



# Information Technology Services

ANNUAL REPORT  
2000 - 2001

... committed to enhancing  
individual and organizational  
effectiveness...



**Produced by Information Technology Services  
University of Michigan-Flint  
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**Cover design by John Mikkelson**

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## Mission

The Information Technology Services unit at the University of Michigan - Flint is a team of professional staff committed to enhancing individual and organizational effectiveness through the use of information and computing technologies.

## Overview

The Information Technology Services (ITS) department is the primary provider of information technology at the University of Michigan – Flint. ITS is organized into five primary service units: Data and Information Management, Desktop Computer Services, Network Systems Support, User Services, and Web and Instructional Technology. The following section shows staff members by their primary service units; however it is important to note that ITS fosters cross functional work teams, and employees often support multiple units.

### Data and Information Management

The Data and Information Management (DIM) group provides for the maintenance and administration of UM-Flint's central administrative databases; regulates data security and integrity; develops custom reports and programs to enhance central processes; and offers consulting services for design, development, and implementation of non-centrally-operated databases.

### Desktop Computer Services

The Desktop Computer Services (DCS) group performs installation and maintenance for all desktop computers and printers on campus, including software and connections from the workstations to the communication closets; and provides consultation and assistance on all computer-related purchases for the campus.

### Network Systems Support

The Network Systems Support (NSS) group develops and maintains the network and server infrastructure; administers access to the LAN and the UNIX servers for academic computing; administers campus-wide communication software (web browser, email, and calendar programs); maintains network software and print queues; develops campus computer labs and classrooms; provides support for Merit's WAN and routing services for select high schools; and maintains a campus-wide backup system; and manages system security.

### User Services

The Users Services group offers helpdesk support and consultation via email, telephone and office hours; furnishes user documentation for software and electronic processes supported by ITS; provides free software training for faculty and staff; staffs and maintains two public computer labs available to faculty, staff, and students, including extended evening and weekend

hours; and maintains six computer classrooms of various sizes and platforms for academic instruction.

## **Web and Instructional Technology**

The Web and Instructional Technology group provides design and html programming assistance and technical support for University web pages; supports usenet and web news groups, web boards and discussion groups; and assists faculty in the development of course pages and in the use of instructional technologies and multi-media applications for the classroom.

## **Staff**

Executive Director:	Vahid Lotfi, Ph.D.
Administrative Assistant:	Theresa Stevens
Data and Information Management:	Jennifer Flagel, Project Manager Michelle Ly, Systems Administrator Steven Nofs, Database Administrator James Alarie, Systems Analyst Scott Hoover (temporary), Programmer I
Desktop Computer Services:	Kenneth Heiser, Senior Computer Services Technician Milton Straham, Computer Services Technician Erik Taipalus, Computer Services Technician Charles Wright, Computer Services Technician Timothy Todd (temporary), Computer Services Technician
Network Systems Support:	John Lauro, Senior Network Administrator Harvey Sherman, Network Analyst Cuong Lai, Network Analyst
User Services:	Mary Deibis, User Services Coordinator Jennifer Phillips, Helpdesk Supervisor Terri Blackwell, Training Coordinator Melissa Caudle, Trainer
Web and Instructional Technology:	Sidney Horton, Programmer Analyst and Webmaster Deborah Rowden, Instructional Technologist

## Major Accomplishments

This report highlights the major accomplishments made by ITS during the 2000-2001 academic year, including:

- Expansion of web-based Distance Learning Program with increased and diversified course offerings and adoption of BlackBoard technology.
- Appointment of a permanent staff member to the Instructional Technologist position after a two year vacancy.
- Implementation of mandatory web grade submission for faculty.
- Campus-wide conversion of faculty/staff e-mail and calendar systems to Microsoft Outlook.
- Enhancement of wireless connectivity in the University Center, and development of a wireless technology plan for French Hall and the Thompson Library.
- Design and development of technological infrastructure for the William S. White Building.
- Renovation of French Hall 459 to provide an additional instructional lab with twenty-seven student workstations.
- Advancement of Technology Plan to utilize funds generated by the Student Technology Fee.
- Introduction of Computer Systems Specialist Program through the Ameritech grant, with emphasis on Flint Community Schools.
- Production of dial-up packets and Quickdisc to distribute software to faculty, staff and students.
- Certification as a Microsoft Authorized Testing Center to administer Microsoft Office User Specialist examinations.
- Renovation of ITS server rooms for improved accessibility and serviceability as well as aesthetic appeal.

## Data and Information Systems

ITS continues to support the Banner student data systems through ongoing upgrades and maintenances as well as implementation of new features and enhancements. Several manual processes were eliminated this year for staff in various departments, and additional services were provided for students. Major accomplishments in the areas of Banner and related data systems include the following:

- Modification of web-based calendar program for CEO scheduling software; the Office of Building Management and Events uses this calendar to provide information about campus events and room availability via the web.
- Revision of 1098-T tax form and program to allow for local printing; data was previously sent to a clearinghouse for processing and printing.
- Upgrade to Oracle 8i; all Banner and Oracle software versions remain concurrent with supported standards.
- Modification to Admissions web application to accept secure credit card payment; Admissions was unable to collect fees for online applications prior to this enhancement.
- Installation of logging system for the Oracle Application Server; logging allows for comprehensive tracking of activity in the SIS system (See Figure 1 for logging statistics) and improves trouble-shooting capabilities.

<b>IP Location</b>	<b>IP Requests</b>	<b>Unique IP Addresses</b>
On Campus	30,773	821
Off Campus	47,253	21,970
<b>Total</b>	<b>78,026</b>	<b>22,791</b>

**Figure 1** – SIS Activity by Location

March – June 2001

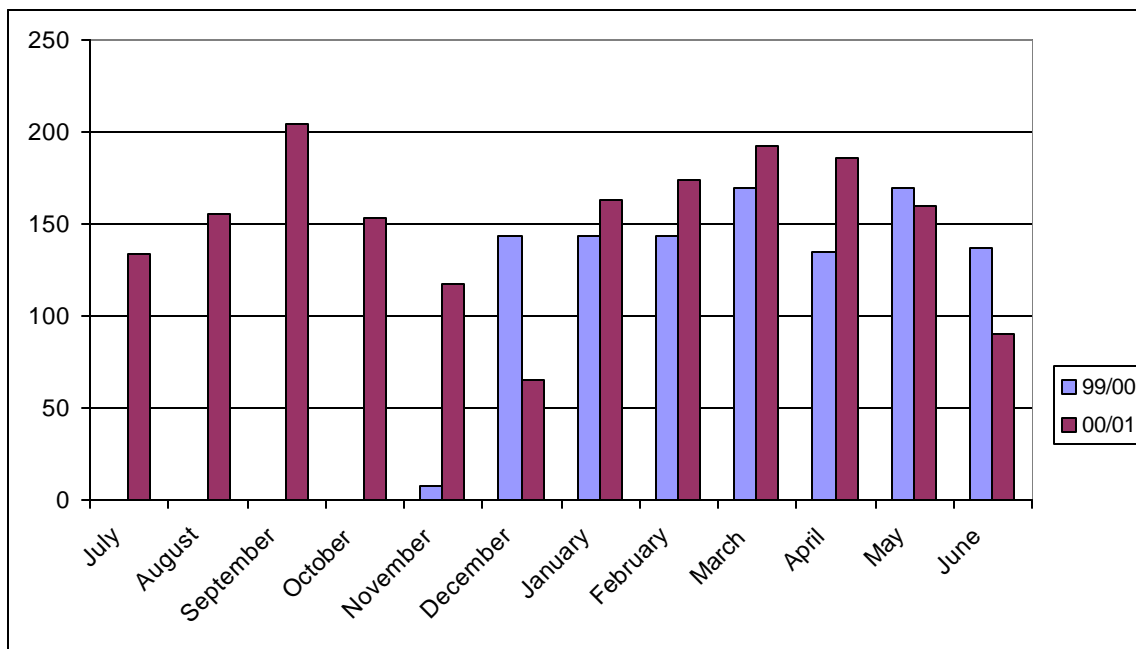
- Implementation of mandatory web grade submission; grade submission via the SIS system has reduced staff time and costs associated with printing and processing paper grade rosters and maintaining outdated scanning technology.
- Creation of a web-based scholarship search form and cgi program for the Financial Aid office; students may now search for appropriate scholarships based on supplied criteria and then apply online.
- Development of batch program for pre-requisite checking; batch pre-requisite checking enables the Registrar to identify and correct system errors and to distribute reports to departments who wish to recheck students once grades have been posted and/or to verify requirements of waitlisted students.
- Conversion of facilities inventory data from Prime/Colleague legacy system to Oracle tables; Oracle tables archive the data in a format available for audit purposes and possible conversion to future inventory systems.

- Acquisition and implementation of TouchNet Payment Gateway for web credit card payment; with a targeted go-live for Fall 2001, students may submit tuition payment via the SIS system for immediate authorization and account adjustment.
- Revision of scripts for calculating Satisfactory Academic Progress; the Financial Aid office will now be able to use Banner processes to identify students who fail to meet the academic requirements for obtaining Title IV Federal aid.

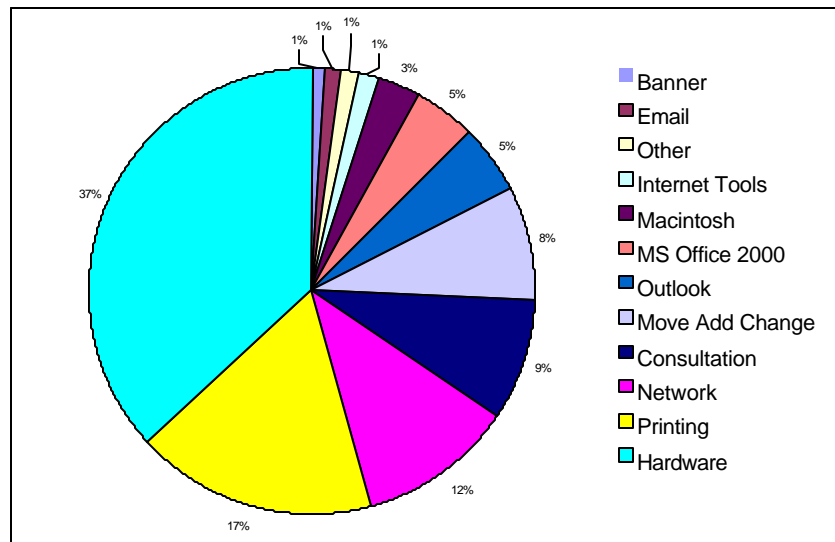
## Desktop Computing Services

Currently, ITS provides desktop support for approximately 1,300 computers on the UM-Flint campus. In addition to extensive lab upgrades, DCS technicians completed over 1,700 work tickets and approximately 800 client installations of Microsoft Outlook (see section titled Microsoft Outlook Conversion) during the 2000-2001 academic year.

In December 2000, the Heat work ticket system was upgraded to incorporate a web interface called iHeat. iHeat allows DCS technicians to access and edit work tickets from any where on campus, resulting in improved efficiency and response time. Figures 2 and 3, respectively, show the number and types of work tickets closed by DCS technicians in the past academic year.



**Figure 2** –Work Tickets Completed by DCS  
1999/2000 and 2000/2001 Academic Years



**Figure 3** – Types of Work Tickets Completed by DCS  
2000/2001 Academic Year

## Microsoft Contract

As part of the University of Michigan's Microsoft Enterprise Agreement, ITS continues to distribute Microsoft software to UM-Flint faculty, staff and students. Over the past year, Microsoft introduced several new products under this agreement, including Office 2001 for Macintosh, Office XP for Windows, Office 2000 Service Release 1A, and Windows ME operating system. Under the Enterprise Agreement, these products are available for use on all campus workstations. In addition, ITS may sell product licenses at a significantly reduced cost to faculty, staff and students for personal use.

The Flint campus pays a portion of the annual license fee for the Enterprise Agreement as a percentage based on full-time equivalent users. This fee is subsidized through proceeds from the sales of Microsoft software, in addition to Technology Fee funds. Figure 4 on the following page summarizes the products available for purchase and quantities sold over the past two years.

## Microsoft Outlook Conversion

In the spring of 2000, ITS began investigating options for groupware that would combine e-mail and scheduling tasks into a single, networked software tool. Microsoft Outlook was selected for its comprehensiveness, ease of use, remote access, and multi-platform capability. Outlook provides tools for e-mail, scheduling, contacts, tasks, and other office functions. It will replace the Pegasus Mail and Netscape Calendar software previously supported for UM-Flint faculty and staff, as well as various e-mail tools for Macintosh users. Microsoft Exchange allows ITS to network Outlook accounts so that users may connect to their email from any location, on or off campus, and share information through public folders.

<b>Product</b>	<b>Cost</b>	<b>99/00 Sales</b>	<b>00/01 Sales</b>	<b>Eligible Purchaser</b>
Office 2000 Professional for Windows (includes Word, Excel, PowerPoint, Access, Internet Explorer, Outlook and Publisher)	\$33	1,010	745	Students Registered for the Current Term
Office 2000 Service Release 1A	\$7	NA	21	Students Registered for the Current Term, Faculty and Regular Staff
FrontPage 2000 for Windows	\$33	229	62	Students Registered for the Current Term
Office 2001 for Macintosh (includes Word, Excel, PowerPoint, Internet Explorer, and Entourage)	\$33	NA	23	Students Registered for the Current Term, Faculty and Regular Staff
Office 98 for Macintosh (includes Word, Excel, PowerPoint, Internet Explorer, and Outlook)	\$33	29	5	Students Registered for the Current Term
Office XP for Windows (includes Word, Excel, PowerPoint, Access, Internet Explorer, and Outlook)	\$33	NA	1	Faculty and Regular Staff
Office 2000 Premium for Windows (includes Word, Excel, PowerPoint, Access, Internet Explorer, Outlook, Publisher, PhotoDraw and FrontPage)	\$33	168	71	Faculty and Regular Staff
Office 98 for Macintosh (includes Word, Excel, PowerPoint, Internet Explorer, and Outlook)	\$33	12	8	Faculty and Regular Staff
Visual Studio Pro 6.0 for Windows (includes Visual Basic, Visual C++, Visual J++, Visual InterDev, and Visual FoxPro)	\$53	9	7	Faculty and Regular Staff
Windows ME Operating System	\$33	NA	17	Faculty and Regular Staff
Windows 2000 Professional Operating System	\$33	5	8	Faculty and Regular Staff
Windows 98 Operating System 2 <sup>nd</sup> Edition (Upgrade or Full Install)	\$33	11	13	Faculty and Regular Staff

**Figure 4 – Microsoft Products Available for Sale in ITS  
1999/2000 and 2000/2001 Academic Years**

Implementation began in October 2000, with the installation of two NT Exchange servers, and approximately twelve superusers representing the campus community were trained and converted in December. These superusers assisted DCS technicians with the installation of Outlook on desktop computers throughout campus and helped to schedule users for training. Conversion training was mandatory for all users to ensure proper transfer of mail folders and forwarding of future mail. Over 630 faculty and staff were converted between January 1 and June 30, 2001, and fewer than 150 users are still in need of conversion.

ITS offers several options for Outlook support. A website was created with links to software, training registration, Quicknotes, and frequently asked questions. Several “Help” sessions were offered in the training lab, and ITS staff scheduled over fifty office visits to provide personal assistance. In addition, the ITS Helpdesk is available to answer questions during business hours and a discussion folder is available within Outlook to submit questions twenty-four hours a day.

The conversion to Outlook also facilitated the implementation of virus scanning software on the mail server. This software scans all incoming and outgoing messages for possible viruses and will either remove identified viruses from the message or prevent delivery of an infected message. Hundreds of infected messages have been cleaned by this system since its installation. While email scanning has contributed substantially to virus prevention on the Flint campus, all users are still urged to install anti virus software on their office and home computers to prevent transmission of viruses through other mediums.

### **MOUS Certification**

In October, 2000, ITS obtained recognition for UM-Flint as an Authorized Training Center for the Microsoft Office User Certification tests. ITS administers MOUS exams in a designated training lab for a fee of \$70 to the general public or \$60 to UM-Flint faculty, staff and students. Information about MOUS testing is available at <http://gbschools.flint.umich.edu/mous/MOUS>. Sixteen tests were administered in the past year, and fourteen certifications were awarded, including three to ITS staff members.

### **Network Services**

As the number of users on the campus network grows each year, the network infrastructure must be designed to accommodate their increasing needs. Figure 5 below shows the number of network components currently in place.

<b>Component</b>	<b>Quantity</b>
Servers	35
Routers	3
Switches	177

**Figure 5** – Network Components Supported by ITS

Several network projects were completed during the 2000-2001 academic year to prepare the campus infrastructure for future growth, demand, speed and protection. Major network projects included the following:

- Design and installation of communication closet in MSB West; this new closet provides a 100 MB connection to all users in the West wing, which was too distant to be serviced by the MSB East closet.
- Enhancement of wireless communication in the University Center, connecting the Campus Café and Michigan Rooms to the campus network.

- Development of wireless technology plan for French Hall and Thompson Library; wireless technology will provide network connectivity in every classroom of French Hall and allow personal computers equipped with wireless cards to be used throughout each building.
- Upgrade of switches in French Hall; new switches enable users in French Hall to obtain a 100 MB connection at their desktops with an upgrade of their data jack wiring.
- Renovation of MSB 202 and 106 server rooms; new racks and furniture promote ease of maintenance, accessibility and trouble-shooting.
- Completion of infrastructure diagrams for the campus network; diagrams aid in the maintenance and upgrade of technology components throughout the campus.
- Upgrades of DDAPP, EMDAT, and SAPP servers; the bandwidth (speed) and storage space were increased on the servers that support departmental and personal storage, email, and printing functions for faculty, staff and students.
- Installation of four Windows 2000 servers; new servers were added to support Microsoft Exchange and other functions.

In addition to these upgrades, ITS has been actively involved in the planning and construction of the William S. White Building. Significant work has been done to develop the network infrastructure for the building, which will support wireless connectivity and numerous computerized classrooms. During the 2000-2001 academic year, the following tasks were completed as part of the construction of the William S. White Building:

- Design and layout of the network infrastructure.
- Identification of equipment and wiring needed for the basic infrastructure.
- Specification of location and furniture placement for ITS supported computer labs.
- Development of cost estimates for infrastructure and lab hardware.
- Correction of design flaws.
- Consultation in the planning of media and data connections in classrooms supported by the Learning Resource Center.

## **Network IDs**

All registered students and current faculty and staff members are eligible to obtain a Local Area Network (LAN) ID, enabling them to log onto the campus network and obtain email, and a username, providing free internet service through the Michnet network. Figure 6 on the following page shows the number of new LAN IDs created during the 2000-2001 academic year and the total number of LAN IDs maintained by ITS. Currently, faculty staff and students must appear in person to obtain a LAN account; however, ITS has recently completed a web-based LAN account application form for faculty and staff that will facilitate electronic authorization for new IDs.

Type of ID	New IDs 00/01	Total IDs 00/01	Total IDs 99/00	Percent Change
Faculty/Staff IDs	236	873	780	11.92
Student IDs	1,388	8,079	7,445	8.52
Alumni IDs	12	36	48	-25.00
Retired Faculty/Staff IDs	0	8	12	-33.33
<b>Total</b>	<b>1,636</b>	<b>8,996</b>	<b>8,285</b>	<b>8.58</b>

**Figure 6**– LAN IDs Supported by ITS  
1999/2000 and 2000/2001 Academic Years

Due to the batch process that interfaced between the UM-Flint and UM-Ann Arbor ID systems, students were previously required to wait approximately one week after registering before obtaining an ID. In summer of 2000, the student ID program was modified to generate LAN IDs for students upon admission to the Spring, Summer or Fall semester. Early distribution of IDs is intended to encourage admitted students to become active at UM-Flint and finalize their decision to enroll. Additionally, ITS has participated for several years in a social event sponsored by Student Life, distributing IDs to incoming freshmen prior to the start of the Fall semester. This year, ITS arranged with Student Life to distribute LAN IDs and technology information to freshmen as part of their orientation session. A program is currently in development to replace these various initiatives with a web-based account application form that will generate both the LAN ID and username for students immediately after registering, as well as provide enhanced account administration capabilities for ITS. This program will allow students to obtain their IDs at any time, from any location with an internet connection.

### **Remote Access**

All registered students and current faculty and staff members are eligible to obtain a username that gives them access to dial-in and connect to the Internet from home through the Michnet statewide computer network. Michnet modems are operated and maintained by Merit, a non-profit company. ITS operates as the liaison between UM-Flint and Merit. ITS pays the installation charges and monthly maintenance fees associated with all UM-Flint owned modems.

Figure 7 on the following page shows a comparative summary of the UM-Flint remote connectivity statistics from the past two years. Previously, modems owned by any of the three UM campuses were equally accessible to all UM users. In October 2000, this structure changed to associate users from each campus with the modems owned by that campus. As a result, UM-Flint users no longer compete with users from other UM campuses for Flint-owned modems and tokens. While most UM-Flint modems service the Southeast Michigan group, seven new modems were added to the Greater Detroit group to service UM-Flint users affected by this change. Currently, UM-Flint owns 158 modems and has access to approximately 21 tokens. If all UM-Flint modems are busy, a UM-Flint user may still be able to connect to a modem owned by someone else if a token is available at the time of dial-in.

Month	Sessions		Minutes		Average Minutes/Session	
	99/00	00/01	99/00	00/01	99/00	00/01
June	70,739	67,465	2,902,703	3,270,277	41.03	48.47
July	37,173	71,448	1,441,654	3,273,713	38.78	45.82
August	73,324	77,760	2,918,862	3,546,326	39.81	45.61
September	73,792	81,949	2,681,650	3,624,149	36.34	44.22
October	84,600	89,176	2,828,579	3,903,222	33.43	43.77
November	72,516	92,030	2,959,290	4,096,500	40.81	44.51
December	72,144	98,779	3,026,543	4,302,900	41.95	43.56
January	89,054	101,424	3,845,106	4,334,940	43.18	42.74
February	86,734	93,510	3,769,335	4,039,440	43.46	43.20
March	88,446	104,745	3,971,490	4,392,480	44.90	41.93
April	75,002	100,422	3,583,210	3,342,360	47.77	33.28
May	76,266	87,970	3,406,677	3,638,520	44.67	41.36
Average	74,983	88,890	3,111,258	3,813,736	41.00	43.00
Change %	18.55		22.58		4.50	

**Figure 7 – UM-Flint Remote Connectivity Statistics  
1999/2000 and 2000/2001**

## Outreach

ITS staff members actively participate in University and community outreach efforts. In December 2000, ten ITS employees answered telephones at the WFUM pledge drive. For the fourth consecutive year, ITS sponsored two teams in the annual Big Brothers/Big Sisters Bowling Challenge held in February 2001. ITS staff also collected pennies and walked for the American Cancer Society fundraiser sponsored by Staff Council.

Most notable is ITS's Computer Systems Specialist (CSS) Program, funded by a grant from Ameritech. The Ameritech grant was awarded in 1999 to train teachers in using web technology in the classroom and communicating electronically with parents. Initially, the project engaged teachers in the Grand Blanc and Lapeer school districts. In October 2000, the Ameritech project expanded to include the Flint Community Schools in a program designed to train students in hardware and software technical support. The CSS Program consisted of a series of hands-on training sessions conducted in ITS labs and on site at the schools. Upon successful completion of the program, eleven students were awarded certificates in December 2000 (all from Flint) and ten in April 2001 (six from Flint and four from Grand Blanc).

## Technology Plan

The Technology Plan was developed in 1998 to centrally coordinate the acquisition and implementation of technology across campus. Currently, technology funds are scattered amongst many departments and budgets on campus. At times, these funds are used to purchase non-homogeneous equipment, systems that are not supported by ITS, and/or items unrelated to technology. In addition, there is no central funding source to purchase and/or replace desktop computers for faculty and staff. Consequently, there exists a wide gap between those using new equipment and those using outdated systems. This gap forces ITS to maintain and support multiple versions of the many application software, thereby, adding to its operating costs.

The Technology Plan (Plan) utilizes a life-cycle approach (budgeting based on the practical financial “life” of an item) and considers future growth. The student Technology Fee (Fee) is the primary source of funding currently available to support the Plan. Information Technology Services, in consultation with Academic Computing Advisory Committee, administers the Plan, and the Technology Fee Committee administers disbursement of the Fee funds. Each year, ITS updates the Plan to reflect changes in campus technology and industry prices. Copies of the UM-Flint Technology Plan may be obtained by contacting ITS (810.762.3123).

<b>Allocated Amount</b>	<b>Utilization of Funds</b>
\$38,000	Modem Pool Maintenance Fees
\$35,000	ITS Maintenance Funds
\$64,000	Computer Lab Upgrade for FH 223
\$28,000	Computer Lab Upgrade for MSB 507
\$21,000	Computer Lab Upgrade for FH 431
\$22,000	Wireless Project for FH & Library
\$4,000	HVAC Work in FH 223
\$25,000	Computer Lab Chairs for MSB 206 & 115
\$20,000	Projector Upgrades for FH 223, MSB 110 & 507
\$19,250	Wiring/Data Jack & Switch Upgrade
<b>\$276,250</b>	<b>Total Funds Allocated</b>

**Figure 8 – Technology Fee Funds Received**  
00/01 Academic Year

Beginning Fall 2000, the Technology Fee increased from \$23 for full-time tuition to \$35 (part-time students pay half the full-time rate), resulting in a substantial increase in funds. Figure 8 summarizes the funds allocated to ITS from the 2000-2001 Technology Fee revenue and their intended use.

## User Services

Several improvements were made in the area of User Services for the 2000-2001 academic year, most notably in the area of the Helpdesk. Figure 9 indicates Quicknotes updated or newly

created in the past year, including several for Microsoft Outlook. In addition, Helpdesk staff members were trained to support questions regarding the installation, conversion and use of Microsoft Outlook. As a result of increased demand for computer assistance, the Helpdesk increased man-hours for the 2000-2001 academic year.

<b>Quicknote Number</b>	<b>Quicknote Title</b>
05 <sup>2</sup>	Converting to MS Outlook
06 <sup>2</sup>	Installing MS Outlook for Windows on Campus
07 <sup>2</sup>	Installing MS Outlook for Windows at Home
08 <sup>2</sup>	Installing MS Outlook for Macintosh on Campus
09 <sup>2</sup>	Installing MS Outlook for Macintosh at Home
10 <sup>2</sup>	Using a Windows 98 Machine in the ITS Computer Lab
11 <sup>2</sup>	Using a Macintosh in the ITS Computer Lab
20	Changing Your Ann Arbor and LAN Passwords
21	Changing Your X.500 Personal Directory Entry
22	Student Access to PROGDATA
23	Faculty Access to PROGDATA
24	Sending & Receiving Email Attachments Using Pegasus
25 <sup>2</sup>	How to use Pegasus Mail
26 <sup>2</sup>	Using Antivirus Software
27	How to Maintain Your Email List or Listserve
28 <sup>2</sup>	Using Scanners in ITS Computer Labs
29	UM-Flint Configuration Fact Sheet
31	Logging In and Changing Your Password in Banner
32	Banner Keystroke Chart
33	Conducting Person Searches in Banner
34	Creating & Modifying Your Personal Menu in Banner
36	Using Banner Reports in Microsoft Access
40	Configuring you iMac to Dial-in from Home
41A <sup>2</sup>	Using the MIAK for Macintosh v5
41B <sup>2</sup>	Using the MIAK for Macintosh v6
42	Installing Eudora Mail for Macintosh
44 <sup>2</sup>	Using Fetch FTP for Macintosh
50	Configuring Windows 95/98 to Dial-in from Home
51 <sup>2</sup>	Installing Dialup Software for Win 95/98/2000
52	Installing Pegasus Mail for Windows 95/98
54	Installing WS_FTP for Windows 95/98
59 <sup>2</sup>	Installing the QuickDisc
60 <sup>2</sup>	Configuring Windows 2000 to dial-in from Home

**Figure 9 – ITS Quicknotes**

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<sup>2</sup> Quicknotes created or modified during the 2000-2001 academic year.

The Helpdesk began distribution of a dial-up packet for Windows or Macintosh users that included software for automated setup of a UM-Flint dial-up connection and the associated Quicknote (#40 for Macintosh or #51 for Windows). Dial-up packets were also distributed to incoming freshmen at the orientation mixer. For greater productivity, ITS began producing a CD-rom called the Quickdisc. The Quickdisc may be purchased by registered students and current faculty and staff members for \$8 and contains the following supported shareware: dialup software, Pegasus Mail, Internet Explorer, Netscape, RealPlayer, Adobe Acrobat Reader, WS FTP LE, Power Archiver, and McAfee anti-virus software.

## Computer Labs

ITS currently staffs and maintains two public computer labs available to faculty, staff, and students. The largest public computer lab, located in MSB 206, is closed during holidays and semester changeover periods only. In addition to the public computer labs, ITS also maintains a computer station for faculty/staff use and six instructional labs that are used for academic instruction. Each instructional lab is equipped with an instructor's station and a ceiling-mounted projector with a VCR. Figure 10 outlines the various computer labs supported by ITS, along with information about the size and platform supported in the lab.

Lab	Type of Lab	Windows 98 Workstations	Macintosh Workstations
MSB 206 <sup>1</sup>	Student/Fac/Staff Open Lab	64	10
French Hall 223 <sup>1</sup>	Student/Fac/Staff Open Lab	37	0
Thompson Library 134	Fac/Staff Open Station	1	1
MSB 110 <sup>1</sup>	Instructional	31	0
MSB 115	Instructional	0	20
MSB 501	Instructional	31	0
MSB 507	Instructional	19	0
French Hall 431	Instructional	13	0
French Hall 459	Instructional	28	0

**Figure 10** – ITS Supported Computer Labs

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<sup>1</sup> Equipped with ADA large print monitor.

Several renovations were done this year to convert French Hall 459 to an instructional lab. The tiered flooring was replaced with a flat floor, new furniture and computers were installed, and a self-service printing station was added. The Technology Fee funds (previously described) financed the bulk of these and other lab upgrades, including new chairs, computers, and projectors. Macintosh computers in MSB 206 and 115 were replaced with iMacs.

An imaging system was developed for the Macintosh computers in MSB 206 and 115. Imaging software returns the computer to the originally programmed settings each time it is rebooted, erasing any files that were installed and recreating any that were deleted. This ensures that the computers are always in working condition and virus-free. Imaging software has been running on the Windows computers for several years, but had not been available for the Macintosh.

## Workshops

All UM-Flint faculty and staff (including temporary staff and student employees) are eligible to attend ITS workshops free of charge. In addition, employees of organizations located in the North Bank Center or affiliated with University Outreach are able to attend for a fee of \$10 per student per workshop.

ITS workshops are conducted in a hands-on environment in modern laboratory facilities. Topics are selected to enhance the efficiency of University faculty and staff, and exercises are designed appropriately for this audience. Three seasons of workshops are scheduled: fall, winter and spring/summer. Because the spring/summer 2000 season is still in progress, this report focuses on spring/summer 2000 - winter 2001. In January 2001, the ITS workshop scheduled was converted to a public folder in Microsoft Outlook so that it is readily accessible to all Outlook users.

Class Name	Sp/Su 2000	Fall 2000	Winter 2001
Access Basics	16	14	4
Access Forms	4	4	0
Access Queries	0	5	0
Access Reports	5	5	0
Banner Ad-Hoc Reporting	6	6	0
Banner Navigation <sup>3</sup>	9	15	10
Computer Navigating	NA	11*	0
C-Time <sup>4</sup>	19	3	NA
Excel Advanced	0	5	0
Excel Basics	7	11	12
Excel Intermediate	0	8	0
FrontPage	29	21	11
Publisher	NA	5*	0
Outlook Calendar	NA	NA	15*
Outlook Delegates	NA	NA	1*
Outlook Rules & Options	NA	NA	24*
PowerPoint Advanced	6	0	0
PowerPoint Basics	12	5	4
Virus Prevention	NA	3*	0
Word Advanced Formatting Features	0	5	0
Word Basics	3	0	0
Word Flyers	5	0	0
Word Forms	6	0	0
Word Intermediate	8	0	3
Word Merges & Macros	5	5	0
Word Tables, Charts & Graphs	5	0	0

\*New workshops

**Figure 11 – Workshop Offerings and Attendance  
Spring/Summer 2000 – Winter 2001**

<sup>3</sup> Required for staff who request access to Banner.

<sup>4</sup> Discontinued in winter 2001.

In addition to its regularly scheduled workshops, ITS offers custom training sessions for University groups of five or more persons, provides one-on-one assistance, and works with the Helpdesk to offer Quicknotes for topics that are not well attended in a traditional classroom format. Most recently, ITS has developed computer-based tutorials for required workshops (Banner Navigation and Outlook Basics), to be debuted in fall 2001.

In conjunction with the conversion to Microsoft Outlook, ITS developed a series of advanced Outlook topics, including Calendar, Delegates, and Rules & Options, that were offered in winter 2001. Figure 11 on the previous page lists the courses offered by ITS in the past year, indicating those that were new each season, and shows the attendance at each.

## Web and Instructional Technology

This year saw continued growth in the demand for use of instructional technology and multi-media applications in the classroom. Nearly two years after its creation, the Instructional Technologist position was filled with a full-time, permanent employee. In collaboration with other ITS staff, the Instructional Technologist works to assist faculty in using multi-media and other instructional technologies in the classroom, to develop online courses, and to promote web-development activities. Figure 12 below summarizes these initiatives.

The Web and Instructional Technology group is also responsible for assisting UM-Flint departments with webpage development and for updating the department directory on the UM-Flint website. This group is nearing completion of a revised website for ITS, featuring the new format that was adopted by UM-Flint for use on all primary campus webpages.

Item	99/00	00/01	Change
Web Board for Electronic Conferencing	37	78	110.81%
Discussion Groups	26	45	73.08%
Departmental Web Sites	22	87	295.45%
Personal Web Sites	22	138	527.27%
Student Club Web Sites	3	34	1033.33%
ITS Sponsored Course Pages	9		
Total UM-Flint Web Pages	15,464	26,573	71.84%

**Figure 12** – ITS Supported Collaboratives and Web Sites  
2000/2001 Academic Year

## Distance Learning

The Executive Director of ITS continued to serve as the Interim Director of the Distance Learning program for the 2000-2001 academic year. This program has experienced tremendous growth since its inception in August 1999, as evidenced by the comparative data in Figure 13 on the following page.

eCollege, one of the top national distance learning organizations, continued to host UM-Flint's online course offerings for 2000-2001; however, UM-Flint also established a relationship with BlackBoard in April 2001 in an attempt to locally host and support online courses for the School

of Management (SOM). SOM will be using BlackBoard to deliver its new *NetPlus!* mixed-mode MBA program that debuts in fall 2001. A new website has been developed to host UM-Flint's virtual campus and incorporate information for both eCollege and BlackBoard courses.

Term	Number of Courses		Number of Credit Hours		Number of Students	
	99/00	00/01	99/00	00/01	99/00	00/01
Fall	NA	19	NA	48	NA	545
Winter	6	29	17	67	152	819
Spring	11	22	30	50	308	633
Summer	2	8	6	17	67	210
<b>Total</b>	<b>19</b>	<b>78</b>	<b>53</b>	<b>182</b>	<b>527</b>	<b>2207</b>
<b>% Change in Total</b>	<b>310.53</b>		<b>243.40</b>		<b>318.79</b>	

**Figure 13** –Distance Learning Course Offerings  
1999/2000 and 2000/2001 Academic Years

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