WebdevShare 2003

Make the Web Work: Leveraging Technology in Uncertain Times

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The Problem

- **RO**
  - Declining Budgetary Support
    - 17% cut last year
  - Declining Staff
    - 52 in 2000
    - 42 in 2003
      - 24 % reduction in less than 3 years
The Problem

- Across Campus
  - Budget cuts
  - Increased faculty load, fewer Graduate Assistant’s
  - 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
- 2,400,000 Alumni
- ??? Public
The Environment

- Only 3 web programmers (all three hired in last 3 years)
- Legacy system (SIS) with sql server extracts available 24/7 (SISINFO)
WWW.REG.MSU.EDU

Past Year Hits

- 600,000 Home Page
- 15,400 Student Logins
- 70,000 Instructor System Logins
- 44,000 Administrator Logins
The Plan

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

...with a few bonuses...
Student Forms

- Heavy on student input – repetitive data
- Considerable chance of error
- Office hours limiting
- Travel time when student not on campus
- Postage, paper costs
- Staff time – stuffing envelopes
- Delivery delay
Student Forms

Solution: Web “Smart Forms”
- Log in with MSUNetID and password
- Use SISINFO to complete forms with known data
- Change forms to better reflect data needs of legacy system
- Allow students to print “verification” forms from anywhere
Michigan Uniform Undergraduate Guest Application

- MSU students attending other institutions as *Guest Students*
- Most data in SISINFO
- Calculations performed “on-the-fly”
- Signature & seal
- 2,876 generated since Feb 2003
Michigan Uniform Undergraduate Guest Application

Name: Student, Sparty
Social Security No: 123456789
Sex: F
Birth Date: 3/11/92
Citizenship: US Citizen

Ethnic/Racial Group:
Caucasian (non Hispanic)

Are you Multiracial? Yes
If you answered "Yes", please check the categories that correspond to the races of your parents.

White/European Non-Hispanic
Black/African American Non-Hispanic
American Indian/Native Alaskan
Asian/Pacific Islander (Asian American)

Current Address
123 Green Lane Apt 44, East Lansing, MI
Phone: 555 555 5555

Home Address
123 White Drive, Traverse City, MI
Phone: 555 555 5555

High School
Name, City, State: Traverse City High, Traverse City, MI
Graduation Date: 06/2000

State or Country of Legal Residence:
MI County of Legal Residence: Wayne

The above has been my legal residence since: 05/1983

Application To:
Northern Michigan (Guest Institution - College or University)

Guest Term Dates: 08/2003 to 08/2003

Have you previously applied for admission to this institution? No

Have you previously attended classes at this institution? No

If you above, indicate the attendance dates:

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 last enrolled: Michigan State University (Home Institution-College or University)
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.

Duane McMillan, Associate Registrar 9/10/2003
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
- 369 since May 2002, 96 since Sept 2003...not advertised

![Directory Information Restriction Request Form](image1.png)

![Directory Information Restriction Request Form](image2.png)
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
- 1,825 applications in last 3 weeks
Graduation Application

Application for Graduation

Request Date: 9/15/2003

Submit this application by the first week of the semester your expect to complete your degree requirements.

- If you will complete your degree requirements during Summer, apply for Summer by the first week of Spring semester.
- Both Spring and Summer applicants will be included in the Spring Commencement Ceremony.

Name as you would like it to appear on your diploma.
Correct name below, if needed.

First
Middle
Last

Student

Newspaper Notification

- Yes - I want notification of my graduation sent to the newspaper of the city listed below. (You must notify any additional newspapers directly.)
- No - I do not want notification of my graduation sent to the newspaper.

Select the semester that you expect to complete your last course or requirements.

If your graduation semester is prior to the selection below, please print and complete the fall 2023 graduation application form and fax or mail it to the Office of the Registrar.

Mailing Address for Diploma

Address Line 1
Address Line 2
Address Line 3
Street
City
State or Province
Zip

Mail to:

Area Code
Local Phone
Email Address

These are the major(s) approved for you. Please select only the majors in which you expect to complete requirements at this time.

If your major is not listed, you cannot complete this application. Please contact your major department to have this corrected immediately. Once corrected, you MUST apply using this application. You have not applied for graduation until this is done.

If you plan to complete an additional Major, Specialization, Concentration, or Option, and it is not listed below, please contact the advising department to add this to your records.

Bachelor of Science
Family & Consumer Resources
Human Ecology

Note: Your Diploma and a complimentary copy of your transcript will be mailed 4 weeks after the end of the semester.

Submit
Transcript Requests

- Identity Verification – MSUNetID & password or combination of Name, Birth Date, Student Number, 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)
- 20,940 web orders since 1/1/03
Transcript Requests

Verify Identity

MSU Transcript Request - Identity Validation
Please complete the following.
Note: to send a transcript to a non-educational institution, you must enter your name, date of birth and at least one other point of identification.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name (Name of record at MSU - no suffixes)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PID (Student Number)</th>
<th>Date of Birth (MM/DD/YYYY)</th>
<th>SSN (Social Security Number)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Verify→

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.

<table>
<thead>
<tr>
<th>Hold Description</th>
<th>Date of Hold</th>
<th>Office</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Overdue</td>
<td>2/25/2003</td>
<td>Library</td>
<td>Circulation Main Library</td>
<td>(517) 355-2333</td>
</tr>
<tr>
<td>Del Receivable All Others</td>
<td>8/25/1996</td>
<td>Delinquent Receivables</td>
<td>110 Administration Building</td>
<td>(517) 355-3313</td>
</tr>
<tr>
<td>Perkins Loan Overdue</td>
<td>1/7/2003</td>
<td>Federal Loans</td>
<td>140 Administration Building</td>
<td>(517) 355-5140</td>
</tr>
</tbody>
</table>
Transcript Requests

Web Receipt

<table>
<thead>
<tr>
<th>Billed To:</th>
<th>MSU Registrar Transcripts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Michigan State University</td>
</tr>
<tr>
<td></td>
<td>Registrars Office</td>
</tr>
<tr>
<td></td>
<td>East Lansing, MI 48824</td>
</tr>
</tbody>
</table>

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: 9/16/2003 9:47:48 AM

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part No.</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Transcript Transcript</td>
<td>$5.00</td>
<td>$15.00</td>
<td></td>
</tr>
</tbody>
</table>

Shipping via: $0.00
Tax: $0.00

Total: $15.00

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

VB Macro to load orders to SIS
Enrollment Verification

- Students print enrollment verifications through the National Student Clearinghouse
- Secure login on RO site, passed to secure Clearinghouse site
- 808 verifications since 1/1/03
- 7,350 total clearinghouse transactions to-date in 2003
Enrollment Verification

Welcome: SPARITY STUDENT. This site is offered by the National Student Clearinghouse in cooperation with MICHIGAN STATE UNIVERSITY. In order to protect the privacy of your records, please remember to logoff when you are done.

Please select from the following options:

- View the enrollment information on file with the Clearinghouse.
- View the student loan delinquency notifications that the Clearinghouse has provided to my loan holders (banks and guarantors).
- View the proof of enrollment that the Clearinghouse has provided to my health insurers and other providers of student services or products.
- Obtain an enrollment certificate to print and mail to a health insurer or other company that requires proof of my enrollment.
- Loan Locator

To ensure the security and confidentiality of sensitive information being transmitted over the Internet, the Clearinghouse protects its customers by using Secure Socket Layer (SSL).

National Student Clearinghouse
Clearinghouse Student Self-Service Site

Student Home Logoff

Student Home Logoff

All enrollment data is as provided by the school.

<table>
<thead>
<tr>
<th>Certified by School</th>
<th>Status</th>
<th>Status First Started</th>
<th>Term Begin</th>
<th>Term End</th>
<th>Anticipated Graduation Date</th>
<th>Sprot Code</th>
<th>School Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>9803123832</td>
<td>UV</td>
<td>05/04/2001</td>
<td>01/08/2001</td>
<td>05/04/2001</td>
<td>002200-00</td>
<td>MICHIGAN STATE UNIVERSITY</td>
<td></td>
</tr>
</tbody>
</table>

- Click on the Status link for explanation of the various types.

Note: Only data up to two years old is displayed. For information more than two years old, click on All History.
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 confirmation, Degree Denial
- 1,949 messages since 1/1/02
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
- Paper and label costs
- Staff time – packaging reports
- Difficulty and effort in updating distribution lists
- 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 SISINFO
- 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
- “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

- 832 registered users
- 55 Forms (systems)
- 30 Major Units
- 200+ departments
- 3,320 user-form access records
- 798 user-department access records
- 1,200 hits to security system in last 6 months
### Natural Science Web Forms User Access List

To change the User Name, type over the values in the boxes below. **Note:** PILOT ID cannot be changed.

<table>
<thead>
<tr>
<th>PILOT ID</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>sparty</td>
<td>Joe</td>
<td>Sparry</td>
</tr>
</tbody>
</table>

**Submit Name Change**

<table>
<thead>
<tr>
<th>Secure Form Access</th>
<th>Delete access to form?</th>
</tr>
</thead>
<tbody>
<tr>
<td>sparty has access to:</td>
<td>Delete access to form?</td>
</tr>
<tr>
<td>Request for Schedule Change Approval (Primary)</td>
<td>--delete access--</td>
</tr>
<tr>
<td>Student Information Generator/Data Requests **</td>
<td>--delete access--</td>
</tr>
</tbody>
</table>

**Department Access**

Used for forms with security at the department level. If a department is missing, please list in brace.

<table>
<thead>
<tr>
<th>sparty has access to:</th>
<th>Delete department access?</th>
</tr>
</thead>
<tbody>
<tr>
<td>020 Zoology</td>
<td>--delete access--</td>
</tr>
</tbody>
</table>

**Completely DELETE sparty from the RO Web System**

---

**Specific User Options**

**Security Log**

---

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Time</th>
<th>User Name</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>260</td>
<td>10/26/2002</td>
<td>2:19:36 PM</td>
<td>schueff</td>
<td>Added 900 dept limit to sparty in Natural Science</td>
<td></td>
</tr>
<tr>
<td>261</td>
<td>10/26/2002</td>
<td>2:17:19 PM</td>
<td>schueff</td>
<td>Added Primary Status to form 56 to sparty in Natural Science</td>
<td></td>
</tr>
<tr>
<td>260</td>
<td>10/26/2002</td>
<td>2:19:36 PM</td>
<td>schueff</td>
<td>Added form 56 to sparty in Natural Science</td>
<td></td>
</tr>
<tr>
<td>279</td>
<td>10/26/2002</td>
<td>2:16:62 PM</td>
<td>schueff</td>
<td>Added form 88 to sparty in Natural Science</td>
<td></td>
</tr>
<tr>
<td>270</td>
<td>10/25/2002</td>
<td>2:14:17 PM</td>
<td>schueff</td>
<td>Added new user sparty to RO forms.</td>
<td></td>
</tr>
</tbody>
</table>
Student Information Generator

- Builds basic queries for academic staff – those with working knowledge of SIS, but lack query writing skills
- 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
- Easy to add to system – future enhancements include displaying ID Images for advisors
- 9,300 queries run in past year
Student Information Generator

Report Criteria

Student Level - Class
- A-minus
- B
- C
- D
- F
- Incomplete
- Withdrawn
- Audit
- Dropped
- Withdrawn/Dropped
- Repeat
- Non-Credit
- Credit
- Pass/No Pass
- Pass

Ethnicity
- American Indian/Alaskan Native
- Black (not Hispanic)
- Hispanic
- Other
- Not Reported
- Asian/Pacific Islander
- Non-Caucasian

Intended Award Term
- Fall
- Spring
- Summer
- Fall/Spring
- Summer/Fall
- Summer/Spring
- Fall/Summer

Gender
- Male
- Female

Term GPA
- Minimum
- Maximum

Cum GPA
- Minimum
- Maximum

Term Credits
- Minimum
- Maximum

Cum Credits
- Minimum
- Maximum

Permanent Address

Student Name

Student First Name

Student Last Name

Student Full Name (first middle last)

Gender

Classification

Term GPA

Cum GPA

Term Credits

Cum Credits

Time Status

Honors College Indicators

I agree with the above statement

Display/Download

Send Email

Return To Menu
### Student Information for FS03

**Generated by:** Kristin Schuette, Natural Science  
**Date:** Tuesday, 9/16/2003  
**College:** Natural Science  
**Department:** Mathematics  
**# of Records:** 1

<table>
<thead>
<tr>
<th>PID</th>
<th>Student Name</th>
<th>Student Level Code</th>
<th>Class Code</th>
<th>IP/STUDID</th>
<th>Cum GPA</th>
<th>Primary Ext Flag</th>
<th>Major Code</th>
<th>Major Desc</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
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<td>UN</td>
<td>3</td>
<td>a</td>
<td>3.921</td>
<td>Y</td>
<td>3742</td>
<td>Mathematics</td>
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<td>UN</td>
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<td>a</td>
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<td>3742</td>
<td>Mathematics</td>
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<tr>
<td>A1</td>
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<td>c</td>
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<td>h</td>
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<td>Y</td>
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<td>Y</td>
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<td>UN</td>
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<td>UN</td>
<td>3</td>
<td>p</td>
<td>2.76</td>
<td>Y</td>
<td>3742</td>
<td>Mathematics</td>
</tr>
</tbody>
</table>

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**Email Form**

**Kristin Schuette, Natural Science**  
**Tuesday, 9/16/2003**

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Please fill out the following form.  
Once you hit submit, the email CANNOT be retrieved and will be sent immediately.  
All students will be emailed via BCC (Blind Carbon Copy) to protect his/her right to privacy.

**To:**

**From:**  
schuette@nmsu.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
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
RO Instructor Systems

- 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
- 92,000 hits since 1/1/03
RO Instructor Systems

Class List

Michigan State University
Office of the Registrar
CLASS LIST

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Semester</th>
<th>Course Title</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZOL</td>
<td>320</td>
<td>001</td>
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Total Students: 10  Total Credits: 40


Class List with ID Images

Email students in a class

Since 1/1/03:
- 36,000 Class Lists Viewed
- 6,100 Class List Downloads
- 6,900 Emails sent to Classes
- 18,000 Class Lists with ID Images
Select Class(es) to Grade

Grade Reporting Form - Class Selection

Instructor Access

Semester: Fall 2003

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Check section(s)</th>
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<tr>
<td>ZOL</td>
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<td>005</td>
<td>Past deadline (8/18/2003 4PM)</td>
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</table>

Semester: Fall 2003

Select Class(es) to Grade

Electronic “Bubble Sheet”

Michigan State University
Office of the Registrar
Grade Reporting Form

Course Title
Departmental Biology

<table>
<thead>
<tr>
<th>No</th>
<th>Name</th>
<th>PID</th>
<th>Lvl</th>
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<td>Student, Tom</td>
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</table>

Note: When submitting final grades, the system will automatically check for errors and allow you the opportunity to correct any problems before final submission.
RO Instructor Systems

“Grades Received” Message

Email Confirmation

- Online Grades Pilot in Fall 2002 with Engineering and Natural Science
  - Many others submitted online
- “Cold Turkey” in Spring 2003
  - Both administrators and instructors found the system easy and fast
  - 6,770 Classes (replacing 15,000 bubble sheets)
  - 583 Uploaded
  - 2,628 “Saved for Later”
RO Instructor Systems

- Grade Submission Summary for Administrators
  - 1,220 Hits in SS03

No more lost bubble sheets!

### Grade Submission Summary

<table>
<thead>
<tr>
<th>Subject</th>
<th># of sections finalized</th>
<th># of sections NOT finalized</th>
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<td>ZOL</td>
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### Grade Submission Summary

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Return To Instructor Menu
Public Services
Enrollment and Term End Reports

- **Official University Reporting**
  - Data stored in RO SQL Server, information derived from SISFRZN
  - Reports viewed through Crystal Viewer
  - 23,000 Hits in past year
Enrollment and Term End Reports
Classroom Events Calendar and Request 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
- 54,714 hits since 10/25/02
Classroom Events Calendar and Request system

Event Search

Classroom Events Calendar - Events Search

Enter search criteria. Click the submit button when finished.
To search for classes, go to the Schedule of Courses.

Search Event Description (can be one or more words)
e.g. Biology Club; Math or MTH review

Search Begin Date (mm/dd/yy) | Search End Date (mm/dd/yy)
----------------------------------------
09/01/03 | 09/30/03

Search

Return To Events Calendar

Event Search Results

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
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</thead>
<tbody>
<tr>
<td>09/01/03</td>
<td>10:00-12:00</td>
<td>BCC N108</td>
<td>Ambassador Training for AOP</td>
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<tr>
<td>09/02/03</td>
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Calendar View

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</tr>
</tbody>
</table>
Classroom Events Calendar and Request system

Open Room Search

Open Room Search Results

Classroom Events Calendar - Room Search

Enter search criteria. Click the submit button when finished.

选址 Date (mm/dd/yy): 9/15/03

Accessible Room?:

Minimum Capacity: 10

Begin Time (hh:mm a/p):

End Time (hh:mm a/p):

Building Preference:

Outdoor Track
Tundra Tennis Courts
Union Bldg
Uteyn Fltn & Land Arch Bldg
Veterinary Medical Center
Wells Hall
Wilson Hall
Wonders Hall

Room Equipment:

Choice 1: Overhead Projector
Choice 2:
Choice 3:
Choice 4:

Search

Return to Public Calendar View

Classroom Events Calendar - Room Search Results

Rooms available in WH on 9/15/03 from 9p - 4p

Equipment Choice(s): Overhead Projector

Accessible Room:

Minimum Capacity: 00010

Location | Building | Accessible | Capacity | Request Room Scheduling | Calendar View
---|---|---|---|---|---
WH B104 | Wells Hall | Y | 00252 | | |
WH C102 | Wells Hall | Y | 00255 | | |
WH C110 | Wells Hall | Y | 00042 | | |
WH C114 | Wells Hall | Y | 00032 | | |
WH C201 | Wells Hall | Y | 00025 | | |
WH C202 | Wells Hall | Y | 00024 | | |
WH C203 | Wells Hall | Y | 00024 | | |
WH C204 | Wells Hall | Y | 00025 | | |
WH C207 | Wells Hall | Y | 00042 | | |
WH C300 | Wells Hall | Y | 00032 | | |
WH C302 | Wells Hall | Y | 00025 | | |
WH C306 | Wells Hall | Y | 00042 | | |
WH C310 | Wells Hall | Y | 00042 | | |
WH C315 | Wells Hall | Y | 00042 | | |

Return to Search
Return to Calendar
Classroom Events Calendar and Request system

Request Room Details

Review Request

Confirmation Message

Verification/Update/Denial Email
Future Projects

- Administrative Actions Forms (20K/year)
- Readmission Application Approval Process
- ANGEL course management system and online grades
- Web Enrollment
- Reengineer current processes using middleware to communicate directly with SIS
Development Strategies

- Understand client needs and desires
- Technical staff become familiar with office operations
- Be able to make sound decisions on-the-fly (comes with understanding the office)
- Start with projects internal to the unit
- Work with those “in-the-know”
- Avoid long committee meetings
- SWAT team meetings – stay on target!
- “Just the facts, Jack!”
- Quick, small initial demos, as needed
- Synergy! Build systems with common frameworks – makes adding on easier
- Take advantage of resources already in existence
- Keep it simple – usability and accessibility
- Get what you want by giving others what they want
- PUSH!!
Deployment Strategy

- **RO**
  - Train well to handle calls
  - Provide “internal” tools to assist in problem solving
- **Students**
  - Necessary? Techno savvy
    - Do not expect students to become “expert” SIS operators
    - Emails for necessary processes
- **Faculty and Staff**
  - Low “threat” level
  - Communication
  - Training
  - Promote benefits
- **Public**
  - Home page
  - Verbally
Price of Success

- **Maintenance**
  - Build more, support more

- **Problem Solving**
  - Phone time
  - Logs are very important

- **Documentation**

- **Success breeds work**