

**University Educational Technology Services
Annual Report FY2004
Karen D. Oates, Interim Director**

EXECUTIVE OVERVIEW

Organizational changes played an important role in UETS efforts this year. The reduction in force of Distance & Distributed Learning (DDL) in spring 2003 resulted in merging several of DDL personnel into UETS plus receiving three additional open positions to cover the increased service demand. The merge also resulted in the addition of several new services for UETS that had been previously covered by DDL. These include support of GSAMs, video taping special events such as graduation, classroom video taping, and video project production. Two other organizational changes occurred in FY2004: the UETS director retired and a new Associate Provost/CIO of Information Systems & Technology was selected. An interim director was named in May.

Another important outcome for UETS resulted from the review of the Administrative Support Unit Self-Study submitted in FY2003 plus the development of the UETS' Institutional Effectiveness Assessment Plan. Both of these reports required UETS to focus on identifying comprehensive assessment measures. These measures will be instituted in FY2005 and should provide a benchmark against which UETS can compare and track service statistics.

ORGANIZATIONAL OVERVIEW

UETS, a division of Information Systems & Technology, is the primary technology service provider for Georgia State in the areas of instructional design and development, WebCT administration for Georgia State and the USG, digital media services, creation of web sites for campus departments, and classroom and lab support at the main campus and the Alpharetta Center.

MAJOR ACCOMPLISHMENTS

UETS functions are based on the University Strategic Plan and the IS&T Strategic Plan. UETS' accomplishments meet the strategic needs of information accessibility (as it refers to the web), technology-enabled faculty, staff and students, and technology-enhanced education. Items listed below are a sample of the many projects and tasks that UETS has completed this fiscal year:

eLearning

WebCT Vista Migration

This fiscal year has shown tremendous planning for moving to the most recent version of WebCT, Vista, and implementation of those plans. After a rough few months, Vista achieved stability and robust performance and is proving to be the product that we thought it would be. In preparation for Georgia State's Vista migration, the eLearning group offered demonstrations and workshops, created a new Vista website, designed and produced several Camtasia videos that faculty could view online at their convenience, and worked closely with faculty in moving or rebuilding their courses from the WebCT CE version to Vista. Harold Powers, the State WebCT project manager trained BOR personal in Banner to Vista XML extracts for creating and populating Vista, finalized Georgia State University's Banner to Vista process with UETS and UIS personnel, participated on the USG Weekly Vista Oversight Committee as one of the Georgia State University representatives as well as thrice weekly Vista related conference calls with BOR and WebCT Support and Development.

Virtual Classroom Technology

Conducted and analyzed faculty survey of preferred product characteristics; examined four products (including multiple demos for some products); met with faculty to select one product (Elluminate's vClass) for the Virtual Classroom Project; initiated paperwork to acquire the product; successfully pilot tested the product. vClass has been successfully used by faculty in the AYSPS, COAS, COE and RCB for the past two semesters.

AYSPS Graduate Student Orientation Project

This project provides AYSPS graduate students all the information that would normally be offered in the face-to-face graduate student orientation in an online environment. Content for the orientation includes an introduction from the Dean, an overview of the program, introduction to the faculty and the AYSPS research centers, registration information, academic assistance, and the importance of course evaluations. Other modules cover academic honesty, an orientation to the Georgia State campus, services provided by the library and career and job services, an introduction to WebCT Vista, and information for international students.

WebCT Vista Training Project

Advanced Learning Technologies (ALT) with the Board of Regents contracted with Georgia State and six other USG institutions to produce online training modules on using WebCT Vista for USG faculty. The collaboration of these institutions resulted in the development of four modules titled: *Migrating Your WebCT 3.x Course to Vista, the Syllabus Tool, Developing a Learning Module, and the Assessment Tool.*

WebCT Vista Online Tutorials

Tutorials for WebCT Vista were designed and developed for different user learning styles. Camtasia was used for audial learners, html for visual learners, PDF for learners who need an easily accessible printed reference. Tutorials were created for Migrating Files from WebCT CE to WebCT Vista, Using the Syllabus Tool, Creating a Learning Module, and Using WebCT Vista Assessment Tools as well as two Explorations – one for faculty and one for students. These explorations explained the overall structure of Vista and basic user information.

Digital Media Services

Diversity Video

For the Dean of Students Office's New Student Programs, directed at the time by Kim Shannon Frazier [now to be replaced by Jean Shim], the Digital Media Group created an instructional, educational video regarding Diversity. The project was done on very short notice, and we were responsible for completing all aspects of production, from script through shooting and editing to delivery of the final product. The 8-minute short video introduces incoming freshmen to the challenges of diversity on Georgia State's campus, and directs their attention to several resources on campus that will assist them with diversity issues. The video included a segment of President Carl Patton as well as voiceover recordings scripted by us and performed by various colleagues and students in our building. The product was received enthusiastically by the clients, who were impressed with our ability to pull off the entire production successfully in under 3 weeks, and the clients look forward eagerly to our next opportunity to work together.

DVD Series for Film History Courses

Worked with Kay Beck of the Communications Department to produce a series of DVDs for her Film History course. This project involved capturing and editing of over 20 videotapes to produce DVDs for Classroom use. The DVDs will allow instant access to each video, improving over the previous method of searching through videotapes for each clip. These videos have also been compressed and readied for use online.

Online Video Initiative

Coordinated the encoding of videos for the International Business courses for the Robinson College of Business. Consolidated the videos into a central location for professors to easily utilize

the clips for their courses, eliminated duplications, re-encoded all videos in one format, and updated old videos to newer versions. Overall, Encoded 14 hours of video for 13 professors to be for BUSA 3000/IB3090, IB8090, IB8990, and International Management courses.

Music Concert Video Series

Worked strategically with the College of Arts and Sciences to provide a series of videos capturing six music concerts performed at the Rialto Center for the Performing Arts. We are working with the Art & Sciences' Public Relations and Publication Group on this project to increase awareness of college programs and offerings. The video will be used for promotional material for student recruitment for the School of Music. One of the concerts, the annual Christmas concert was shot with two cameras and will be delivered as an edited production.

Colonial Athletic Association Video

Georgia State Athletics, University Relations in coordination with UETS Digital Media formed a production unit to produce a video for the University to acquire CAA league status. The UETS Digital Media Group videotaped the production. The Georgia State University/CAA (Colonial Athletic Association) press conference, to announce the offer to join the CAA Conference and Georgia State University's acceptance, was also videotaped.

Web Services

Google Search Engine with cooperation of the Campus Webmasters Group

The Campus Webmasters Group recognized the campus need for an improved search engine and conducted a university needs assessment. They wrote a comprehensive requirement document along with a criteria listing covering the client needs of the colleges, departments, units, students, faculty and staff. The group produced a comprehensive analysis of current search engine technology and a peer review of our aspirational institutions' best practices. From this comprehensive research a weighted differentiator matrix was created and Google was found to be, without question, the best solution for our university.

Center for Modern and Classical Languages Website

The Department of Modern and Classical Languages serves a threefold purpose: to encourage an appreciation of humanistic values through the study of foreign literatures and cultures, to teach foreign languages as a means of communication, and to prepare students for academic careers and opportunities available in the field of international business. As part of a dynamic urban university in a city of growing international awareness and status, the department is fulfilling its responsibility to meet the increasing foreign language needs of the governmental, business, and professional communities. The MCL houses the state-of-the-art multimedia Language Acquisition and Resource. UETS Web Services redesigned the site to be more graphically and aesthetically pleasing for visitors along with reorganizing the information architecture to be service centered and to make navigation easier.

Institute of Public Health

The Institute of Public Health is a research and degree-granting program dedicated to advancing the health of the public through training, research and community service. The Institute is a multi-disciplinary, research-based institute, drawing upon the faculty of all six Georgia State University colleges. The new website incorporated their newly developed public relations image. The site features an XML news feed from the New York Time's Health section on the front page and a complete integration of XHTML and CSS. The site launched June 22, 2004.

Latin American and Latino Studies

The Center for Latin American and Latino Studies website provides information concerning CLALS services, members' information, their research agenda, and ties to the community. The audience include current Georgia State students interested in Latin America, language students in general (Spanish and Portuguese, mainly), students at other universities considering an application or transfer to one of our programs, and members of the community interested in Latin

American affairs. The web project used a CSS layout and a separate style sheets for viewing and printing. No tables were hurt in the making of this website. The client will be using Contribute 2.0 (a simpler Dreamweaver interface) to maintain the site. The client wanted an energetic non-stereotypical looking website to encourage research and academics focused on the Latin American and Latino/A Community. This is was the first site designed by UETS Web Services that used Macromedia's Contribute for editing rather than Dreamweaver. This provides an easier user interface for editing as well as some content management system features. The site launched June 30, 2004.

Office of Legal Affairs

The Office of Legal Affairs provides contract drafting and review, general advisement of administrators, university and BOR policy interpretation, guidance on federal and state statute compliance, Intellectual property protection, and various other legal matters. The web project incorporated the new Google Search Engine technology. The search on these pages is limited to just the Office of Legal Affairs website. This was their first website! The client wanted a site that made the legal policies of this University easy to access. We provided this by dividing the information up according to what group it pertained to (students and faculty for example). The project launched on June 11, 2004.

GSU.edu Core Project

A new administrative structure was instituted for the management of the GSU.edu redesign and university web strategy project. This structure includes both Steering and Strategy Committees to oversee the work of a new Implementation Team. Following is a summary of tasks completed by the Implementation Team during FY04:

- Develop a strategy for the core GSU.edu website and for its growth/maintenance
- Generate high, mid and low level site maps for the site
- Develop and obtain approval for a design concept
- Conduct SME interviews, develop detailed content matrix and begin content development
- Create three design prototypes and obtain committee approval
- Conduct extensive user testing on the selected design and revise
- Managed photography (completed) and video vignette (in progress) production
- Conduct market testing on the selected design and present findings
- Evaluate LCMS for use with GSU.edu, reject LCMS and evaluate other tools
- Assist in negotiating purchase of RedDot XCMS solution

Between now and the launch date of November 15, 2004 the team will develop the site in RedDot, complete the content creation and review process, establish workflows and conduct QA testing.

Learning Environment Technology Services (Classroom and Lab Support)

Completion and Deployment of the Windows XP workstation image

UETS Learning Environments Technology Services completed development and deployment of the new Windows XP workstation image during the winter 2003 semester break. Upgraded and installed on all lab and classroom computers and also updated software packages used across many disciplines.

Tablet Checkout Service at the Aderhold Learning Center

UETS Learning Environments Technology Services initiated TabletPC checkout for students at the Aderhold Learning Center. Each tablet is equipped with the identical software applications found on one of our lab computers. The tablets may be checked out for a 4-hour period and connects to the internet via the CatChat wireless network.

Completed GCB technology remediation project

UETS Learning Environments Technology Services completed upgrading and repairing technology issues to the General Classroom Building classrooms. The classrooms are now

equipped with an improved audio system, DVD/VCR combo player, and an equipment security rack. This project also replaced damaged wires and organized the wiring system to the instructor's desk. Our next building project will be the Classroom South building.

UL 220 Lecture Hall Renovation

UETS Learning Environments Technology Services has initiated the installation of improved classroom technology in the Urban Live Auditorium. The room will have a newly installed digital projection system, improved audio, and an instructor's smart podium that will include an enhanced Crestron panel system, integrated DVD/VCR, computer, laptop connections and a digital document camera. This facility should be completed by the end of August 2004.

Initial upgrade of GCB 500 and 700 lecture Halls

During FY 03/04, UETS Learning Environments Technology Services initiated the upgrade of audio hardware in GCB 500 and GCB 700 Lecture Halls. This phase, when completed, will include a Crestron touch panel for AV technology control.

Alpharetta Center Technology Support

Virtual Classroom Event

Created, tested, and acted as moderator for a virtual classroom used as an online lecture medium between GSU's College of Business (Alpharetta) and CGU (Claremont,CA). The technology used in the online classroom included Elluminate software and a java based SIP client used to integrate video functionality into Elluminate.

Disability Technology Support

Installed and supported voice recognition software for disabled student for test taking and general class assignments.

Facility Technical Upgrade

Continued technical support and upgrades for the Alpharetta Center, including:

- Added multi media dual monitor stations for faculty and student usage
- Acquired and installed printers in library, labs and faculty offices
- Added additional security measures for technology hardware
- Completed projects involved in the creation of 39 seat computer classroom, which will be completed in FY 2005

Faculty Training Sessions

Taught 56 faculty requested computer sessions to Alpharetta classes, on designing PowerPoint presentations, eLocker training and other computer related topics

COLLABORATIVE STRATEGIES/UNIVERSITY RECOGNITION

UETS employees are involved in multiple collaborative functions and campus projects that not only benefit UETS and IS&T, but the campus as well. Examples from this past year include:

- Panther Dialogue
- Legislative Night
- Georgia State's Teaching and Learning Expo
- Addressing campus diversity
- Incept Marketplace
- International Student Orientation
- Staff Information Fair

UETS personnel represent Georgia State at various conferences giving presentations and papers. Conferences at which personnel presented (*) or attended during FY04 include:

- WebCT 2003 User Conference*
- Syllabus 2003 Conference*
- Siggraph 2003
- University System Annual Computing Conference at Rock Eagle*
- Digital Video Expo (Los Angeles)
- National Learning Infrastructure Institute (NLII) 2004
- SCT Summit 2004
- Southern Regional Conference on Learning *
- Training 2004 Conference and Expo
- 2nd Annual Project Management Symposium
- Educause Southeastern Regional Conference

PERFORMANCE METRICS

Following are metrics collected by each group.

eLearning

- Job queue tasks (WebCT support) = 351
- Training troopers (one-on-one training sessions) = 301
- 1680 new eTraining accounts were created bringing the total number of users to 8300.
- vClass sessions (January – June) = 7 courses and 31 meetings
- WebCT courses created = 706
- 60 WebCT courses were designed or redesigned for the following units. Numbers are for full design or redesign and do not include courses where we were asked to just upload files, convert PowerPoint presentations, add a quiz, etc.
 - AYSPS=7
 - CHHS=18
 - COAS=16
 - COE=5
 - RCB=11
 - Other (Interdisciplinary, GSU1010) = 3

Web Services

- Total Number of web projects worked on in FY04.....32
- Number of web projects initiated in FY04.....27
- Number of web projects completed in FY04.....25
- Number of web projects that suffered extensive client delay.....3
- Number of web projects canceled due to client delay.....0
- Average # of days on waitlist.....61.88*
- Average # of days to complete.....96.23*

**Number includes weekends and holidays*

Learning Environments Technology Services

Statistics for Calls Received by Building (Main Campus)

	ALC	AM	CS	ED	GC	KEL	LS	SP	UL	Tota
Audio	18	2	13		66		2	3	1	105
Cable Problems net/video	1	1			4					6
Cart Problems	1				3	1			2	7
Cart Request	3	4	4	3	52	11	5	45	12	139
Computer	93	4	128		93	3	4	7	2	334
Computer Reboot	21		2		5			2		30
Crestron	43		2					5		50
Digital Proj Bulb Chg	20		6		29			2		57
Digital Projector Prob	191	2	114		167		2	17		493
Document Camera	66		1		5			4		76
DVD Problem	23	1	4		15			2		45
Equipment Training	16	2	7		11			5	1	42
Extron	9									9
GSAMS Problem										0
GSAMS Request			1							1
Information/QA	13	2	7		11		36	2		71
Keyboard Problems	1		1		3					5
Laptop Connect Asst	32	3	16		32		1	9		93
Locked Door	3	1	46		9	1	5	14	1	80
Login Assistance	60	3	66		50		5	6	3	193
Marker/Chalk Request	28		5		19		1	1	1	55
Microphone Problems	2				1			1		4
Microphone Request	1				10		3		3	17
Monitor Problems	5		22		24		1	2		54
Mouse Problems	15				15	1		2		33
Network Problems	13		29		14		3	3		62
Overhead Bulb Change	21	13	15	1	87	2	2	22	5	168
Printer/Paper/Toner	2	7	213		5		2	70		299
Remote Control		3	9		43			2		57
Screen Problem	4	1	2		7	1		4		19
Smart Board			3					1		4
Software Problems	24	3	11		16		2	12		68
Telephone Problem			4		10			1		15
Transfer to Auxillary Ser										0
Transfer to CAT/Course Sc			2				4	1		7
Transfer to Comp Labs			4							4
Transfer to Facilities	21	2	6		20		2	4		55
Transfer to Help Desk										0
Transfer to ITC		1					1			2
Transfer to Police							1			1
Transfer to UETS Stf	2		1							3
Transfer to Univ Operator										0
Transfer to WEBCT							1			1

Uniprint/Pharos Problem							1		1	
VCR Problem	32	8	19		53	2	7	7	128	
Virus Protection									0	
White Board Problems	2				7				9	
	ALC	AM	CS	ED	GC	KEL	LS	SP	UL	
Building Totals	786	63	763	4	886	22	91	256	31	290

Calls by Shift

Day	150	52%
Evening	139	48%
	290	

Alpharetta Center

Issues: FY 2004	Count	%of Grand Total
Audio	30	0.6%
Classroom Technology Training	99	2.0%
Classroom Training	9	0.2%
Computer	209	4.1%
Computer Monitor	5	0.1%
Crestron	25	0.5%
Digital Camera	56	1.1%
Doc Cam	69	1.4%
Facilities	203	4.0%
Hardware/Misc Installation	236	4.7%
IDs/Login problems	1465	29.0%
Laptop	91	1.8%
Microphone	4	0.1%
Network	483	9.6%
Overhead Projector	7	0.1%
Printer/Paper/Toner	519	10.3%
Projector	81	1.6%
Satellite Reception	4	0.1%
Software Issues/Installation	377	7.5%
Software Training	407	8.1%
Software Training (Over 5 mins)	340	6.7%
Supplies Request	6	0.1%
TV/VCR Cart Request	11	0.2%
VCR	27	0.5%
Video Editing	51	1.0%
Videotaping	27	0.5%
Audio Editing (Cassettes/CDs)	9	0.2%
Wireless Connection	195	3.9%
Total	5045	100.0%