

## **Information Access Goals and Objectives Update January – June 2011**

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Efforts of the Information Access Division during the period January through June 2011 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)** Usage of ITS related tools including Blackboard, Moodle, Tegrity and Wimba increased. ITS prepared for upgrade to Blackboard 9.1 and plans to release a new product for student academic use in the Fall semester.

**Information Manipulation Services (IMS)** IMS worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IMS improved multiple Admissions, Records and Registration and IT data processes.

**Information Presentation Services (IPS)** IPS completed multiple ecommerce projects and started application development on an alert system for students displaying warnings signs.

**Foundation Services (FS)** FS provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC.

Information Access played a key role in 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.

Viewers on the three UMKC cable channels that the University manages and provides content for continue to increase. An analysis of a random seven day period in June 2011 shows one individual channel captured over 110,000 viewers polled every ten minutes. This is an approximate average of 110 viewers per hour and more than 2,600 per day. Initial analysis shows comparable statistics on the other channels. These numbers rate higher than VH1 classics or the Sci-Fi Network.

## ***ITS Highlights***

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

#### **UMKC Cable Network**

- Continued work with Penn Valley Community College to provide Kansas City with educational classes and programming
- Archived TV programs to store for rebroadcast
- Sought new sources of programming
- Stated program to establish relationships with producers
- Scheduled TV programs to be broadcast
- Efficiently found solutions to cable related problems
- Significantly increased number of programs
- Provided the public with an online and real-time cable schedule

#### **Interactive Video Group**

- Interactive Video's primary responsibilities during this period were to support ITV distance learning events and support video conference meetings. The hourly breakdown of the events supported January through June 2011 were as follows:

ITV distance learning	1390
Staffed video conference meetings	182
Non-staffed video conference meetings	113
Pre-recorded distance learning lectures	42
Academic Enhancement video productions	60

- Projects included:
  - FaCET Symposium
  - ePortal Informational Videos
  - Library Robot
  - History of Nursing N434C

#### **Other notable accomplishments:**

- Helped MOREnet evaluate Vidyo Desktop product
- Learned to stream live on or off campus using Flash Media
- Completed location video rig
  - All components now interoperate
  - Pursued warranty replacements/product upgrades where necessary
- Self-trained on all location video equipment
  - Training AE staff now in progress
- Provided maintenance and first-tier technical support for all ILE equipment and desktops in Health Sciences Building

## Miscellaneous IA News

### *Tegrity*

- Planning for fourth year of Tegrity
- Negotiated a multi-year campus-wide Tegrity license in conjunction with UMC
- Coordinated the conversion of the old Tegrity server into a Virtual Appliance with larger drive space
- Coordinated the setup of a test appliance
- Made Tegrity available by default for all courses in Spring 2011
- Working on extending Tegrity availability to all Moodle users for Fall 2011

### *ePortfolios:*

- Planning for fifth year of ePortfolios
- Foliotek enrollment from the period of 1/1/11 through 6/30/11:
  - School of Dentistry – 54 students enrolled
  - History Department – 29 students enrolled
- Continued successful usage by the History and Dental Hygiene departments
- 150 active School of Dentistry accounts
- 225 active History Department accounts (see program breakdown below)

<b>Arts and Sciences</b>	
<b>Program</b>	<b>Number of Active Students as of 6/30/2011</b>
Environmental Sustainability	70
History Majors	155
<b>School of Dentistry</b>	
<b>Program</b>	<b>Number of Active Students as of 6/30/2011</b>
Basic Prep	115
Degree Completion	35

### *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 over 60 calendars that feed into the main UMKC calendar
- Closing in on 100,000 view per month

### *Media Outreach:*

- Continued administration of UMKC's YouTube channel and Windows Media and Flash Media Servers
- Investigated iTunesU as possible venue for sharing
- 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 application to the Apple Store – Free app is now available for download
- Preparing to deploy iPhone application for Swinney Recreation Center and UMKC Bus Service; working on version 1.1 of the UMKC application
- Preparing to deploy Android application
- Provided consulting for student and community members interested in creating applications for the mobile platform

#### *Academic Enhancement*

- The group has started, completed and continued work on many projects of differing sizes. These projects which supported faculty, students and staff throughout the University are as follows:
  - Bloch School lecture series Event Coverage (multiple events)
  - Division of Diversity, Access & Equity (multiple events)
  - Teach & Learning Online Classroom w/Lee Graham (multiple events)
  - Power point conversions to Flash for instructors
  - Black Women's Leadership Conference Event Coverage (multiple events)
  - Steve Harvey Morning Show Event Coverage
  - Bloch School "Entrepreneur of the Year" Coverage
  - General Education Streaming (multiple events)
  - Alumni Awards Coverage
  - Staff and Faculty Awards Coverage
  - Applied Language Institute: Completed updated version to be produced
  - Online program and student videos
  - Swinney Recreation Student Graduation Video (annual)
  - Arts and Sciences Promotional Poster

#### *Instructional Design*

- 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.

#### *Programmatic Changes:*

- Instructional Design re-wrote the Faculty Certification in Online Teaching workshop during the month of March 2011. The new course was first offered in April 2011.
- Instructional Design created a new course certification rubric which was approved by the Online Education Advisory Group (OEAG) in May 2011. Four courses have been certified using this new

rubric. Plans are to use the rubric for a one year period as a pilot. At the completion of one year, assessment as to the validity and reliability of this instrument will be conducted. Changes to the rubric will be made as needed with OEAG approval.

- Instructional Design has a new tracking system called the eLearning Tracker. This system, completed in May, will help track the time it takes to assist with online course development, faculty certifications and course certifications.

*Faculty Workshops:*

- Four online certification courses were completed between January and June with 42 instructors obtaining certification (see chart below for details)
- A new workshop was designed to assist faculty in developing online courses so that they meet the UMKC Online Course Design Standards. This workshop is scheduled to debut in July 2011.
- A total of 22 one on one sessions with UMKC faculty were held to assist faculty as they created their online courses. Total combined time for all of these sessions was 33 hours (see chart below for breakdown of one-on-one sessions)

<b>Faculty Completing the Online Certification Course</b>			
<i>Jan 2011 – 7 faculty</i>	<i>Feb 2011 – 8 faculty</i>	<i>April 2011 – 16 faculty</i>	<i>June 2011 – 11 faculty</i>
Docktor	Brewer	Canning	Chapman
Keselyak	Dimino	Clements	Davis
LaFevers	Henry	Crain	DeBenedetti
Lofgren	Sanders	Engelbrecht	Lavelle
Snider	Smith, A	Hanson	McCarther
Stanley	Smith, Di	Hileman	Scott
Wahlman	Stroud	Hunt	Sheese-Rubio
	Todd	Kindle	Smith, De
		Marszalek	Thomas
		Martin	Weimer
		Masih	
		Peterson	
		Satheesh	
		Wang	
		Waris	
		Woolf	

One-on-One Faculty Training Sessions				
	Department	Number of Faculty	Number of Events	Time Spent
April				
	Social Work	8	1	2 hours
	Education	1	1	1.5 hours
May				
	Education	3	14	23.5 hours
June				
	Sociology	2	2	2.5 hours
	Education	1	1	.5 hour
	Business	1	1	.5 hour
	Social Work	1	1	1 hour
	Applied Languages	1	1	1.5 hours

### *Usage Data*

#### Blackboard Stats

Total SP2011 courses: 7,763

SP2011 courses with discussion boards: 219  
 Total number of SP2011 forums: 1429

Total SP2011 discussion board posts: 92326  
 Participating students: 3664  
 Participating non-students: 227

Documented user support interactions decreased by 34.18% compared with the corresponding reporting period from 2010. As 2011 RP1 includes the first month of spring semester while 2010 RP1 did not include this traditionally high-usage month, the real decrease in utilization is likely to be somewhat higher than this figure.

#### Other trends of interest:

- 42% decrease compared to the corresponding reporting period in 2010 in the proportion of tickets submitted by users themselves via the web submission form. This tool was never heavily utilized and it appears that those who abandoned the method have turned to the 6700 number rather than the 2000 number. Not a big surprise that folks don't like the form -- they figured out that submitting a ticket themselves, waiting for it to be assigned to the proper workgroup, then waiting for someone to pick it up and handle it isn't as efficient as picking up the phone and calling directly. This decrease is a good thing from the standpoint of the changeover to the new ticketing system, since there aren't going to be a lot of users confused by differences in the self-submission tool.
- Listserv usage has continued to decline by 70% in the proportion of related tickets, its place taken by built-in mailing lists in Blackboard and Moodle.

<b>ITS-Related Tickets: Resolution by Department</b>		
<b>Department</b>	<b>Number</b>	<b>Percentage of Total</b>
Central Systems	0	0.00%
Classroom Technologies	0	0.00%
Instructional Technologies	1416	80.18%
Networking & Telecom	0	0.00%
Support Services	350	19.82%
<b>Total</b>	<b>1766</b>	<b>100.00%</b>

<b>Support Issues by User Role</b>		
<b>Role</b>	<b>Number</b>	<b>Percentage of Total</b>
Faculty	737	41.73%
GRA/Workstudy	21	1.19%
Other	18	1.02%
Staff	295	16.70%
Student	695	39.35%
<b>Total</b>	<b>1766</b>	<b>100.00%</b>

<b>Support Issues by Origin</b>		
<b>Origin</b>	<b>Number</b>	<b>Percentage of Total</b>
Direct ITS Contact	1158	65.57%
Support Services Contact	539	30.52%
Web Form Submission	69	3.91%
<b>Total</b>	<b>1766</b>	<b>100.00%</b>

<b>Support Issues by Software</b>		
<b>Program</b>	<b>Number</b>	<b>Percentage of Total</b>
Blackboard	1575	89.18%
Digital Media Support	19	1.08%
eInstruction	1	0.06%
Learning Objects	5	0.28%
Listserv	44	2.49%

Moodle	17	0.96%
Respondus	4	0.23%
SharePoint	26	1.47%
Tegrity	24	1.36%
Turnitin	8	0.45%
Wimba	17	0.96%
Miscellaneous	26	1.47%
<b>Total</b>	<b>1766</b>	<b>100.00%</b>

<b>Support Issues by Academic Department (where specified)</b>		
<b>School</b>	<b>Number</b>	<b>Percentage of Total</b>
Arts & Sciences	339	19.20%
Bloch School of Management	39	2.21%
Conservatory	17	0.96%
University Libraries	9	0.51%
School of Biological Sciences	26	1.47%
School of Computing & Engineering	35	1.98%
School of Graduate Studies	8	0.45%
School of Dentistry	113	6.40%
School of Education	69	3.91%
School of Law	2	0.11%
School of Medicine	44	2.49%
School of Nursing	76	4.30%
School of Pharmacy	63	3.57%
Non-Academic Departments	141	7.98%
None Given	785	44.45%
<b>Total</b>	<b>1766</b>	<b>100.00%</b>

<b>eINSTRUCTION 01/11--06/11</b>		
<b>INSTRUCTOR</b>	<b># Students</b>	<b># Classes</b>
Benevides	311	1
Geisbrecht	185	1
Gounev	193	1
Honigberg	111	1
Lee	91	1
Lindholm	68	1
Marte	41	1
Price	110	1

Singh	74	1
Stoddard	116	1
Vaught	218	1
<b>GRAND TOTAL</b>	<b>1,259</b>	<b>11</b>
<b>PERIOD</b>	<b># Students</b>	<b># Classes</b>
01/11 – 06/11	1,518	11
08/10 - 12/10	1,259	8
<b>% Change</b>	<b>17.06%</b>	<b>27.27%</b>

<b>WIMBA VOICE</b>	<b>08/10-12/10</b>	<b>01/11-6/11</b>
Presentations	7	4
Board	36	93
Podcaster	10	5
Email	44	212
Announcements	92	497
<b>GRAND TOTAL</b>	<b>189</b>	<b>811</b>
<b>% Change</b>		<b>76.7%</b>

<b>WIMBA CLASSROOM</b>		
<b>PERIOD</b>	<b>Rooms</b>	
08/10 -12/10	663	
01/11 – 06/11	4414	
<b>% Change</b>	<b>84.98%</b>	

<b>WIMBA PRONTO</b>		
<b>PERIOD</b>	<b>Users</b>	<b>Courses</b>
08/10 - 12/10	1,051	19,663
01/11—06/11	22,327	30,476
<b>% Change</b>	<b>95.29%</b>	<b>35.48%</b>

<b>CAMPUS PACK TRENDS</b>	<b>01/11 -</b>	<b>06/11 -</b>
Courses	19,437	29,391
PLS	103	9,360
Communities	397	655
<b>GRAND TOTAL</b>	<b>19,937</b>	<b>39,406</b>
<b>% Increase</b>		<b>49.41%</b>

- Began a Wimba Review with instructor volunteers (ongoing)
- Held four Wimba workshops
- Provided one-on-one Wimba training for eight Instructors
- Set up use of Wimba classroom outside of Blackboard for IHD and STEM
- Provided Wimba troubleshooting to twenty-five instructors
- Provided CPS troubleshooting for twenty instructors and disabled Blackboard access
- Implemented an Ad Hoc committee to determine the best clicker system for UMKC
- Coordinated Turning Technologies training for four pilot instructors
- Provided two training sessions for instructors adopting Turning Technologies for Summer
- Set up pilot of Turning Technologies Responseware
- Created user support documentation for Turning Technologies software
- Updated user support documentation to reflect changes in to Campus Pack
- Held three Campus Pack seminars

### ***IS Goals Supported***

- User technologies and support that enhance and facilitate Teaching and Learning, Research, Service, and Economic Development
- Continuous improvement in services, facilities, and professional development

<b>Listserver Usage</b>		
<b>Term</b>	<b>Number of Lists</b>	<b>Number of Subscribers</b>
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
SP2010	359	206,943
FS2010	375	194,008

Between August and the end of December 2010, we had approximately 12,487 listserv postings resulting in 3.6 million emails to subscribers

### **Maestro**

- Active accounts: 15
- Tracking Events: 147,981
- Directly distributed Recipients: 414,322

### **Moodle**

- Active course sites: 15

### SharePoint

- UMKC has 251 sites running for faculty, staff and research purposes
- Total unique users: 1794

Year	Number of new sites
2007	1
2008	52
2009	72
2010	126
Total Sites	251

### Scanning

Tests	691
Questionnaires	6
Course Evaluations	36,363
Scanning performed for over 20 departments and schools	

- Over a 100% increase in the number of course evaluations scanned compared to the previous evaluation period
- Weekly Exchange Account Management and SSO Form printing report information remains unchanged

### *IMS Highlights*

#### *Dentistry's Midwest Dental Conference (MDC) Ecommerce Web Application*

- Enhancements completed and moved into production

#### *Admissions Undergraduate Application*

- Continued working on application

#### *Dentistry's MDC Continuing Education (CE) Site*

- Worked on getting site up and running

#### *CE Application for Dentistry*

- Refined and enhanced application used to print out certificates for attendees that completed the Midwest Dental Conference

#### *UMKC Admissions Application*

- Continued working on application

#### *IS SSO application*

- Began working on application

#### *Survey Scan Sheets for SCE*

- Created a new program to read the survey scan sheets

#### *Dentistry Survey Application*

- Updated the application with the new look of Dentistry website

#### *IS SSO Provisioning*

- Began working on an application

#### *Ecommerce Application for Conservatory*

- Created an Ecommerce application for Conservatory for a CE event

#### *UMKC Admissions Application*

- Made changes to application per Doretta Kidd

#### *IS SSO Provisioning*

- Continued work on an application

#### *Ecommerce Application for Bloch School Institute Entrepreneurship and Innovation Group*

- Created an application

#### *UMKC Admissions Application*

- Made changes to the application per Doretta Kidd

#### *UFirst*

- Began working on application for the Registrar's Office called UFirst (Early Warning System) - for students at risk

#### *SCE Scantron Evaluation Sheets*

- Wrote a program to convert the SCE scantron evaluation sheets into a format that was usable for importing the data into PeopleSoft

- Wrote a program to convert the School of Pharmacy scantron evaluation sheets into a format that was usable for importing the data into PeopleSoft

#### *SSL Certificates installed on Oracle servers*

- The KCORA4 production server's certificate was due to expire. KCORA5, which had been designated KCORA4's replacement, needed a SSL certificate. Researched how to install and installed SSL certificates on both servers.

#### *AD/Exchange Management*

- Continued to manage distribution lists. Gained a greater understanding of the management process using Exchange 2007 methods.

#### *Oracle Database installation*

- Installed Oracle 11G R2 on the kc-csrv-ora2.kc.umkc.edu server

#### *Enabled KCORA5.kc.umkc.edu to host Oracle Web-based applications*

- Set up an Oracle HTTP server and configured the server to host Oracle database/web applications on KCORA5

#### *Oracle schema migration*

- Imported a number of schemas (about 20) from kcdw2.kcora4.kc.umkc.edu into kcdw3.kcora5.kc.umkc.edu

#### *General DBA Duties*

- Performed general DBA duties for about 3 months. Migrated schemas, created schemas, restored dropped tables, increased table spaces, performed backups, etc.

#### *Tutor Tracking Automation*

- Automated Tutor Tracking so that Central Systems would receive the new file once a month

#### *Voting Administration*

- Performed minor special tweaking/admin for the Court Warming, Student Senate, and Referendum elections

#### *Admission Letter PDF Download site*

- Performed further refinements to the application

#### *SSO letter downloads*

- Added SSO letter downloads to Web Admission Letter site

#### *AVAMARDBA user*

- Set up the AVAMARDBA user in Oracle to use with AVAMAR for all Oracle instances for AVAMAR management
- Changed Diversity classic ASP pages to ASPX.NET
- Changed Diversity classic ASP pages to ASPX to avoid old ODBC issues.

- Assisted in Quali Coeus/Rice instance creation
- Assisted in Quali Coeus/Rice instance creation. Created schemas, researched Tomcat, interacted with KC Technical Collaboration Group
- Root DB (KCORA3) management
- Create users for Root DB (KCORA3) management

## ***IPS Highlights***

### ***Ecommerce***

- School of Nursing Benner online program registration and administration
- School of Nursing miscellaneous online payment option
- Scholarship pre population links for Advancement donation page
- School of Nursing Women's Health Symposium individual and group registration

### ***Web Development***

- Fixed the administration page for Parking permit application form
- Implemented Policy Library site; moved to production
- Updated donation site for Advancement office
- Fixed Marketing tiles problem for UMKC home page
- SCE Continuing Education online registration and payment site implementation.
- Student Kiosks Ecommerce Site implementation
- Created printable class schedule for online class
- UMKC Home page slide show IE9 check up
- Communiversy new site went production, continued implementation
- Nursing Ecommerce: added new sessions to conference registration page
- Exit Exam site went production
- Coordinated with Central system to migrated several MS SQL database from old server to new server
- Went through ecommerce implementation Phase 14
- Women of color leadership conference donation form set up
- Women of color leadership vendor registration form set up

## ***Foundation Services***

Foundation Services provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. Services include:

- Physical and virtual server hosting and administration
- Backup and restore services
- Storage hosting and administration
- Web and application hosting
- Active Directory infrastructure management

- Tier 2 Exchange and Live Mail support
- Server-hosted application support
- Research and high performance computing
- Systems monitoring

### *Internal Applications*

Internal Applications provides standards driven application development & management at no-cost/highly discounted rates to UMKC constituents. Service offerings include:

- Custom application programming
- Portal development
- E-commerce application development
- Online surveys, email campaigns and forms
- Mobile application development for the iOS and Android platforms
- Mobile website development
- Migration and manipulation of data from legacy systems, Peoplesoft Finance, HR and Student
- Active Directory administration
- Tegrity Server administration
- Web application administration (WordPress, Trumba)
- Media Server administration (Flash, Windows Media Server)