

# Information Access Update

## February – July 2010

Efforts of the Information Access Division during the period February through July 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)** The campus continues an upward usage trend with Wimba and Tegrity. UMKC has developed an initial iPhone applications and started development on multiple mobile phone applications.

**Information Manipulation Services (IMS)** spent resources and time on large projects for the School of Dentistry, Pharmacy and Arts & Sciences. The Drug Information Center project is a multi-campus effort where data is stored for faculty, staff and students at multiple campuses in the UM System.

**Information Presentation Services (IPS)** continued to create a high quality web development UMKC. Highlight projects during this time period included work on the Black Women Leader's conference and the Nursing NCC conference. These ecommerce and event registration projects met the needs of the event organizers and saved countless man hours while providing the end user a much nicer end product.

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**

1. Concurrent Blackboard Users
  - a. UMKC during the week is getting around 330 concurrent users during peak times of the day
2. UMKC Cable Network
  - a. Stated program to establish relationships with producers
  - b. Schedule TV programs to be broadcast
  - c. Continue work with Penn Valley Community College to provide Kansas City with educational classes and programming
  - d. Archive TV programs to store for rebroadcast
  - e. Provide the public with an online and real-time cable schedule
  - f. Seek out new sources of programming
  - g. Efficiently find solutions to cable related problems
  - h. Increased number of programs significantly
3. Interactive Video Group
  - a. Interactive Video's primary responsibilities during this period were to support ITV distance learning events and support video conference meetings. Here is the hourly breakdown of the events we supported February through July:

ITV distance learning	1033
Staffed video conference meetings	114
Non-staffed video conference meetings	61
Pre-recorded distance learning lectures	25
  - b. Secondary support for Rural Nurse Initiative events. The RNI events are similar in concept to ITV distance learning.
  - c. ITV shot footage for an academic video for Dr. Cydney.
  - d. The ITV group also assisted on two video projects during this period, including the Student Union Documentary directed by Brian Lemmons, and a streamed Town hall event on April 29<sup>th</sup>.
  - e. During this period, Ben Zygmunt and Jason Levy specified \$157,000 of video production equipment to either replace or upgrade our existing equipment. Due to the amount of research required, the project took 4 months to complete (approximately March through June). The list was prepared in conjunction with Jim Gaar and Scott Mallen, who helped identify necessary components. Dave Deleersnyder and Jamie Rinehart served as engineering consultants. Ongoing responsibilities were attended to during this time.
  - f. Projections for ITV's part time staffing needs for the Fall 2010 semester were completed in June. Interviewing to select 4 new part time employees was completed in July.
  - g. A first edition ITV control room manual was completed in July, to aid with training.
4. Miscellaneous IA News

#### Tegrity:

- a. Third year administering the Tegrity Podcasting project.

- b. Negotiated a multi-year campus-wide Tegrity license in conjunction with UMC
- c. Coordinated the conversion of the old Tegrity server into a Virtual Appliance with larger drive space
- d. Coordinated the setup of a test appliance
- e. Working on making Tegrity available by default for all courses in Spring 2011

ePortfolios:

- Third year of Foliotek ePortfolio project
- Continued successful usage by the History and Dental Hygiene departments
- 132 active Dental Hygiene accounts
- 120 active History accounts

eCalendar:

- Second year administering the UMKC eCalendar
- Implemented a new website for the UMKC calendar to act as a one stop shop for event submission, calendar requests etc.
- Currently support 56 calendars that feed into the main UMKC calendar
- Approximately 62,098 views in the months of September

Media Outreach:

- Continued administration of UMKC's YouTube channel
- Advised and assisted departments in promoting their videos via the YouTube Channel
- UMKC is currently among the **top 30** most subscribed-to EDU channels on YouTube

Web and Application Development:

- Successfully implemented and submitted an iPhone app to the Apple Store – Free app is now available for download
- Working on additional iPhone apps
- Researching Android Development

Miscellaneous

- Research and Project Coordination for extended hours support
- Worked on RFP for Extended Hours support
- Co-Chair for Web Liaison Group
- Helped establish a Programmers Discussion Group
- Updated user support documentation to reflect changes in upgrade to Blackboard 9.
- Provided over 50 Blackboard training sessions in multiple locations on Volker campus, Hospital Hill campus and online.
- Provided specialized training sessions for departments (including the Conservatory, Dental School, School of Pharmacy and Medical School) and individuals.
- Organized Instructional Technology Conference for UMKC instructors.

- Work continued on this project through February
- Additional Exchange Account Clean-up Project involving thousands of accounts (March 26)
- Weekly Exchange Account Management and SSO Form printing report information remains unchanged
- Updated and greatly enhanced the Unlawful Discrimination/Sexual Harassment Training Participant management web site. The web site's functionality was greatly increased. (It wasn't mentioned on the August 2009 thru Jan 2010 Accomplishments.)
- Put most of the process together, and in operation, that updates numerous Active Directory distribution lists. Each distribution list has its own individual VBscript that is ran by a scheduled task.

## 5. Academic Enhancement

- a. The group has started, completed and continued work on many projects of differing sizes. The projects support faculty, students and staff throughout the university.

- Bloc School lecture series Event Coverage (multiple events)
- Integra Reality Conference - Bloch School
- Division of Diversity, Access & Equity (multiple events)
- UMKC Spencer Chemistry Award
- Teach & Learning Online Classroom w/Lee Graham (multiple events)
- SI Training
- Healthcare Debate
- Power point conversions to Flash for instructors
- UQUEST update
- School of Education Summer Immersion Project
- E E Thompson Courtroom mini documentary
- Black Women's Leadership Conference Event Coverage (multiple events)
- Steve Harvey Morning Show Even Coverage
- Event Coverage to commemorate the signing of the Constitution Law School
- Swinney Senior Project
- Geometrics Learned
- Bloch School EOY
- General Education Streaming (multiple events)
- Alumni Awards
- Video Presentation for National Education Seminar
- Michel Song Video for VCC
- Staff and Faculty Awards
- Dean Tan Video
- Applied Language Institute ( In-progress)

6. Instructional Design

- a. The UMKC Instructional Design group has focused on offering training sessions in best practices related to online courses. ID works with individual departments to incorporate assessment, goals, and best practices to provide a sound structure for online learning. ID is also certifying online courses for quality under supervision from the Provost office. ID is offering certification of online instructors who have the opportunity to experience an online course from the perspective of a student while studying techniques to communicate effectively with this type of learner.

Courses being prepared/revised/supplemented for online delivery currently				
Kurz	Comm110	Spring		
LaFevers	Health Assessment	Spring		
Diane Smith	Education	Spring		
Judy McCormick	Mass Comm	Spring		
Lisa Hill	Meteorology	Spring		
Marszalek, Jacob M.	Statistics	Spring		
Wayne & Eileen Vaught	Bioethics	Spring		
Gus Jacobs	Education	Spring		
Dr. Loyce Caruthers	Education	Spring		
Dr. Donna Davis	Education	Spring		
Dr. S. Marie McCarther	Education	Spring		
Everett	Med Music	Spring		
Prue	Social Work	Spring		
Enrollments for Cert Course				
1-Nov	28-Nov	1-Jan		
19	7	2		
Current Pending Certification				
3	Kit	Nursing		
	Henry	Computer		
	Hill	Meteorology		
Currently Certified Courses				
Course Number	Name	Faculty	Start Date	Certified

EDUL 5512	School Finance	Dr. Jennifer Friend	Fall 2010	8/30/2010
EDUL 5510	Planning Educational Facilities	Dr. Rob Leachman	Fall 2010	8/30/2010
EDUL 5516	Governmental & Legal Aspects of Special Education	Dr. Jennifer Friend	Fall 2010	8/30/2010
ENGL 3237/327	British Literature	Jennifer Phegley	Fall 2010	8/30/2010
HMNTY401PW	Culture of the Working Class	Melissa Fiala	Fall 2010	8/30/2010
A&S 490B	Experience of Health and Aging	Christine Thurlow	Fall 2010	8/30/2010
Psych 405	Motivation	Tamara Murdock	Fall 2010	8/30/2010
Currently Certified Faculty Members				
Jennifer Friend				
Molly Mead				
Jovanna Rohs				
Melissa Smith				
Katherine Smith				
Jennifer Phegley				
Patricia Hovis-Smith				
Patricia DuFresne				
Consistent Template for Programs				
School of Nursing	Curriculum Committee(SON)			
Ed.S. in Administration (School of Education)	Curriculum Committee(SOE)			
New Menu for Bb Template at UMKC	Instructional Technology Services and Instructional Design			
Regional Presentations promoting UMKC Online Courses				
Midwest Academy of Management	Second Life (2 Sessions)			

Workshops				
40				
Open Labs				
17				
Promotional/Advocate activities for UMKC Online Courses				
International Faculty Conference				
eLearning Blog	Spotlight on Faculty	Videos of past workshops		Articles
ID Website				
Lessons Learned	Roundtable for faculty sharing experiences - videotaped and shared on ID site			
Participation in Nursing Online Task Force				
Two System Conferences	Outcomes Training			
Instructional Design Task Force				
Extended Hours Support				
Second Life Building, Workshops and Demonstrations	8			
One-time meetings with faculty to review/improve/discuss courses				
26				
Tutorials, Webcasts, and Supplemental Materials for faculty				
30				

## Usage Data

### Blackboard

Reporting Period: February 2010 through July 2010

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#### Total ITS-related tickets for reporting period: 2683

This number represents a decrease of 13% from the previous 6 month reporting period.  
The previous period included August and September, historically our busiest months.

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ITS-Related Tickets:

ITS-Related Tickets: Resolution by Department		
Department	Number	Percentage of Total
Central Systems	1	0.04%
Classroom Technologies	1	0.04%
Instructional technologies	2053	76.52%
Networking & Telecom	1	0.04%
Support Services	627	23.37%
	2683	100.00%

Support Issues by User Role		
Role	Number	Percentage of Total
Faculty	996	37.12%
GRA/Workstudy	51	1.90%
Other	30	1.12%
Staff	463	17.26%
Student	1143	42.60%
	2683	100.00%

Support Issues by Origin		
Origin	Number	Percentage of Total
Direct IST Contact	1660	61.87%
Support Services Contact	843	31.42%
Web Form Submission	180	6.71%
	2683	100.00%

Support Issues by Software		
Program	Number	Percentage of Total
Blackboard	2216	82.59%
Digital media support	37	1.38%
e-Instruction	8	0.30%
Listserv	222	8.27%

Moodle	10	0.37%
Respondus	3	0.11%
Sharepoint	60	2.24%
Tegrity	24	0.89%
Turnitin	19	0.71%
Unsupported	1	0.04%
Wimba	58	2.16%
Miscellaneous	25	0.93%
	2683	100.00%

<b>Support Issues by Academic Area (where specified)</b>		
<b>School</b>	<b>Number</b>	<b>Percentage of Total</b>
Arts & Sciences	358	27.64%
Bloch School of Business	72	5.56%
Conservatory	39	3.01%
University Libraries	24	1.85%
School of Biological Sciences	10	0.77%
School of Computing & Engineering	27	2.08%
School of Graduate Studies	8	0.62%
School of Dentistry	102	7.88%
School of Education	102	7.88%
School of Law	14	1.08%
School of Medicine	98	7.57%
School of Nursing	142	10.97%
School of Pharmacy	75	5.79%
Non-Academic Departments	224	17.30%
	1295	100.00%

<b>EINSTRUCTION 02/10--07/10</b>			
<b>INSTRUCTOR</b>		<b># Students</b>	<b># Classes</b>
Gogol	Ed	51	1
Sherman	Marte	17	1
<b>GRAND TOTAL</b>		<b>68</b>	<b>2</b>

<b>PERIOD</b>		<b># Students</b>	<b># Classes</b>
02/10 - 07/10		68	2
02/09 - 07/09		1351	16

<b>% Change</b>		<b>0.05%</b>	<b>0.13%</b>
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<b>CAMPUS PACK</b>	<b>Total #</b>
Users	4537
Groups	232
Enrollments	7834
Concurrent Sessions	45

<b>WIMBA VOICE</b>	<b># Created</b>	<b># 2/09-7/09</b>
Presentations	7	10
Board	11	80
Podcaster	7	80
Email	28	80
Announcements	78	200

<b>WIMBA CLASSROOM</b>	
<b>Period</b>	<b># Rooms</b>
02/10 -7/10	1058
02/09 - 7/09	498
<b>% Change</b>	<b>47.07%</b>

<b>WIMBA PRONTO</b>	
Users	806
Courses	11,973

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

<b>FS2007</b>	677	132,552
<b>WS2008</b>	712	139,405
<b>FS2008</b>	705	169,048
<b>SP2009</b>	759	158,949
<b>SP2010</b>	359	206,943

Between February and the end of July 2010, we had almost 22,783 listserv postings which went sent out 7.3 million emails to subscribers.

**Maestro:**

Active accounts: 13

Tracking Events: 103,489

Directly distributed Recipients: 281,177

**Moodle**

Active course sites: 14

**SharePoint**

UMKC has 220 sites running for faculty, staff and research purposes.

Total unique users: 1258

<b>Year</b>	<b>Number of new sites</b>
2007	1
2008	52
2009	72
2010	95
Total Sites	220

**Scanning**

Tests	701
Questionnaires	2
Course Evaluations	11,159
Scanning performed for over 20 departments and schools	

## IMS Highlights

- The administrative site for the MDC ecommerce Web application was moved into production.
- Created an Ecommerce application for the Women's Council to accept payment only for new or renewal memberships.
- Created a web survey application for the Registrar's Office.
- Created a grade change form application for the Registrar's Office. The grade change form (PDF) resides in an Oracle table and is pulled from the table when the appropriate person authenticates to the application.
- Created an Ecommerce application for the School of Computing and Engineering for their MDM2010 conference. Also created an Administration site for SCE and Greg Hinrichs for transferring the monies.
- Refined and enhanced the CE application for dentistry. This application is used to print out certificates for attendees that completed the Midwest Dental Conference.
- Refined and enhanced an Ecommerce application for Bloch CE.
- Created an Ecommerce donation page for the School of Biological Sciences. This was requested by Marilyn Yoder.
- Started working on a Supplemental Application for Conservatory.
- Made an enhancement to the BBUR request system to allow users to add other users to organizational sites.
- Started working on a continuing education program for Nursing CE.
- For the MDC CE credit application, I added a web survey and a class survey to the site.
- Continued working on the Supplemental Application for Conservatory.
- Created an application for the Registrar's Office to allow its administrative users to add/delete users to their web applications (Ferpa, Grade Change Form, Math Placement and PeopleSoft Links).

- Converted the GATS Purchase Order form to be AJAX enabled and submitted.
- Create an ecommerce page for David Burford for SCE.
- Worked on Blackboard tasks. This involved moving a procedure over from BB8 to BB9 and then troubleshooting why the procedure wouldn't compile. I ended up modifying a called procedure to have the same number of input parameters that the procedure was passing in.

## IPS Highlights

### Ecommerce

- Updated Nursing NCC conference admin site.
- Batch email reminders for nursing national conference attendees
- Trouble shooting event registration website user errors.
- Library membership online sign up page updates
- Jazzfriends online donation site update
- Black Women Leader conference online donation website set up and admin site for tracking transactions.
- UMKC Advancement scholarship pre population links set up
- Fixed Nursing conference registration statistic error.
- Questionnaires additions to communiverity online course registration
- Fixed new letters international orders problem

### Web Development

- Facet Conference online registration and registration tracking
- Environment Health Material Safety Data Sheet website going production
- Built login control for NEH Border Wars website of History Department.
- Admin Services Training Sessions Online Registration and Admin site for manage sessions and tracking registrations.
- Replaced WYSISYG editor for PR Feature stories.
- Fixed Dental School Email form
- Marketing titles admin for UMKC Audience Pages

- Database of School of Graduate Access converted to MS SQL
- Troubleshooting Communiversity website after its migration from web2 to new server.
- Fixed AZ index recaptcha problem