

## AACRAO 2004 Annual Meeting

# Make the Web Work: Leveraging Technology in Uncertain Times

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## The Problem

- > RO
  - Declining Budgetary Support
    - 17% cut in 2003
  - Declining Staff
    - 52 in 2000
    - **42** in 2004
      - 24 % reduction in less than 4 years

## The Problem

- > Across Campus
  - Budget cuts
  - Increased faculty load, fewer Graduate Assistants
  - Reduced administrative staff
  - Increased expectations in turnaround
  - Advanced user needs
  - Technology savvy students

## The people

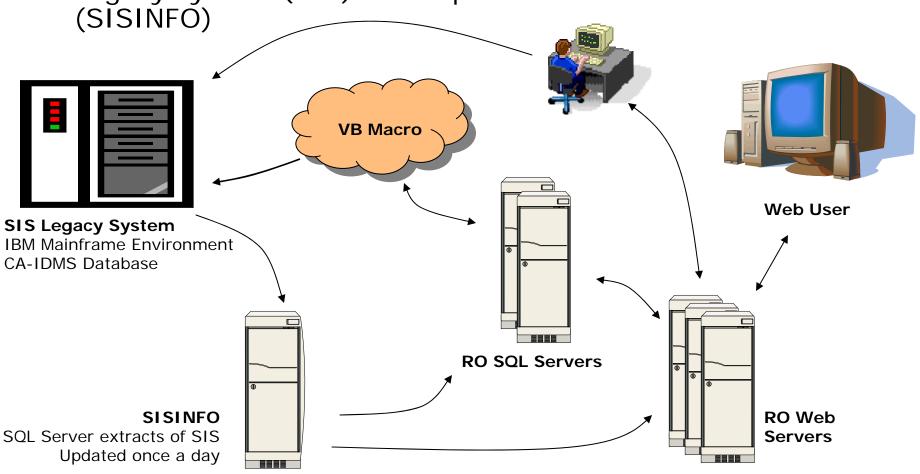
- ➤ Populations at MSU
  - 45,000 Students
  - 4,500 Faculty and Academic Staff
  - 3,300 Graduate Assistants
  - 6,100 Staff
  - Alumni



## The Environment

> 3 web programmers (all three hired in last 4 years)

> Legacy system (SIS) with sql server extracts available 24/7





## WWW.REG.MSU.EDU



### Past Year Hits

- > 600,000 Home Page
- > 30,000 Student Logins
- ➤ 100,000 Instructor System Logins
- ➤ 46,000 Administrator Logins

### The Plan

➤ Zero Stop

➤ Aggressive campaign to move necessary tasks and tools to the web...

...with bonuses for all...

# Student Forms – Old Style

- > Heavy on student input repetitive data
- > Considerable chance of error
- ➤ Office hours limiting
- > Travel time when student not on campus
- Staff time data input and mailing
- ➤ Postage, paper costs
- Delivery delay
- ➤ However...if it isn't broke...
  - Over 50,000 Address Changes last year

# Student Forms – New Style

- ➤ Solution: Web "Smart Forms"
  - Log in with MSUNetID and password
  - Use data warehouse to complete forms with known data
  - Control user input with drop-down boxes
  - Use macros for data input where possible
  - Allow students to print "verification" forms from anywhere

### Current Student "Smart Forms"

- ➤ Transcript Requests
- ➤ Graduation Applications
- ➤ Guest Applications
- > Enrollment Verifications
- ➤ Directory Information Restriction Requests
- ➤ Confidential Message Center

## Transcript Requests

- Electronic Signature
  - MSUNetID & password
  - Name, Birth Date, Student Number and/or SSN
- Check for holds direct to office with hold and stop order
- ➤ Additional benefit: sends updated address information to Change of Address System
- VB Macro uploads data to SIS (128 orders loaded in 7 minutes)
- > Over 30,000 web orders in 2003



## Transcript Requests

#### **Electronic Signatures**





The RO Web Forms are secure and confidential. In order to access the RO Web Forms, you need to enter your MSUNet ID (Pilot e-mail ID) and password in the boxes below. Your MSUNet ID is all the characters before the "@" of your Pilot e-mail address.

If you cannot remember your MSUNet ID and/or password, visit the <u>Pilot Account Request and Password Reset Information</u> page for information and instructions.

If you experience login problems, please read about <u>common login problems</u>.

If you are still having problems, please contact the Administrative Information Services (AIS) Help Desk at (517) 353-4420 ext 311.

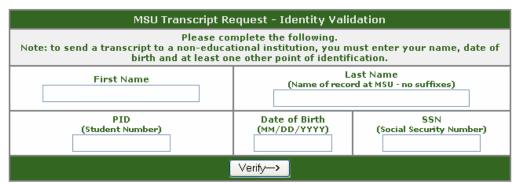
NOTE: In order to use this application your browser must accept cookies.



Please supply your MSUNet ID such as: neufeld1

Submit

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#### **Holds Warning**

#### Transcript Hold on Student Record

According to MSU records, there are one or more holds for Sparty Student.

Due to the hold(s), you cannot order a transcript at this time. Once all holds are cleared, you may come back to the transcript request page and order a transcript.

Please contact the office listed by each hold for assistance. Note: The Office of the Registrar cannot clear holds for other offices.

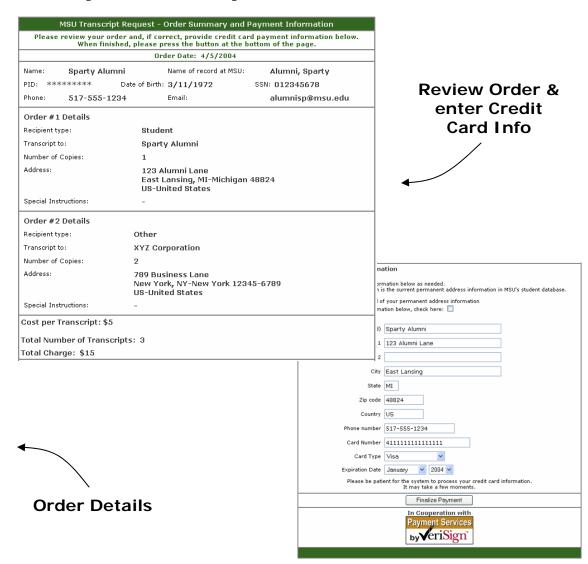
Hold Description	Date of Hold	Office	Address	Phone
Book Overdue	2/25/2003	Library	Circulation Main Library	(517) 355-2333
Del Receivable All Others	8/25/1998	Delinquent Receivables	110 Administration Building	(517) 355-3313
Perkins Loan Overdue	1/7/2003	Federal Loans	140 Administration Building	(517) 355-5140



# Transcript Requests

You when finish	Please complete the fol may place up to 5 transcript of ned, please press the button a	orders at one time.
	Order Date: 4/5/20	
First Name Sparty	Middle Initial	Last Name Alumni
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Name of record at 1 Sparty Alumni	MSU
PID (Student Number) ******	Date of Birth (MM/DD/YYYY) 3/11/46	SSN (Social Security Number) 012345678
Telephone Numbe where you can be rea 8:00 a.m. to 5:00 p.m	ched	Email address
	Transcript Orde	r #1
Numbe	r of copies to send to the follo	owing address 1 💌
Recipient type	: O Student identified above	Other
Send transcript to		
Address line 1		
Address line 2	2	
Address line 3	3	
Address line	1	
	I United Ctates	
† †	1 1 1	1 1 1
	Transcript Orde	r #5
Numbe	r of copies to send to the follo	owing address 1 💌
Recipient type	: O Student identified above	Other
Send transcript to	0	
Address line	1	
Address line	2	
Address line	3	
Address line	4	
Country	y United States	~
City		
State or Province		<b>V</b>
Zip or Postal Code		
	Hold for Summer 03 grades? Hold for Summer 03 degree?	0
special instructions		
opecial instructions	Other special instructions:	

Transcript Request Form





## Transcript Requests

MSU Registrar Transcripts Michigan State University Registrars Office East Lansing, MI 48824 Phone: (517) 355-3300

Phone2:

FAX: (517) 353-1935

FAX2:

Please print and retain this information for your records. Thank you for your order.

Order ID: reg803369 Date: 4/05/2004 9:47:48 AM

Billed	Sparty Alumni 123 Alumni Lane East Lansing, MI 48824 US					
--------	--	--	--	--	--	--

Qty.	Part No.	Description	Unit Price	Total Price
3	Transcript	Transcript	\$5.00	\$15.00
			Shipping via	\$0.00
			Tax	\$0.00
			Total	\$15.00

This charge will appear on your credit card statement as "Michigan State University."



# **Graduation Application**

- Students may only apply for eligible degrees
- Additional benefit: sends updated address information to Change of Address System
- VB Macro uploads data to SIS (50 applications in 2 minutes)
- Email confirmation of received application upon update in SIS
- > 7,000 Spring 2004 applications

		ition for Gra		<u> </u>
	Reque	st Date: 4/5	/2004	
<ul> <li>Submit this application begree requirements.</li> <li>If you will complete you first week of Spring ser</li> <li>Both Spring and Summer Commencement Cerem</li> </ul>	· r degree requii nester. · applicants wil	rements duri	ng Summer, a	pply for Summer by the
PID A00011364	Name First Spart	Corre <b>Mi</b>	d like it to ap ct name below, ddle	pear on your diploma. if needed. Name Student
Newspaper Notification	city listed belo	w. (You must r	otify any addition	on sent to the newspaper of the onal newspapers directly.)
If your graduation semester is		ction below ple	ase print and co	purse or requirements. Implete the <u>hard copy graduation</u> Registrar.
			~	
		Address for if this is not c	<b>Diploma</b> orrect or blank.	
Address Line 1	456 Pine Street			
Address Line 2				
Address Line 3				
Country	United States	;		•
City	Spring Hill			
State or Province	Florida		~	
Zip	34606			
Area Code 517	<b>Local</b> 55512	Phone 212		Email Address sparty@msu.edu
in Which You expect If your major is not listed, department to have this co application. You have not a If you plan to complete an	to complet you cannot con rrected immed pplied for grad Additional Majo	e require nplete this a liately. Once duation until i or, Specializa	ments at topplication. Plesorrected, you this is done.	ase contact your major n MUST apply using this ration, or Option, and it is no
listed below, please contac	t the administe			-
<u>Degree</u>	Fa	Majo mily & Consu	_	<u>College</u>
Bachelor of Science	Re	sources		Human Ecology
Note: Your Diploma and a o the end of the semester.	omplimentary	copy of your	transcript wi	ll be mailed 4 weeks after
		Submit		

# Michigan Uniform Undergraduate Guest Application

- ➤ MSU students attending other institutions as *Guest Students*
- Most data in data warehouse
- > Calculations performed "on-the-fly"
- ➤ Signature & seal
- ≥5,000 generated since Feb 2003



# Michigan Uniform Undergraduate **Guest Application**

	Michigan Uniform Undergraduate Guest Appl	ication
	Name	Social Security No.
	Student, Sparty	123456789
Sex	Birth Date	Citizenship
F	3/11/82	US Citizen
	Ethnic/Racial Group	
	Caucasian (non Hispanic)	
Note: If you are multiract the ethnic/racial group to	ial, please complete this item by indicating the ethnic/racion which you are usually regarded in the community as belo	al group you identify with most or nging.
Are you Multiracial? If you answered "Yes" Pl	Yes No lease check the categories that correspond to the races of	your parents.
White/Caucasion Non	-Hispanic 🔲 Black/African American Non-Hispanic 🔲 Chica	no (Mexican American)
Hispanic	American Indian/Alaskan Native	/Pacific Islander (Asian American)
	Current Address	Phone
123	Green Lane Apt 44, East Lansing, MI	555 353 1855
	Home Address	Phone
1:	21 White Drive, Traverse City, MI	517 555 1855
Hi	igh School (Name, City, State)	Graduation Date (MM/YYYY)
		-Month- V / -Year- V
Stat	e or Country of Legal Residence	County of Legal Residence
	MI	Ingham
The above has been my le	egal residence since -Month- 🔻 / -Year- 💌	
	Application To (Guest Institution - College or Unive	rsity)
Gues	t Term Dates -Month- 🔻 / -Year- 💌 to -Month-	/ -Year- 💌
Have you previously a	applied for admission to this institution?	○Yes ○No
Have you previously a	attended classes at this institution?	○Yes ○No
if Yes above, indicate the	attendance dates : -Month- 🔻 / -Year- 🔻 to -Mont	h- 🕶 / -Year- 💌
Please indic	ate your purpose in applying as a guest student (c	ourses planned, etc.)
		A
I agree to	ng this application for processing, I certify that the above or abide by the regulations of the Institution named above ease of any records from my home institution which the gr	while I am enrolled.
	Generate print form	

#### Michigan Uniform Undergraduate Guest Application

Student, Sparty Social Security No: 123456789 Name: E Birth Date: 3/11/82 US Citizen Citizenshin: Ethnic/Racial Group: Caucasian (non Hispanic) Note: If you are multiracial, please complete this item by indicating the ethnic/racial group you identify with most or the ethnic/racial group to which you are usually regarded in the community as belonging Are you Multiracial? No Current Address: 123 Green Lane Apt 44, East Lansing, MI Phone: 555 353 1855 Home Address: 121 White Drive, Traverse City, MI Phone: 517 555 1855 High School: Traverse City High, Traverse City, MI Graduation Date: 06/2000 (Name, City, State) State or Country of Legal Residence: MI County of Legal Residence: Wayne The above has been my legal residence since: 03/1983 Application To: Northern Michigan (Guest Institution - College or University) Guest Term Dates: 06/2004 to 08/2004 Have you previously applied for admission to this institution? No Have you previously attended classes at this institution? No Please indicate your purpose in applying as a guest student (courses planned, etc.): I would like to take the basic Math requirement near home this summer. By submitting this application for processing, I certify that the above statements are true. I agree to abide by the regulations of the Institution named above while I am enrolled. I authorize the release of any records from my home institution which the guest institution may require. Institution currently or Michigan State University (Home Institution-College or University) last enrolled: Enrollment Status: **Currently Enrolled** Degree Status: 29 Semester/Quarter Hours of the 120 Required for the BA Degree Standing: In Good Standing 'C' Average or Better Eligible to Return I certify that the statements regarding the student identified above are true.

4/04/2004

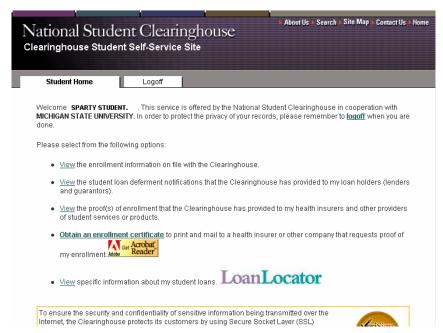
Dugald McMillan, Associate Registrar

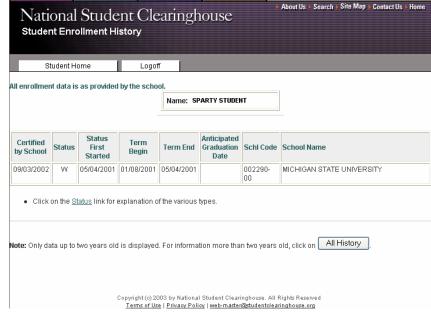
## **Enrollment Verification**

- ➤ Students print enrollment verifications through the National Student Clearinghouse
- ➤ Secure login on RO site, passed to secure Clearinghouse site
- ➤ 1,400 self-verifications in 2003
- ➤ 8,400 clearinghouse verifications in last 12 months



## **Enrollment Self-Verification**







## Directory Information Restriction Request

- Students can view current directory restrictions and submit update request 24/7
- 1,300 out of 45,000 students have a restriction
- > 500+ since form was put on the web in late 2002





# Confidential Message Center

- Students can read confidential messages from the RO on a secure site
- Captures "date read"
- Reminder sent for unread messages
- Messages loaded programmatically from other RO Systems: Degree Holds, Withdrawal, Degree Denial

Confidential Message Center

2,200 messagesin 2003



# Faculty and Staff Reports and Forms

- Heavy on RO output repetitive data, different sorts
- Considerable chance for lost reports and forms
- ➤ Delivery time and cost
- Out-dated data once printed
- ➤ Staff time packaging reports
- ➤ Who should have access to what? How do I request access? Who has access?

# Faculty and Staff Reports and Forms

- ➤ Solution: Quick and easy tools to complete work on web
  - Log in with MSUNetID and password
  - RO Web Security System for administrators
  - Instructor Security from CLIFMS
  - Generate data "on-the-fly" from data warehouse
  - Provide new capabilities

## RO Web Security Administration

- College Security Administrators have the capability to set access
- Easy web interface
- Clearly conveys user access
- College and Department-level security
  - NEW! Major-level security
- > "Primary" Status
- Security Aliases for Forms
- > Logs to track security changes
- Resides on RO SQL server changes take immediate effect
- Access "follows" users throughout web site in session variables

## RO Web Security Administration

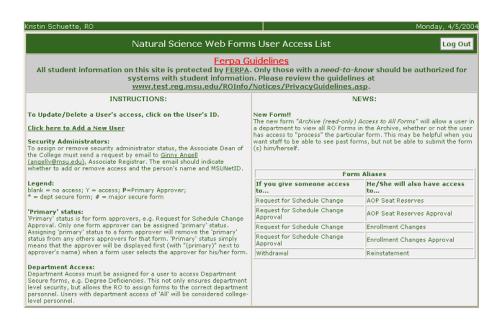
- ➤ 880 registered users
- > 57 Forms (systems)
- ➤ 30 Major Units
- ≥ 200+ departments
- > 3,500+ user-form access records
- > 900 user-department access records
- > 2,000+ hits to security system in last year



# RO Web Security Administration

#### **Forms Menu**

	t below by clicking on the form name the system now
If you need access to a form, please o	ontact your <u>college security administrator</u>
Administrative Action Forms	
AOP Seat Reserves	
AOP Seat Reserves Approval	
CEU Course System	
CEU Course System - Associate Dean Approv	al
Class Overrides Request	
Course Scheduling Work Copy	
Degree Deficiencies	
Degree Deficiencies - Associate Dean Approv	al
Degree Deficiencies - Graduate	
Degree Deficiencies - Graduate - Approval	
Enrollment Changes	
Enrollment Changes Approval	
Event Scheduling	
IAR Request by PID	
Individual Repeat Exception	
Instructor Systems	
Reinstatement	
Request for Classroom Space	
Request for RNR Override	
Request for Schedule Change	
Request for Schedule Change Approval	
RO Web Forms Security Administration	
Student Information Generator/Data Request	s
Withdrawal	
	Enter the Web Forms Archiv
	Pid Searc
	Questions/Comments regarding the RO Web Form

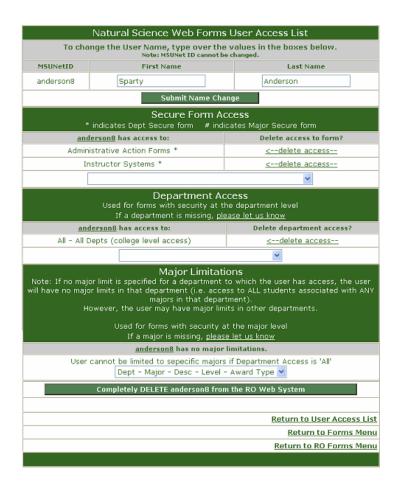


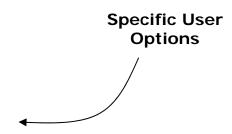
# Security System Intro and Matrix

	Limit list to	users w	rith acc	ess to the follo	wing depart	ment: All A	Access in Natural S	cience 💌
User ID	Name	Dept Access	Major Limits #	Administrative Action Forms*	Archive (read-only) Access to All Forms*	Instructor Systems*	Instructor Systems - Grades Update Option*	Student Information Generator
anderson8	Sparty Anderson	All		Y	-	Y		-
apple112	Sparty Apple	142	3576		-			Y
bakert	Green Baker	574 604		Y	-	Y		-
harner	Tracy Barner	114		-	-	Y	-	-



## RO Web Security Administration







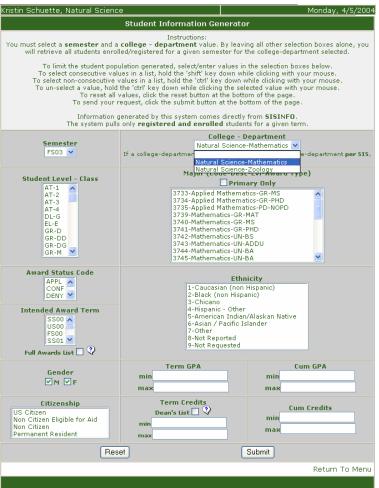
Number	Date	Remarks	
682	4/5/2004 3:56:19 PM	schuett1-Added form 88 to apple112 in Natural Science	
681	4/5/2004 3:56:17 PM	schuett1-Removed form 99 from apple112 in Natural Science	
680	4/5/2004 3:56:12 PM	schuett1-Removed form 22 from apple112 in Natural Science	
679	4/5/2004 3:56:00 PM	schuett1-Added form 99 to bakert in Natural Science	
678	4/5/2004 3:55:57 PM	schuett1-Added 574 dent limit to bakert in Natural Science	

## Student Information Generator

- Query Builder builds basic queries for academic staff - those with working knowledge of SIS, but lack query writing skills
- Student Report displays internal "transcript" for a student
- One big SQL statement sent to SISINFO with many "if...then..." and "case" clauses
- > User's security settings limit query populations
- Large amounts of data displayed quickly very little formatting
- Basic table format allows easy print and cut/paste to other programs
- Email capabilities
- > 10,000+ queries run in 2003



# Student Information Generator Report Criteria Monday, 4/5/2004 Student Information Generator Ouery Builder Instructions:



#### stin Schuette, Natural Science Review. Please review the following and press the submit button if correct. Fields and Select for display/download Data Element Criteria note: not needed for email Sort Selection Semester Natural Science-Mathematics (32-574) College - Department: PID Restrictions Indicator (last, first middle) Permanent Address Student First Name Permanent Phone Student First Name Student Last Name Student Full Name Student Last Name Student Level - Class Student Full Name Major Ethnicity (first middle last) Award Status Code Intended Award Term Gender Student Level - Class Citizenship MSUNet ID Degree Type & Description Ethnicity Local Address (Zip) Permanent Address (Zip) Award Status Code Term GPA Gender Intended Award Term Cum GPA Student Award Level Citizenship Degree Type Term GPA Term Credits MSUNet ID Term GPA (Descending) Cum GPA Cum GPA (Descending) Cum Credits Pilot Email Address Term Credits Term Credits (Descending) Cum Credits Local Address Cum Credits (Descendina) Honors College Indicator Time Status Local Phone Sort #1: PID Sort #3: Hereafter, the requestor is solely responsible for the maintenance of the confidentiality of this information as established in the Family Educational Rights and Privacy Act and Michigan State University Guidelines Governing Privacy and Release of Student Records. I agree with the above statement Display/Download Send Email Return To Menu



## Student Information Generator

# Query Builder

### **Display View**

Generated by: Kristin Schuette, Natural Science Date: Monday, 4/5/2004						College: (32) Natural Scienc Department: (574) Mathematic # of Records: 9				
PID	Student Name		Student Level Code	Class Code	MSUN	etID	CumGPA	Primary Lvl Flag	Major Code	Major Desc
A3		p	UN	3	a '	2	3.921	Υ	3742	Mathematics
AS:		ın	UN	3	a		2.7434	Υ	3742	Mathematics
42		helle	UN	3	Ь		2.9629	Υ	3742	Mathematics
43			UN	3	ь		3.4545	Υ	3742	Mathematics
AS:			UN	3	Ь	-	3.0847	Υ	3742	Mathematics
A2			UN	3	ь	r	3.6036	Υ	3742	Mathematics
43			UN	3	ь		2.7352	Υ	3742	Mathematics
A3			UN	3	Ь	Н	3.6944	Υ	3742	Mathematics
A3			UN	3	Ь	1	3.7583	Υ	3742	Mathematics
A3			UN	3	С	9	2.574	Υ	3742	Mathematics
A3			UN	3	fa		3.1416	Υ	3742	Mathematics
A3			UN	3	fε		3.9032	Υ	3742	Mathematics
A3			UN	3	fc		3.1612	Υ	3742	Mathematics
A3			UN	3	ft	3	3.7016	Υ	3742	Mathematics
A3			UN	3	g		3.6357	Υ	3742	Mathematics
A3			UN	3	g		3.9754	Υ	3742	Mathematics
A3			UN	3	h	)	3.7857	Υ	3742	Mathematics
A3			UN	3	h		2.8923	Υ	3742	Mathematics
43			UN	3	h		2.5705	Υ	3742	Mathematics
43			UN	3	h		4	Υ	3742	Mathematics
A3			UN	3	je	5	3.32	Υ	3742	Mathematics
A2			UN	3	la	-	2.7179	Υ	3742	Mathematics
A.S			HN	3	li		2.75	Υ	3742	Mathematics

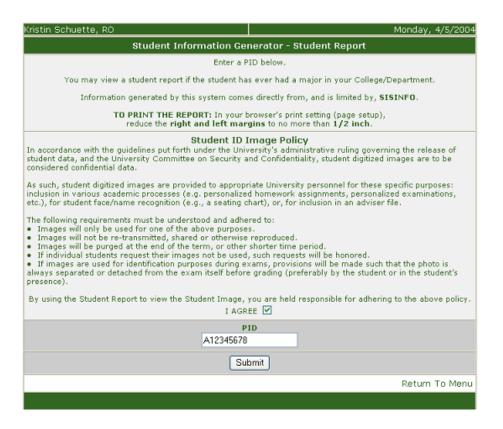
#### **Email Form**

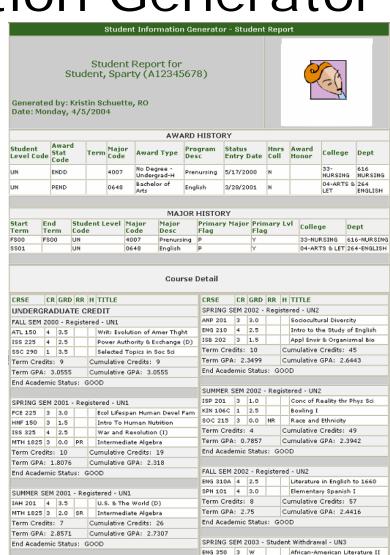
Kristin Sch	uette, Natural Science Monday, 4/5/2004
AND CHI SCI	Student Information Generator - Email a Message
	Please fill out the following form. ce you hit submit, the email CANNOT be retrieved and will be sent immediately. ents will be emailed via BCC (Blind Carbon Copy) to protect his/her right to privacy.
To:	
From:	schuett1@msu.edu
Subject:	
Message:	
*	This email will not be sent to students who do not have a Pilot Email Address * * You will receive a copy of this email *
	Send Email
	Return To Menu



## Student Information Generator

# Student Report

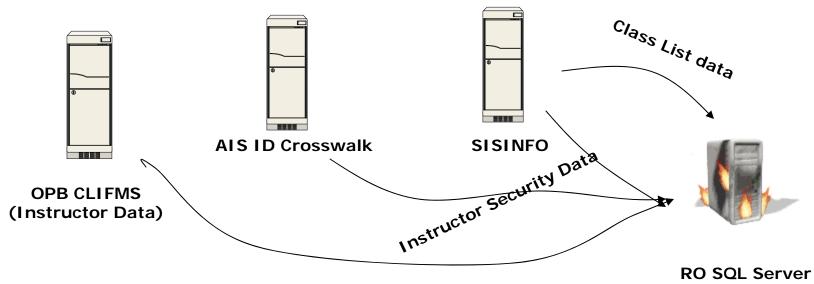






# Instructor Security

- Office of Planning and Budgets (OPB): Course Load, Instruction, Funding and Modeling System (CLIFMS)
  - Departments do not have to enter Instructor information more than once
  - OPB gets better data by having more "buy-in"
- Administrative Information Services (AIS): SSN-MSUNetID crosswalk
- Faculty and GA's identified on section-by-section basis
- Access "follows" users throughout web site in session variables
- Security updated daily, along with Class Lists from SISINFO





Welcome to the RO	Instructor Systems Menu	Log Out
Spartan Instructor	Mo	nday, 4/5/2004
	TRUCTOR ACCESS as an instructor for the following:	
FS03: ZOL 320-001; ZOL 320-002; ZOL 320-00	•	5: ZOL 320-007
	w access for all terms	, 202 020 007
<u></u>	- decess 10. di telins	
	rect, please contact the department offering t	he course.
ADMI	NISTRATOR ACCESS	
You have access to	ation college is: Natural Science the following departments: 574 920 e access to enter grades.	
If you are an administrator and need acces	ss to this system contact your <u>college securit</u>	administrator.
This information is released to you in c and Privacy Act (FERPA). You are solely of	compliance with the <u>Federal Family Edu</u> responsible for the maintenance of the said information.	cational Rights confidentiality
Instructor System	s minimum browser requirements	
Frequently Asked Questions		
Instructions for Online Grades		
Instructions for Grade Upload		
·		
Academic Progress Report Forms - Instr	uctors Only	
Academic Progress Report Results - Sup	port Staff Only	
Academic Progress Report Status & Arch	hive	
Olera Links and Guarded Olera Links		
Class Lists and Graded Class Lists Class Lists with Student Images		
Email Students in a Class		
Spring 2004	Grade Reporting Schedule	
	O SUBMIT THEIR GRADES WITHIN 72 HO HE FINAL EXAMINATION.	URS
Grade Reporting Form		
Grade Upload		
Grade Submission Summary - Administra	tors Only	
Grade Reporting Form Archive		
Agreement for Completion of (I)Incomple	ete (pdf form)	
	Oue	tions/Comment
	Department Administr	
	<u>'</u>	line Forms Men

- System available 24/7
- Academic Progress Report Forms
- Class Lists/Graded Class Lists
- Download Class Lists into simple CSV file
- View Student Images
- Email students in a class
- Grade Reporting Form
- EASY Grade Upload
- > 150,000+ hits a year



#### **Class List**

	Michigan State University Office of the Registrar CLASS LIST										
Subj	ect	Course	Section	Semester	Course Tit	e			Instructo		
201	L	320	001	FS03	Developmental E	iology		KOP	ACHIK, VANMETER,	VINO!	/ERSKI
No.		Name	:	PID	MSUNet ID	Hnr	LvI	CI	Prmry Mjr	Cr	Grade
1	Stud	lent, Alex		A1111111	studenta		UN	3	ZOOLOGY	4	
2	Student, Emily		A11111112	studente		UN	4	ZOOLOGY	4		
3	Student, Joe		A11111113	studentj		UN	4	LBS-SC-MGT	4		
4	Student, Lori			A11111115	studentl		UN	3	ZOOLOGY	4	
5	Stud	dent, Lynn		A11111116	studenly	Н	UN	4	ZOOLOGY	4	
6	Stud	lent, Robe	rt	A1111117	studentr		UN	4	ZOOLOGY	4	
7	Stud	lent, Ryan		A11111118	studenry		UN	4	ZOOLOGY	4	
8	Stud	dent, Sally		A11111119	studensa		UN	4	ZOOLOGY	4	
9	9 Student, Sam		A11111110	students		UN	4	ZOOLOGY	4		
10 Student, Tom A11111114					studentt	Н	UN	3	ZOOLOGY	4	
Total Students: 10 Total Credits: 40											
Gener	ated	: 4/07/20	048:14:1	4 AM							

#### Class List with ID Images

				_					
C	ONF)	IDENTIAL	.	Office of	tate University the Registrar T with IMAGES		CONFIDENTIAL		
Sub	ject	Course	Section	Semester	Course 1	Γitle		Instructor	
zo	ZOL 320 001			FS03	Developmenta	al Biolo	KOPACHIK, Biology VANMETER, VINOVERSKI		
				2		•			
		A11111111 tudent, Alex			l 111112 ent, Emily	A11111113 Student, Joe			
				<del>Q</del>					
		A11111115 tudent, Lori			l 111116 ent, Lynn	A1111117 Student, Robert			
A1111118 Student, Ryan					l 111119 lent, Sally	A11111110 Student, Sam			

#### **Email students in a class**

Spartan In	structor	Monday, 4/5/2004						
Semeste	r: FS03	Enter subject and message to send to all students in all sections listed below. To email a subset of students in a section, click on the desired section in the 'To:' box.						
	ZOL 320	J-001;						
To:		ppy to instructor(s)?   r(s): KOPACHIK,WILL JOHN; VANMETER,PAGE ELLEN; VINOVERSKI,VALERIE ANNE						
CC:		nail addresses must be followed by a semicolon. : sparta1@msu.edu; sparta2@msu.edu; sparta3@msu.edu; sparta4@msu.edu;						
Subject:								
Attach1:		Browse						
Attach2:		Browse						
Message:								
* To prote * A copy of	ct stude	ot be sent to students who do not have an MSUNet ID (Pilot ID) * nt confidentiality, all students will be sent this email via blind carbon copy * nail will also be sent to your MSUNet ID (Pilot ID) email address * hment(s) size should not exceed 1MB *						
		Send Email						
		Return To Email Class List						
		Return to Instructor Menu						

#### In 2003:

50,000 Class Lists Viewed 8,200 Class List Downloads 15,500 Emails sent to Classes 25,000 Class Lists with ID Images



### Select Class(es) to Grade

Grade Reporting Form - Class Selection



#### **Electronic "Bubble Sheet"**

	Michigan State University Office of the Registrar Grade Reporting Form															
		Course		Sect			Semester					Course Title				
_	ZOL	320	_	00	1				503				De			tal Biology
No	Name	PID	Lvi					Gra	ade					stu com cou (NR	0, did dent pleta rse? = Na cord)	If no, last attendance date?
1	Student, Alex	A1111111	UN	<b>⊙</b> 4.0	O 3.5	3.0	C 2.5	2.0	O 1.5	O 1.0	0.0	O I		~	O C	
2	Student, Emily	A11111112	UN	O 4.0	<b>⊙</b> 3.5	C 3.0	C 2.5	C 2.0	C 1.5	C 1.0	O.0	C		~	O C	
3	Student, Joe	A11111113	UN	O 4.0	O 3.5	O 3.0	C 2.5	O 2.0	O 1.5	O 1.0	⊙ 0.0	C I		~	O C	
4	Student, Lori	A1111115	UN	0.0	C W									~	O C	
5	Student, Lynn	A11111116	UN	O 4.0	O 3.5	C 3.0	② 2.5	C 2.0	O 1.5	O 1.0	O.0	О I		~	O C	
6	Student, Robert	A1111117	GR	O 4.0	O 3.5	<b>⊙</b> 3.0	C 2.5	C 2.0	C 1.5	C 1.0	O.0	О I	O DF	~	O C	
7	Student, Ryan	A11111118	UN	⊙ ∨										~	O C	
8	Student, Sally	A11111119	UN	C 4.0	C 3.5	.€ 3.0	C 2.5	C 2.0	C 1.5	C 1.0	O 0.0	C I		~	O C	
9	Student, Sam	A11111110	UN	O 4.0	O 3.5	O 3.0	C 2.5	O 2.0	O 1.5	O 1.0	⊙ 0.0	C I		O Yes	O O	
10	10 Student, Tom A11111114 UN					• WITHDREW 11/07/03 W						~	O C			
(	Save for later Submit final grades to Office of the Registrar															
	Note: When submitting final grades, the system will automatically check for errors and allow you the opportunity to correct any problems before final submission.															



### Select file format and Class(es) to Upload

#### Spartan Instructor Select Upload File Type Please select an upload file type. The upload file must exactly match the specifications below or the upload will fail. • The first row of the upload file must be field names as specified below. • Only sections belonging to the same course may be uploaded in the same file. Distinct courses must be uploaded separately. Click browse to select a file. Click upload to load the file. More information on upload specifications. Click here! Upload File Type Specifications Field Titles: Term, Subj\_Code, Crse\_Code, Sctn\_Code, PID, Grade, Reason, Date Fields: Term(4), Subject(4), Course(5), Section(3), PID(9), Grade(3), Reason(3), Date(8) OCSV-Simple Sort Order: Subject, Course, Section, PID (All in ascending) Field Titles: Term, Subj\_Code, Crse\_Code, Sctn\_Code, PID, Grade, Reason, Date Fields: Term(4), Subject(4), Course(5), Section(3), PID(9), Grade(3), Reason(3), Date(8) O Fixed Text Sort Order: Subject, Course, Section, PID (All in ascending) Fields: Same as download file from the Instructor System Classlist. **⊙** CSV-Classlist Sort Order: Subject, Course, Section, PID (All in ascending) Instructor Access - Select Course/Section Check All Uncheck All Semester: FS03 Subject Section Check section(s) Course ZOL Past deadline (3/08/2004 4PM) 494 005 Semester: SS04 Check section(s) Subject Section Course ZOL 320 001 V Upload File C:\My Documents\ZOL320.csv Upload Browse.

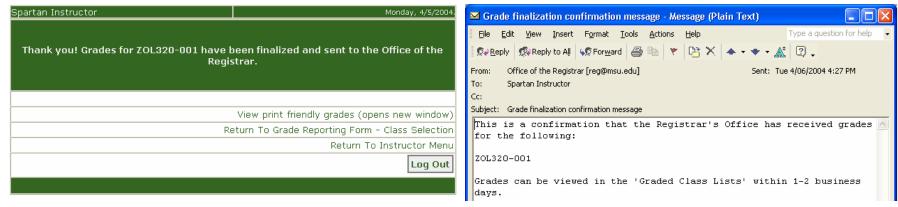
#### Upload "Bubble Sheet"

				chiga Office						,				
	Subject Cou	Sec	rade tion	Rep	Reporting Form Semester					De	Course Title  Developmental Biology			
No		PID	Lvi					ade				De	If 0.0, did student complete course? (NR = No Record)	If no, last attendance date? (MM/DD/YY
1	Student, Sam	A11111110	UN	l ~ '	⊙ ⊖ 9.5 3.0		O 2.0			O.0	O		O O O Yes No NR	
2	Student, Alex	A11111111	UN	C (	C @	C 2.5	2.0	0 1.5	C 1.0	0.0	C		O O O Yes No NR	
3	Student, Emily	A11111112	UN		O O		② 2.0	0 1.5	O 1.0	0.0	C		O O O Yes No NR	
4	Student, Joe	A1111113	UN	O (	O O	2.5	C 2.0	C 1.5	C 1.0	0.0	C		O O O	
5	Student, Tom	A11111114	UN	Not fou () W	nd in yo	ur file	pleas	e ente	r grad	le.			O O O Yes No NR	
6	Student, Lori	A1111115	UN	0.0 V	O W								O O O	
7	Student, Lynn	A11111116	UN	O (	O O	2.5				0.0	О		O O O Yes No NR	
8	Student, Robert	A1111117	GR		O O	C 2.5	C 2.0	C 1.5	C 1.0	0.0	C	C DF	O O O Yes No NR	
9	Student, Ryan	A11111118	UN	© v									O O O Yes No NR	
10	Student, Sally	A11111119	UN	~ '	C @		C 2.0			O.0	C		O O O Yes No NR	
	Save for later Submit final grades to Office of the Registrar													
Not	Note: When submitting final grades, the system will automatically check for errors and allow you the opportunity t correct any problems before final submission.													



"Grades Received" Message

**Email Confirmation** 

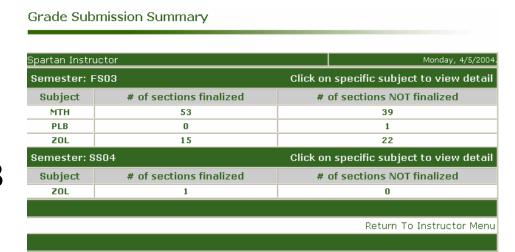


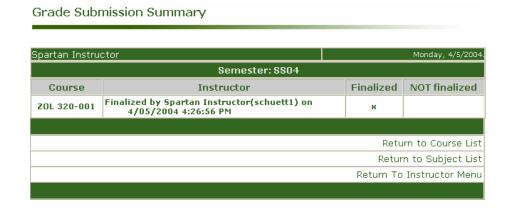
- Pilot in Fall 2002 and full implementation in Spring 2003
  - Both administrators and instructors have found the system to be quick and simple
  - Fall 2003
    - 7,000 Classes (replacing 15,000 bubble sheets)
    - 800 Uploaded
    - 2,000+ "Saved for Later"



- Grade Submission Summary for Administrators
  - 3000+ Hits in 2003

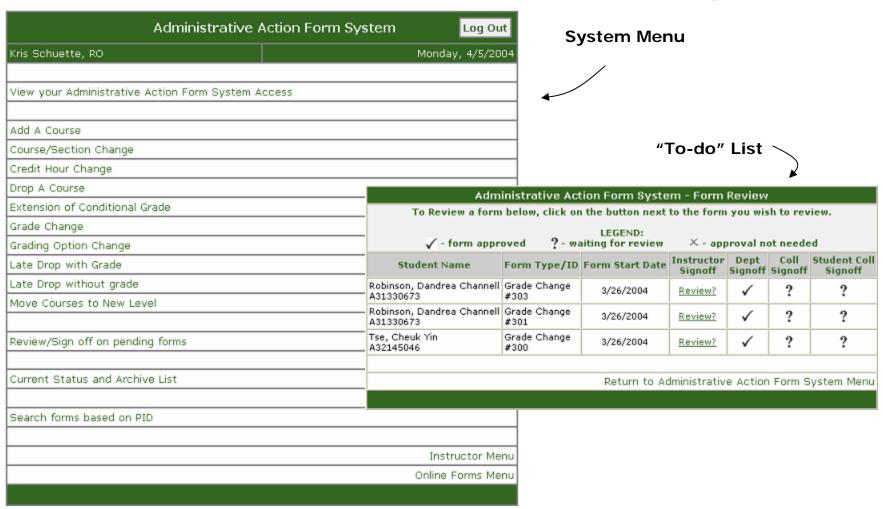
No more lost bubble sheets!





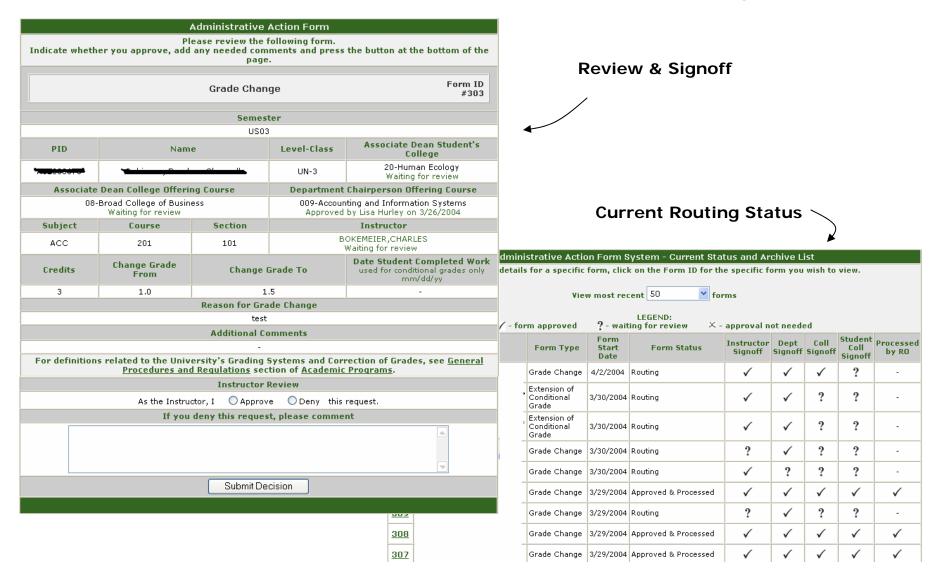


## Administrative Action Form System





## Administrative Action Form System



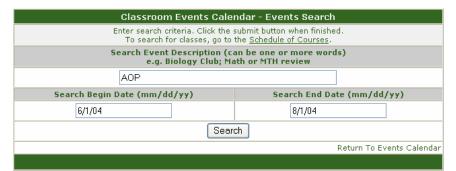


- Calendar View, Event Search, Building List available to public
- Room Images from OPB
- Request for room limited to users with valid MSUNetID and password
- > 85,000 hits in 2003





### **Event Search**



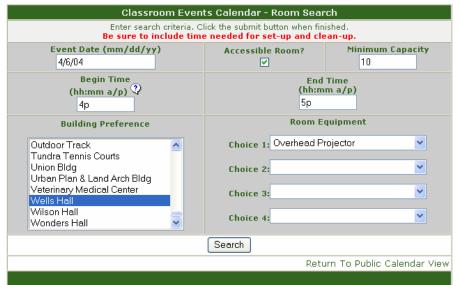
Event Date	Time	Location	Event Description	Calendar View
6/1/2004	7:00p-9:00p	WH B104	AOP Training	♥
6/15/2004	7:00a-12n	EPP 116	Business-Freshman AOP	♥
6/16/2004	7:00a-12n	EPP 116	Business-Freshman AOP	<b>♂</b>
6/17/2004	7:00a-12n	EPP 116	Business-Freshman AOP	<b>♂</b>
6/18/2004	7:00a-12n	EPP 116	Business-Freshman AOP	<b>♂</b>
6/21/2004	11:00a-4:00p	EPP 116	Business-Transfer AOP	<b>♂</b>
6/21/2004	12n-4:00p	BKR 121	PSY AOP	<b>♂</b>
6/21/2004	12n-4:00p	COM 147	CAS AOP	<b>♂</b>
6/21/2004	1:00p-6:00p	BH 314	Social Science AOP	<b>♂</b>
6/23/2004	7:00a-12n	EPP 116	Business-Freshman AOP	<b>♂</b>
6/24/2004	7:00a-12n	EPP 116	Business-Freshman AOP	♥
6/25/2004	7:00a-12n	EPP 116	Business-Freshman AOP	<b>♂</b>
6/28/2004	11:00a-4:00p	EPP 116	Business-Transfer AOP	♥
6/28/2004	12n-4:00p	BKR 121	PSY AOP	♥
6/28/2004	12n-4:00p	COM 147	CAS AOP	€
6/28/2004	1:00p-6:00p	BH 314	Social Science AOP	♥
4 /9n /9nnx	7,005 125	EDD 114	Business Freehman AOD	<b>≠</b> ?

**Event Search Results** 



#### **Open Room Search Results**

### **Open Room Search**



	Classro	iom Events Cale	ndar - Poom So	arch Posults				
Classroom Events Calendar - Room Search Results  Rooms available in WH on 4/6/04 from 4p - 5p  Equipment Choice(s): Overhead Projector  Accessible Room  Minimum Capacity: 00010								
Location	Building	Accessible	Capacity	Request Room Scheduling	Calendar View			
WH C106	Wells Hall	Υ	00032	0	<b>♂</b>			
WH C109	Wells Hall	Υ	00042	0	<₽			
WH C111	Wells Hall	Υ	00042	0	<b>ॐ</b>			
WH C114	Wells Hall	Υ	00032	0	<b>ॐ</b>			
WH C200	Wells Hall	Υ	00032	0	<b>♂</b>			
WH C201	Wells Hall	Υ	00025	0	<b>♂</b>			
WH C202	Wells Hall	Υ	00024	0	<b>ॐ</b>			
WH C203	Wells Hall	Υ	00024	0	<b>♂</b>			
WH C204	Wells Hall	Υ	00025	0	<b>♂</b>			
WH C206	Wells Hall	Υ	00042	0	<b>♂</b>			
WH C207	Wells Hall	Υ	00042	0	<b>♂</b>			
WH C211	Wells Hall	Υ	00042	0	<b>♂</b>			
WH C212	Wells Hall	Υ	00042	0	<b>♂</b>			
WH C216	Wells Hall	Υ	00032	0	<b>♂</b>			
WH C302	Wells Hall	Υ	00025	0	<b>♂</b>			
WH C307	Wells Hall	Υ	00042	0	<b>♂</b>			
	11 11	.,	00000		<b></b> 2			



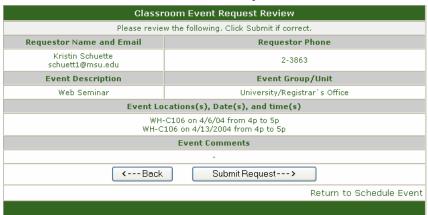
#### **Request Room Details**

Classroom Event Request									
Complete the form below. Click the	submit button when finished.								
Requestor Name and Email	Requestor Phone								
Kristin Schuette schuett1@msu.edu	2-3863								
Event Description									
Web Seminar									
Event Group	Event Unit (e.g. college/dept)								
University 🕶	Registrar's Office								
Event Date	Building/Room								
4/6/04	WH-C106								
Begin Time	End Time								
4p	5р								
Event Comr	nents								
	(A)								
To schedule this event on a weekly recurring basis, enter the last date of occurance									
4/13/04									
Next>									

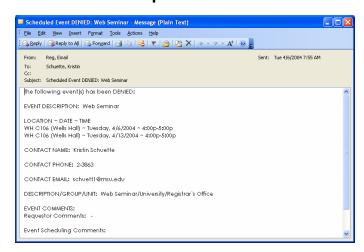
### **Confirmation Message**

# Classroom Event Request Submission Thank you. You request has been submitted to the Office of the Registrar. You will be notified via email in 1-2 business days if your request is approved. Requests for final exam week scheduling may take longer to process. Note: only approved events are displayed on the Events Calendar. Return to MSU Classroom Events Calendar

#### **Review Request**



#### Verification/Update/Denial Email



# Development Strategies

- Choose your projects wisely
  - Do rigorous cost/benefit analysis
  - Consider stopping doing things you've always done
  - Avoid luxurious non-essentials
  - Do not design expert systems
- ▶ Define the project scope and expected work schedule and then STICK TO IT! No mission-creep.
- Project Team
  - Establish a small, expert tech/non-tech team empowered to make decisions
  - Short, to-the-point meetings. Do most work via email.
- Synergy! Build systems with common frameworks makes adding on easier
- > Take advantage of resources already in existence
- Get what you want by giving others what they want
- > PUSH!!

# Deployment Strategies

- > RO
  - Use "stealth" introductions where possible
  - Train well to handle calls/problems
  - Provide "internal" tools to assist in problem solving
- Students
  - No problem!
- > Faculty and Staff
  - Low "threat" level
  - Communication
  - Training
  - Promote benefits
- General Rules of Thumb
  - Address generational differentials
  - Sell the advantages of the new system
  - If they call you, help them!
  - Provide clear instructions where needed
  - Allow criticism and suggestions and ACT if they are of value

## Price of Success

- ➤ Maintenance
  - Build more, support more
- ➤ Problem Solving
  - Phone time
  - Logs are very important
- > Documentation
- > Success breeds work