## Recommendations

In light of current economic pressures facing UMBC’s strategic goals for 2016, the 2010 IT Restructure Report identified the following recommendations for more effective and efficient ways to organize and provide IT support services to the campus.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Google Apps for Education</td>
<td>In progress</td>
</tr>
<tr>
<td>2. Virtual Computing Lab pilot</td>
<td>Completed this summer</td>
</tr>
<tr>
<td>3. Revise UMBC Cell Phone Policy</td>
<td>Completed in fall 2011</td>
</tr>
<tr>
<td>4. Review Software Licensing Committee formed, recommendations due fall 2011</td>
<td></td>
</tr>
<tr>
<td>5. Migrate Oracle Calendar to Google Calendar</td>
<td>Completed this summer</td>
</tr>
<tr>
<td>6. Develop volume computer purchase agreement</td>
<td>No progress in 2011</td>
</tr>
<tr>
<td>7. Campus Web Development Task Force created and produced recommendations for implementation (see next panel).</td>
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<tr>
<td>8. Expand Library Collaboration Technology Support Center (formerly Help Desk) moved to Library to support Retriever Learning Center (RLC).</td>
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<tr>
<td>9. Expand collaboration with Department IT Staff</td>
<td>In progress</td>
</tr>
<tr>
<td>10. Expand the use of RT on campus Now used by Enrollment Mgmt, Bursar, HR, and Res Life. Collaborating with Library on a proof of concept before expanding to other departments.</td>
<td></td>
</tr>
<tr>
<td>11. Expand DoIT knowledge base to other departments. Collaborating with Library on a proof of concept before expanding to other departments.</td>
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</tr>
<tr>
<td>12. Develop student pool of trained web developers Waiting on web development environment.</td>
<td></td>
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<tr>
<td>13. Work on hybrid IT staffing model Running pilots with student affairs and library</td>
<td></td>
</tr>
</tbody>
</table>

More Info: [http://www.umbc.edu/provost/planning.html](http://www.umbc.edu/provost/planning.html)

## Major Highlights

### Google Apps for Education
- All students migrated.
- Google Calendar established as campus standard.
- All faculty and staff enabled to use Google Documents.
- Email & Calendar integrated with myUMBC.
- Better support for web and mobile devices.

More Info: [https://my.umbc.edu/go/google](https://my.umbc.edu/go/google)

### Teaching & Learning Activities
- Upgraded to Blackboard 9 in FY11 (2,810 courses)
- Introduced improved clicker system
- Updated 2 classrooms as well as Lecture Halls 2 & 5.
- Expanded the number of sections for the 1-credit media literacy lab to two per semester to meet growing interest.
- Continued to expand BB reporting, including the Check My Activity system.

More Info: [http://www.umbc.edu/oit/ltm](http://www.umbc.edu/oit/ltm)

### Technology Support Center (TSC)
- Formerly known as the Help Desk
- Establishes new technology support model for students.
- Adjacent to the new Retriever Learning Center (RLC).
- Promotes face-to-face support of students in new space.

More Info: [http://my.umbc.edu/help](http://my.umbc.edu/help)

## Major Highlights

### Administrative Systems Enhancements
- Upgraded finance system to use new tools and replaced aging hardware to improve performance.
- Deployed new TREX data warehouse system to support improved access to state account (fund 1011) information.
- Updated the advising center and improved the process for course scheduling.
- Launched new Common Application for students.
- Expanded document imaging to undergraduate admissions and financial aid.

### Virtual Desktop Pilot
- Partnered with Dell to launch a multi-campus solution for providing remote desktop access this fall. The solution will provide UMBC with 150 concurrent use seats.
- Other campuses participating in the pilot include UMCP, Towson, and Bowie.

### Campus Web Development Report
- DoIT to update web environment – target Fall 2011
- Install a WordPress hosting environment.
- Upgrade to PHP 5 for better scripting & development.
- Leverage myUMBC groups (see below).
- Enhance training with video tutorials and self-help guides.
- Financial support needs: hire students for maintenance.

More Info: [http://my.umbc.edu/groups/webdevelopment](http://my.umbc.edu/groups/webdevelopment)

### myUMBC Groups
- New institutional group type.
- New topics menu.
- Updated start page with group updates.
- Improved discussion options.

More Info: [http://my.umbc.edu/about/whatsnew](http://my.umbc.edu/about/whatsnew)

## DoIT User Feedback*

*Details will be in FY11 DoIT Annual Report

**FY11 DoIT Campus Survey Results**
- Conducted 4/18/11 to 6/16/11
- 645 responses: 328 students, 144 faculty, 173 staff (10 skipped following question)

*Overall, DoIT technologies, tools and services are effective and easy for me to use.*

**FY11 DoIT Customer Satisfaction Results**
- 1,317 responses to "resolved ticket" survey
- 20 skipped following question

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 FY11 DoIT Customer Satisfaction Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>4.0</td>
</tr>
<tr>
<td>Faculty</td>
<td>4.0</td>
</tr>
<tr>
<td>Staff</td>
<td>4.0</td>
</tr>
<tr>
<td>Students</td>
<td>4.0</td>
</tr>
</tbody>
</table>


† Scale: 1 = not good/important; 5= very good/important