

UETS 10 Most Significant Accomplishments

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- **eTraining**

With technology fee funding, implemented [eTraining](#), an outsourced, online, web-based resource of technology training materials for all Georgia State students, faculty and staff. The training courses can be taken anytime, anywhere over the Internet or downloaded to a laptop or local PC. Some courses are offered in multi-languages. Courses include the following categories and topics:

- **Business** (Microsoft MCSD certification)
- **Database** (Microsoft MCDBA certification; Oracle SQL certification; other database)
- **Design** (Adobe Photoshop, PageMaker and Premier; Macromedia Dreamweaver, Director, Flash, Fireworks and Freehand; other design)
- **Desktop** (Microsoft Office2000/XP - including FrontPage, Project2000, Windows2000/XP; WordPerfect Office; Internet Explorer, Netscape Communicator, Groupwise; other desktop)
- **Internetworking** (Cisco CCNA and CCNP; other internetworking)
- **Networking** (MCSE -Windows 2000; CompTIA A+, iNet, and Network+ certification; Novell CNA and CNE certification; other networking)
- **Netuser & E-Business** (Electronic Commerce, Web site portals, and other Internet concepts and technologies)
- **Programming** (Java Scripting and applets, object-oriented analysis and design code techniques, core programming, database programming, and dynamic HTML)
- **Webmaster** (Basic HTML techniques, designing effective web pages, dynamic HTML, designing and creating Intranets, multimedia tools, and CGI, Common Gateway Interface, techniques.

An automated account creation process was developed using data from the person registry and an XML gateway created for us by Element K. Carolyn Gard was asked to be on the Element K Advisory Board.

- **Digital Aquarium**

With technology fee funding and in partnership with the Student-University Center and the Student Government Association, created the Digital Aquarium, a high-end multimedia lab for students with state-of-the-art hardware and industry-standard software. In addition to the 16 workstations in the body of the lab, it has an audio studio, 3 work group rooms and a fully equipped conference room. The most important part of the facility is the hands-on assistance provided by newly hired Nathan Retz and a talented

group of student assistants. An extensive program of seminars is being planned and will coordinate closely with the academic programs.

- **Instructional Support**

Provided the instructional design services that resulted in the rapid growth of use of [Web-based course delivery tools](#), resulting in Georgia State's assuming a leadership role in [WebCT](#) adoption in the country. One of 40 institutions designated as a WebCT Institute.

WebCT Stats for January 1998 through January 2002

	Jan-98	Jan-99	Jan-00	Jan-01	Jan-02
Courses	12	192	680	1174	1853
Faculty	9	114	310	580	660
Students	148	3290	11734	28406	62175
Unique Students				12574	18015
Avg # Students in Course	12	17	17	24	34
Avg # Courses per Instructor	1.3	1.7	2.2	2.0	2.8
Avg # Courses per Unique Student				2.3	3.5

Consulted with deans regarding leveraging web-based instruction to achieve college strategic initiatives. Prepared books detailing services provided to the school/college over the past year.

Constantly refocusing to increase the level of support to the faculty especially in the area of instructional technology support for their courses. The hiring of Zoe Salloom, Instructional Technology Specialist, was a major addition. With the 3 groups co-located (eLearning, Digital Media and Web Services), we are now seeing an impressive synergy where instructional designers working with digital media staff produce course modules such as the Alexander the Great module. Web services staff members provide navigation and usability input along with making customized course banners. As a result of this synergy, we have increased our production of interactive, compelling course content and the ability to do large strategic projects such as building the repository of modules for the History department.

- **University System of Georgia WebCT Support**

Almost 10,000 students were uploaded on a course-by-course basis into 286 courses. There are currently (as of 9/26/01) 1045 courses with over 18601 students enrolled on the state WebCT server that is located at <http://webct.usg.edu>. These courses are from 29 of the 34 University System of Georgia institutions. In addition, the students from Middle Georgia College, Abraham Baldwin Agriculture College, and Dalton College

were uploaded into their courses on a batch basis, with this office working in conjunction with the local institutions' IT offices by pulling student registration data from each campus Banner Student Registration System. This impacted over 3,000 students from the three institutions.

- **Student Email and Network Account**

Worked with University Computing and Communications Services (UCCS), University Information Systems (UIS) and Advanced Campus Services (ACS) to implement a new, [comprehensive student e-mail system](#) that enabled policies recognizing e-mail as an official means of communication with students. This included a single userid for e-mail, web space, WebCT, eTraining and logging into machines in labs and classrooms. New students are eligible to participate at time of admission, which opens the electronic campus to prospective students.

- **New Service for Lab Managers**

Created a software image for the labs and classrooms using Windows 2000 along with the upgrade of the Lab Expert software, which significantly enhanced the reliability, stability, and security of the UETS managed computers. This was at a time when very few schools had figure out how to deploy Windows 2000. As a result, we decided to offer a new service to the campus lab managers ranging from using our image and servers, to creating a customized image for them, to training them how to do what we did.

- **Classroom and Open Access Computer Labs Improvements**

Major classroom renovations included:

- Installing an instructor workstation, network connectivity, laptop hookup, digital projector, and audio-visual service in 40 classrooms in the General Classroom Building.
- CS203 upgraded to be a 27-seat computer classroom.
- Replacement of all student workstations in the Classroom South Building using technology fee funding.

Using technology fee money, the following lab enhancements were made for students:

- Library South Main Lab renovation included the addition of 25% more student workstations, a new design and layout, moving the student assistant desk, new paint, carpeting, and a security gate.
- Replaced all student computer workstations in Art & Humanities and Kell Hall labs with new computers.
- Replaced all student Apple Macintosh workstations in Art & Humanities and Library South Main lab with new Apple G4 Dual processors.
- Replaced all UETS lab printers.

- **Classroom Support**

Participated effectively in program planning and architectural design for technology-intensive classrooms: Sparks Hall's technology classrooms and the Aderhold Learning Center.

Classroom support was reorganized to ensure that all classroom Hotline calls were answered, tracked and resolved. Michael Lenz's hiring as the night-shift lead has been a major asset. Some features of the new support structure include providing

- Technical support from 7:00am to 10:00pm Monday thru Friday
- Two full-time dispatchers
- Two full-time classroom techs in three support zones
- The "What's Where" classroom database was developed and implemented. This web-based system provides information about equipment, pictures and problem status in the UETS supported classrooms.

- **Alpharetta Support**

UETS received technology fee funds to provide technical support staff for the Alpharetta Campus in order to support the labs and classrooms. We are now providing an enhanced level of multimedia support for faculty at Alpharetta. Panther card services are now at Alpharetta and Panther Print has been installed.

- **Web Services**

Provided high quality Web services to the campus resulting in the production of numerous campus websites and web based applications. In addition, major changes were made with the hiring of Jarrett King that allowed us to

- Implement project management
- Improve the development process/methodology being used
- Implement a quality assurance program
- Eliminate the backlog (waiting list) for project work

Completed Web projects and/or Web applications

- Action Plans 2001 and 2002
- Andrew Young School of Policy Studies – templates created for site
- Banner 2001 upgrade
- Campus Civitan
- Development – Annual Giving
- EDUCAUSE Technology for Prospective Students
- eTraining
- Facilities Management Services Division
- Georgia Science Olympiad transferred from Emory with section added

- Graduate Catalogs - Six Combined
- Institute of International Business (IIB) - site audit/analysis and quality assurance testing
- Military Science (ROTC) Online Course Schedule – Fall, Spring and Summer
- Quality Undergraduate Education (QUE)
- Rialto website
 - 3D Modeling of Rialto
 - Enhancements such as the Virtual Seating Chart have been covered in the media (AJC)
- Student Financial Aid (FIA)
- Student Government Association Online Vote (SGA) 2001
- Student Handbook 2001-2002
- Surveys – several online
- Tech Fee 2001
- Textbook Adoption – Major Web-based Application
- UETS
- Undergraduate Catalog 2000 – 2001
- VP for Research Services
 - Grants and Contracts Services Department
 - Sponsored Programs Department
- WebCAM 2001 infrastructure and website upgrade, which won award