

**2004 ANNUAL REPORT
MANAGERIAL & TECHNOLOGICAL SERVICES**

I. Vice Chancellor (James M. Krueger)

In addition to providing overall leadership and management for the division, I:

- Served with Jerry Durham as the campus representative to the UM System Committee on Resource Requirements and Resource Allocations. I attended most of the meetings of this group in Columbia.
- Served with Vice Chancellor of Student Affairs Curt Coonrod on the UM System Student Fees Task Force. I attended the one Committee meeting held thus far in Columbia. I will be involved extensively in working with Chancellor George and others to help develop our campus plans regarding tuition and fees based on data and analysis developed by MTS colleagues Larry Westermeyer, Director of Institutional Research, and Joann Wilkinson, Planning and Budgeting Specialist. This activity will continue during FY2005.
- Served as a member of the University Assembly Budget and Planning Committee. I met with Chancellor George and with the Chair of the Committee, Dr. E. Terrence Jones, to help prepare meeting agendas and to provide data and analyses for the Committee. Joann Wilkinson, Planning and Budgeting Specialist, assisted me in this activity.
- Provided financial advice to Chancellor George on various campus budget and related issues. As examples, I worked with UM and UMSL personnel on calculating Managing Resource indicators and reviewing data in the UM quarterly financial projections. I helped prepare data and analyses on funding equity issues related to UM-St. Louis. MTS Colleagues Ernest Cornford (Director of Finance), Larry Westermeyer (Director of Institutional Research), and Joann Wilkinson (Planning and Budgeting Specialist) often assisted me in these activities.
- Worked, along with Vice Chancellors Arshadi and Kohn, to prepare the goals related to the priority “Increase financial base and improve stewardship of resources” in the UMSL Action Plan.
- Participated in activities involved in establishing or recommending student educational, housing, facility and activity, online program, and graduate cluster fees.
- Served as the campus representative to the UM Internal Auditing Steering Committee. I attended all four meetings of the Steering Committee. The meetings are chaired by Nilufer Joseph-Tipton. Meetings are held in

Columbia. My responsibilities on campus have increased dramatically during the past year given that PricewaterhouseCoopers (our contracted internal auditors) report to President Floyd and to the Board of Curators each quarter. I now have to coordinate responses for each Implementation Status Summary report in addition to being actively involved in all facets of every internal audit (e.g., attending entrance and exit conferences, obtaining and approving all management responses).

- Served in a variety of capacities regarding the UM System Administrative Services Project, including being the campus representative to the Steering Committee and the campus liaison. These duties involved participating in monthly telephone calls and attending most of the meetings held in Columbia. I share all information with appropriate campus user groups. I helped schedule and attended various user group meetings on campus, especially those dealing with the implementation of the student modules. I have been working with and will continue to work with Vice President Caruso to schedule all campus meetings for the upcoming PeopleSoft assessment by Strider & Cline, Inc.
- Served as a member of the Chancellor's Ad Hoc Committee on Summer Session Operations. This Committee will make recommendations to Chancellor George regarding policy and budgetary aspects of the summer session at UMSL.
- Served with Reinhard Schuster as the campus representative to the UM Administrative Management Council (AMC). I attended all four meetings of AMC. Vice President Krawitz chairs the AMC. AMC meetings are held in Columbia.
- Served as a member of the University Assembly Information Technology Committee. I attended all Committee meetings except those connected to the search for Associate Vice Chancellor for Information Technology.
- Developed the search process, including appropriate governance involvement that is being used in the search for the Associate Vice Chancellor for Information Technology. The faculty, staff and student members of the Information Technology Committee along with Vice President Caruso and Deputy to the Chancellor Driemeier (chair) constitute the members of the search committee.
- Calculated distribution of cost dollars and extra dollars to units for Summer 2003 under the entrepreneurial model based on work with personnel in MTS and in academic units.

- Solved or participated in finding solutions to individual or group problems related to student billing and employee compensation.
- Worked with Academic Affairs personnel on the budgetary projections related to all new degree proposals before they were submitted to UM.
- Provided information and analyses to Chancellor George on various agenda items for Board of Curators and General Officers meetings and for Board of Curators member orientation sessions.
- Provided review of financial and other information presented at a John W. Barriger III National Railroad Library committee meeting; attended said committee meeting and Board of Trustees meeting.
- Provided financial or other information needed to complete a few selected surveys, especially when reporting decisions had to be made.
- Reviewed all forms processed through Chancellor George's office and successfully streamlined the procedures for filling positions, while maintaining approvals needed to comply with Executive Order No. 6.
- Served as a member of the Public Policy Research Centers Advisory Committee. This group advises the Director of the PPRC and the Vice Chancellor for Research.
- Served as faculty advisor for Beta Gamma Sigma, the national honorary society for students in the College of Business Administration.
- Taught a combined undergraduate (26 students) and graduate (11 students) class in accounting for governmental and not-for-profit entities in the College of Business Administration during the summer of 2003.
- Served as the campus representative to the UM System Facilities Financial Advisory Committee (no meetings).
- Served as a campus representative to the CBHE Statewide Funding for Results Advisory Committee (no meetings).

Major accomplishments of various MTS units are listed on the attached pages.

II. Budget and Planning (Joann Wilkinson)

The budgeting and planning component of the division of Managerial and Technological Services assists in the development and management of the campus' current funds budget. The campus budget officer worked closely with

UM Budget and Planning regarding budget development and also worked with the Chancellor in developing and distributing guidelines for the campus fiscal year operating budget. The campus budget officer also assisted senior fiscal officers in developing their units' current fund budgets and processed transactions for budget changes between units.

The campus budget officer is also the unit budget officer for the divisions of Managerial & Technological Services and Chancellor. Thus, she assisted in the development of these units' budget, entered them into the PeopleSoft system, and monitored them throughout the year.

Committees

- Attended Budget and Planning Committees meeting as staff support to assist in answering questions regarding budgets. Also presented information to the committee.
- Worked with UM-System Planning & Budgeting Office on the initial stages of converting PeopleSoft from version 7.5 to version 8.8. Conversion is expected to take place in November 2004.

Training

- Held one-on-one training sessions for four new Senior Fiscal Officers.
- Held weekly budget development training/work session for the two months leading up to the FY05 current fund budgets being finalized.
- Met with various units on campus to review and answer questions regarding departmental budgets.

Other Projects

- Continued to work with Chancellor and Vice Chancellor for Academic Affairs on distribution of VERIP funds to the various academic units.

III. Business Services (Gloria Leonard)

The Office of Business Services is responsible for the activities involving Mail Services, Contractual Agreements, Insurance, Purchase or Sale of Real Estate, Internal Loans, Travel Coordinator, Liaison with General Counsel, Cellular Telephones, HIPAA Campus Coordinator and custodian of contractual agreements for the campus.

The following activities occurred in Mail Services:

- Manager assumed billing responsibilities for mail services.
- Purchased new Chevy Cargo Van for courier with a trade in of an existing vehicle.

- Made it a priority to have Mail Services statements to the campus community by no later than 8th of each month. The billing is fed to PeopleSoft by the 12th of each month.
- Purchased desktop computers for manager and main area of mail services.
- Purchased new uniforms (polo shirts) for the staff and safety shoes.
- Manager increased the cross training of employees so they are capable of doing other tasks.
- Manager met with Director of Admissions to discuss potential reduction in postage costs in the future. Recommendations included 1) send heavier packets book rate instead of first class and 2) send large mailings bulk rate instead of first class. Recommendations have been implemented.
- Updated the Mail Services website with current information.
- Suggested and received approval for mail codes to be printed on envelopes and labels for all outgoing mail when departments are printing envelopes with campus address. This will result in more precise and accurate billing.
- Filed and obtained eight (8) claims for departments that experienced problems with USPS service.
- Assisted Performing Arts Center with their mail codes, mailings and accounts as the PAC staff prepared for its opening.
- The budget of Mail Services was not deficit for FY2004.
- Communicated in Friday Update regarding holiday closing and the mail codes/new campus address.
- Manager was trained by Mary Thaxton and Joann Wilkinson on PeopleSoft Financials on how to reconcile the billings and charges.
- Manager demonstrated to the Mail Services staff how to retrieve phone messages. This improves the customer service by returning phone calls and answering questions in a timely manner.

During FY04, Business Services processed 986 contracts. These contracts involved Nursing Clinical Experience, Optometry Provider Agreements, Facilities and Services Agreements, leases, consulting services, performance and appearance agreements, software licenses, rentals and professional services.

Business Services provided insurance data as requested by UM Risk & Management in the following areas: Day Care Enrollment Audit, Renewal of Broadcasters & Publishers Liability Insurance, Master Property Insurance-Fine Arts, Library Contents, Vehicle Inventory, Business Interruption Coverage and Medical Malpractice Actuarial Study. Liability coverage for 12 art exhibits was obtained for the following galleries: Gallery Visio, Public Policy Research Center, Gallery 210 and the Fine Arts Building. Venue insurance was obtained for 29 external events held on campus and new rates for 2004 were distributed to appropriate individuals. A reminder was sent to campus community regarding reporting of theft and disappearance of University property. The following claims were processed: 16 Vehicles, 10 Thefts, 28 Injuries, 9 Damages. Letters of evidence were obtained regarding general liability for campus contracts and malpractice liability for the College of Optometry, Nursing Clinical Experience

and Social Work Practicum. Insurance language in all contractual agreements and leases was reviewed for appropriateness.

Business Services is responsible for distribution of the cellular telephone policies and procedures for the campus that included the revised UM System policy. Responsibility continued to include reviewing the cellular telephone usage on a quarterly basis, maintaining a database of users and rate plans, coordinating requests for new phones and cancellation of existing phones under the campus contract.

Real Estate purchases included nine (9) properties:

- 7946 Cool Valley
- 8121 Oxeye
- 8703 Link
- 8704 Link
- 8702 Link
- 8712 Link
- 8711 Link
- 8122-8134 Evarts
- 8212-8214 Florissant

Director completed the process of closing on the properties and finalizing the process of obtaining the recorded warranty deeds and requesting exemption from tax roles. Also obtained appraisals and title reports for approximately 12 properties.

Business Services provided data to UM System regarding property holdings and leases for the St. Louis campus to be included in the property report for the University of Missouri.

Business Services Director continued to assist with HIPAA in the role as the St. Louis campus HIPAA Coordinator. The responsibilities included: 1) coordination of campus HIPAA implementation and compliance for those activities where HIPAA may apply; and 2) provided information to the System Privacy Official as needed.

Business Services Director continued to work with Finance Director in a joint effort as Travel Coordinator. Participated on Travel Committee to discuss related travel topics such as Procurement Card usage for travel; contracted travel agencies, etc.

Business Services continued to consult with the Manager of Campus Procurement on purchasing issues that also included the Telephone System Upgrade and Dial Up Services for the campus.

Business Services Director is participating on the UM Committee for Incidental Expenditures for the purpose of reviewing existing expenditure polices and updating them and recommending new policies where needed and procedures to monitor compliance.

Business Services processed and coordinated the following internal loans:

Campus Loans:	4
System Loans:	4

Delegation of Authority was requested and received for the following contracts:

- University of Missouri-St. Louis Residence Hall Contract
- Artist/Performer/Producer Contract with Attached Rider for the BMTPAC
- University of Missouri-St. Louis Apartment/Residential Life Contract
- Conference Housing and Service Agreement

The following contracts were revised and approved by Legal:

- PAC Rental Agreement: Ticketed
- PAC Rental Agreement: Non-Ticketed
- Performance Agreement
- Performance Agreement for Premiere Performance
- Contract Rider for University Sponsored Rentals in BMTPAC

III. Finance (Ernest Cornford)

PeopleSoft continues to be a major activity. Accounts Receivable and Asset Management are two of the modules refined over the past year.

We serve on committees such as the incidental expense, tax, and travel committees to improve our service. We also serve on committees for the various PeopleSoft modules to prepare for the conversion from 7.6 to 8.8 of PeopleSoft.

Supporting UM-St. Louis departments is our focus. We advise units about policies and procedures and help them to help us processing vouchers, deposits, payments, and journal entries. Our support activity has included researching tax issues for KWMU and the Performing Arts Center as well assisting Facilities Services and Campus Procurement in reconciling capital expenses.

A. Accounting Services

Accounting Services supports the various departments through training, reporting, analysis and processing of transactions.

New senior fiscal officers (Tina Hyken, Bob Mayo and Elaine Flipping) have come on board this year. Basic training is also given to department clerical staff on processing non-PO vouchers, travel vouchers and journal entries.

New reports have been developed and are being distributed. Unpaid Non-PO vouchers in Hold Status are sent in Word and Access. Accounting assisted Campus Procurement in completing an equipment inventory in Access. Deficit gifts in fund 2000 are reported in Access for Development. Other reports have been developed for internal use. Internal reports include, but are not limited to edit errors, unapproved journal entries by preparer and unpaid PO vouchers.

Financial Statement analyses were done for KWMU and Performing Arts Center. We are also doing more extensive reviews of the campus Statement of Net Assets and Statement of Revenues, Expenses and Changes in Net Assets.

The transactions processed in Accounting include over 18,000 non-PO vouchers, and 5,600 web journal entries. Processing includes review, approval and preparation for microfilming. The turnover rate (date received to date approved and released for payment) has been improved resulting in faster turnaround.

B. Cashiers

Cashiers provides support through billings to students and other users of University products and services. Payments are processed, deposits are made and revenues are recorded, but student service is the focus of Cashiers.

Use of eBill and ePay will enable the student to receive an electronic statement and pay on their account through the internet. These are new innovations recently tested and are now being rolled out to the students.

A customer service survey was recently completed. The results of this survey will be tabulated and studied for ways to improve service to students. Surveys will continue and will evolve to help us learn how we can best meet the needs of our students. A comment box was added this year to the office.

The office area has been improved. All desks face the students. More brochures are available. A Cashier's Office Information Board was installed.

An extensive write offs of bad debts has been completed. Every collection effort was made to collect some of the older bad debt accounts and this year we cleared most of the older accounts off the books.

Email is being used more extensively to provide information to students and warn them of pending due dates and cancellations. Email not only gets the information to the students faster, but it also provides them an easy way to communicate with the Cashiers.

A goal for next year is to develop a more consistent policy on financial requirements for registration and cancellations.

Training about other student service areas is another goal for next year. Financial Aid information is provided, but we hope to learn more about the process and partner with Financial Aid to help students learn about their financial status. We look forward to working with the new associate vice provost in enhancing the student environment.

IV. Institutional Research (Lawrence Westermeyer)

A. Major Projects Completed

1. Produced baseline data for elements of the Action Plan.
2. Compiled data for the Program Viability Audit process.
3. Extracted data for a retention study by the Senate Committee on Recruitment, Admissions, Retention and Student Financial Aid.
4. Supplied data to the Faculty Senate Committee on Assessment of Educational Outcomes concerning new students taking the Academic Profile.
5. Completed a study of transfer student retention and graduation rates for the College of Arts and Sciences.
6. Produced various data for the Tuition and Fees Task Force.
7. Finished the National Survey of Faculty and Students (NSoFaS:04).
8. Provided data for the possible selection of new peer institutions.
9. Produced a number of tables for the Summer Session Operations Committee.
10. Finished the CBHE Performance Indicators.
11. Updated campus fact book and Common Data Set.
12. NSSE and FSSE 2004 survey coordination.
13. Developed an easier to access secure web site for internal use data.
14. Answered numerous InfoMaker-related questions.
15. Developed PeopleSoft queries and reports. Answered questions for many units.

A detailed list of completed projects is available on request.

B. Service

1. Appointed Campus Grievance Hearing Officer. Held two hearings.
2. Chaired campus Student Conduct Committee. Held four hearings.
3. Member of Traffic Appeals Committee.
4. Continued serving on the campus First Year Experience Task Force.
5. Continued served on System-Wide Reporting Strategies Task Force.

C. Presentations

1. Co-presented, with Dr. Patricia Somers, a paper “IRBs: Friend or Foe?” at the Association for Institutional Research (AIR) Forum in Boston, Massachusetts.
2. Presented UM-St. Louis uses of the National Student Clearinghouse (NSC) data and services at a regional event organized by the NSC.

D. Professional Development

1. Attended a Local Area Demographics Workshop on the availability and uses of Census data for planning purposes.
2. Attended the Mid-America Association for Institutional Research (MidAIR) conference.
3. Attended the Association for Institutional Research (AIR) conference.

E. Internal Constituencies Served

Institutional Research (IR) completed approximately 230 projects of varying size during FY2004. Multiple activities were finished for each of the major divisions. The majority of requests for service originated within Academic Affairs. Other divisions with large numbers of service requests were Managerial and Technological Services, the Chancellor’s Office, Student Affairs, and University Relations.

Areas of focus included:

- Student information – grades, degrees awarded, entrance test scores, student profiles, award eligibility, and transfer student data.
- Teaching load – regular and non-regular faculty activity.
- Courses – section sizes, pre-requisite checks, summary of courses offered over the last five years, and grade distributions.
- Employee information – numerous lists of faculty and staff, headcount and FTE change comparisons and analyses, and salary change analyses.

Within Academic Affairs, the College of Arts and Sciences generated the most requests for service, with the study of transfer student retention and graduation rates the single largest project. The Vice Chancellor’s Office, the College of Education, the College of Business and the Graduate had

significant needs. Data retrieval for a retention study conducted by the Senate Committee on Recruitment, Admissions, Financial Aid, and Retention was a significant project.

IR staff actively participated in the System-wide Reporting Strategies Task Force.

F. Surveys Completed

1. ACE survey on adult and low income students.
2. CBHE Performance Indicators.
3. Consortium for Student Retention Data Exchange (CSRDE) – all first time, full time degree-seeking freshmen, SMET (science, math, engineering and technology) students, and two-year college transfers.
4. College and University Personnel Administrators (CUPA) faculty salary survey.
5. Higher Education Publications directory.
6. Ingram's surveys on post-secondary institutions and research activities.
7. National Survey of Faculty and Students.
8. Open Doors survey for International Student services.
9. Peterson's directory.
10. St. Louis Business Journal Surveys.
11. St. Louis Community College faculty salary survey.
12. University of Nebraska tuition and fees survey.
13. University of Wisconsin – Milwaukee new faculty retention survey.
14. University of Tennessee – Chattanooga fee survey.
15. U. S. News – IPEDS-F, main survey, Financial Aid, graduation rate factors, and Distance Education survey.

G. Responses to External Constituents

1. Aerospace Credit Union – count of students by ZIP code.
2. University of Arkansas – Little Rock: faculty salaries by discipline.
3. University of Colorado – Colorado Springs: state appropriations and FTE.
4. Southeast Missouri State University: tenure status of faculty.
5. Indiana State University: FY2003 and FY2004 operating budgets.
6. University of Wisconsin – Milwaukee: engineering students by gender, ethnic origin, and major.
7. Northern Illinois University: data about Psychology program.
8. Indiana University, Purdue University – Indianapolis: freshmen success rates by course.
9. Multiple other Urban 13 data requests.

H. Goals for FY2005

The imminent arrival of Provost Cope, Dean Womer, and Dean Travis will likely produce a flurry of requests. The Tuition and Fees Task Force will require testing the impact of various scenarios on enrollment and revenues. Additional baseline data for the Action Plan may be necessary. Data may be needed to support performance management activities. Hopefully the development of the operational and census data warehouses will finally begin. Implementation of a new reporting tool will require training for campus users.

Refinement of the transfer student retention and graduation rate data may help the campus better understand transfer student behavior.

VI. Information Technology Services (Jerrold Siegel)

FY2004 has seen a number of innovations and improvements in our information technology infrastructure. Perhaps the most significant are:

- Darwin/Darweb - UM St. Louis changed its Degree Audit from the limited mainframe Terminal application to a Web based system for Advisors and Students. Students have been empowered to track progress toward any degree desired, create “What-if” queries for anticipated future progress and hot-link from incomplete requirements to the course schedules and descriptions for aid in registration. We are spearheading this pilot project for the other UM campuses.
- WebGrades - The new WebGrade system now allows the professor to automatically submit course grade lists from their MyGateway Grade Book to the registrar. This process allows Students to see their grades earlier via the Student Web Grade Report.
- Spam Filtering – A two stage Spam filtering strategy now helps protect the campus from unwanted e-mail. Server-based filtering software is removing between two and three thousand pieces of SPAM each hour, before they get to the desktop. At the desktop “SpamBayes” allows individuals to set personal SPAM filtering criteria to segregate undesirable e-mail away from that which requires their prompt attention.
- Wireless – 36 secure Wireless Access Points have been deployed on campus. Both Libraries and the Millennium Student Center are now covered in addition to other selected locations.
- Common Storage –The UM- St. Louis Storage Area Network (SAN) has been stabilized and expanded from 2 TB to 6 TB thereby creating a general

resource out what had previously been used for targeted applications. Two additional Terabytes will be added during the early part of FY05.

The following is an area by area review of developments during the past year.

A. Programming Support

In addition to other activities, the follow list of projects were completed by the Programming Support Group during the past year.

1. The Continuing Education Registration system was enhanced to track marketing based information. Reporting, mail label and email extraction process were created to aid in pinpointing marketing to past customers.
2. A new Degree Audit Requirement system (DARS) was deployed at the St. Louis campus. The DARSWEB application allows Advisors and Students to view progress on any degree. Students can add “What-If” courses to speculate on future progress and set goals. For 2005, the transfer articulation module will be deployed. This enhancement manages equivalent coursework from other institutions. The St. Louis campus is the lead for the other campuses in piloting the DARSWEB process. Since February, 2004 22,002 total audits 12,116 audits by 4,037 students 9,886 audits by 85 advisors.
3. Changes to ITS Advanced Technology Classroom’s room scheduler application to handle the newer flexible class schedule occurring in subsets of a whole semester.
4. Alumni’s Advance system was moved to a UM based server in a U-Wide plan to consolidate all Advance processing from all campuses at the UM level. The local reporting instance was altered and the RSVP application and Gift Acknowledgement Application were altered to query the new server.
5. A Web application for faculty to enter student final grades on-line went campus wide in fall 2003 after two pilot semesters. It has the ability to pull final grades assigned in MyGateway into the registrar's web grading system for submission. Changed for summer 2004 to accommodate table changes in MyGateway Version 6. A web application for tracking Lab usage on the half hour was deployed. Allows extraction of reports by lab and machine type for selected periods of time.
6. A new application for Cashiers and Parking will aid in allocating parking stickers for students as they pay in the Cashiers office. This will be deployed in 2005.

7. The personal information update page was changed to track UM-St. Louis Alumni Association membership.
8. Created an application for Staff Association to handle mailing labels for employees without email.
9. A lab login tracking application was deployed. Besides housing the login times and sso ids, the application allows easy retrieval of statistics based on time, room, id, and department.
10. A Wireless usage tracking application was deployed for ITS to track statistics on logins, bytes transferred, bytes received, and WAP associations.
11. A Student Support Services Application (STARS) was developed and deployed. This system tracks additional services provided to students with disabilities. It monitors academic progress in order to facilitate early intervention.

B. Instructional Computing

In addition to other activities, the follow list of projects were completed by Instructional computing during the past year.

1. All Instructional Computing computers are now logged in by faculty and students using their Single Sign On id and password.
2. All Instructional Computing Sun UNIX systems and Apple iMacs were replaced with Apple PowerPC G5 systems running Macintosh OS X. In addition, a new open computing lab was open in Fine Arts 220 with Apple G5 systems.
3. Fourteen additional Media Enhanced Classrooms were added to the inventory of classrooms having, at least, instructor computers, overhead data projection systems, sound systems, VCRs, and Internet connectivity. There are now 67 such classrooms on campus.
4. 103 South Campus Classroom building was upgraded to include student PC workstations. CCB 104 and CCB 106 classrooms were upgraded with new PC systems to replace Apple iMacs and older PC hardware. Finally, a new open computing lab in SSB 227 has been created with Apple G5 and PC video-editing systems, Apple G5 and PC work stations and 6 PC systems dedicated for the use of online Centra courses.

5. LAN School software was installed in all classrooms with student work stations to give the instructor the ability to view, lock and control student workstations from the instructor workstation.
6. Instructional Computing converted the open classroom, 62 University Center, to an ITV classroom to replace Lucas Hall 114. Instructional Computing also converted 200A South Campus Computer building to an ITV classroom to replace Lucas Hall 117 and built an ITV conference room in 200B South Campus Computer building to replace Lucas Hall 112.
7. The CCB 003 classroom was remodeled, which included new carpet, paint, new desks, new chairs, a new instructor station cabinet equipped with a Smart Sympodium and the chalk board was replaced with a dry-erase white board.
8. 24-hour access to the Benton Hall 232 computing lab has been given to graduate students in the Physics, Biology and Chemistry programs. This program has been very successful.
9. Norton Anti-Virus has been made available to students for installation on their personal computer. Students may download the software from the campus network to a CD.

C. Desktop System Program

1. The base configurations offered were: Dell OptiPlex GX270T with 15" flat panel monitor, Dell Latitude D800, Apple iMac with 15" LCD and Apple PowerBook G4. The following enhancements were also offered: upgrade to a 17" flat panel monitor with the Dell GX270, and upgrade to a 17" LCD Apple iMac from the 15".
2. The year 1 database indicates 433 records. The status of each is as follows:
 - a. 406 – Year 1 orders installed.
 - i.335 – Dell OptiPlex desktops
 - ii.27 – Dell Latitude laptops
 - iii.25 – Apple iMacs
 - iv.6 – Apple PowerBooks
 - v.13 – other (10 Apple G5s, 1 Apple iBook, 1 Dell Precision Workstation and 1 Dell Inspiron)
 - b. 12 – Open slots
 - c. 15 – Did not order
3. An online ordering system was created and initiated for the Year 1 recipients. Recipients were sent an email with a link to the website they

may place their order on. Recipients sign in using their Single Sign On id and password, decide which system they would like to order, provide any account information needed for enhancement fees and submit their order.

D. Technology Services

The Technology Services area consists of three sub-areas. They are Networking, Machine Room, Server Support.

1. Networking

- a. Wireless Internet connectivity was introduced to campus as 36 wireless “hot spots” were created for faculty, staff and student use.
- b. Installed a management platform for Wireless networking.
- c. Port locking was initiated across campus to help restrict unauthorized access to the campus network.
- d. Brought network access to 9 Bellerive Acres, Blanche M. Touhill Performing Arts Center and new Millennium Student Center parking garage.
- e. Upgraded CiscoWorks server hardware and software increasing both performance and security of the network. These upgrades allow more timely and reliable network management data gathering capabilities.
- f. Upgraded core server farm switch to increase performance and capabilities.
- g. Participated in planning of the new South Campus Residence Hall.
- h. Worked with Telephone Services on RFP for new telephone and dialup service.
- i. Upgraded LAN Packet Capture/Decode platform. This upgraded platform will improve the Network Groups ability to gather and analyze data at higher volumes and data rates to aid in the troubleshooting of complex network problems.

2. Machine Room

Projects undertaken during the past fiscal year include:

- a. The installation of a gas fire suppression system, DuPont FE 227, for the Machine Room, the adjacent Storage Room, and wiring closets 419A and B.
- b. Installation of 300 new raised floor tiles and cleaning of the under floor plenum.
- c. An electrical audit performed by a consulting firm, followed by the addition and changes of several electrical circuits.
- d. The Optical Scanning Area was moved to Lucas Hall 214A. Its former space is being converted to a print room and a shipping and receiving area.

- e. A study/analysis of a network monitoring system that can be used by Operations to assist Networking in locating network anomalies, intrusions, etc.
- f. Upgraded maintenance schedule of the Liebert Air Conditioning units.
- g. The purchase of two portable air conditioning units.

During this past year, we incorporated additional maintenance and organizational procedures for the Machine Room. We focused on items such as floor replacement, server placement, system monitoring and specialized room maintenance.

We continue to update and label circuits to keep all three phases of the UPS within proper balance. This is critical in maintaining an organized room and the performance of the UPS.

In the past year, there have been changes and updates to the Big Brother and Alchemy monitoring software to help eliminate false reporting of system failures. We continue to update system notification procedures.

3. Server Support

- a. All services provided by Novell have been transitioned to Windows 2000.
- b. Norton Anti-Virus is being distributed to all systems in the UMSL-USERS domain and being monitored by the ICNAV server. Faculty and staff may pick up a copy of the software in the Faculty Resource Center or download the software from the campus network to a CD.
- c. One of the most visible additions to UNIX services this year was a campus mail gateway providing spam and virus filtering services for UNIX and Exchange e-mail. This gateway removes approximately 2,000 undesirable e-mail messages per hour and quarantines them for 7 days as a protection from false positives before discarding them. This has noticeably reduced the spam load on our network and mail servers, not to mention our individual mailboxes.
- d. Some UNIX server hardware was upgraded in this fiscal year. The mail gateway was upgraded to a new SunFire V440 when the original SunFire 280R ran at full capacity under the load. Another V440 replaced an aging Sun Enterprise 420R as the Blackboard development platform. Rack-mount consoles were installed to save machine room space. Our availability record was impacted by what could be described as “SAN growing pains”, but still remained in excess of 98%.
- e. The Storage Area Network program continued by expanding the new StorageTek L700e tape storage jukebox to its full capacity of 678 tape cartridges. The Exchange server was added to the list of servers backed up daily to this device, which holds several months’ backups

on line for quick restores. A new StorageTek/LSI Logic D178 disk array replaced the old D173, expanding disk capacity to 8.2 terabytes unconfigured, and allowing future expansion as far as 32 terabytes.

E. Telephone Services

During FY2004, Telephone Services completed a variety of tasks to accommodate needs of the campus community. A total of eight (8) voice menu services for departments were installed. "Time of Day" menu changes were completed upon request by Cashiers, TJ Library, Bookstore and Financial Aid. Weekly ACD reports were sent to ITS Technology Support Center, Financial Aid, Cashier's, Registration, Student Affairs, Admissions, and Performing Arts Center. A number of voicemail password changes, message deletions, greeting deletions and voicemail installs were made for faculty, staff and students throughout the year. University Meadows and Residential Life telephone services were updated for Fall, Winter and Summer semesters as necessary. Statistics at year-end for telephone moves, adds, or changes were as follows:

- 259 installations
- 173 moves
- 393 feature changes
- 601 repairs
- 4800+ Meridian Voice Mailbox changes
- 3 software switches

In addition, listed below are significant activities accomplished by Telephone Services:

1. Updated Telephone Services web page to include new on-line work order forms for installs/disconnects, upgrades and moves; description of pricing structure for telephone equipment and line charges; and information about the equipment available.
2. Initiated an Information Access Services on-line web registration to provide local telephone and internet services for University Meadows students. Began the use of Remedy work orders to fulfill requests to enable/disable phones based on the on-line web registrations.
3. Began a preliminary phone audit to verify locations for individual phone numbers. Updated Switch information per audit findings, which included applying a new naming convention (i.e., building name before the room number). This project is still in progress.
4. Changed "music on hold" from UMSL radio commercials to recorded music by the Ariana String Quartet.
5. Submitted an RFP for "Telecommunications Upgrade and Maintenance Support and Services" in April. The contract was awarded to Verizon in June. The upgrades include an upgrade of the PBX, voicemail, ACD, and telemanagement tools as well as maintenance and services.

6. Installed CallPilot upgrade (hardware and software). Upgraded client software on 20 stations (test users) and trained telephone services staff on administration of Call Pilot's integrated messaging module.
7. Submitted an RFP for the "Furnishing and Delivery of Local ISDN PRI T-1's" for local telephone service and dial-up (the proposal is still in progress).

F. User Services

Several departments within Information Technology Services are grouped together to form the User Services Area. The departments include the Technology Support Center, the Web Office, Training, the Windows Server/Exchange Group, MyGateway, the Beowulf Cluster Project, Video Production Services, and Faculty Instructional Support. Each of these areas requires significant amount of customer contact and problem resolution skills necessary for excellent customer service. As technology changes, each group relies on the others to as a vital resource to provide technical expertise and to devise common solutions for the campus community.

1. Technology Support Center

- a. In FY2004 the Technology Support Center (TSC) logged 8,211 trouble tickets. This compares with 7,716 trouble tickets in FY2003. This represents a 20% increase.
- b. Out of the 8,211 trouble tickets logged in FY2004, TSC staff resolved 6,936. This represents a first call resolution rate of 84%. Out of 7,716 trouble tickets logged in FY2003, TSC staff resolved 5,176 (67%). This is an increase in first call resolution of 17%.

2. Web Office

- a. The Web Office completed a Holiday card and a New Year's card utilizing Flash for the Chancellor's Office.
<http://www.umsl.edu/~webdev/greetings/greetings.html>
- b. The Web Office completed a dynamic "Employment Opportunities" website application for Academic Affairs.
<http://www.umsl.edu/services/academic/Admin/searches.html>
- c. The Web Office completed an online registration site for the Online Testing Center.
<https://tomsawyer.umsl.edu/webapps/weboffice/OTC/user/login.cfm>
- d. The Web Office researched and implemented a new search engine for the UMSL web pages. <http://www.umsl.edu/search.html>
- e. The Web Office collaborated with ITS colleagues and completed modules for MyGateway. <https://mygateway.umsl.edu/webapps/login>

- f. The Web Office implemented web technologies including cascading style sheets, templates and library items to streamline workflow for campus webmasters.
- g. The Web Office completed a dynamic campus Calendar of Events. <https://tomsawyer.umsl.edu/webapps/weboffice/calendar/calendar.cfm>
- h. The Web Office taught Dreamweaver I, II and III classes and offered support and one-on-one training to campus webmasters on an on-going basis.
- i. Web development was completed for these sites:
 1. Administrative Systems/PeopleSoft
 2. Biology
 3. Biotech
 4. Building Operations
 5. Center for Human Origin & Cultural Diversity
 6. Center for the Humanities
 7. Center for Trauma Recovery
 8. Certificate in Writing
 9. Criminology & Criminal Justice
 10. Faculty Senate & University Assembly
 11. History
 12. International Center for Tropical Ecology
 13. International Student & Scholar Services
 14. Master of Public Policy Administration
 15. Millennium Student Center
 16. Office of Research Administration
 17. Political Science
 18. Psychology
 19. Residential Life
 20. Social Work
 21. Staff Association
 22. Student Support Services
 23. Sue Shear Institute for Women in Public Life
 24. University Advising Center

3. Training

Administrative systems were converted from legacy systems to PeopleSoft for Student Recruit/Admit and Prospective student data entry. Human Resource applications and database were upgraded from version 7.6 to Version 8.

Significant additions and modifications were made to the UM-produced end-user training materials for Human Resource Base V8 and Student Recruit/Admit and Student Prospect Entry. Job aides were developed to assist with the use of the Human Resources and Student databases. The UM-St. Louis Administrative Systems web site was updated throughout

the year to reflect changes in job processes and to increase the availability of job aids.

Summary of PeopleSoft Classroom Training Sessions Held FY04		
Class Name	No. of Sessions	Total Attendees
Base Human Resources V8	1	10
Grants Management	1	7
Human Resources upgrade to V8	8	134
MOBIUS Reports	1	20
Student: Entering Prospects	4	31
PAF Processing	1	15
Totals	16	217

Classroom sessions were held to help staff use self-paced training modules in order to increase their knowledge of Microsoft Windows 2000, Internet Explorer, Word and Excel. Forty-eight individuals took advantage of 18 instructor-assisted self-paced sessions.

Microsoft Outlook training included a workshop for new faculty, Summer Institute sessions, Outlook Web Access Basics I and II courses for the Teaching with Technology Tuesday series and Outlook 2000 Basic and Advanced sessions.

Presentations, documentation and job aids were developed for Centra Symposium. A series of one-on-one training sessions was conducted for eight faculty members preparing to use or interested in using Centra for on-line delivery of their course. Training sessions were held for the Technology Support Center personnel to prepare them to answer questions about and troubleshoot problems with the use of Centra.

Centra Symposium demonstrations were given as part of the Teaching with Technology Tuesday and Technology Friday series and for the Focus on the Future enrichment program. Additionally, demonstrations were presented to the following individuals and groups:

Admissions	Marius Janson
College of Business Advisers	Nursing
College of Business	Social Work
Continuing Education & Outreach	Sociology
Continuing Education & Outreach Deans	Teresa Guess

In-class sessions were held for the students in three Business/Extension classes to aid their understanding of using Centra for course participation.

A web site was developed for Centra help and resource materials. The materials were originally written for Centra 6 and have been re-written for Centra 7.

4. Windows Servers/Exchange

- a. The Windows server farm has had some important additions this year. The Centra online collaboration service was piloted and then put into production. This service provides instructors with a real time virtual classroom to communicate with students anywhere in the world as well as the ability to archive class sessions for future viewing by students. The Tessitura online ticketing system for the Performing Arts Center was also brought into production this year as well as a new Windows based video streaming server. We have also started leveraging the campus Storage Area Network (SAN) to increase the speed of backups for the Exchange email servers.
- b. Unscheduled downtime was kept to a minimum this year. Based upon the services provided, there was a theoretical 96,360 hours of availability. Server outages totaled 106 hours, not including scheduled maintenance periods. The produced 99.89% uptime availability for this year.
- c. The Single Sign On (SSO) program has undergone some important improvements this year. The underlying system was completely rewritten to allow for pass through authentication to many campus computing resources. A new web tool for a self-password reset was also introduced to help users better manage their accounts.

5. MyGateway – The Blackboard Online Course System

The MyGateway course management system at UM – St. Louis has seen yet another year of continued success, amazing growth, and further acceptance into our academic community. Active courses grew from 2,400 last year to 2,973 this year. This represented 3,382 actual class sections. The percentage of actively employed faculty who also used MyGateway was 68%. The web server running MyGateway logged over 56 million page views for the year and transferred 658 Gigabytes of data to our users. The system was also upgraded from version 5.5 to 6.1 for the summer semester. As part of the upgrade process, the campus SSO system was leveraged to allow users to pass through authenticate to other campus computing resources once they had logged in to MyGateway. The UNIX support team provides important support for this project.

6. Valhalla - The Beowulf Cluster Project

A number of projects continue to depend upon the cluster for high performance computing. The most recent involves several researchers from the [Kellogg Lab](#) who are conducting research to support the [goals](#) of

the Lab. They are using the programs MrBayes and PAUP* on the cluster. So far, this project has resulted in:

- Presentation at the Comparative Plant Genomic Keystone meeting (Taos, NM).
- Presentation at the NSF-funded Evolution of Gene Regulation meeting (Eugene, OR).

7. Video Production Services

In FY2004 was marked by the establishment Windows Multimedia Streaming Services and CentraOne Synchronous and Asynchronous Interactive Communication conferences services as a collaborative & instructional support tool in Mygateway. The Campus now has two videos streaming formats, each having unique features. QuickTime streaming allows interactivity in the video window, were Windows Media Video streaming allows supports of multiple speed connection rates from one live webcasting streaming or media file serving request from dialup to high speed broadband connections.

QuickTime Video Streaming Services

- a. June – December 2003
1351 requests with .16 GB video streaming files served
- b. January – June 2004
1351 requests with 63 GB of video streaming files served
Windows Media Video Streaming Services
- c. January - June 2004
987 requests with 16 GB of video streaming files served

Video streaming and Video On Demand services are used for large instructional video files. These files are accessible as course material and assignments for viewing from video clip links posted on their course site in MyGateway and now with the addition of Centra, it has been used for credit course delivery during a live session. Highlight of live Web-casting Activities included UM President Floyd's remarks to the campus community, campus introduction of UMSL chancellor Dr. Thomas George, Chancellor Inauguration, March 11th, EZtax Conference for the Empowerment Zone sponsored by UM Extension, STD/HIV Training Prevention Program and a four satellite downlink "The First-Year Experience & Students in Transition" for Academic Affairs.

All web-casts are archived for on-going instructional resources and may be viewed by completing a Video on Demand Services request.

Centra Course Activities

Fall 2003

- 4 Credit courses served with a combined enrollment of 221 students
- 2 Ongoing Workshops/Seminars with a combined enrollment of 24 students

Winter 2004

- 7 Credit courses served with a combined enrollment of 321 students
- 2 Ongoing Workshops/Seminars with a combined enrollment of 29 students

The video production staff produced a series of instructional videotapes and DVDs on refrigeration maintenance training for the department of History, a video documentary on North St. Louis was produced with conversion to DVD format. DIED grant work produced 8 instructional segment clips. As in past years we supported uses of the TV Studio with technical support for the Minority Journalism Workshop which was conducted for 7 Saturday production shoots. The Music Department requested that both the Fall 03 and Winter 04 semester Music History classes be videotaped and converted in to a digital format for DVD and Video on Demand Streaming services. A total of 84 hours of taping was supported. In all 21 individual Instructional Video production projects were completed.

8. Faculty Instructional Support

FIS consists of two Faculty Resource Centers and has a staff of three and one part-time student worker. The resource centers are located at 105 CCB and 116 SCCB and provide services to faculty, staff and graduate students on the north and south campuses. **Usage stats for FY2004** include the following:

<u>Services Provided</u>	<u>Usage 03-04</u>
Scanning	311
• Single/up to 20 pages (articles)	280
Multi-page (book)	31
Print Work	1660
• Transparencies	193
• Color Copies	78
• Black/White	13
• Slides (Cosmopoulos-project/Brownell project)	1224
35mm Film	152

Software Check-out (Faculty/staff request the listed software to install on their machine/s)	353
<ul style="list-style-type: none"> • Maple • SPSS • SAS 	<p style="text-align: right;">3 95 70</p>
Microsoft	185
Library	5
Software Manuals	1
Books	4
Equipment Check-Out	625
Laptops	201
LCD Projectors	215
Digital Cameras	75
Camcorders	134
PowerPoint Presentations	60
<ul style="list-style-type: none"> • Create 	6
Modify/Update	54
Training/faculty and staff orientation	755
<ul style="list-style-type: none"> • Faculty Orientations • Individual Consultations • DEID Train-the-Trainer Grant Program • ITV Orientations • Technology Fridays (4 topics) 	<p style="text-align: right;">192 372 87 19 25</p>
3 training sessions in Technology Enhanced Classrooms w/ Site Supervisor	60
Conference Presentations	486
<ul style="list-style-type: none"> • University Continuing Education Conf. • HELIX Conference • Conversations about Teaching & Technology • Focus on Teaching and Technology Conf. (at UMSL) • Regional Professional & Organizational Development Conf. • Teaching, Learning & Tech. Group Webcast (Assessing CMS) • Qualitative Conf. (at UMSL) COE Dean's Comm., Online Teaching Focus on Tch. & Tech. Conf. Comm. MOREnet Council 	<p style="text-align: right;">65 42 135 130 45 27 7 8 7 20</p>

Use of FRC services	
• Tracking Visitors	990
• Tracking Phone Calls	757
Video and Streaming Services	34
Quicktime Video Streams	23
VHS-DVD Conversion	11