an application for Conservatory. This application a supplemental application for Conservatory Admissions. It piggy backs on to the UMKC Admissions application that was written by UM. Conservatory needed additional information when a student filled out the Admission application so a supplemental application was created to obtain that information.

Generated the SB389 download file for faculty evaluations. Spent a couple of hours massaging Conservatory's data so that the data could be imported into my tables.

Created a web application for the Registrar's Office. The application is a web survey application for generating results concerning their new web site.