Information Technology Services

ANNUAL REPORT
2001 - 2002

Produced by Information Technology Services
University of Michigan-Flint
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Information Technology Services
2001/2002 Annual Report

Table of Contents

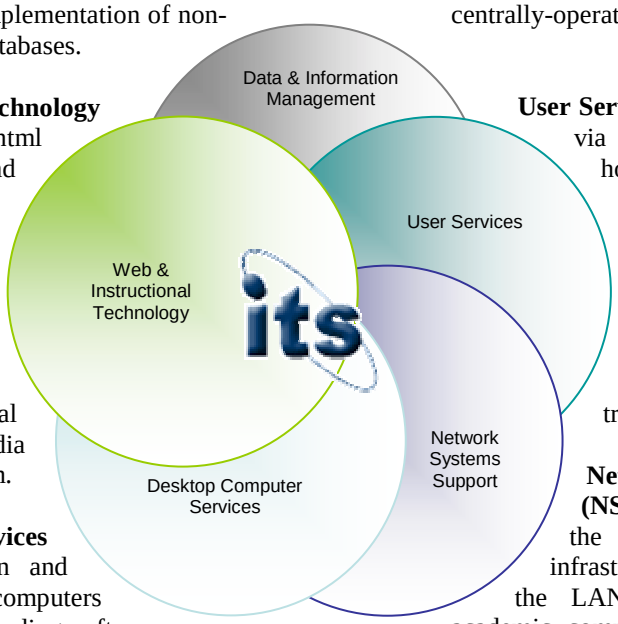
About ITS

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.

ITS Mission Statement

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.

Data and Information Management (DIM) maintains and administers 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.



Web and Instructional Technology (WIT) 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 use of instructional technologies and multi-media applications for the classroom.

User Services offers helpdesk support via email, telephone and office hours; furnishes user documentation for supported software and electronic processes; coordinates the distribution and sale of Microsoft software to faculty, staff, and students; and provides free software training for faculty and staff.

Desktop Computer Services (DCS) performs installation and maintenance for all desktop computers and printers on campus, including software and connections from the workstations to the communication closets; provides consultation and assistance on all computer-related purchases for the campus; and maintains open computer labs operated by student employees and classroom labs of various sizes and platforms for academic instruction.

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

ITS is proud of the talented individuals who make up its diverse team. We were fortunate to welcome several new staff members this year, including our new Director, Ms. Kathleen Conover. Many thanks are extended to Mary Deibis, John Lauro and Steven Nofs for their dedicated service as the Interim Management Team in the months prior to Ms. Conover's arrival.

ITS fosters cross functional work teams, and employees typically support multiple service groups. This structure allows for enhanced flexibility in meeting technology demands as well as providing developmental opportunities for the staff. The following individuals comprise the current full-time staff of ITS:

Kathleen Conover, Director
James Alarie, Systems Analyst
Scott Arnst, Network Administrator
Terri Blackwell, Training Coordinator/Manager, Instructional Technology
Melissa Bock, HelpDesk Support
Melissa Caudle, Technology Training/Web Page Support
Mary Deibis, User Services Coordinator
Jennifer Flagel, Project Manager
Dan Getty, Computer Systems Specialist I
Kenneth Heiser, Computer Systems Specialist II
Scott Hoover, Computer Programmer I
Sidney Horton, Network Support/Programmer Analyst/Web Page Support
Cuong Lai, Network Analyst
John Lauro, Senior Network Administrator
Michelle Ly, Systems Administrator II
Steven Nofs, Database Administrator
Jennifer Phillips, Banner Liaison/HelpDesk Coordinator
Deborah Rowden, Computer Systems Consultant II/Technology Training
Harvey Sherman, Network Analyst
Theresa Stevens, Office Manager/Online Coordinator
Milton Straham, Computer Systems Specialist II
Erik Taipalus, Computer Systems Specialist I
Charles Wright, Computer Systems Specialist I/Instructional Technologist

In addition to full-time staff, ITS relies on the capable help provided by dozens of part-time student employees in the reception area, HelpDesk, computer labs and desktop support.

Year in Review

As suggested by our theme, "Putting the You in User," our focus for 2001/2002 was on enhancing the technology experience for our users, seeking to make technology easier, faster, more reliable, and more widely available. From a complete overhaul of our website, to the addition of open and instructional computing labs, to the installation of wireless connectivity throughout campus, our accomplishments were achieved with the end-user in mind. Our desire is that every UM-Flint student, faculty and staff member will be a user of campus technology. This requires our services to be both advanced enough to meet the demands of high-end users and simple enough to appeal to novice users. The following section provides an overview of activities completed by each of the five service units.

While our aspirations are high and capabilities vast, our resources are limited. Funding for new technology continues to come primarily from the student Technology Fee and one-time contingency funds. Acquiring base funding for full implementation of the UM-Flint Technology Plan remains a significant challenge. Additional funds generated by Technology Fee increases over the past two years amounted to approximately $170,000—less than 75% of the fee revenue that was proposed for the first year alone. For the 2002/2003 academic year, the Technology Fee will increase by $10 for full-time students and $5 for part-time, generating an estimated $100,000 toward the remaining gap between the Technology Plan's projected costs and existing funding sources. Figure 1 summarizes the funds allocated to ITS from the 2001/2002 Technology Fee revenue and their intended use.

Allocated Amount	Utilization of Funds
$38,000	Modem Pool Maintenance Fees
$35,000	ITS Maintenance Funds
$20,000	Microsoft Contract Fees
$15,000	Internet 2 Maintenance Fees
$110,006	MSB 206 Computer Lab Upgrade
$43,200	MSB 106 Computer Lab Upgrade
$41,216	MSB 501 Computer Lab Upgrade
$6,713	Classrooms 2000
$3,400	MSB 206 Color Laser Printer
$7,000	Computer Lab Renovations
$11,500	Student Storage File Server
$2,000	MSB 115 Cabinet & Switch
$6,044	Computer Lab Large Screen Monitors
$1,900	Image Solution for Windows XP
$340,979	**Total Funds Allocated**

Figure 1 *– 2001/2002 Allocation of Technology Fee Funds*

Major Accomplishments

>Completed installation of wireless connectivity in French Hall and the FWT Library, and launched a student pilot of wireless use.

>Developed an online process for the creation of student Uniqnames and Local Area Network accounts as well as LAN password changes.

>Performed upgrades of ITS supported computer labs, including installation of writeable CD-rom and zip drives.

>Increased the speed of data transfer over portions of the network through the installation of additional Category 5 wiring and the implementation of Internet 2.

>Upgraded the Banner student information system and Web interfaces to version 5, and designed enhanced features for the Web transcript and course schedule functions.

>Created 2 mobile instructional labs using portable equipment carts, each carrying 24 wireless laptops.

>Improved network security by configuring a second firewall with intrusion detection software and installing new anti-virus software on e-mail servers.

>Facilitated the conversion of departmental Web sites to the new UM-Flint template, including the ITS and HelpDesk Web sites featuring all new content.

>Began furnishing space in the William S. White Building, including 4 new ITS supported computer labs as well as staff offices.

>Enhanced user documentation by converting Quicknotes to a new Portable Data File template and adding Whatis notations throughout the HelpDesk website.

Technology Plan items still awaiting funding include faculty/staff office equipment, infrastructure, maintenance contracts, and other supported software. In Spring 2002, $150,000 in one-time funds were allocated for replacement of 100 faculty computers, and $32,000 was allocated in February, 2002 for replacements and upgrades of staff computers in support of the Banner 5 upgrade. While these funds represent an accomplishment for the year, they do not alleviate the continuing need for base funding in support of the Technology Plan.

Without base funding, long-range strategic planning is difficult, and greater emphasis must be placed on development activities that generate revenue. ITS continues to seek creative and rewarding opportunities for development through the products and services it offers to both University and non-University constituents. For the 2001/2002 academic year, these activities included sales of software and certification testing and recovery of expenses through charge-back mechanisms, generating $26,900. The Development section of this report describes these activities in greater detail.

Data and Information Management

DIM Highlights

>August 2001 Applied upgrades to the Oracle database in preparation for Banner 5 upgrade.

>September 2001 Implemented enhanced Banner security features through user login settings.

>October 2001 Converted Banner training for new users to a self-paced CBT.

>October 2001 Upgraded the OAS to the most current version supported.

>November 2001 Enhanced the Banner User Manual and converted it to pdf.

>February 2002 Performed 24 replacements and 13 upgrades of user workstations in support of Banner 5.

>February 2002 Upgraded to Banner 5.

>February 2002 Designed a detailed course search engine for SIS, allowing students to search by course attribute and view actual waitlist counts.

>March 2002 Released WebSam, enabling students to create computer accounts through SIS.

>April 2002 Converted the Financial Aid award notice to a web form that requires students to accept awards via SIS.

>April 2002 Developed a process to load financial aid applicants into Banner for use by Admissions in recruitment efforts.

>April 2002 Created a batch process to identify and remove duplicate person records from the Banner database.

>May 2002 Modified the SIS transcript to display student name.

>May 2002 Assisted the Registrar's Office with setup of Schedule25 room scheduling software.

>June 2002 Added a form in SIS, allowing students to change their LAN passwords.

This year's major project for the DIM group was the upgrade of the Banner administrative systems and web interfaces to version 5. Major release upgrades are performed every one to two years and require extensive configuration and testing in addition to upgrades of hardware and support software. Banner 5 required upgrades of the Oracle Application Server (OAS) and the Oracle relational database. Desktop performance with Banner 5 required the upgrade or replacement of several computers across campus. One-time funds were used to purchase 24 new computers and 13 memory upgrades for high-end users.

In preparation for the upgrade, several improvements were made in the area of user support. The Banner workshop for new users was discontinued and replaced with the Banner Navigation computer-based tutorial for self-paced training. All Banner documentation is now provided in online format only, as this format is user-friendly and more easily maintained. The Banner User Manual was enhanced and converted to portable data file format (pdf), Quicknotes were created and revised to provide greater detail regarding Banner reports, and all documentation for the Student Information Services (SIS) web interface was updated to reflect changes in the version 5 upgrade.

In addition to the software upgrade, several custom enhancements were made to SIS this year. In response to user requests, DIM staff created a new course search tool for the public area of SIS that allows both students and non-students to search for courses based on general education attributes and displays actual waitlist counts. A modified version of the SIS transcript was also developed to display the student's name.

Most recently, DIM staff assumed responsibility from NSS for administration of student Uniqnames and Local Area Network (LAN) accounts. A program called WebSam was written to handle ID creation, password changes and various administrative functions. Students must now login to SIS to create their ID and change their LAN password. ITS staff use WebSam to end login sessions, change passwords, expire/enable/disable accounts, and view account details. WebSam has enhanced service to students, particularly distance learning students, by eliminating the need to come to campus for account setup. Additional features planned for WebSam include the registration of Ethernet addresses for wireless card usage and the creation of IDs at the time of admission to the University instead of at registration.

Several enhancements were also made to Banner system security this year. Restrictions were activated in Oracle to limit the number of concurrent logins to two per user and terminate a login session after two hours of inactivity. Additional settings to be implemented include forced password changes every ninety days, restricted use of prior passwords, and mixed use of characters in passwords.

Desktop Computing Services

Currently, ITS provides desktop support for approximately 1,700 computers on the UM-Flint campus. In addition to assisting with the implementation and support of wireless technology throughout campus, including two mobile, wireless laptop carts for ITS labs, DCS technicians completed over 1,800 work tickets during the 2001/2002 academic year (see Figure 2 for monthly statistics over the past three years).

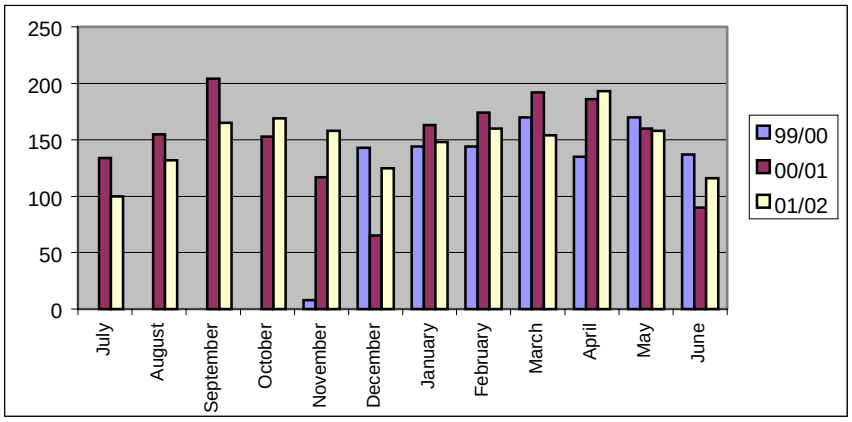


***Figure 2** –Work Tickets Completed*

DCS is also responsible for the maintenance and supervision of the open and instructional computing labs. This year, several upgrades were completed with funds from the Technology Fee, and new labs were outfitted in the WSW Building. Writeable CD-rom and zip drives were added to computers in French Hall 223 and 431 and in Murchie Science Building 507, 206 and 501. Adobe Illustrator 10.0 and Adobe Photoshop 6.0 were installed on Macintosh workstations in MSB 206. Chairs were replaced in MSB 206 and MSB 115.

WSW computer lab facilities (see Figure 3) will be open for use in Summer 2002. A spacious open computing facility will feature computer pods that facilitate group work, provide workspace for materials, and present a semi-private atmosphere that is highly conducive to learning. A traditional 24-station open computing lab will alleviate the overload currently experienced during peak hours when students are turned away due to limited computer access. The WSW Building will also house the largest ITS instructional lab on campus, accommodating up to forty-six students. An additional instructional computer lab will be reserved for ITS use to expand the faculty/staff workshop program and host participants of the Ameritech grant programs.

Location	Use	Workstations
WSW 3174	Open	30
WSW 3175	Open/Instructional	24
WSW 3176	Instructional	24
WSW 3153	Instructional	46

***Figure 3** –WSW Computer Labs*

The opening of the WSW Building has created extensive work for DCS staff. DCS technicians were instrumental in relocating workstations for several departments occupying space in the building and in acquiring new equipment for ITS and departmental labs. With so much additional technology to support across a greater area, ITS was pleased to add a new full-time position to desktop services, allowing one technician to be permanently stationed in the WSW Building.

DCS Highlights

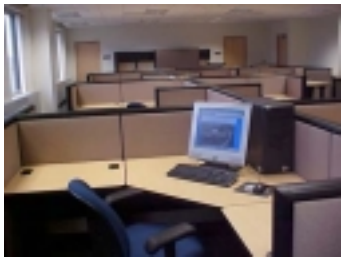
>August 2001 Installed CD-RW and zip drives in FH 223, FH 431, and MSB 507 labs.

>Fall 2001 Selected, installed and configured wireless networking devices.

>September 2001 Provided trouble-shooting support to faculty, staff and students for installation of wireless cards.

>Winter 2002 Assisted with relocation of 9 departments to WSW building.

>Winter 2002 Began selection and installation of computers for 4 ITS and departmental labs in WSW.



>Winter 2002 Created mobile workstation in FWT Library to provide accessible technology services for physically disabled students.

>June 2002 Updated Heat database to reflect changes in staff locations.

>June 2002 Hired additional DCS technician.

>June 2002 Installed CD-RW and zip drives in MSB 206 and MSB 501 labs.

>June 2002 Equipped two wireless laptop carts for instructional use.

Network Systems Support

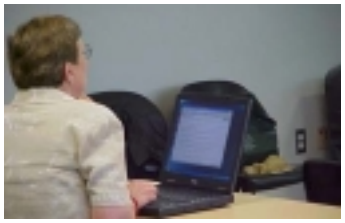
NSS Highlights

>July 2001 Applied SSL to Outlook mail server for secure online access.

>Fall 2001 Upgraded all production Novell servers to NetWare 5.1.

>September 2001 Installed wireless access points in FH and FWTL.

>November 2001 Launched student pilot to test use of wireless network.



>November 2001 Surveyed MSB, UPAV and WSW for necessary access points to be installed in July 2002.

>Winter 2002 Setup second campus firewall with intrusion detection software.

>Winter 2002 Implemented Internet 2 high speed connection to Merit, increasing speed from 10MB to 100MB.

>Winter 2002 Installed layer 3 network switches, connecting several buildings in a loop model for redundancy in the event of partial network failure.

>January 2002 Discontinued use of Pegasus Mail for faculty and staff.

>February 2002 Implemented maintenance window from 2-6am on Fridays.

>March 2002 Installed new tape backup server.

>March 2002 Completed network infrastructure for WSW.

>May 2002 Installed Cat 5 wiring throughout third floor FH.

>June 2002 Discontinued use of C-Time scheduling software for faculty and staff, completing the Outlook conversion project.

ITS made several significant accomplishments this year in the area of network support. Enhancements were made to network security and stability, the WSW Building was fully networked, and new technologies were implemented for campus users. NSS was also fortunate to obtain funding for a new staff position to accommodate the growing needs of the campus, and one network person is now permanently stationed in the WSW Building.

With the recent implementation of several Windows 2000 servers, including the Microsoft Exchange servers hosting faculty and staff electronic mailboxes, ITS has taken steps to further enhance system security. New anti-virus software was installed to scan all faculty/staff e-mail activity and incoming student e-mail for greater protection against viruses transmitted as e-mail attachments, Secure Socket Layer was applied to Outlook Web Access for faculty/staff use to protect login passwords and transmitted data, and a second firewall was set up with intrusion detection software for increased protection against potential hackers.

Installation of additional Category 5 wiring and the adoption of Internet 2 improved high speed capabilities for UM-Flint users. Cat 5 wiring increases the data transfer rate from 10 MB to 100 MB. Approximately 20% of network cabling on campus is now Cat 5, with the rest remaining at Cat 3 and 4 due to inadequate funding for complete upgrades. Internet 2 provides a high speed (100 MB) internet connection to other Internet 2 institutions through UM-Flint's connection to Merit. Since few institutions have Internet 2 in place, it has not yet been widely used.

More significant advancements were made in the area of wireless technology. French Hall, the University Center, and the Francis Willson Thompson Library were equipped with wireless access points for faculty use beginning in September, 2001. A pilot to test student use of wireless access was then launched in November with twelve students participating. Services available to participants included Pop mail, FTP and Internet access, and ITS provided support for installing and trouble-shooting the cards. Response from the test group was positive, and the pilot continued through the Winter 2002 semester with twenty-five students participating.

Wireless users must register their ethernet address with ITS in order to use the service; eighty-eight users are currently registered. By the end of July, 2002, wireless access points will be available in the Murchie Science Building, University Pavilion and William S. White Building, also providing limited service in the courtyards surrounding the buildings. In preparation for campus-wide use beginning September, 2002, ITS is composing Quicknotes, developing an online card registration process through SIS, and offering network cards for purchase by faculty, staff and students.

NSS staff worked tirelessly over the past year to complete networking of the newly built William S. White Building. In addition to running fiber for offices, all WSW classrooms are wired for media. Uninterrupted power supply units were installed in all WSW communication closets, and forty-one 10/100 MB switches were added to the network infrastructure. Wireless cabling was installed throughout the building, and two layer 3 switches were added, connecting WSW to other campus buildings in a continuous loop.

User Services

Several accomplishments were made in the area of users services to educate our users about the technology available to them by improving our support resources. This process began by revamping the HelpDesk website to organize information into Support Centers targeted to faculty/staff and students/alumni. A new series of online documentation, called "Whatis" flyers, was added to define various UM-Flint technologies and present users with more information regarding the topic. Flyers can be accessed through a Whatis index page or by clicking the Whatis graphic located throughout the website text to link users to the related flyer.

Thirteen new Quicknotes were created, and all Quicknotes were converted to PDF, featuring an attractive and functional layout with a table of contents and links to additional resources. Among the new Quicknotes were several for faculty and student use of Blackboard. The HelpDesk was also trained to provide telephone support for Blackboard users, assisting with dial-up connections and course login questions. The HelpDesk now offers extended hours at the beginning of each semester, adding weekday evening hours (until 10pm) and debuting weekend hours.

Efforts were made to boost participation in the faculty/staff workshop program. In recent years, the program experienced declining enrollment, resulting in a 47% cancellation rate in 2000/2001. The cancellation rate for the 2001/2002 season was only 12%, with a 6% increase in overall enrollment. To achieve these results, fewer sections of each topic were offered, unpopular workshops were discontinued, and four new workshops were developed for advanced topics in Outlook and FrontPage.

In addition to scheduled workshops, training staff worked with several units to conduct customized training sessions, create specialized documentation, and provide one-on-one assistance in completing targeted projects. The workshop program also reached into the academic classroom to instruct History students on designing presentations in PowerPoint.

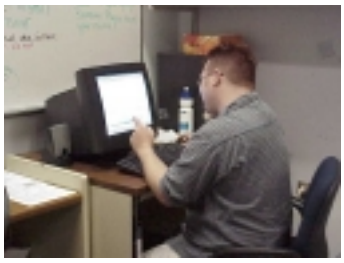
User services was also instrumental in completing the faculty/staff Outlook conversion project. A Frequently Asked Questions website was developed to answer common questions, featuring sections for Windows, Macintosh and Web users, as well as a keyword search utility. User Services staff also identified the Outlook Group Schedule feature as a viable alternative to the C-Time group schedule function, facilitating the conversion of all remaining C-Time accounts. Documentation was created and customized training sessions were conducted to assist staff in the Academic Advising and Admissions offices with the transition to Outlook Group Schedules.

User Services Highlights

>July 2001 Designed Outlook FAQ website featuring keyword search capabilities.

>August 2001 Appointed full-time, temporary Helpdesk employee.

>Fall 2001 Launched new evening and weekend HelpDesk hours for the beginning of each semester.



>September 2001 Redesigned the HelpDesk website to target information to faculty/staff or students/alumni.

>December 2001 Trained Financial Aid and Admissions staff in querying Banner data using MS Access.

>Winter 2002 Assisted Financial Aid staff with the use of MS Access security.

>Winter 2002 Assisted Career Development Center staff in building advanced queries and reports in MS Access.

>February 2002 Converted Quicknotes to PDF with improved layout.

>February 2002 Conducted phone support for Banner 5 client installation.

>February 2002 Instructed 22 History students in developing presentations using MS PowerPoint.

>March 2002 Developed Whatis flyers and icon to link users to additional information about a particular service.

>May 2002 Created Blackboard Quicknotes for faculty and students.

>May 2002 Assisted Academic Advising and Admissions staff with the conversion to MS Outlook Group Schedules.

Web and Instructional Technology

WIT Highlights

>September 2001 Redesigned ITS website using approved UM-Flint template.

>Fall 2001 Conducted presentations at UM-Flint Technology Roundtable sessions.

>Fall 2001 Transferred administration of Distance Learning program from ITS to Office of Extended Learning.

>Winter 2001 Converted remaining e-College courses to Blackboard.

>Winter 2002 Assisted departments and programs with implementation of UM-Flint website template, converting 7 sites and developing 5 new sites.

>March 2002 Set up intranets for SOM and ITS.

>May 2002 Added Google search engine to UM-Flint website for improved search capabilities.

>June 2002 Completed web projects for 5 departments and programs.

>June 2002 Converted faculty/staff online directory to a database for improved search performance and ease of maintenance.

With the adoption of a new UM-Flint website template for use on all primary pages, the WIT staff had a busy year. The ITS website was among the first to feature the new template and included all new content as well. ITS staff converted several departmental websites to the template and created several new websites. The UM-Flint website search was enhanced with the addition of the Google search engine. Figure 4 shows ITS supported collaborations and Web sites completed during the 2001/2002 academic year.

Item	Sites	Pages
Web Discussion **Board Projects:**		
Web Board Conversions to Blackboard	34	
Threaded Discussion Boards	12	
Total Discussion Boards	46	
Web Development Projects:		
Web sites converted to template by ITS	7	157
Departmental Web sites new development	10	985
Total Web Development	17	1,142

Figure 4 *– ITS Supported Collaborations and Web Sites*

This year, WIT staff established the first intranet on campus. Intranets are now running for the School of Management and ITS departments, providing an easy and secure means for unit members to share documents and information via the Internet. The ITS intranet is used to post meeting minutes and internal procedure documentation.

WIT continues to provide technical support for online courses; however, administration of online courses through the Distance Learning program was transferred from ITS to the newly established Office of Extended Learning. ITS' responsibilities include updating the UM-Flint Online website, maintaining the Blackboard software and server, and providing documentation and HelpDesk support for faculty and student use of Blackboard. The number of online courses increased 28% since the previous academic year, totaling 100 courses for 2001/2002.

Over the past year, ITS expanded implementation of Blackboard tools. The School of Management's NetPlus! MBA program was launched in Fall 2001 as the first full program offered via Blackboard. WIT staff were instrumental in the conversion of all remaining Web Boards and e-College courses to Blackboard. ITS retains a portion of online course fees to help cover the costs associated with support of Blackboard.

Development Activities

ITS generates revenue from sales of software and certification exams and charges for use of facilities and services. Net revenue of $26,900 was collected for the 2001/2002 academic year. Figure 6 shows the breakdown of funds generated by these activities.

Sales of Microsoft software under the terms of the Microsoft Enterprise Agreement generated $13,055.40 in revenue for the 2001/2002 academic year to supplement the cost of the annual license fee (see figure 5 for sales totals). ITS also administers examinations for the Microsoft Office User Specialist (MOUS) certification and Internet and Computing Core Certification (IC3). Twenty-three MOUS exams were given, generating $690 in profit. To date, no IC3 exams have been proctored.

Product	Current Price	99/00 Sales	00/01 Sales	01/02 Sales	Eligible Purchaser
Office 98 for Macintosh	$15	41	13	5	Student/Faculty/Staff
Office 2000 Pro for Windows	$45	1,010	745	358	Student
Office 2000 Premium for Windows	$33	168	71	46	Faculty/Staff
Office 2000 Service Release 1A	$7	NA	21	10	Student/Faculty/Staff
Office 2001 for Macintosh	$45	NA	23	15	Student/Faculty/Staff
Office XP for Windows	$45	NA	1	292	Student/Faculty/Staff
Office VX for Macintosh	$45	NA	NA	3	Student/Faculty/Staff
FrontPage 2000 for Windows	$33	229	62	21	Student
FrontPage 2002 for Windows	$45	NA	NA	14	Student
Publisher 2002 for Windows	$45	NA	NA	2	Faculty/Staff
Visual Studio Pro 6.0 for Windows	$53	9	7	3	Faculty/Staff
Visual Studio.Net Pro for Windows	$53	NA	NA	0	Faculty/Staff
Windows 98 2nd Edition	$15	11	13	17	Faculty/Staff
Windows ME	$15	NA	17	1	Faculty/Staff
Windows 2000 Professional	$45	5	8	15	Faculty/Staff
Windows XP	$45	NA	NA	168	Student/Faculty/Staff

Figure 5 *– Microsoft Product Sales*

ITS offers several fee-based services that account for a significant portion of its development activities. These services include alumni LAN and dial-up accounts ($4850), self-service printing for students ($3700), supplemental department storage space on ITS servers ($1200), and website development ($2140).

Participating in the fourth year of a five-year grant from the SBC Ameritech Foundation, ITS continued its collaboration with students and teachers from five local school districts. This year, the project expanded its reach to include online course tool training for teachers and MOUS certification testing for students, while continuing to offer the Computer Systems Specialist training program. While this grant is administered by the Associate Provost, ITS does receive some funding to cover costs associated with its services. In the coming year, ITS hopes to initiate similar grant opportunities that will result in direct funding for the department.

Development Highlights

>September 2001 Created online shopping cart for ITS software sales.

>November 2001 Windows XP added to MS Enterprise Agreement.

>November 2001 Implemented new prices for Microsoft products, resulting in discounts on older software and increases for newer software.

>December 2001 Graduated seventeen Flint middle school students from Computer Systems Specialist program.

>February 2002 Office VX added to MS Enterprise Agreement.

>Winter 2002 Trained forty-two Lapeer Community School teachers in FrontPage.

>Winter 2002 MOUS certified eleven Davison high school students.

>October 2001 Obtained authorization to offer IC3 certification testing.

>April 2002 Publisher 2002 and Visual Studio.Net added to MS Enterprise Agreement.

>April 2002 Graduated nine Grand Blanc high school students from Computer Systems Specialist program.

>Spring 2002 Trained six Kearsley School teachers in Blackboard online course tools to create fifteen classes enrolling 708 students.

>June 2002 Moved certification testing to dedicated workstations in WSW.

>July 2001 Trained 5 Grand Blanc teachers in Blackboard to create fifteen classes enrolling over 600 students.

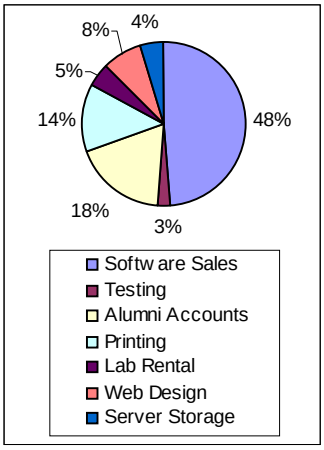


Figure 6 – Revenue Sources

What's to Come

2002/2003 Goals

>Develop new mission statement and visionary goals.

>Engage representatives from the campus community in strategic planning.

>Assist faculty with the application of new, multi-media technologies for the classroom.

>Advance use of Web technologies for supplemental instruction and online course delivery.

>Implement the faculty/staff desktop portion of the Technology Plan through an increase in the Technology Fee.

>Design training programs that are better suited to faculty needs.

>Increase server space allocations for student home directories and electronic mailboxes.

>Evaluate student e-mail software for a means of providing remote access to mail folders.

>Install a Windows XP image solution in all ITS supported computer labs.

>Expand use of adaptive hardware and software in all ITS supported computer labs.

>Enhance disaster recovery and contingency plans for campus computing systems.

>Provide a low requirement, remote access solution for Banner users by implementing Internet-native Banner.

>Incite demand for MOUS certification and IC3 testing through promotions to the community and development of online, non-credit preparation courses.

>Seek external funding sources for new technology and applications.

In the coming year, ITS will undergo a strategic planning effort, involving faculty, staff, and students from the department and other areas of the campus community. The UM-Flint Technology Plan, coupled with the annual report, will provide a solid start to the strategic planning initiative. A new and improved mission statement and visionary goals for Information Technology Services will be developed by this diverse team of individuals committed to improving technology for the University of Michigan-Flint. ITS will also look to the newly established Technology Committee (formerly known as the Academic Computing Advisory Committee) for guidance in strategic planning. This standing, governing faculty committee shall advise the Director of Information Technology Services on the issues and needs of instructional technology and budgetary priorities within ITS.

In 2002/2003, ITS will place additional emphasis on expanding instructional technology applications. With the wireless endeavor nearly complete campus wide and the emergence of the William S. White technological capabilities, ITS will lead the campus in the integration of technology and instruction. ITS staff will be prepared to assist faculty with the application of new, multi-media technologies for the classroom. Mediated classroom systems include document cameras, data projectors and computers with DVD and CD-rom players and will be as easy to use as the flip of a light switch. The availability of two 24-station wireless laptop carts will also add an innovative component to traditional classroom computer use, providing flexibility in location and application of technology. Web technologies, such as Blackboard course tools, will be used more widely for supplemental instruction in addition to full online delivery. New funds generated by the Technology Fee increase will be used to implement the faculty/staff desktop portion of the Technology Plan, enabling faculty members to use technology more efficiently. Training programs will be carefully designed to meet the needs of faculty members in style, delivery mode and scheduling concerns.

ITS will also improve services to students with the installation of a new server that will expand student home directory space from 8 MB to 50 MB and electronic mailbox space from 4 MB to 15 MB. ITS will evaluate student e-mail software, seeking enhancements that will provide remote access to mail folders. A new image solution for Windows XP will be implemented in all ITS supported computer labs. ITS will work with the UM-Flint Accessibility Services to expand use of adaptive hardware and software in all ITS supported computer labs.

Other goals will focus on continuing projects that are currently in progress. ITS will strive to enhance disaster recovery and contingency plans for campus systems, a process initiated in early 2002. The implementation of Internet-native Banner, currently in the testing phase, will alleviate extraordinary hardware specifications currently imposed by the client-based software and provide limited access for staff members working remotely. Demand for MOUS certification and IC3 testing will increase through promotions to the community and the development of online, non-credit preparation courses. Finally, ITS will make a concerted effort to seek outside funding sources, such as grant opportunities, for instructional technology applications and programs that engage the community.