

## Information Access Goals and Objectives Update July – December 2011

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Efforts of the Information Access Division during the period July through December 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 upgraded to Blackboard version 9.1 and prepared for the 2012 move to Moodle 2.0. Equella is a Digital Asset Management product which will be rolled out to the campus in early 2012.

**Internal Applications (IA)** Internal Applications worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. The highlight project was the development of the uFirst application used by the student affairs and academics unit as a tool for increasing retention rates at UMKC.

**Academic Enhancement (AE)** AE completed a number of prominent video events highlighted by the Conservatory of Music's performance at the new Kauffman Performing Arts Center. The group also engaged in new technology targeted for streaming audio/video to mobile devices using multiple presentation formats (HTML5, Flash media, Windows media, etc.). AE continues to provide academic support for instructors providing supplemental material for courses.

**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. The majority of servers on campus have been virtualized. FS has been able to reduce physical hardware and reduce the number of data centers on campus saving tens of thousands of dollars in electrical and heating/cooling costs.

## ITS Highlights

Projects, Research and Development, and Personnel

## Instructional Design

### ePortfolios:

- Planning for fifth year of ePortfolios
- Foliotek enrollment from the period of 7/1/11 through 12/31/11:
  - Continued successful usage by the History and Dental Hygiene departments
  - 158 active School of Dentistry accounts
  - 168 active History Department accounts (see program breakdown below)
- School of Pharmacy is beginning its planning for a Fall 2012 portfolio implementation for all of their students. Students entering the program in Fall 2012 will receive Foliotek accounts. In Fall 2013, those students will get renewals and the new entering students will begin with Foliotek so eventually, every Pharmacy student will be enrolled in Foliotek for the duration of their program.

Arts and Sciences	
Program	Number of Active Students as of 12/31/2011
History Majors	168
School of Dentistry	
Program	Number of Active Students as of 12/31/2011
Basic Prep	118
Degree Completion	40

### 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.

### Course Certifications:

A total of 3 courses were certified between 7/1/2011 and 12/31/2011

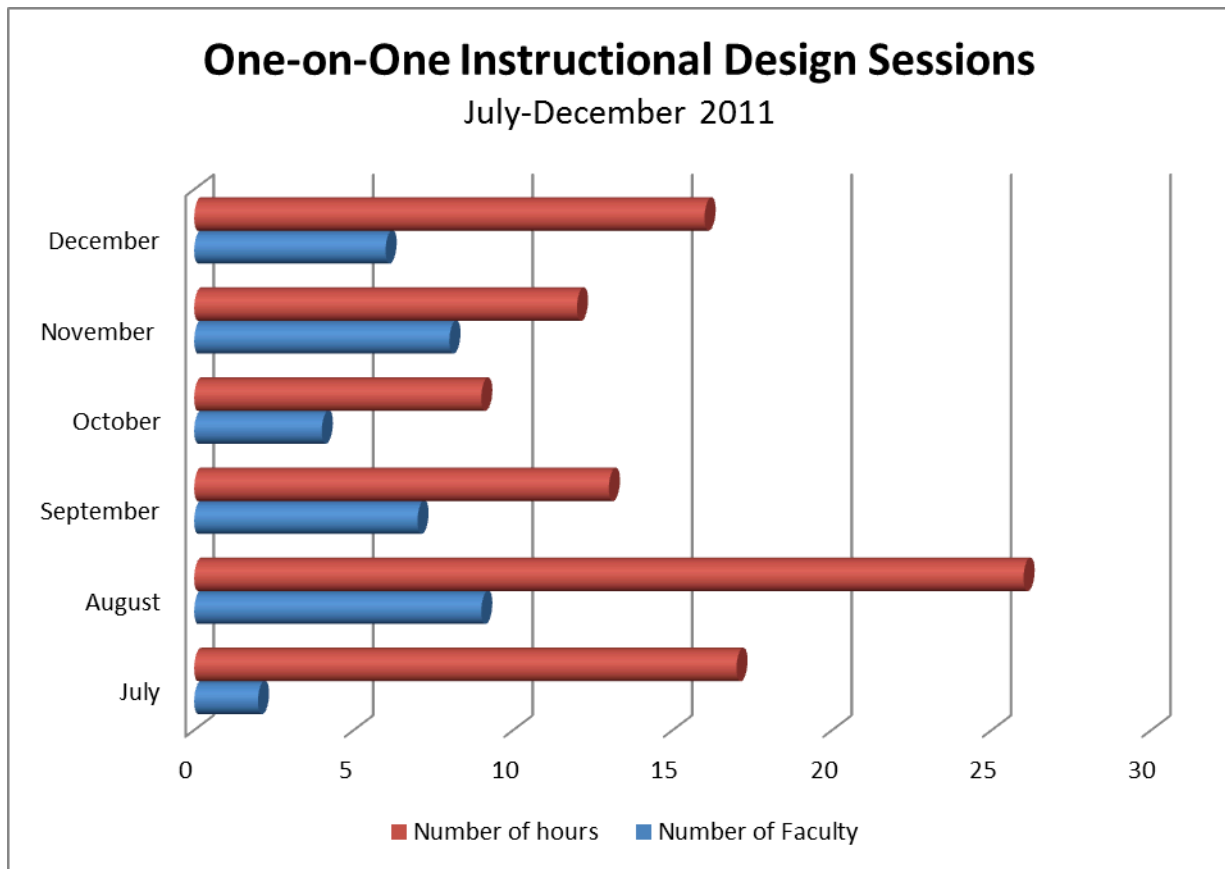
Program	Course Number	Course Name	Faculty	Instruct. Designer	Date Certified
BLA - Expanded	Com Studies 308	Introduction to Communication Theory	Jean DuFresne	Molly Mead	10/27/2011
Ed.S. in District Level Administration	EDUL 5575	Administrative Internship	Rob Leachman	Molly Mead	10/4/2011
Ed.S. in District Level Administration	EDCI 5591	Curriculum and Instruction in the 21st	Dianne Smith	Molly Mead	7/5/2011

Century

*Faculty Workshops:*

- Three online certification courses were completed between July and December with 30 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 series, entitled “Build Your Online Course” debuted in July 2011. A total of 11 faculty members took this course (offered twice) between July and December 2011.
- A workshop entitled *Using Rubrics to Make Assessment More Efficient* was developed in response to the introduction of the rubric tool in Blackboard. This two hour, hands-on workshop was designed to give a broad overview of the structure and purpose of rubrics as well as the fundamentals of developing and using them in Blackboard. A total of 18 faculty attended the Rubrics workshop during the Fall 2011 semester.
- A total of 42 one-on-one sessions with 36 UMKC faculty were held to assist faculty as they created their online courses. Total combined time for all of these sessions was 93 hours (see chart below for number of faculty and hours per month spent on this activity).

<b>Faculty Completing the Online Certification Course</b>		
<i>June 2011 – 12 faculty</i>	<i>September 2011 – 7 faculty</i>	<i>Oct/Nov 2011 – 11 faculty</i>
Weimer	Hodge	Greer
Chapman	Abualkhair	Kapros
Davis	Schurter	Toivanen
McCarther	Ellington	Blanton
Debenedetti	Overman	Condit
Sheese Rubio	Stadler	Doss
Scott	Ray	Oliver
Smith		Barber
Benevides		Phipps
Troppito		Schlein
Lavelle		Taft
Zou		



#### *Blackboard Help Center*

- Phone calls, e-mails and tickets were handled in a timely manner according to the university's policies.
- General reviews from users were positive and satisfactory.
- Developed training material for both internal training and online faculty/students.
- Increased support for Moodle, Blackboard-integrated applications at tier 1 and 2 level, including Tegrity, Wimba and Turnitin.
- Started to use Live Chat support tool, which allowed us to extend 9 evening support hours per week. Tier 1 and 2 staffs also use it during normal hours and have received positive feedbacks.

#### *Blackboard Usage Data*

Total FS2011 courses: 7,789 (3.3% increase from last semester)

FS2011 courses with discussion boards: 353 (61.2% increase from last semester)

Total number of SP2011 forums: 2,284 (59.8% increase from last semester)

Total FS2011 discussion board posts: 94,319 (7.5% increase from last semester)

Participating students: 4,176 (14.0% increase from last semester)

Participating non-students: 244 (7.5% increase from last semester)

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### **Support Issues by User Category**

Compared to the first six months of 2011, the total number of ITS-related tickets increased by 13%. This increase is largely due to an influx of new students at the beginning of fall semester and the correspondingly increased number of student support calls. Additionally, the ITS staff made a change in recording incoming support phone calls (on average 10-20 per day). Phone calls which can be answered by tier one staff immediately are not recorded in remedy which reduces the number of calls below by hundreds of support issues per month.

<b>Support Issues by User Category</b>		
<b>Category</b>	<b>Count</b>	<b>Percentage of Total</b>
Faculty	755	37.75%
GRA/Work Study	23	1.15%
Staff	305	15.25%
Student	894	44.70%
Other	23	1.15%
<b>Total</b>	<b>2000</b>	<b>100.00%</b>

### **Support Issues by Application**

Although the number of Blackboard-related issues as a percentage of total issues dropped slightly compared to 2011:RP1, Blackboard continued to account for the vast majority of user contacts. The category "Other" includes such disparate applications as FTP clients, email software, and webpage editors.

<b>Support Issues by Application</b>		
<b>Application</b>	<b>Count</b>	<b>Percentage of Total</b>
Blackboard Collaborate	1	0.05%
Blackboard	1715	85.75%
Campus Pack	23	1.15%
Clickers	4	0.20%
Digital Media	20	1.00%
Learning Objects	6	0.30%
Listserver	48	2.40%
Moodle	22	1.10%
Pathway	8	0.40%
Respondus	6	0.30%
SharePoint	12	0.60%
Tegrity	45	2.25%
Turnitin	16	0.80%
Wimba	33	1.65%

Other	41	2.05%
<b>Total</b>	<b>2000</b>	<b>100.00%</b>

### Support Issues by Origin

While the majority of faculty and staff continue to approach ITS directly when they have teaching and learning technology issues, a significant number of issues continue to come in via the Call Center.

Support Issues by Origin		
Origin	Count	Percentage of Total
Direct ITS Contact	1348	67.40%
Chat	154	
Email	844	
In Person	6	
Phone	344	
Desktop Support	5	0.25%
Support Services	588	29.40%
Web Form	59	2.95%
<b>Total</b>	<b>2000</b>	<b>100.00%</b>

However, a more detailed look at the manner in which different categories of university users report instructional technologies issues shows that faculty and staff are far more likely to go directly to Instructional Technologies for assistance. Students' calls, on the other hand, tend to go through the Call Center in larger numbers. While formal policy (as well as the support instructions given on the Blackboard dashboard) directs students to approach the Call Center as their first line of support, often experience -- or their instructor -- has taught them that it is more efficient to contact ITS directly. Thus, over half of student contacts skip the Call Center entirely when reporting instructional technology-related issues.

Support Issues By Origin and User Type		
User Category	Number	Percentage
<b>Faculty</b>	<b>755</b>	
DS	1	0.13%
ITS	616	81.48%
SS	125	16.53%
Web Form	13	1.72%
<b>Staff</b>	<b>305</b>	
DS	3	0.98%
ITS	241	79.02%
SS	58	19.02%
Web Form	3	0.98%
<b>Students</b>	<b>894</b>	

DS	1	0.11%
ITS	476	53.24%
SS	380	42.51%
Web Form	37	4.14%

### **Support Issues by Resolution**

ITS continues to be responsible for the resolution of the majority of instructional technology-related issues reported by campus users.

<b>Support Issues by Resolution</b>		
<b>Closing Department</b>	<b>Count</b>	<b>Percentage of Total</b>
Central Systems	4	0.20%
Instructional Technologies	1851	92.55%
Support Services	145	7.25%
<b>Total</b>	<b>2000</b>	<b>100.00%</b>

### **Support Issues by University Division**

A college, department, or division was reported in fewer than half of ITS-related tickets. The remainders are generally students, community members, or new faculty/staff whose personal information is not yet available via the ticketing system.

The College of Arts & Sciences, The Schools of Dentistry, Nursing, Education, and Pharmacy, and various non-academic departments continue to be the heaviest users of ITS services.

<b>Support Issues by University Division</b>		
<b>Division</b>	<b>Count</b>	<b>Percentage of Total</b>
Administrative Depts.	107	10.96%
Arts & Sciences	291	29.82%
Bloch School of Business	62	6.35%
Conservatory	22	2.25%
Libraries	8	0.82%
School of Biological Sciences	26	2.66%
School of Engineering/Computer Science	34	3.48%
School of Graduate Studies	4	0.41%
School of Dentistry	84	8.61%
School of Education	70	7.17%
School of Law	5	0.51%
School of Medicine	81	8.30%
School of Nursing	109	11.17%
School of Pharmacy	73	7.48%
<b>Total</b>	<b>976</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

<i>Listserv Usage</i>				
<i>Term</i>	<i>Lists</i>	<i>Subscribers</i>	<i>Postings</i>	<i>Emails Sent (millions)</i>
SP 2011	414	230,934	14,800	4,566,001

### *Maestro*

- Active accounts: 16
- Tracking Events: 233,241
- Directly distributed Recipients: 681,957

### *Moodle*

- Active course sites plus organizations: 30

#### SharePoint

- UMKC has 304 sites running for faculty, staff and research purposes.
- Total unique users: 1927

<i>Tegrity</i>						
<i>Recording viewed</i>	<i>Course sites</i>	<i>Recording created</i>	<i>Podcast downloads</i>	<i>MP3 downloads</i>	<i>M4V downloads</i>	<i>Session downloads</i>
482,654	5778	2754	759	386,271	394	413

## Foundation Services Accomplishments

### *Server Security Audit*

In accordance with a UM System-wide security audit, Foundation Services reported on the status of 24 attributes (as specified by our security team) on 109 centrally managed servers. This data has been compiled and provided to our security team. This project is complete.

### *Equella*

The Equella (digital repository) has been setup and installed on the UMKC campus. This application is nearing production; at present systems administrators and content managers are acquiring training on the Equella system. This project is still in progress. Notable milestones include:

- *Setup of application server (including initial configuration of Equella software and user administration).*
- *Setup of database server (including Oracle database installation and configuration).*

### *Veeam Backup Pilot*

Foundation Services is investigating backup options that allow for remote virtual machine backups by software that is hardware agnostic. Hardware agnostic backup software allows for more flexibility and allows for differing production and backup storage hardware (saving money). Veeam backup software was chosen and a pilot is currently in process. Notable milestones include:

- *Acquired licenses for largest production clusters and procured/provisioned two new physical backup servers.*

- *Reorganized our physical storage datastores and vCenter virtual machine folder hierarchies in order to maximize backup efficiency (deduplication) and effectiveness (target quiesced backups for Windows servers).*
- *Upgraded the virtual machine versions on all virtual servers to version 7 (~30 virtual server upgrades total). This is a prerequisite by Veeam to take advantage of change block tracking (more efficient than full backups).*
- *Currently backing up large portions of our Newcomb Hall cluster (with a targeted retention of 14 days; double our current VM image-level backup retention).*

### *Secure Cluster Initiative*

Foundation Services worked closely with Networking and Security & Research to build a cluster specifically for hosting virtual machines protected by physical security devices. This project is still in progress (as we continue to virtualize candidates for the Secure Cluster). Notable milestones include:

- *Configuration of new host servers.*
- *Documented the process of performing physical-to-virtual (P2V) conversions behind security appliances.*
- *Migrated or newly provisioned 4 virtual machines in the Secure Cluster.*

### *Shibboleth*

Foundation Services began evaluation Shibboleth for federated single sign-on for web applications. At present we are working on partnering with Columbia. This project is still in progress. Notable milestones include:

- *Installation and initial configuration of multiple Identity Provider and Service Provider roles (including the acquisition of custom certificates and a custom login portal page).*
- *Integration with Active Directory based security groups (including recursive group enumeration).*
- *The Shibbolization/configuration of example ColdFusion, ASP, and ASP.NET web applications.*
- *The Shibbolization/configuration of multiple production web applications.*

### *Surplus Initiative*

Due to the combined result of our initiative to virtualize physical servers and the replacement of aging hardware, Foundation Services has been working with Procurement to surplus over 100 physical servers recently removed from production. At present 61 servers have been processed and provided to Procurement. This project is still in progress. Notable milestones include:

- *Over 300 hard drives were erased to Department of Defense standards.*

- *A custom database was created to track future surplus activities.*
- *Multiple reports were created (for both internal and Procurement use).*

### *Server Virtualizations*

Foundation Services continues to target candidates for server virtualization. While the campus as a whole is about 70% virtualized, Foundation Services is closer to 85%. Candidates for virtualization are becoming harder to find (with our current infrastructure). Most notably 3 domain controllers and two servers residing behind physical security devices were virtualized during this period.

### *Dental School Data Center Project*

Foundation Services is working with the Dental School to move all of their physical servers into a new virtual cluster built at the Dental School (and maintained by Foundation Services). This project is still in progress. Notable milestones include:

- *The setup and configuration of a new storage area network and host servers.*
- *Ten virtual servers have been provisioned by Foundation Services and Dental School system administrators are working on migrating content (from physical servers).*

### *Cockefair Hall Data Center Decommission*

The Cockefair Hall data center was decommissioned and eligible servers were virtualized and/or migrated to one of our primary data centers. This project is still in progress (but near completion). Notable milestones include:

- *Virtualized and/or migrated 12 physical servers.*
- *Migrated multiple web applications to new shared hosting resources.*
- *Built a massive/new research virtual server (over 20 custom applications and 64 GB of allocated memory).*
- *The surplus of large quantities of outdated or unneeded server hardware and racks.*

### *Flarsheim Hall Data Center Decommission*

The Flarsheim Hall data center was decommissioned and eligible servers were virtualized and migrated to one of our primary data centers. This project is complete. Notable milestones include:

- *Virtualized and/or migrated 6 physical servers.*
- *Created new NIS and Linux licensing servers.*
- *Migrated multiple faculty web pages to new shared hosting resources.*

## *Systems Monitoring (Bunyanesque)*

We continue to enhance our systems monitoring infrastructure. Notable milestones include:

- *37 more servers are now being monitored.*
- *41 more jobs to existing servers were added.*
- *Added all Law School servers (along with a custom tab for Liaison monitored servers).*
- *Custom service jobs are now setup for all production database servers.*
- *Migrated the scanning server to new dedicated hardware (outside of the production clusters).*
- *A new custom job for monitoring DNS on campus was created. All domain controllers are now being monitored for DNS outages.*
- *Created a new scanning server/service specifically designed to notify us if the primary systems monitoring server goes down (this server resides in an opposing data center).*
- *Added new tab for Security & Research servers. Properly categorized all Security & Research servers into this tab. Setup notifications for Security & Research team.*
- *Reorganized entire layout and added considerably more server information/metadata.*

## *Netbotz*

Multiple improvements have been made to our Netbotz (surveillance camera) system. This project is complete. Notable milestones include:

- *The addition of over 10 TB of new storage (30 TB total). As a result, retention and resolution have been increased.*
- *Cameras were split into 3 separate (virtual) servers. This was done to increase stability.*

## *Miscellaneous*

Additional notable achievements for Foundation Services:

- *Foundation Services remedied and closed 677 Remedy tickets. Average ticket times for all priority classes (standard, urgent, critical) have been lowered.*
- *Provisioned approximately 70 new virtual servers.*
- *Worked with Networking to migrate production servers off of aging Cisco 4948 switches (migrated 40 production servers).*

- *Physically relocated both home drive servers (the Q: drive) from the NH datacenter to the AC datacenter (to aid in DR planning).*

## Internal Applications Accomplishments

### Database Server Design, Implementation & Administration:

#### Oracle

- *Set up a new Oracle application server (KC-ISIA-ORA1). Also worked with Foundation Services to set up Avamar backups for this machine. The new server was setup to separate high user activity schemas from residing on the same machine.*
- *Worked with Foundation Services on the Equella project - This involved installing Oracle 11g on the server, creating an ASM instance to handle I/O distributions, configuring tnsnames and the listener on the server. Also set up a new database for Equella.*
- *Performed disaster recovery exercises on the following Oracle servers - KCORA4, KC-ISIA-ORA1, KC-ISSRV-KCORA3*
- *Migrated all the databases from KC-CSRV-ORA3 (The old SCE server) to the new dedicated SCE Oracle server (KC-ISSRV-KCORA3) and locked all accounts on the old server.*
- *Negotiated a generic account for us to use when connecting to UMDW database. In the past all our applications depended on an account tied to a specific programmer, making password resets difficult if the individual was out of the office. We now have a generic account name tied to our office.*
- *Instituted a set of daily and weekly tasks in relation to all our Oracle instances.*

#### MySQL

- Assumed DBA responsibilities for MySQL.
- Created several new MySQL databases.
- Worked with Foundation Services to consolidate our MySQL instances.

#### MSSQL

- Assumed DBA responsibilities for the following MS SQL database servers from Foundation Services:
  - KCSQL5
  - KC-WEBSQL1
  - KC-ISSRV-MSSQL1
  - KC-CSRV-MSSQL1
- Performed disaster recovery exercises on all of the above servers.

- Began process of collecting and updating database owner information for all of the above mentioned servers. This is now stored in a up-to-date spreadsheet on our end.
- Migrated all of the databases from the aging KC-WEBSQL1 server.

### **Software Design and Development:**

- Performed troubleshooting and maintenance for the Addressing Services application.
- Made various customizations to the Bloch School's voting application.
- Made enhancements to Admissions and SSO Letters creation site.
- Modified our Distribution List population scripts to include certain connection checking code.
- Performed an XSS audit on our various web applications.
- Deployed three new mobile apps in the Android market - UMKC, UMKC BUS and Swinney Rec.
- Deployed two new mobile apps in the iOS app store - UMKC BUS and Swinney Rec.
- Performed maintenance on the MACs application used by the campus to create Telecomm work orders and long distance billing statements.
- Developed an Appointment Request form with file upload for the Writing Center.
- Developed and deployed two versions of the student alert system - UFirst.
- Developed an event management prototype for the School of Law.
- Developed and deployed changes to the Conservatory Supplemental application for admissions.
- Developed an email survey for the Institutional Research Office.
- Developed a patient doctor scheduler and procedure logger application for the School of Dentistry.
- Made enhancements to the Law Scholarship Application.
- Complete A&S Survey PDFs.
- Made modifications to the FGSC conference site.
- Updated the A&S FS 2011 survey site.
- Developed and deployed a SSO Management application.
- Developed and deployed the new Communiversity website.
- Developed an ecommerce site for the Women's Center 40th Anniversary Gala.
- Made modifications to the New Letters Online subscription site.
- Made modifications to the SCE CE Online Registration site.
- Developed a registration site for the KC Stem Alliance.
- Made modifications to the IS T-Shirt ordering site.
- Made modifications to the UMKC Advancement site.
- Developed a new ecommerce site for IA Instructional Design.
- Set up the 2012 Printable Class schedule site.
- Made modifications to the UMKC Home page marketing tile backend site.
- Developed an ecommerce site for the Law School Midwest Innocence Network Conference.
- Made enhancements to the Student Kiosk website.
- Made enhancements to the Conservatory site.
- Made enhancements to the Diversity, Access & Equity website.
- Developed an eLearning Tracker application for IA Instructional Design.
- Developed a classroom scheduler to support test scheduling in the IS Testing Center.

### **Software Administration:**

- Set up multiple distribution lists.
- Continued administration of the UMKC calendar service.

- Supported Ali Haider, the new ITS Tegrity administrator in resolving various Tegrity issues, creating software guides etc.
- Deployed approximately 198 videos on the Windows Media Server and 185 videos on the Flash Media Server.
- Performed site creation and administration for the following WordPress instances:
  - Info.umkc.edu
  - Infodev.umkc.edu
  - Stuorgs.umkc.edu

**Documentation/Version Control:**

- Update our process for storing connection information - All of this is now stored in centralized KeePass databases.
- Created infrastructure diagrams for a variety of our applications. These documents outline the various resources (database servers) an application connects to. Completed this for:
  - Snapshot
  - Blackboard
  - IRAPORA
  - Moodle
  - Special Accounts
- Implemented Subversion as our version control tool.
- Have begun using OneNote as a means of sharing process tips and insights within our team.

**Scanning Services:**

Scanning services provided during this period include:

- Tests: 711
- Surveys: 20
- Evaluations: 26,753

**Miscellaneous:**

- Gave a One-Note presentation to the Division of Student Affairs.
- Gave a jQuery presentation to the Web Liaisons Group.
- AD and Exchange account maintenance

**CAMPUS PACK (WIKIS, BLOGS, PODCASTS, AND PERSONAL LEARNING SPACE)**

<b>Overall Usage Trends 07/11-12/11</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>
Content in Courses	31,158	32,583 (+4%)	34,313 (+5%)	37,176 (+8%)	38,662 (+3%)	39,533 (+2%)
Content in PLS	10,291	13,844 (+34%)	17,335 (+25%)	18,716 (+7%)	19,091 (+2%)	19,677 (+3%)
Content in Communities	695	1,334	1,721	1,867	1,872	2,126

		(+91%)	(+29%)	(+8%)		(+13%)
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<b>Support Issues by Software</b>	
<b>Program</b>	<b>Number</b>
CampusPack	36
Clickers	50
Wimba	21

<b>Overall Usage Trends 01/11-06/11</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
Content in Courses	19,437	22,332 (+14%)	24,056 (+7%)	26,534 (+10%)	27,860 (+4%)	29,391 (+5%)
Content in PLS	103	154 (+49%)	5,120 (+3224%)	6,050 (+18%)	7,160 (+18%)	9,360 (+30%)
Content in Communities	397	433 (+9%)	488 (+12%)	509 (+4%)	517 (+1%)	655 (+26%)

<b>WIMBA VOICE</b>			
<b>Period</b>	<b>1/11-6/11</b>	<b>7/11-12/11</b>	<b>GROWTH</b>
Presentations	4	4	0
Board	93	114	22.6%
Podcaster	5	4	-20%
Email	212	259	26.9%
Announcements	497	550	10.7%
<b>GRAND TOTAL</b>	811	931	
<b>% Overall Growth</b>	<b>14.8%</b>		

<b>WIMBA CLASSROOM</b>			
<b>Period</b>	<b>01/11-06/11</b>	<b>07/11-12/11</b>	<b>GROWTH</b>
Rooms	4414	8000	<b>81.24%</b>

<b>BLACKBOARD IM (WIMBA PRONTO)</b>			
<b>Period</b>	<b>01/11-06/11</b>	<b>07/11-12/11</b>	<b>GROWTH</b>
USERS	22,327	23,105	3.48%

COURSES	30,476	32,313	6.30%
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### *TURNING TECHNOLOGIES (Clickers)*

26 Instructors currently using the NXT clickers

9 Instructors using Mobile Learning (ResponseWare)

1512 students registered in Blackboard

- Arranged for 3 Pre-conference workshops for Clickers and a Distinguished Lecturer and oversaw them
- Attended 3 day Bb Collaborate Conference and Cohort training
- Coordinated Cohort team participation in Bb Collaborate
- Trained ITS staff on Campus Pack use
- Licensed ResponseWare for Clickers
- Coordinated UM Blackboard Collaborate Conference
- Coordinated Wimba Review Team evaluation of other software