

# Information Access Update

## February – July 2008

Efforts of the Information Access Division during the period February through July 2008 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. Blackboard usage continues to grow exponentially compared to the previous year. Podcasting became a campus success for students and instructors. Surveys from students provided glowing evaluations for podcasting and instructor demand is high for the fall semester. The addition of the Academic Enhancement group allows the IA division to provide professional audio and video services.

**Information Manipulation Services (IMS)** spent resources and time on large projects for the School of Dentistry and Alumni Association. The Midwest Dental Conference held annually at UMKC had an e-commerce component to register hundreds of attendees and process hundreds of thousands of dollars. The Alumni Association developed an extranet to create a venue for UMKC alumni to communicate. IMS maintained course and instructor evaluation surveys for six schools and create numerous custom surveys for miscellaneous groups on campus.

**Information Presentation Services (IPS)** continued to create a high quality web development UMKC. Highlight projects during this time period included six e-commerce or conference registration programs, press release system for university communications, news feeds for public relations, and custom web site developments for multiple departments.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services. IA 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. Blackboard Intercampus Collaboration (BbIC)
  - Pre-update software testing for Blackboard allowed a successful upgrade to version 8
  - Design input and technical expertise enabled a virtually problem-free rollout of the Blackboard "portal".
  - Creation and maintenance of 48 new content modules as well as testing, installation, and configuration of five new user tools, adding significant additional value to the Blackboard user experience. Comparison of web activity statistics for the last weeks of FS2007 and SP2008 show an increase in page views/visit from 28.85 to 31.87.
  - Development of new faculty training materials and increased provision of in-person training opportunities for faculty, including monthly Open Lab sessions and Blackboard 8 training sessions. (Erica's efforts probably account for much of the decrease in support call numbers compared to the previous 6-month period. Folks who know what they're doing don't need as much assistance.)
  - Upgrades to Blackboard User Request System
  
2. eInstruction (student response system)
  - Coordinated faculty orientation and training with eInstruction representative to be provided through FaCET at no cost.
  - Blackboard 7.1 plug-in tested and plan to install during Fall semester.
  - New USB receivers have been installed improving technical communications.
3. Horizon Wimba
  - Chose Wimba as replacement for Centra
  - Installed Blackboard plug-in on production server (Late Spring 2007)
  - Trained instructors and staff (May 2007)
  
4. Learning Objects
  - Purchased Learning Objects tools for Blackboard
  - Wikis
  - Blogs
  
5. Podcasting – Tegrity
  - Successfully completed 1 year podcasting pilot with Tegrity
  - Produced a total of 243 podcasts with 3671 views

- Renewed contract with Tegrity for another year
  - Goal of 40 – 50 instructors each semester in 2008-2009
6. SharePoint
- Increased usage to over 30 SharePoint sites on campus.
7. Instructor Evaluations
- Conducted Instructor and Course Evaluations for School of Dentistry and Nursing, Conservatory of Music, School of Computing and Engineering and others
  - Met with multiple schools across campus to produce online evaluations for the Fall semester
8. Conferences Attended
- Central States Blackboard Users' Group (Tulsa, Oklahoma)
  - Central States Blackboard Users' Group (Bellevue University, Bellevue, Nebraska)
  - HELIX (Osage Lake, MO)

## Usage Data

### Blackboard

<b>Academic Unit</b>	<b>Aggregate number of students</b>
	<b>SP 08</b>
College of Arts and Sciences	15,562
Conservatory of Music	797
School of Biological Sciences	2,110
School of Business and Public Administration	2,918
School of Computing and Engineering	3,544
School of Dentistry	1,979
School of Education	2,084
School of Graduate Studies	28
School of Law	430
School of Medicine	1,185
School of Nursing	1,479
School of Pharmacy	1,900
<b>Grand Total</b>	<b>34,016</b>

<b>Academic Unit</b>	<b>Number of course sites</b>
	<b>SP 08</b>
College of Arts and Sciences	901

Conservatory of Music	159
School of Biological Sciences	68
School of Business and Public Administration	142
School of Computing and Engineering	314
School of Dentistry	74
School of Education	212
School of Graduate Studies	4
School of Law	70
School of Medicine	140
School of Nursing	67
School of Pharmacy	52
<b>Grand Total</b>	<b>2,203</b>

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## eInstruction

eInstruction:

01/08--07/08		
Instructor	# Classes	# Students
Todor Gounev	2	244
Marilyn Yoder	1	2
Jeffrey Price	2	154
Eric Martin	1	44
James Benevides	1	286
Andrea Drew		
Gounev	1	170
Ellen Suni	1	63
Law Tech	1	2
Michael Kruger	1	47
Jolene Lynn	1	83
Kristin Lee	1	79
Lyla Lindholm	1	58
Sherman	2	13
Saul Honingberg	1	119
Jersey Wrobel	1	119
Nathan Oyler	1	45
Grand Total	19	1,528

Term	# Classes	# Students
01/08--07/08	19	1528
01/07--07/07	19	1174
% Change	0%	23.17%

## Wimba

	#Rooms	#Users
1/08-7/08	296	4386

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## Remedy Statistics

### 1) Support Issues: User Type

Support Issues by User Type	
Type	Count
Faculty	1034
GRA/Work Study	41
Other	143
Staff	438
Student	611
Total	2267

Remedy's default value for Contact Type is 'Student', so these numbers slightly underestimate the proportion of non-student users served.

### 2) Support Issues: Software

Support Issues: Software	
Category	Count
Blackboard	1545
Digital Media	38
e-Instruction	31
Horizon Wimba	98
IP Network Videoconferencing and Streaming	1
Learning Objects	5
Listserver	375
LockDown Browser	1
Macromedia Contribute 2	1
Microsoft Office Suite	2
MoCAT	6
PeopleSoft	1
Respondus	13
SharePoint	29
SPSS	1
SSO	5
Tegrity	10
Turnitin	22
Other/Null	83
Total	2267

### 3) Support Issues: Origin

Support Issues: Origin	
Origin	Count
Direct ITS Contact	2005
Call Center	173
Web Submission	89
Other	2

This grossly under-reports the number of issues that are escalated from the Call Center. Often ITS receives forwarded emails or phone calls from the call center which are not captured.

### 4) Support Issues: Department

Support Issues: Department	
Department	Count
ASC	467
BSB	62
CONS	13
LIB	10
SBS	21
SCE	38
SOD	442
SOE	101
SOL	14
SOM	52
SON	138
SOP	90
OTHER	126

Only 53% of tickets have a department associated with them, but the basic ticket proportions should be correct.

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### Listserver Usage

Listserver Usage
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<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

Between February and the end of July 2008, we had almost 12,500 listserv postings which went sent out 6.7 million emails to subscribers.

Podcasting:

- Successfully completed 1 year podcasting pilot with Tegrity
- Produced a total of 243 podcasts with 3671 views
- Conducted student survey and received an overwhelmingly positive response from respondents
- Conducted one on one training sessions with instructors
- Featured in the University News
- Conducted analysis of project till date and developed a detailed executive report
- Negotiated non-standard one year contract with Tegrity
- Moved podcasting project out of pilot mode
- Attended Tegrity user conference

ePortfolios:

- Completed ePortfolio pilot with History program
- Implemented ePortfolio solution for Environmental Sustainability Cluster Course
- Introduced & Implemented ePortfolio solution for School of Dentistry
- Moved History ePortfolio project into post-pilot phase
- Approximately 200 students to use ePortfolio this Fall

eCalendar:

- Researched eCalendar solutions to replace current UMKC web calendar
- Completed licensing for Trumba Web Calendar
- Implemented calendar solutions for the Registrar's Office, Admissions and the Student Life Office
- Anticipate implementation of central UMKC calendar and various departmental calendars in the next couple weeks.

Distance Education/E-Learning:

- Conducted research/analysis of distance education programs at various universities across the country
- Researched possible distance education delivery mechanisms

- In the process of Analyzing educational content providers

Multimedia Outreach (This is more of a IA as a whole achievement)

- Re-Implemented SCALA publishing system for digital displays
- Planned, Produced and Broadcast New Student Union Town Hall Meeting

The Academic Enhancement group within ITS worked on many UMKC high profile events and renewed its mission to assist instructors by using multimedia to improve course instruction.

- Produced 18 animated segments for the 2008 Alumni Awards Dinner.
- Produced Human Rights Council videos.
- Conducted new Student Union podcast.
- Worked with School of Pharmacy to produce a series of audio PowerPoint teaching tools.
- Videotaped Son of "E.E." Thompson for an informational program that explains the reason and man behind the Law Schools Thompson Courtroom.
- Working with Conservatory of Music to create distance education course using internet or DVD.
- Working with School of Nursing to create distance education course using internet or DVD.
- Produced "Your UMKC" animations for videos.
- Videotaped Michelle Obama for UMKC podcast.
- Videotaped numerous Linda Hall Lectures.
- Served as technicians on over a thousand hours of distance education courses.
- Hosted numerous video conference calls.

## **IMS Highlights**

### February

Completed the administrative site for the MDC eCommerce Web Application and it was moved into production.

### March

Refined and enhanced the CE Application for Dentistry - to print out certificates for attendees that completed the Midwest Dental Conference.

Began developing and programming an application for Alumni called eAlumni - to allow UMKC Alumni to register, update their information, and search for other Alumni.

### April

Developed and programmed an application for Karen Schlabach - to list name, score, date, time, and course name of those students who passed one of four math entrance tests. The application was programmed to pull the data from Blackboard which the students used to take the test.

### May

Continued to develop and program the eAlumni Application - working with the Alumni Office on web content and how information should be stored and transferred back to the Alumni database.

Changed and enhanced the Survey Application used by various schools.

### June

Continued to develop and program the eAlumni Application

### July

Continued to develop and program the eAlumni Application

Developed and programmed a Summer School Survey Application for new visiting students.

Completed yearly changes for the Women's Council Graduate Assistance Fund Application.

Completed several grading queries for Doug Swink.

## IPS Highlights

### Ecommerce

- Golf tournament with UMKC Advancement
- Fixed duplicated order problem for New Letters online subscription.
- Nursing conference NCC 2008 development and production
- Library Ecommerce site addition
- Communiversity online registration site development
- Crescendo 2008 online registration development.

### Web Development

- Backend programming for University Communication:
  - New Rotating photos template
  - New External Affairs Website
  - Press Release News Feed
  - UMKC Homecoming RSVP site
  - Expert Guide addition.
- Updated and maintained sites for provost office.
- Housing online application additions.
- Nursing Alumni Surveys
- Nursing Pat Kelly Surveys addition.
- Nursing Alta Vista Surveys
- Updated new fee schedule information for 2008-2009
- New Cashiers website
- HR Job posting site troubleshooting
- Degree site troubleshooting
- Department listing site troubleshooting
- UMKC RA website addition