

by payee suggestions that are passed on to IT. As a result of the improvements in the student bill, Billing and Collections, Dining, Housing, and Financial Aid anticipate fewer phone inquiries from students.

Partial List of Released SSI Projects

- Tuition Remission Web Form. This form is one more initiative to process this benefit online and ensure that the fall bill is as correct as possible for those employees taking advantage of this benefit.
- Course Fee Waiver Web Form. This form should go live in June for employees using this tuition benefit.
- Housing and Dining have many requests in progress to improve the accuracy of their billing for the fall bill (sent July 2009) and for the winter and spring bills (fall 2009).
- Financial Aid. The focus of several Financial Aid SSI projects is to automate processes such as the transfer of information between the University and the State of Delaware's Department of Education, thereby providing a more accurate estimate of financial aid on student bills. Other projects include automating the printing of Perkins Promissory Notes, automating e-mail notifications and reminders, and enabling self-service access to financial-aid award notification for students. Most of these projects are due to go live by July 2009 in time for the first fall bill.

In summary, we are on target for delivering most SSI phase I projects by December 2009 and are optimistic that the SSI will improve the accuracy of student billing and streamline customer services.

IT Support of RBB

- IT has released new HR screens for position data in support of the University's RBB initiative. We recently built a batch update process to populate the position data screen and are planning for additional fields to support stimulus grant reporting.
- Our work continues in support of the University data warehouse, synchronizing data for the Budget Ref and Building Names fields, synchronizing fields to UDSIS, and creating new tables for the new RBB ledger and maintenance programs. Work is also being planned to support the Web form for student graduate contracts.
- We are also working with the Budget Office, Graduate Office, and Billing and Collections to move the processing of graduate tuition contracts and tuition funding online. These new forms will enable colleges and departments to easily indicate a source of funds for graduate student tuition and sustaining fees, a step required by the University's conversion to RBB.

Event Production and Media Services

Performance and Campus Events

On May 30, IT-UMS provided audiovisual and logistical support for the University-wide Commencement exercise and for over 20 individual school, department, and college Convocation ceremonies. At Commencement, we fed live video from four on-field cameras and one camera mounted on the UD blimp to three large video screens, including the Daktronics video screen embedded in the stadium's new scoreboard.

During Forum Reunion Weekend, June 5-7, IT-UMS provided the following:

- main tent and small PA audio systems,
- live multi-camera video feeds for eight screens in the main tent,
- audiovisual support for events in Mitchell Hall, the Center for Fine Arts, and the President's residence,
- video footage of events, and
- projection, audiovisual, and classroom support for the showcases in Gore Hall.

Video Production

The University has signed a contract with Comcast Cablevision to produce its *Local Edition* program in our East Hall studio. *Local Edition* features regional politicians, community leaders, and members of the business community for 5-minute segments that air twice per hour on regional Comcast channels. The first 22 episodes have been produced and several more will be prepared this summer.

Training Opportunities

LearnIT@UD

IT-US is offering several new training opportunities this summer. To help keep your desktop running smoothly and problem free, come to our new LearnIT@Lunch session "PC Desktop Best Practices."

"Web Presence and Web Strategies" is a new session to help faculty and staff members make decisions about the information they plan to put on the Web and how best to present that information. This hour-long session is an overview of the issues and tools involved with creating an up-to-date Web presence. One tool discussed during this session is Drupal, a content management system. Training sessions for Drupal administrators and content providers are available throughout the summer.

To view the calendar of classes and to register for a class, go to <http://www.udel.edu/learn/> and select *Calendar and Class Registration*.

IT Help Center

The IT Help Center reported 4,222 calls and e-mail contacts for the months of April and May, resulting in 2,230 Trouble Tickets and 536 Network Services requests. Online documentation was accessed 12,399 times through the Help Center's Web site at <http://www.udel.edu/help/> during this period.

Compared with the same period last year, we saw a rise in questions about accessing our network and accessing e-mail due to the activation/deactivation of student e-mail accounts, the growing number of hand-held devices on campus, and a large number of users responding to phishing scams.

Personnel

Pat Sine was appointed the Director of IT-User Services. Pat's past experience as the Director of the Office of Educational Technology in CHEP, as an educational technologist, and as a teacher makes her an ideal candidate to lead this unit. Pat's understanding of the information technology needs of our colleges will be particularly helpful as we adjust our service offerings to meet college expectations during the first year of RBB.

Blaze Dougherty was promoted to the position of Senior Administrative Assistant in Telephone Services. Her responsibilities include Telephone Services project coordination and financial activity. Blaze replaces Chris Vitale who retired at the end of January 2009.

The IT Activity Report is published 4-6 times a year. Archived reports are located at <http://www.udel.edu/IT-activity>. If you have comments, questions, or suggestions for future articles, contact the IT Communication Group at it-commgroup@udel.edu.