AACRAO 2004 Annual Meeting

Make the Web Work: Leveraging Technology in Uncertain Times

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The Problem

RO

- Declining Budgetary Support
  - 17% cut in 2003

- Declining Staff
  - 52 in 2000
  - 42 in 2004
    - 24% reduction in less than 4 years
The Problem

Across Campus

- Budget cuts
- Increased faculty load, fewer Graduate Assistants
- Reduced administrative staff
- Increased expectations in turnaround
- Advanced user needs
- Technology savvy students
The people

- Populations at MSU
  - 45,000 Students
  - 4,500 Faculty and Academic Staff
  - 3,300 Graduate Assistants
  - 6,100 Staff
  - Alumni
The Environment

- 3 web programmers (all three hired in last 4 years)
- Legacy system (SIS) with sql server extracts available 24/7 (SISINFO)

SIS Legacy System
IBM Mainframe Environment
CA-IDMS Database

SISINFO
SQL Server extracts of SIS
Updated once a day

VB Macro

RO SQL Servers

Web User

RO Web Servers
Past Year Hits

- 600,000 Home Page
- 30,000 Student Logins
- 100,000 Instructor System Logins
- 46,000 Administrator Logins
The Plan

- Zero Stop

- Aggressive campaign to move necessary tasks and tools to the web...

...with bonuses for all...
Student Forms – Old Style

- Heavy on student input – repetitive data
- Considerable chance of error
- Office hours limiting
- Travel time when student not on campus
- Staff time – data input and mailing
- Postage, paper costs
- Delivery delay

However...if it isn’t broke...
  - Over 50,000 Address Changes last year
Student Forms – New Style

Solution: Web “Smart Forms”
- Log in with MSUNetID and password
- Use data warehouse to complete forms with known data
- Control user input with drop-down boxes
- Use macros for data input where possible
- Allow students to print “verification” forms from anywhere
Current Student “Smart Forms”

- Transcript Requests
- Graduation Applications
- Guest Applications
- Enrollment Verifications
- Directory Information Restriction Requests
- Confidential Message Center
Transcript Requests

- Electronic Signature
  - MSUNetID & password
  - Name, Birth Date, Student Number and/or SSN
- Check for holds – direct to office with hold and stop order
- Additional benefit: sends updated address information to Change of Address System
- VB Macro uploads data to SIS (128 orders loaded in 7 minutes)
- Over 30,000 web orders in 2003
Transcript Requests

Electronic Signatures

MSU Transcript Request - Identity Validation

Please complete the following.

Note: to send a transcript to a non-educational institution, you must enter your name, date of birth and at least one other point of identification.

First Name

Last Name

PID

Date of Birth

SSN

Verify→

Holds Warning

Transcript Hold on Student Record

According to MSU records, there are one or more holds for Sparry Student.

Due to the hold(s), you cannot order a transcript at this time. Once all holds are cleared, you may come back to the transcript request page and order a transcript.

Please contact the office listed by each hold for assistance.

Note: The Office of the Registrar cannot clear holds for other offices.

<table>
<thead>
<tr>
<th>Hold Description</th>
<th>Date of Hold</th>
<th>Office</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Overdue</td>
<td>2/25/2003</td>
<td>Library</td>
<td>Circulation Main Library</td>
<td>(517) 355-2333</td>
</tr>
<tr>
<td>Del Receivable All Others</td>
<td>8/25/1998</td>
<td>Delinquent Receivables</td>
<td>110 Administration Building</td>
<td>(517) 355-3313</td>
</tr>
<tr>
<td>Perkins Loan Overdue</td>
<td>1/7/2003</td>
<td>Federal Loans</td>
<td>140 Administration Building</td>
<td>(517) 355-5140</td>
</tr>
</tbody>
</table>
Transcript Requests

MSU Registrar Transcripts
Michigan State University
Registrars Office
East Lansing, MI 48824

Phone: (517) 355-3300
Phone2:
FAX: (517) 353-1935
FAX2:

Please print and retain this information for your records. Thank you for your order.

Order ID: reg803369
Date: 4/05/2004 9:47:48 AM

<table>
<thead>
<tr>
<th>Billed To:</th>
<th>123 Alumni Lane</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>East Lansing, MI 48824</td>
</tr>
<tr>
<td></td>
<td>US</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part No.</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Transcript</td>
<td>Transcript</td>
<td>$5.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

Shipping via $0.00
Tax $0.00

Total $15.00

This charge will appear on your credit card statement as "Michigan State University."
Graduation Application

- Students may only apply for eligible degrees
- Additional benefit: sends updated address information to Change of Address System
- VB Macro uploads data to SIS (50 applications in 2 minutes)
- Email confirmation of received application upon update in SIS
- 7,000 Spring 2004 applications
Michigan Uniform Undergraduate Guest Application

- MSU students attending other institutions as Guest Students
- Most data in data warehouse
- Calculations performed “on-the-fly”
- Signature & seal
- 5,000 generated since Feb 2003
Michigan Uniform Undergraduate Guest Application

Name: [Redacted]
Social Security No.: [Redacted]
Sex: [Redacted]
Birth Date: 3/11/82
Citizenship: US Citizen

Ethnic/Racial Group:

Are you Multiracial? [Redacted]

Current Address:
123 Green Lake Apt 4, East Lansing, MI
Phone: 555-555-1234

Home Address:
123 White Ave, Traverse City, MI
Phone: 555-555-1234

High School:
Traverse City High, Traverse City, MI
Graduation Date: [Redacted]

State or Country of Legal Residence:
MI

Application To (Guest Institution: College or University):
Michigan State University (Home Institution: College or University)

Enrollment Status: Currently Enrolled
Degree Status: [Redacted]
Standing: [Redacted]

I certify that the statements regarding the student identified above are true.

Dugald McMillan, Associate Registrar
4/01/2004
Enrollment Verification

- Students print enrollment verifications through the National Student Clearinghouse
- Secure login on RO site, passed to secure Clearinghouse site
- 1,400 self-verifications in 2003
- 8,400 clearinghouse verifications in last 12 months
Enrollment Self-Verification

Welcome: SPARTY STUDENT. This service is offered by the National Student Clearinghouse in cooperation with MICHIGAN STATE UNIVERSITY. In order to protect the privacy of your records, please remember to logoff when you are done.

Please select from the following options:

- View the enrollment information on file with the Clearinghouse.
- View the student loan deferment notifications that the Clearinghouse has provided to my loan holders (debtors and guarantors).
- View the proof of enrollment that the Clearinghouse has provided to my health insurers and other providers of student services or products.
- Obtain an enrollment certificate to print and mail to a health insurer or other company that requests proof of my enrollment.
- View specific information about my student loans.

To ensure the security and confidentiality of sensitive information being transmitted over the Internet, the Clearinghouse protects its customers by using Secure Sockets Layer (SSL).

Copyright © 2000 by National Student Clearinghouse. All Rights Reserved.
Terms of Use | Privacy Policy | webmaster@clearinghouse.net
Directory Information Restriction Request

- Students can view current directory restrictions and submit update request 24/7
- 1,300 out of 45,000 students have a restriction
- 500+ since form was put on the web in late 2002

---

**Directory Information Restriction Request**

<table>
<thead>
<tr>
<th>Description</th>
<th>Currently Restricted</th>
<th>Update Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>All (retail everything including MSU Pilot Email address)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Local address</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Local phone</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Permanent Address</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Home Phone Number</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>* Academic status (major, level, class)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Attendance (current or prior enrollment)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Awards and Honors (degrees earned, teaching certificate recommendation, dean's list, etc.)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Employment status as a Graduate Teaching Assistant or Research Assistant</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Office address</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Office phone</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>MSU Pilot Email address</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

*You must restrict these five items if you do not want them to appear in the published Student Directory.

**You must restrict these three items if you do not want them to appear in the published Faculty/Staff Directory.

---

**Update Request**

Your request to update your Directory Information Restrictions has been submitted. The official Student Information System will reflect these changes within 24 to 48 business hours.

---

**Return to Office of the Registrar home page**
Confidential Message Center

- Students can read confidential messages from the RO on a secure site
- Captures “date read”
- Reminder sent for unread messages
- Messages loaded programmatically from other RO Systems: Degree Holds, Withdrawal, Degree Denial
- 2,200 messages in 2003
Faculty and Staff Reports and Forms

- Heavy on RO output – repetitive data, different sorts
- Considerable chance for lost reports and forms
- Delivery time and cost
- Out-dated data once printed
- Staff time – packaging reports
- Who should have access to what? How do I request access? Who has access?
Faculty and Staff Reports and Forms

Solution: Quick and easy tools to complete work on web
- Log in with MSUNetID and password
- RO Web Security System for administrators
- Instructor Security from CLIFMS
- Generate data “on-the-fly” from data warehouse
- Provide new capabilities
RO Web Security Administration

- College Security Administrators have the capability to set access
- Easy web interface
- Clearly conveys user access
- College and Department-level security
  - NEW! Major-level security
- “Primary” Status
- Security Aliases for Forms
- Logs to track security changes
- Resides on RO SQL server – changes take immediate effect
- Access “follows” users throughout web site in session variables
RO Web Security Administration

- 880 registered users
- 57 Forms (systems)
- 30 Major Units
- 200+ departments
- 3,500+ user-form access records
- 900 user-department access records
- 2,000+ hits to security system in last year
### Natural Science Web Forms User Access List

<table>
<thead>
<tr>
<th>NSUNETID</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>anders@</td>
<td>Sparty</td>
<td>Anderson</td>
</tr>
</tbody>
</table>

#### Secure Form Access

* indicates Dept Secure forms, # indicates Major Secure form

<table>
<thead>
<tr>
<th>anders@</th>
<th>Delete access to form?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Department Access

Used for forms with security at the department level. If a department is missing, please let us know.

<table>
<thead>
<tr>
<th>anders@</th>
<th>Delete department access?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Major Limitations

- If no major limit is specified for a department to which the user has access, the user will have no major limits in that department (i.e., access to all students associated with any major in that department).
- However, the user may have major limits in other departments.

Used for forms with security at the major level. If a major is missing, please let us know.

<table>
<thead>
<tr>
<th>anders@</th>
<th>has no major limitations.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Security Log

<table>
<thead>
<tr>
<th>Number</th>
<th>Date</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>6616</td>
<td>4/8/03 1:56 PM</td>
<td>schueller-Added 90 to apply12 in Natural Science</td>
</tr>
<tr>
<td>6617</td>
<td>4/8/03 2:23 PM</td>
<td>schueller-Removed 90 from apply12 in Natural Science</td>
</tr>
<tr>
<td>6618</td>
<td>4/8/03 2:24 PM</td>
<td>schueller-Removed 22 from apply112 in Natural Science</td>
</tr>
<tr>
<td>6619</td>
<td>4/8/03 2:24 PM</td>
<td>schueller-Removed 22 from apply112 in Natural Science</td>
</tr>
<tr>
<td>6770</td>
<td>4/8/03 2:24 PM</td>
<td>schueller-Added GT4 to lesson to lessons in Natural Science</td>
</tr>
</tbody>
</table>

### Specific User Options

- Submit Name Change
- Administrative Action Forms
- Instructor Systems
- Delete access to form?
- Delete department access?
Student Information Generator

- Query Builder - builds basic queries for academic staff – those with working knowledge of SIS, but lack query writing skills
- Student Report – displays internal “transcript” for a student
- One big SQL statement sent to SISINFO with many “if...then...” and “case” clauses
- User’s security settings limit query populations
- Large amounts of data displayed quickly – very little formatting
- Basic table format allows easy print and cut/paste to other programs
- Email capabilities
- 10,000+ queries run in 2003
Student Information Generator

Display View

<table>
<thead>
<tr>
<th>PID</th>
<th>Student Name</th>
<th>Student Level Code</th>
<th>Class Code</th>
<th>Student ID</th>
<th>Cumulative GPA</th>
<th>Primary CIF Flag</th>
<th>Major Code</th>
<th>Major Desc</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

College: (32) Natural Science
Department: (574) Mathematics
# of Records: 91

Email Form

Student Information Generator - Email a Message

Please fill out the following form.
Once you hit submit, the email CANNOT be retrieved and will be sent immediately.
All students will be emailed via BCC (Blind Carbon Copy) to protect his/her right to privacy.

To: [Email Address]
From: schuette@msuw.edu
Subject: Invite me to your class

Message:

* This email will not be sent to students who do not have a Pilot Email Address *
* You will receive a copy of this email *

Send Email

Return To Menu
Student Information Generator

Student Report

Generated by: Kristin Schauette, RO
Date: Monday, 5/5/2004

TO PRINT THE REPORT: In your browser's print setting (page setup), reduce the right and left margins to no more than 1/2 inch.

Student ID Image Policy
In accordance with the guidelines put forth under the University's administrative ruling governing the release of student data, and the University Committee on Security and Confidentiality, student digitized images are to be considered confidential data.

As such, student digitized images are provided to appropriate University personnel for these specific purposes: inclusion in various academic processes (e.g., personalized homework assignments, personalized examinations, etc.), for student face/name recognition (e.g., a seating chart) or, for inclusion in an adviser file.

The following requirements must be understood and adhered to:
- Images will only be used for one of the above purposes.
- Images will not be re-transmitted, shared or otherwise reproduced.
- Images will be purged at the end of the term, or other shorter time period.
- If individuals request their images not be used, such requests will be honored.
- If images are used for identification purposes during exams, provisions will be made such that the photo is always separated or detached from the exam itself before grading (preferably by the student or in the student's presence).

By using the Student Report to view the Student Image, you are held responsible for adhering to the above policy.

I AGREE

P&ID

AT12345678

Submit

Return To Menu
Instructor Security

- Office of Planning and Budgets (OPB): Course Load, Instruction, Funding and Modeling System (CLIFMS)
  - Departments do not have to enter Instructor information more than once
  - OPB gets better data by having more “buy-in”
- Administrative Information Services (AIS): SSN-MSUNetID crosswalk
- Faculty and GA’s identified on section-by-section basis
- Access “follows” users throughout web site in session variables
- Security updated daily, along with Class Lists from SISINFO

[Diagram showing the flow of data between OPB CLIFMS, AIS ID Crosswalk, SISINFO, and the RO SQL Server, with arrows indicating data flow.]
RO Instructor Systems

- System available 24/7
- Academic Progress Report Forms
- Class Lists/Graded Class Lists
- Download Class Lists into simple CSV file
- View Student Images
- Email students in a class
- Grade Reporting Form
- EASY Grade Upload
- 150,000+ hits a year
### Class List

**Michigan State University**  
Office of the Registrar  
CLASS LIST  

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>PID</th>
<th>MSU Net ID</th>
<th>Hnr</th>
<th>Cl</th>
<th>Primary Mjr</th>
<th>Cr</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student, Alex</td>
<td>A11111111</td>
<td>studenta</td>
<td>UN</td>
<td>3</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Student, Emily</td>
<td>A11111112</td>
<td>studentb</td>
<td>UN</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Student, Joe</td>
<td>A11111113</td>
<td>studentc</td>
<td>UN</td>
<td>4</td>
<td>BIS-SC-MGT</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Student, Liri</td>
<td>A11111114</td>
<td>studentd</td>
<td>UN</td>
<td>3</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Student, Lynn</td>
<td>A11111115</td>
<td>studente</td>
<td>UN</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Student, Robert</td>
<td>A11111116</td>
<td>studentf</td>
<td>H</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Student, Ryan</td>
<td>A11111117</td>
<td>studentg</td>
<td>UN</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Student, Sally</td>
<td>A11111118</td>
<td>studenth</td>
<td>UN</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Student, Sam</td>
<td>A11111119</td>
<td>studenti</td>
<td>UN</td>
<td>4</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Student, Tom</td>
<td>A11111120</td>
<td>studentj</td>
<td>H</td>
<td>3</td>
<td>ZOOLOGY</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

**Total Students:** 10  
**Total Credits:** 40

Generated: 4/07/2004 4:14:14 PM

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### Class List with ID Images

**CONFIDENTIAL**  
**Michigan State University**  
Office of the Registrar  
CLASS LIST with IMAGES  

**CONFIDENTIAL**  

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Semester</th>
<th>Course Title</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZOL</td>
<td>320</td>
<td>001</td>
<td>FS03</td>
<td>Developmental Biology</td>
<td>KOPACZEK, VANMETTER, VINOVERSKEI</td>
</tr>
</tbody>
</table>

- A11111111 Student, Alex
- A11111112 Student, Emily
- A11111113 Student, Joe
- A11111114 Student, Liri
- A11111115 Student, Lynn
- A11111116 Student, Robert
- A11111117 Student, Ryan
- A11111118 Student, Sally
- A11111119 Student, Sam

---

**Email students in a class**

**Monday, 4/5/2004**

**Spartan Instructor**  
Enter subject and message to send to all students in all sections listed below. To email a subset of students in a section, click on the desired section in the `To:` box.

- **To:** Send copy to instructor(s)? □
- **To:** roach@msu.edu, johnny.vanmeter@msu.edu, glens@msu.edu

**Subject:**

**Message:**

*This email will not be sent to students who do not have an MSU Net ID (MSU ID).*  
*To protect student confidentiality, all students will be sent this email via blind carbon copy.*  
*A copy of this email will also be sent to your MSU Net ID (MSU ID) email address.*  
*Total email attachment(s) size should not exceed 1MB.*  

Send Email

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**In 2003:**

- **50,000 Class Lists Viewed**
- **8,200 Class List Downloads**
- **15,500 Emails sent to Classes**
- **25,000 Class Lists with ID Images**
### RO Instructor Systems

#### Select Class(es) to Grade

Grade Reporting Form - Class Selection

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Check section(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>494</td>
<td>005</td>
<td>Post deadline (8/18/2003 4PM)</td>
</tr>
</tbody>
</table>

#### Administrator Access

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Check All</th>
<th>Uncheck All</th>
</tr>
</thead>
</table>

No Classes found. Please select subject, course combination.

---

### Electronic “Bubble Sheet”

Michigan State University
Office of the Registrar
Grade Reporting Form

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Semester</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>928</td>
<td>001</td>
<td>FS03</td>
<td>Developmental Biology</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>PID</th>
<th>Lvl</th>
<th>Grade</th>
<th>If 0-0, did student complete course? (Yes/No Record)</th>
<th>If no, last attempt date? (MM/DD/YY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student, Alex</td>
<td>A11111131</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>2</td>
<td>Student, Emily</td>
<td>A11111132</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>Student, Joe</td>
<td>A11111133</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>4</td>
<td>Student, Lori</td>
<td>A11111135</td>
<td>UN</td>
<td>6.0 W</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>5</td>
<td>Student, Lynn</td>
<td>A11111136</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td>Student, Robert</td>
<td>A11111137</td>
<td>GR</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>DP</td>
<td>No</td>
</tr>
<tr>
<td>7</td>
<td>Student, Ron</td>
<td>A11111139</td>
<td>UN</td>
<td>6.0 W</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>8</td>
<td>Student, Sally</td>
<td>A11111139</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>9</td>
<td>Student, Sam</td>
<td>A11111130</td>
<td>UN</td>
<td>4.0 2.5 2.0 2.5 2.0 1.5 1.0 0.0 1</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>10</td>
<td>Student, Tom</td>
<td>A11111134</td>
<td>UN</td>
<td>W (W WITHDRAW 12/07/03)</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Note:** When submitting final grades, the system will automatically check for errors and allow you the opportunity to correct any problems before final submission.
RO Instructor Systems

Select file format and Class(es) to Upload

Upload "Bubble Sheet"

Michigan State University
Office of the Registrar
Grade Reporting Form

Subject Course Section Semester Course Title
ZDL 320 001 S50 4 Developmental Biology

<table>
<thead>
<tr>
<th>No</th>
<th>Name</th>
<th>PID</th>
<th>Lvl</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student, Sam</td>
<td>A11111110</td>
<td>UN</td>
<td>4.0 3.5 3.0 2.5 1.0 1.0 0.0 1</td>
</tr>
<tr>
<td>2</td>
<td>Student, Alex</td>
<td>A11111111</td>
<td>UN</td>
<td>4.0 3.5 3.0 2.5 1.5 1.0 0.0 1</td>
</tr>
<tr>
<td>3</td>
<td>Student, Emily</td>
<td>A11111112</td>
<td>UN</td>
<td>4.0 3.5 3.0 2.5 1.5 1.0 0.0 1</td>
</tr>
<tr>
<td>4</td>
<td>Student, Joe</td>
<td>A11111113</td>
<td>UN</td>
<td>4.0 3.5 3.0 2.5 1.5 1.0 0.0 1</td>
</tr>
<tr>
<td>5</td>
<td>Student, Tom</td>
<td>A11111114</td>
<td>UN</td>
<td>4.0 3.5 3.0 2.5 1.5 1.0 0.0 1</td>
</tr>
</tbody>
</table>

[Table continues with more entries]

Note: When submitting final grades, the system will automatically check for errors and allow you the opportunity to correct any problems before final submission.
RO Instructor Systems

“Grades Received” Message

Thank you! Grades for ZOLS320-001 have been finalized and sent to the Office of the Registrar.

View print friendly grades (opens new window)
Return To Grade Reporting Form - Class Selection
Return To Instructor Menu
Log Out

Email Confirmation

File Edit View Insert Format Tools Actions Help

Thank you! Grades for ZOLS320-001 have been finalized and sent to the Office of the Registrar.

This is a confirmation that the Registrar’s Office has received grades for the following:

ZOLS320-001

Grades can be viewed in the 'Graded Class Lists' within 1-3 business days.

Pilot in Fall 2002 and full implementation in Spring 2003

- Both administrators and instructors have found the system to be quick and simple
- Fall 2003
  - 7,000 Classes (replacing 15,000 bubble sheets)
  - 800 Uploaded
  - 2,000+ “Saved for Later”
**RO Instructor Systems**

- Grade Submission Summary for Administrators
  - 3000+ Hits in 2003

No more lost bubble sheets!
Administrative Action Form System

System Menu

“To-do” List

Administrative Action Form System - Form Review

To Review a form below, click on the button next to the form you wish to review.

LEGEND:
✓ - form approved  ❓ - waiting for review  ❌ - approval not needed

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Form Type/ID</th>
<th>Form Start Date</th>
<th>Instructor Signoff</th>
<th>Dept Signoff</th>
<th>Coll Signoff</th>
<th>Student Coll Signoff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robinson, Dandrea Channell</td>
<td>Grade Change #303</td>
<td>3/26/2004</td>
<td>Review?</td>
<td>✓</td>
<td>❓</td>
<td>❓</td>
</tr>
<tr>
<td>Robinson, Dandrea Channell</td>
<td>Grade Change #201</td>
<td>3/26/2004</td>
<td>Review?</td>
<td>✓</td>
<td>❓</td>
<td>❓</td>
</tr>
<tr>
<td>Tse, Cheuk Yin</td>
<td>Grade Change #300</td>
<td>3/26/2004</td>
<td>Review?</td>
<td>✓</td>
<td>❓</td>
<td>❓</td>
</tr>
</tbody>
</table>

Return to Administrative Action Form System Menu
Classroom Events Calendar and Request system

- Calendar View, Event Search, Building List available to public
- Room Images from OPB
- Request for room limited to users with valid MSUNetID and password
- 85,000 hits in 2003
# Classroom Events Calendar and Request system

## Event Search

### Event Search Results

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
<th>Calendar View</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/1/2004</td>
<td>7:00p-9:00p</td>
<td>WH 104</td>
<td>AOP Training</td>
<td></td>
</tr>
<tr>
<td>6/15/2004</td>
<td>7:00a-12n</td>
<td>EPP 116</td>
<td>Business-Freshman AOP</td>
<td></td>
</tr>
<tr>
<td>6/16/2004</td>
<td>7:00a-12n</td>
<td>EPP 116</td>
<td>Business-Freshman AOP</td>
<td></td>
</tr>
<tr>
<td>6/17/2004</td>
<td>7:00a-12n</td>
<td>EPP 116</td>
<td>Business-Freshman AOP</td>
<td></td>
</tr>
<tr>
<td>6/18/2004</td>
<td>7:00a-12n</td>
<td>EPP 116</td>
<td>Business-Freshman AOP</td>
<td></td>
</tr>
<tr>
<td>6/19/2004</td>
<td>11:00a-4:00p</td>
<td>EPP 116</td>
<td>Business-Transfer AOP</td>
<td></td>
</tr>
<tr>
<td>6/21/2004</td>
<td>12n-4:00p</td>
<td>BKR 121</td>
<td>PSY AOP</td>
<td></td>
</tr>
<tr>
<td>6/24/2004</td>
<td>12n-4:00p</td>
<td>COM 147</td>
<td>CAS AOP</td>
<td></td>
</tr>
<tr>
<td>6/25/2004</td>
<td>12n-4:00p</td>
<td>COM 147</td>
<td>CAS AOP</td>
<td></td>
</tr>
<tr>
<td>6/26/2004</td>
<td>12n-4:00p</td>
<td>COM 147</td>
<td>CAS AOP</td>
<td></td>
</tr>
<tr>
<td>6/27/2004</td>
<td>11:00a-4:00p</td>
<td>EPP 116</td>
<td>Business-Transfer AOP</td>
<td></td>
</tr>
<tr>
<td>6/28/2004</td>
<td>12n-4:00p</td>
<td>BKR 121</td>
<td>PSY AOP</td>
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</tr>
<tr>
<td>6/29/2004</td>
<td>12n-4:00p</td>
<td>COM 147</td>
<td>CAS AOP</td>
<td></td>
</tr>
<tr>
<td>6/30/2004</td>
<td>11:00a-6:00p</td>
<td>BH 314</td>
<td>Social Science AOP</td>
<td></td>
</tr>
</tbody>
</table>

---

### Event Search

**Classroom Events Calendar - Events Search**

Enter search criteria. Click the submit button when finished.

To search for classes, go to the Schedule of Courses.

Search Event Description (can be one or more words)
e.g. Biology Club, Math or MTl review

<table>
<thead>
<tr>
<th>Search Begin Date (mm/dd/yy)</th>
<th>Search End Date (mm/dd/yy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/1/04</td>
<td>6/1/04</td>
</tr>
</tbody>
</table>

Search

Return To Events Calendar
Classroom Events Calendar and Request system

Open Room Search

Classroom Events Calendar - Room Search Results

<table>
<thead>
<tr>
<th>Location</th>
<th>Building</th>
<th>Accessible</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>WH C106</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00032</td>
</tr>
<tr>
<td>WH C109</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C111</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C114</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00032</td>
</tr>
<tr>
<td>WH C200</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00032</td>
</tr>
<tr>
<td>WH C201</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00025</td>
</tr>
<tr>
<td>WH C202</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00024</td>
</tr>
<tr>
<td>WH C203</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00024</td>
</tr>
<tr>
<td>WH C204</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00025</td>
</tr>
<tr>
<td>WH C206</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C207</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C211</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C212</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
<tr>
<td>WH C216</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00032</td>
</tr>
<tr>
<td>WH C302</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00025</td>
</tr>
<tr>
<td>WH C307</td>
<td>Wells Hall</td>
<td>Y</td>
<td>00042</td>
</tr>
</tbody>
</table>

Room Equipment:
- Overhead Projector
- Tundra Tennis Courts
- Union Bldg
- Urban Plan & Land Arch Bldg
- Veterinary/Medical Center
- Wells Hall
- Wilson Hall
- Wonders Hall

Request Room Scheduling

Calendar View
Classroom Events Calendar and Request system

Request Room Details

Classroom Event Request
Complete the form below. Click the submit button when finished.
Requestor Name and Email
Kristin Schoutte
schoutte1@mssu.edu
Requestor Phone
2033
Event Description
Web Seminar
Event Group
University
Event Date
4/6/04
Building/Room
WH-C106
Begin Time
4p
End Time
5p
Event Comments
To schedule this event on a weekly recurring basis, enter the last date of occurrence
4/13/04
Next --->

Review Request

Classroom Event Request Review
Please review the following. Click Submit if correct.
Requestor Name and Email
Kristin Schoutte
schoutte1@mssu.edu
Requestor Phone
2033
Event Description
Web Seminar
Event Group/Unit
University/Registrar’s Office
Event Locations(s), Date(s), and Time(s)
WH-C106 on 4/6/04 from 4p to 5p
WH-C106 on 4/13/2004 from 4p to 5p
Event Comments
-

Verification/Update/Denial Email

Scheduled Event [DENIED]: Web Seminar  
Message (Plain Text)

To: schoutte, Kristin
Subject: Scheduled Event [DENIED]: Web Seminar

The following event has been DENIED:  
EVEN DESCRIPTION:  Web Seminar  
LOCATION:  College of Arts and Science  
WH-C106 (Web Hall) - Tuesday, 4/6/04 - 400p-500p  
WH-C106 (Web Hall) - Tuesday, 4/13/04 - 400p-500p  
CONTACT NAME:  Kristin Schoutte  
CONTACT PHONE:  2033  
CONTACT EMAIL:  schoutte1@mssu.edu  
DESCRIPTION/DISPONIBILITY:  Web Seminar/University/Registrar’s Office  
EVENT COMMENTS:  Requestor Comments:  -  
Event Scheduling Comments:  

Confirmation Message

Classroom Event Request Submission
Thank you. Your request has been submitted to the Office of the Registrar.
You will be notified via email in 1-2 business days if your request is approved.
Requests for final exam week scheduling may take longer to process.
Note: only approved events are displayed on the Events Calendar.

Return to MSSU Classroom Events Calendar
Development Strategies

- Choose your projects wisely
  - Do rigorous cost/benefit analysis
  - Consider stopping doing things you’ve always done
  - Avoid luxurious non-essentials
  - Do not design expert systems
- Define the project scope and expected work schedule and then STICK TO IT! No mission-creep.
- Project Team
  - Establish a small, expert tech/non-tech team empowered to make decisions
  - Short, to-the-point meetings. Do most work via email.
- Synergy! Build systems with common frameworks – makes adding on easier
- Take advantage of resources already in existence
- Get what you want by giving others what they want
- PUSH!!
Deployment Strategies

- **RO**
  - Use “stealth” introductions where possible
  - Train well to handle calls/problems
  - Provide “internal” tools to assist in problem solving

- **Students**
  - No problem!

- **Faculty and Staff**
  - Low “threat” level
  - Communication
  - Training
  - Promote benefits

- **General Rules of Thumb**
  - Address generational differentials
  - Sell the advantages of the new system
  - If they call you, help them!
  - Provide clear instructions where needed
  - Allow criticism and suggestions and ACT if they are of value
Price of Success

- Maintenance
  - Build more, support more
- Problem Solving
  - Phone time
  - Logs are very important
- Documentation
- Success breeds work