

# Information Access Update

## January – June 2007

Efforts of the Information Access Division during the period January through June 2007 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. Usage of Blackboard reflected a 68% increase over the previous year. ITS launched Sharepoint as an additional offering to the campus for communication digitally.

**Information Manipulation Services (IMS)** implemented the conversion of all Blackboard data, extracting the new Peoplesoft Student information instead of copying it from the existing legacy application. IMS rewrote the HSCP, Travel Grant, and other applications to interface with the new Peoplesoft Student data. Designed new applications for ALDP, FERPA and Peoplesoft query projects.

**Information Presentation Services (IPS)** focused on e-commerce, surveys and registration related extranets during the first half of 2007. All existing e-commerce sites using the Missouri Virtual Lockbox were either converted or scheduled to be converted during the 2007 calendar year. Web sites were designed and constructed for five different conferences which thousands of visitors to the UMKC campus registered online and attended.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.

### ITS Highlights

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

1. Blackboard Intercampus Collaboration (BblC)
  - i. Phase Two (August 2006 – May 2007) of the project includes:
    - SSO system at UMKC – January 2007
    - Redesign of snapshot tools – January 2007
    - Joint adoption of Horizon/Wimba at UMKC & UMSL – January 2007
    - Governance structure – February 2007
    - MOU/SLA – March 2007
    - Community System at UMKC – March 2007
    - Improvements in Blackboard User Request System – April 2007
2. Secureexam/Lockdown Browser
  - Lockdown Browser trial license was utilized for some testing and evaluation. Support Services and Instructional Technologies concur that this software will be less support-intensive.
  - LockDown browser launched at the beginning of Winter Semester 2007.
  - SecureExam pilot ended and decision made not to renew.
3. eInstruction (student response system)

- Coordinated faculty orientation and training with eInstruction representative to be provided through FaCET at no cost.
  - Blackboard plugin was originally evaluated on the version 6.3 Windows development environment and needs to be re-evaluated and tested on the 7.1 Sun development environment.
4. Horizon Wimba
    - Chose Wimba as replacement for Centra
    - Installed Blackboard plugin on production server (Late Spring 2007)
    - Trained instructors and staff (May 2007)
  5. Learning Objects
    - Reviewed Learning Objects tools for Blackboard
    - Wikis
    - Blogs
    - Plan to install and purchase during the Fall 2007 Semester
  6. Podcasting – Tegrity
    - Signed agreement with Tegrity
    - Designed pilot program for the next year
    - Launched pilot program
    - Installed server and software for use with Tegrity
  7. Sharepoint
    - Signed MOU with University of Missouri-Columbia to host Sharepoint server for UMKC
    - Created multiple Sharepoint sites for divisions across the university
  8. Instructor Evaluations
    - Conducted Instructor and Course Evaluations for School of Dentistry and Nursing
    - Met with multiple schools across campus to produce online evaluations for the Fall semester
    - Took Scantron data for six schools and converted data into reports for course evaluations.
  9. Conferences Attended
    - Blackboard World (June 2007)
    - ALDP Conferences
    - Wimba (March 2007)

## **Usage Data**

### **Blackboard**

<b>Academic Unit</b>	<b>Aggregate number of students</b>		
	<b>FS 06</b>	<b>FS 07</b>	<b>% change</b>
College of Arts and Sciences	10,004	17,148	71.41%
Conservatory of Music	384	1,040	170.83%
School of Biological Sciences	2,371	2,473	4.30%
School of Business and Public Administration	1,780	3,217	80.73%
School of Computing and Engineering	1,879	4,470	137.89%
School of Dentistry	1,276	2,110	65.36%

School of Education	2,084	2,923	40.26%
School of Law	13	349	2584.62%
School of Medicine	1,073	1,638	52.66%
School of Nursing	1,137	1,941	70.71%
School of Pharmacy	1,225	1,864	52.16%
<b>Grand Total</b>	<b>23,226</b>	<b>39,173</b>	<b>68.66%</b>

<b>Academic Unit</b>	<b>Number of course sites</b>		
	<b>FS 06</b>	<b>FS 07</b>	<b>% change</b>
College of Arts and Sciences	296	1,053	255.74%
Conservatory of Music	1,053	210	-80.06%
School of Biological Sciences	25	76	204.00%
School of Business and Public Administration	55	150	172.73%
School of Computing and Engineering	53	328	518.87%
School of Dentistry	20	82	310.00%
School of Education	74	228	208.11%
School of Law	1	71	7000.00%
School of Medicine	12	40	233.33%
School of Nursing	30	86	186.67%
School of Pharmacy	19	76	300.00%
School of Graduate Studies	0	4	-
<b>Grand Total</b>	<b>776</b>	<b>2,404</b>	<b>209.79%</b>

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## elInstruction

Fall 2007		
Instructor	# Students	# Classes
Wanda Temm	39	1
Andrea Drew Gounev	86	1
Saul Honigberg	132	1
Marilyn Yoder	331	2
Todor Gounev	358	1
Stephen King	261	1
Kathy Loncar	124	4
Nathan Oyler	41	1
Christine Zimmerman	84	1
Cristy Roberts	33	1
Leah Stanley	53	1
Kristin Lee	60	1
Cary Lyon	59	1
Marne Sherman	91	2
Cecelia Brewer	31	1
Yessmenia McDaniel	125	1
Eric Martin	41	1
<b>Grand Total</b>	<b>1949</b>	<b>22</b>

Term	Number of Classes	Number of Students
FS 2006	13	1,339
FS 2007	22	1,949
<b>% change</b>	<b>69.23%</b>	<b>45.56%</b>

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## Remedy Statistics

### 1) Support Issues: User Type

Support Issues by User Type	
Faculty	1,046
Staff	332
Student	518
GRA	47
Other	61
<b>Total</b>	<b>2,004</b>

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

<b>Support Issues: Software</b>	
<b>Blackboard</b>	1,494
<b>Centra</b>	55
<b>Digital Media</b>	35
<b>eInstruction</b>	8
<b>Consulting</b>	28
<b>Listserv</b>	285
<b>MoCAT</b>	2
<b>Respondus</b>	4
<b>Secureexam</b>	1
<b>Sharepoint</b>	2
<b>SSO Accounts</b>	19
<b>Turnitin</b>	6
<b>Wimba</b>	21
<b>Other</b>	44
<b>Total</b>	2,004

### 3) Support Issues: Origin

<b>Support Issue origin</b>	
<b>Direct ITS Contact</b>	1,671
<b>Call Center</b>	208
<b>Web-Submission</b>	125
<b>Total</b>	2,004

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

<b>Support Issues: Department</b>	
<b>A&amp;S</b>	297
<b>BSB</b>	65
<b>CONS</b>	5
<b>SOD</b>	73
<b>SOE</b>	66
<b>SOL</b>	16
<b>SOM</b>	88
<b>SON</b>	142
<b>SOP</b>	41
<b>SBS</b>	20
<b>SCE</b>	50
<b>Other</b>	215

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		
Term	Number of Lists	Number of Subscribers
WS2006	637	120,420
FS2006	679	125,876
WS2007	643	125,895

The number of lists decreased because of the purging of dozens of outdated or no-longer-used lists a few months ago. Thus, the slight rise in the number of subscribers actually represents a much larger increase in overall usage than it first appears.

## IMS Highlights

### January 2007

1. Blackboard Feed UMDW
  - Began automating feeds from UMDW Legacy data to Blackboard
2. (ALDP) Conference Application
  - Began design of enrollment website
3. iTunesU Interface
  - Successfully implemented the server authentication access to the website
4. High School College Program (HSCP) Application
  - Successfully rewrote application to accommodate new processes and new report.

### February

1. Blackboard Feed UMDW
  - Successfully completed feed automation
2. Blackboard Feed PS
  - Began Blackboard feed conversion to PeopleSoft

3. ALDP Conference Application
  - Successfully implemented design of enrollment website

### **March**

1. OneStop Web Page
  - Successfully designed a web page within OneStop to provide administrative staff up-to-date vacation, sick and personal day accruals
2. Blackboard Feed PeopleSoft
  - Successfully completed Blackboard feed conversion
3. HSCP Application
  - Began the conversion of HSCP web application from UMDW to PeopleSoft data

### **April**

1. HSCP Application
  - Continuing conversion of HSCP to PeopleSoft data
2. Registrar PS Training Application
  - Troubleshoot and corrected data problem
3. Blackboard Request System Application
  - Troubleshoot and corrected data problem
4. Registrar FERPA Training Web Page
  - Successfully designed and implemented web page to produce a report - lists the employees and/or students who have taken and passed the FERPA Exam 5. Travel Grant Application
  - Successfully implemented code changes – added a drop-down list of countries

### **May**

1. HSCP Application
  - Successfully moved application to a new server - prepared for production
2. Blackboard Application
  - Successfully implemented code changes to increase efficiency

3. Addressing Services Mail Postage Application
  - Troubleshoot and correct feeder problems
4. OneStop Web Site
  - Rewriting faculty/staff/student queries to point to PeopleSoft data

### **June**

1. HSCP Application
  - Minor changes made to the application to allow for enhanced reporting and overall functionality
2. Blackboard Feed PeopleSoft
  - Successfully added student roles to the Blackboard feed
3. [www.umkc.edu](http://www.umkc.edu)
  - Successfully added student search/look up on - student search pulls data from PeopleSoft tables
4. OneStop Web Site
  - Continuing rewrite of faculty/staff/student queries - pointing to PeopleSoft data
5. PS Queries
  - Assisted with PeopleSoft queries for various projects (Andy)

### **IPS Highlights**

- Designed and conducted Electronic Survey to help campus clients obtain rapid feedbacks from large numbers of students/faculty/staffs about their needs, attitudes, preferences, behaviors and provide Data Collection, Analysis and Interpretation.(School of Pharmacy, Women's Center,etc. )
- Expanded use of Ecommerce sites (FGSC, School of Dentistry, Alumni Advancement)
- Developed numerous online registration and conference management tools for nationwide conference hosted by UMKC departments/Units. ( For example: School of Dentistry - Midwest Dental Conference, Facet- Professional and Organizational Development in Higher Education , Diversity - African-American Male/Latino Empowerment Summit, Diversity - Black Women Leader Conference )