Quad Cities
Technology
Instructional Services
Administrative Services

2009 – 2010 Annual Report

March 5, 2009 – Kristi S Mindrup, M.S.
Director of Instructional & Administrative Services

Report Overview

- Mission & Purpose

- FY 2009 Goals & Accomplishments

- FY 2010 Goals

- FY 2010 Budget

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Mission Statement

WIU-QC Instructional, Administrative, and Technology Services staff share a commitment to provide quality service that supports quality instruction, innovative learning spaces, and efficient, effective campus operations.

Purpose:
QC Technology

QC Technology User Services innovate, design, maintain and support computer hardware & software, classroom instructional audio/visual, video-conferencing, web development, and campus network infrastructure.

Purpose: Instructional Services

QC Instructional Services offers a wide variety of creative, quality support for faculty instruction, projects, and daily tasks. The IAS team manages the QC copy center and mailroom, coordinates QC reception services, coordinates evening and weekend support, and assists faculty with creation, edit and proof of documents.

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Purpose: Administrative Services

- *QC Administrative Services* serves all employees with classroom, meeting room, and vehicle reservations. Other functions include course arrangement, supply purchasing, and registrar services.

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QC Technology Services

Quad Cities Technology Services accomplished goals centered on delivery of strong, user-centered information technology infrastructure. (*Higher Values in Higher Education, Goal 2, Action 3*)

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QC Technology Services

- Continued implementation and **rotation of faculty and staff computers** in accordance with the University four-year upgrade program. (*Higher Values in Higher Education, Goal 2, Action 3-A)*

- Participated in the multi-year **electronic classroom upgrade program** (*Higher Values in Higher Education, Goal 2, Action 3-B)* for general instructional and two-way audio-video classrooms with attention to universal design concepts.

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QC Technology Services

- Completed **B24 wiring project** including patch panel termination, installation of new, larger capacity UPS backup and creation of schematic documentation.

- Collaboration with Academic & Student Services on installation of **cable television and flat plasma displays** in QC campus common areas to increase out of class student interaction. *(Higher Values in Higher Education; Goal 3, Action 2A)*

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QC Technology Services

- Successful collaboration and proposal for **Prometric/Vue testing center** on-site at the Rock Island Arsenal with Mediacom, Rock Island Arsenal, and QC Academic & Student Services. *(Higher Values in Higher Education, Goal I, Action 1D)*

- Reviewed **HelpDesk staffing and organization** to ensure technical staff responsiveness during campus hours of operation. Realignment of Orlando Winkfield and addition of technical support services during Friday evening hours when classes are in session. *(Higher Values in Higher Education, Goal 2, Action 3)*

- Developed protocol for keeping the newly developing **WIU-QC website** current and accessible.

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QC Technology Services

- Ongoing or Delayed Projects
  - Complete classroom upgrades for QC Room **106, B16, and B17** pending funding by Riverboat Development Authority and potential other sources.
  - Explore and identify options for **electronic classroom signage** at the Quad Cities. AMX infrastructure is not in place. QC Technology will explore a more practical stand-alone system that can be independently housed at the QC.

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QC Instructional & Administrative Services

- Established **registrar support services** to provide transcript, registration, course withdrawal, and other functions previously housed in Macomb to increase student convenience and accessibility.

- **Streamlined daily schedule sharing** needs at QC Campus using Zimbra calendaring as a communication and organization tool.

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QC Instructional & Administrative Services

- Established **liaison administrative functions** and streamlined services for efficiency in collaboration with Macomb administrative services to strengthen presence and support for administrative services for:
  - **Budget** tracking & reporting
  - **Purchasing** capability including procurement, contracts and other transactions
  - Document, publications, and mailing support for staff and faculty
  - Human resource functions including **employee searches**
  - Communication with **new Macomb employees** about QC contacts

- **Vehicle requisition** process transferred to Quad Cities from Macomb. Three additional state vehicles were added to the Quad Cities fleet for a total of 6 cars and 2 mini-vans.

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QC Instructional & Administrative Services

- Planned, coordinated and completed **20 office moves**, renovations, equipment and technology to cluster current employees and to make room for 10 new full-time faculty within existing QC space.
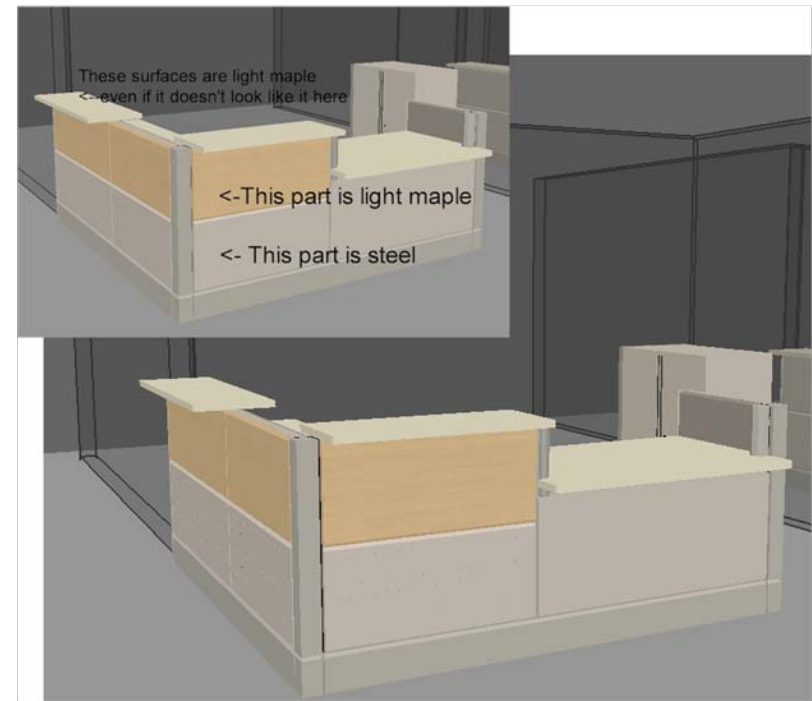
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QC Instructional & Administrative Services

- **Renovated first floor** reception desk and assisted with coordination of painting and other improvement projects to enhance the image of WIU-Quad Cities.

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QC Instructional & Administrative Services

- **Reorganized QC Photocopy/Mailroom** to maximize supply access, staffed with a student employee for copy assistance, and appointed staff person to manage the Center.

- Participated in **focus groups** to inform QC Web Design project.

- Eight IAS Staff participated in **Diversity Dialogue**, a focus group as part of a campus diversity assessment conducted by University of Iowa doctoral students.

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QC Instructional & Administrative Services

- Developed with inclusive input the "Instructional & Administrative Services" a **brochure** to communicate IAS team contacts and area functions. This brochure is updated and disseminated each term.

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Director of IAS

- QC IAS & TS held **successful employee searches** and engaged in review and realignment of current employee skill sets and responsibilities to maximize effectiveness and efficiency in support of instruction, learning and campus operations. *(Higher Values in Higher Education, Action 2)*
  - Assistant Director, QC Technology Services
  - Admissions Records Representative
  - Office Manager
  - Student employees
  - In progress – ITSM & Office Support Assistant

- Securitas Security Services – All staff received training at request of WIU-QC to update skills and responsiveness.   *(Higher Values in Higher Education, Action 3).*

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Director of IAS

- Address Quad Cities scheduling needs, processes and procedures in support of academic planning, course scheduling, course arrangement and daily scheduling including:

    - QC Schedule *(Higher Values in Higher Education, Goal 3, Action 1F)*

    - QC academic needs analyses for Nursing and potential Communication Master's degree proposals. *(Higher Values in Higher Education, Goal 3, Action 1K)*

    - Established a classroom-for-classroom agreement with BHC, housed a morning BHC course in trade for an evening WIU course housed at BHC. *(Higher Values in Higher Education, Goal 1, Action 1F)*

    - Elimination of "Course Arrangement Forms" and adoption of standardized scheduling practices between campuses in collaboration with Registrar's Office.

    - Pro-active, collaborative course review. *(Higher Values in Higher Education, Goal 3, Action 1-H)*

    - QC Block & Final Exam schedule, achieving the first semester with zero final exam conflicts and significant decrease in overlapping courses.

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Director of IAS

- Identified, negotiated and secured a contract to provide **Automated Teller Machine** and Rock Island Arsenal Federal Credit Union services, including financial literacy programs, at the Quad Cities campus accessible to employees and students. Society of Business and Technology scheduled the first event with Kimberly Smith, RIAFCU and ATM scheduled for installation on April 7, 2009.

Director of IAS

- Encourage staff participation in educational and **professional development** opportunities (*Higher Values in Higher Education, Goal 4, Action 2)*:

  - Technology Team – A+ hardware certification, graduate coursework in Instructional Design, Dreamweaver, Web accessibility training, AMX design and installer certification, Cisco ICND 1 & 2, Quad Cities Professional Development Network Module 1

  - Instructional & Administrative Support Team – Graduate coursework, Excel 2007 Level 1 & Level 2, Access 2007, Microsoft Word 2007, IAS Team Summer Retreat.

  - Director – doctoral coursework, teaching, & research toward Ph.D. in Higher Education, presented at ACPA (Washington D.C.), Illinois Association for Institutional Research (Chicago), reviewer for Association for Institutional Research (Seattle), University of Iowa's Martin Luther King Jr. Symposium (Iowa City).

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Director of IAS

- Encourage staff participation on **university committees** and task forces including:
  - Technology Team – President's Technology Advisory Group, Riverfront Users Group, University Technology Security Committee, Disaster Recovery & Business Continuity Task Force, Faculty/Staff Computer Upgrade Task Force, Electronic Classrooms Upgrade Task Force, Campus Learning Spaces Task Force, campus employee search committees
  - IAS Support Team – Student Leadership Awards Committee, campus employee Search Committees, Civil Service Employees Council, Riverfront Users Group, North Central Accreditation Team
  - Director – NCA Accreditation Criterion 2 Planning Co-Chair, Strategic Planning Committee, Academic Program Planning, Riverfront Users Group, Quad Cities Poll, Schedule Committee Chair, Administrative Procedures Handbook Task Forces, campus & university employee searches

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QC Technology Services

- **Infrastructure:**
  - Complete **access control project** as part of university plan for Quad Cities access security.
  - Purchase and install additional **24-port switch** for access control in order to add additional local area network (LAN) ports for new faculty and staff.
  - Develop a plan to move toward authenticated wireless local area network **(WLAN)** access to add security to the QC wireless network.
  - Streamline Quad Cities **server daily back-up** processes with local control and interface to provide backups and redundancy across two campuses.
  - **Upgrade power failure backup** system to 6-8 hours full-load to allow adequate independent operation of servers to allow for systematic shutdown during outages or failures.
  - **Retire and replace SRV02** or add an additional server to the QC cluster. Currently using a partition on the server's hard drive for daily back up and functionality of BEX is unstable.

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QC Technology Services

- **Classroom**:
  - Complete **printer rotation** and update toner inventory toward a policy of keeping technology equipment under warranty.
  - **Assess computer warranties** and prepare rotation for classroom and staff computers in accordance with technology strategic plan.
  - **Update production software** versions on computer images to replace out of date images.
  - Complete technology **classroom upgrades** as part of the campus-wide learning spaces plan.

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QC Technology Services

- Human Resources:
  - Evaluate technology **position descriptions** and job distribution
  - Streamline **HelpDesk** and classroom support.
  - Support **professional development** including Microsoft Vista, AMX programming, Network Security +, and Cisco CISSP.

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QC Instructional & Administrative Services

- IAS Team:
  - Identify **professional development** needs and opportunities including participation in workshops, classes, training or coursework in Microsoft Office Suite, interpersonal communication, multicultural competency, or other topics relevant to staff and campus support needs.

- Budget & Purchasing:
  - Develop systematic **monthly reporting** of Quad Cities account balances.
  - Explore and recommend opportunities to **expand** the role of business and purchasing functions at the Quad Cities campus.
  - Cross-train on vehicle requisition processes and regulations.

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QC Instructional & Administrative Services

- Registrar & Institutional Research Services:
  - Collaborate with Macomb offices to identify ways to **access data** and information from the mainframe.
  - **Cross-train** on course scheduling procedures.
  - Register, obtain license, publicize and provide **Notary services** for Quad Cities employees and students.

- Faculty Support:
  - Continue to respond to faculty needs and identify ways to maximize effectiveness and efficiency of **support for increasing faculty population with evolving needs** such as document scanning, imaging and other more technical requests.
  - Assist with implementation of **online grade processing** support of Quad Cities faculty.
  - Evaluate division of faculty support load between two office support associates during Summer 09 with feedback from Quad Cities faculty. **- Office Support Assistant**

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Director of IAS

- Support the academic mission at the Quad Cities by:
  - Identify **completable and non-completable academic programs** and provide recommendations to Academic departments to ensure predictable course rotation and degree completability according to University catalog requirements. *(Higher Values in Higher Education, Goal 3, Action 1h)*
  - Conduct Quad Cities **program needs analysis** in support of academic departments. *(Higher Values in Higher Education, Goal 3, Action 1)*
  - Collaborate on **course scheduling, resource scheduling** and logistics to ensure a smooth start for the Fall 2009 Nursing and Engineering programs.

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Director of IAS

- Identify administrative structures and processes that are more efficiently housed on the Quad Cities Campus including:

  - Participate in the **transition to on-line early warning and grade reporting** in collaboration with Registrar's office and faculty office support associates; train staff on grade processing and communicate new procedures.

  - Ongoing exploration of opportunities to maximize service and **support locally at the Quad Cities**.

- Lead, participate and contribute in institutional **self-study** for accreditation from the Higher Learning Commission-North Central Association of Colleges and Schools *(Higher Values in Higher Education, Goal 6, Action 1h)*:

  - Co-chair Criterion 2 Team and provide first draft by Summer 2009.

  - Participate in Special Emphasis Strengthening Two Campuses

  - Participate on NCA Steering Team

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Director of IAS

- Respond to expansion of academic programs and additional faculty and staff by exploring internal reconfiguration and/or identifying and securing off-site opportunities for classrooms and **office space**. *(Higher Values in Higher Education, Goal 3, Action 2; and Goal 5, Action 3)*

- Evaluate Quad Cities human resources, processes and procedures to maximize efficiency and effectiveness of technology, instructional support and administrative services including *(Higher Values in Higher Education, Goal 1, Action 2a)*:

  - Co-chair **search team** for Instructional Technology Systems Manager and Office Support Assistant. Both positions to serve instructional needs during peak evening and weekend hours.

  - Evaluate individual employee **position descriptions**

  - Request **job audit** of positions where appropriate, including Office Support Associates.

  - Align positions if needed to meet campus need or maximize individual skill sets.

Director of IAS

- Design and implement a plan to integrate **multiculturalism, cultural pluralism and social justice education** into instructional, administrative, and technology services; staff competencies, and human resource hiring and retention. *(Higher Values in Higher Education, Goal 5, Action 1)*

- Create and implement an **Emergency Operations Plan** compliant with National Incident Management System and other federal guidelines; implement recommended safety exercises in collaboration with local or regional public safety departments; and respond to a full security audit assessment of the QC campus in collaboration with a graduate assistant assigned from the Vice President of Administrative Services.

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Director of IAS

- Continue to engage in **academic**, **professional development**, **research and teaching** opportunities *(Higher Values in Higher Education, Goal 1, Action 2d)*:
  - Complete all coursework toward doctorate in higher education by May 2010.
  - Teach at least one academic course.
  - Engage in research opportunities in higher education or student affairs.
  - Present at least one national conference.
  - Explore opportunities for research publication.

- **Plan, lead, facilitate and evaluate** goals outlined under Technology and Instructional and Administrative Services. Maintain bi-weekly meetings for Instructional & Administrative support staff and weekly meetings with Assistant Director, Quad Cities Technology.

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QC Technology
Essential & Innovative Budget

Quad Cities Technology			
Item	Quantity	Cost	Priority
Base budget		$18,000	Essential
Mac Book Pro	3	$6,000	Essential
Rack Mounted UPS	2	$3,400	Essential
Staff development		$5,000	Essential
IBM Server		$4,500	Essential
Cisco Switch 24-port		$1,000	Essential
PA System Upgrade		$2,500	Innovation
Server Back-Up		$5,000	Innovation
Smart Board Package		$9,000	Innovation
Mini-projectors	2	$1,000	Innovation
Flip digital camcorder		$400	Innovation
Planon docupen		$350	Innovation
Essential Subtotal		$37,900	
Innovation Subtotal		$18,250	
QC Technology TOTAL		$56,150	

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QC IAS
Essential Budget

Quad Cities Instructional & Administrative Services		Cost	Priority
Item			
Office Supplies		$22,550	Essential
Security		$66,950	Essential
Parking (Shuttle Lot)		$2,000	Essential
Photocopy		$13,482	Essential
Postage		$5,500	Essential
Telephone		$40,700	Essential
Student employees	6	$28,000	Essential
Professional development		$2,000	Essential
QC IAS TOTAL		$181,182	

"Teamwork is the ability to work together toward a common vision…the ability to direct individual accomplishments toward organizational objectives. It is the furl that allows common people to attain uncommon results."
~Unknown

Questions & Comments

Thank you, what a great year!