

SUMMARY STATUS OF INFORMATION TECHNOLOGY RECOMMENDATIONS

(Based on information currently available to senate.)

Date of Recommendations	Total Number	Number Completed	Requires Review*	Unsatisfactory Resolution
April 2007	9	4	0	2
October 2007	9	3	0	4
November 2007	9	2	1	0
October 2008	4	2	0	1
Overall Total	31	11	1	7

*Requires review of status by IT Committee.

Details of status on following pages.

STATUS OF INFORMATION TECHNOLOGY RECOMMENDATIONS

(Status Categories: Completed, In Progress, Requires Review, Unsatisfactory Resolution)

Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
4-07.1. The new interface for advising services should be simplified and the vestiges of the old command-line interface replaced with more accessible graphic controls.	Apr 2007	In Progress	<p>IT Division indicated in 8/07 response that it will work with advisors and faculty to improve system. Details of completed changes not yet received.</p> <p>8-08 update: Currently, permits must be enter via the Internet Native Banner (INB) interface. There is an advising channel in the Spectrum (Luminis) portal that currently provides more functionality over the old SIS Plus advising system. Additionally, Karen Thurmond has been appointed the new advising coordinator. In her new role, Karen will look at the use of new tools and processes to enhance the advising experience for faculty and students.</p> <p>3-09 Update: This is an Academic Affairs issue to update re the status of AdvisorTrac to enhance the advising experience.</p>
4-07.2. Faculty should have access to screens that list all permits issued for their courses. Currently, there is the ability to issue permits but faculty cannot see the list of permits already issued.	Apr 2007	Completed	<p>IT Division indicated in 8/07 response that there will be a module within Spectrum portal to see list of permits.</p> <p>8-08 update: This is now available on the e-print student repository (access through the employee tab on Spectrum). Every department has at least one administrator with access to this report. A summary report of permits issued is also available on the Registrar's page under "Faculty/Staff Spectrum Training and Reports" at http://www.enrollment.memphis.edu/registrar/bantrain/index.html. The department chair or dean can grant access to additional staff or faculty members as needed.</p> <p>3-09 Update: No further action anticipated from ITD; Academic Affairs considers item completed.</p> <p>See comments for 10-08.1 for resolution.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
4-07.3. There is dissatisfaction with the training for the advising system, with the trainers simply repeating printed directions. To improve the training process, an online survey system should be developed to collect feedback from faculty who have attended training sessions and this feedback should be made available to the IT Committee and the Faculty Senate.	Apr 2007	Completed	<p>IT Division indicated in 8/07 response that improvement in training program is ongoing. No further updates provided.</p> <p>8-08 Update: Upon request, Dr. Cathy Serex can provide faculty with individualized advising training. In addition, Dr. Nenon has encouraged the faculty group to meet with Patsy Krech and Cathy Serex, who developed the initial procedures and the training, to see if there are alternatives or better ways to train faculty members on navigating Internet Native Banner. Dr. Nenon would be happy to set up that meeting.</p>
4-07.4. Registration class lists should be made available to faculty as downloadable files formatted for easy import into spreadsheets and word processors (e.g., as tab-delimited text files and Microsoft Excel files).	Apr 2007	Unsatisfactory Resolution	<p>IT Division promised a new Spectrum portal to provide class lists in format easy to download and import. This was expected to be completed by end of spring 2008 term but it is not yet available from Spectrum.</p> <p>8-08 Update: There are two methods for extracting this class list information: The faculty dashboard channel provided as one of the Luminis channels for Banner shows a class roster, which provides the faculty member with a list of all the email addresses. This list can be highlighted, copied (Ctrl C) and pasted (Ctrl V) into various word processing software. In the Gradebook tool within D2L, there is an "Export Gradebook" feature which can include Name, email and all grades to a CSV file which can then be imported to Excel or MS-Word.</p> <p>3-09 Update: No further action anticipated from ITD; Academic Affairs considers item completed.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
4-07.5. The registration system should be modified so that faculty receive e-mail notification when a student adds, drops or withdraws from an ongoing course.	Apr 2007	In Progress	<p>IT Division recommended that faculty be surveyed to see if such e-mail desired. Faculty Senate survey confirmed overwhelming faculty support for this recommendation</p> <p>8-08 Update: Due to the tremendous amount drop/add traffic that occurs before the late registration period – Dr. Nenon has suggested that Faculty Senate look at modifying the request and only receive drop/add information after the late registration period. This type of notification process would be an excellent workflow candidate, if the Faculty Senate is interested in having this process added to the workflow docket.</p> <p>3-09 Update: Linked to RODP realtime integration project put on hold by TBR; no timeline for completion; remains an item for investigation as other projects with similar functionality surface.</p>
4-07.6. Full class lists should be made readily available and downloadable as importable files from the Faculty tab of a faculty member's Spectrum page.	Apr 2007	Unsatisfactory Resolution	<p>Promised in Spectrum portal.</p> <p>8-08 Update: There are two methods for extracting this class list information: The faculty dashboard channel provided as one of the Luminis channels for Banner shows a class roster, which provides the faculty member with a list of all the email addresses. This list can be highlighted, copied (Ctrl C) and pasted (Ctrl V) into various word processing software. In the Gradebook tool within D2L, there is an "Export Gradebook" feature which can include Name, email and all grades to a CSV file which can then be imported to Excel or MS-Word.</p> <p>3-09 Update: No further action anticipated from ITD; Academic Affairs considers item completed.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
4-07.7. The quota restrictions on UMdrive are inadequate for some faculty. The capacity of UMdrive should be expanded so that faculty are not denied requests for substantially larger quotas.	Apr 2007	Completed	<p>IT Division indicates they are routinely granting large quota requests for UMdrive.</p> <p>8-08 Update: Requests for additional storage are available to all faculty. A request for increased UMdrive space is available on-line via the helpdesk system.</p>
4-07.8. UMdrive is inadequate for web hosting, especially in situations involving high levels of traffic. The university should provide a high-capacity dedicated web server for faculty web hosting.	Apr 2007	In Progress	<p>IT Division confirmed UMdrive “does not have all the features of a true web server.” Suggested that request for centralized web services be submitted to TAF committee.</p> <p>8-08 Update: The Deans' TAF committee establishes priorities for TAF budget allocations and advises on all academic technology initiatives. Faculty should lobby their individual deans for this dedicated web server initiative.</p> <p>1-09 Update: Michael O'Nele and Tom Stafford will meet with IT Division to discuss possible ways to address this need for a web server.</p> <p>3-09 Update: Preliminary report provided by ITD on 2/18/09; Dr. Nenon to seek ways to fund the request.</p>
4-07.9. The university should provide VPN (Virtual Private Network) servers so faculty can access all university resources from off-campus computers.	Apr 2007	Completed	<p>IT Division reported that campus-wide VPN server to be purchased in FY08. Later update indicated it is in the FY09 budget.</p> <p>8-08 Update: The VPN is in the final stages of testing. VPN services will be made available to faculty and staff by the start of the Fall 08 semester.</p> <p>3-09 Update: Complete and project closed by ITD on 2/26/09.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
10-07.1. The IT Division reports ongoing efforts to improve the Spectrum interface for advising and registration services. If not already addressed, the committee recommends that immediate attention be directed to improving the interface for the alternate PIN and the process of setting permits and overrides.	Oct 2007	Unsatisfactory Resolution	<p>Recommendation sent to Student Team and Registrar's office. No further action reported back.</p> <p>8-08 Update: This is the best situation currently available. The Student team will continue to work with the Spectrum vendor (SGHE) to see if there are new processes that can be developed to handle clearing advising holds.</p> <p>3-09 Update: No new processes available from vendor; will be re-examined after installation of Banner 8 (timeline subject to TBR).</p>
10-07.2. The committee had previously requested that faculty have access to screens listing all permits issued for their courses. The IT Division indicates that there is work on this capability. The committee recommends that implementation of this feature be assigned a high priority.	Oct 2007	Completed	<p>Recommendation sent to Student Team and Registrar's office. Department-level workaround suggested but this requires additional privileges. Still need for this capability to be available to all faculty.</p> <p>8-08 Update: This is now available on the e-print student repository (access through the employee tab on Spectrum). Every department has at least one administrator with access to this report. A summary report of permits issued is also available on the Registrar's page under "Faculty/Staff Spectrum Training and Reports" at http://www.enrollment.memphis.edu/registrar/bantrain/index.html. The department chair or dean can grant access to additional staff or faculty members as needed.</p> <p>3-09 Update: No further action anticipated from ITD; Academic Affairs considers item completed.</p> <p>See comments for 10-08.1 for resolution.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
10-07.3. The committee had requested that class lists be made available to faculty as downloadable files formatted for easy import into spreadsheets and word processors. The IT Division promises such a capability in the Spectrum portal and the committee recommends that a high priority be given to having class lists available in both printable and downloadable form as soon as possible.	Oct 2007	Unsatisfactory Resolution	<p>Completion promised by spring 2008. However, class lists in downloadable formats still not available from Spectrum interface.</p> <p>8-08 Update: There are two methods for extracting this class list information: The faculty dashboard channel provided as one of the Luminis channels for Banner shows a class roster, which provides the faculty member with a list of all the email addresses. This list can be highlighted, copied (Ctrl C) and pasted (Ctrl V) into various word processing software. In the Gradebook tool within D2L, there is an "Export Gradebook" feature which can include Name, email and all grades to a CSV file which can then be imported to Excel or MS-Word.</p> <p>3-09 Update: No further action anticipated from ITD; Academic Affairs considers item completed.</p>

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10-07.4. The committee had requested that the registration system be modified so that faculty can receive e-mail notification when a student adds, drops, or withdraws from an ongoing course. The reply to this request questioned whether faculty actually want this capability and asked the Faculty Senate to survey the faculty on the issue. The committee recommends that the Faculty Senate conduct such a poll. However, all members of the committee confirmed that they would welcome being sent notification e-mails and it is unclear why the service could not be set up with an "opt out" feature that would allow faculty members to decide whether or not to receive these notifications.	Oct 2007	Unsatisfactory Resolution	<p>Referred to Provost's Office. Dr. Nenon recommended these e-mails begin after late registration to reduce volume of e-mails. Preference would be to have e-mails begin after the first day of classes. A poll of the faculty showed strong support for receiving these e-mail notifications.</p> <p>8-08 Update: Due to the tremendous amount drop/add traffic that occurs before the late registration period – Dr. Nenon has suggested that Faculty Senate look at modifying the request and only receive drop/add information after the late registration period. This type of notification process would be an excellent workflow candidate, if the Faculty Senate is interested in having this process added to the workflow docket.</p> <p>3-09 Update: Linked to RODP realtime integration project put on hold by TBR; no timeline for completion; remains an item for investigation as other projects with similar functionality surface.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
10-07.5. The committee had requested that faculty members have easier access to substantially higher quotas on the UMdrive server. The reply from the IT Division indicated that current disk storage capacity "allows us to satisfy any reasonable request, even substantially larger ones" and that "we have been granting these requests routinely in the past." Based on this response, the committee recommends that faculty be allowed to change their UMdrive quota online without having to go through a service request up to a 5 GB limit and students be able to increase their quota online up to a 1 GB limit.	Oct 2007	Completed	IT Division reported that LSP group is reviewing options. No further information on allowing online mechanism for faculty to increase UMdrive quota without having to go through a service request. 8-08 Update: Requests for additional storage are available to all faculty. A request for increased UMdrive space is available on-line via the helpdesk system.

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10-07.6. The committee had requested that the university provide a high-capacity dedicated web server for faculty web hosting. The IT Division declined committing to such a service and suggested that faculty interested in this capability go through the Deans TAF committee. Given that this type of request from faculty is being delegated to the TAF funding process, the committee recommends there be a much larger representation of the Faculty Senate on the TAF committee making the award decisions.	Oct 2007	In Progress	<p>Referred to Dr. Mendel of Dean's TAF committee for spring 2008. Representation by Faculty Senate promised for this committee.</p> <p>8-08 Update: The Deans' TAF committee establishes priorities for TAF budget allocations and advises on all academic technology initiatives. Faculty should lobby their individual deans for this dedicated web server initiative.</p> <p>Referral to Deans TAF committee is now indicated as incorrect because the TAF Committee does not fund this type of technology. Tom Nenon will seek additional information regarding ways to fund this request.</p> <p>1-09 Update: TLAC committee is working on proposal for changing TAF allocation process to allow for more input and greater transparency. Will await TLAC recommendation.</p> <p>3-09 Update: Preliminary report provided by ITD on 2/18/09; Dr. Nenon to seek ways to fund the request.</p>
10-07.7. The committee had requested that the university provide a VPN (Virtual Private Network) server so faculty can access all university resources from off-campus computers. The IT Division reports plans to make such a server available and the committee recommends that this be implemented as soon as possible.	Oct 2007	Completed	<p>The VPN server is reported to be in the FY09 budget.</p> <p>8-08 Update: The VPN is in the final stages of testing. VPN services will be made available to faculty and staff by the start of the Fall 08 semester.</p> <p>3-09 Update: Completed.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
10-07.8. The problems with the initial implementation of the new eCourseware (Desire2Learn) system have been widely acknowledged. To aid in improving the system, the committee recommends that the Faculty Senate conduct a survey of faculty regarding their experiences with the eCourseware service.	Oct 2007	In Progress	<p>ALC received results of faculty survey. Dr. Nenon reports regular meetings concerning support issues. Faculty Senate would like report itemizing changes to close out this item.</p> <p>8-08 Update: ALC will work with the Faculty Senate to provide the requested reporting information.</p> <p>3-09 Update: Academic Affairs issue.</p>
10-07.9. Printers with a duplex (two-sided) printing feature can reduce environmental and paper costs. The committee recommends that any printer purchased by the university for a public area, such as a computer lab, have an automatic duplex printing capability.	Oct 2007	Unsatisfactory Resolution	<p>IT Division reports that duplex printers require higher maintenance. Referred to Campus Sustainability committee. No further updates have been provided.</p> <p>8-08 Update: The Faculty Senate is awaiting any updates from the Campus Sustainability Committee after the committee resumes its meetings in the Fall. Since printer purchases are made within each college or department - individual groups have the ability to currently make this purchasing decision based on their printing needs. In the Fall 08, ITD will begin to pilot the use of duplex printers in TAF labs and to study any related cost savings.</p> <p>3-09 Update: Duplex printers tested and found problematic; not recommended and not funded by Deans TAF Committee on 2/25/09.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
11-07.1. There should be better "real time" notification of faculty regarding the status of essential IT services such as the e-mail system, eCourseware, and UMdrive. Technology should be implemented so that IT Helpdesk personnel always have the latest status and likely completion time for any service disruption and callers are no longer given "we don't know" or falsely optimistic answers when IT personnel actually working on the problem know more.	Nov 2007	In Progress	<p>IT Division reports working on this issue. No further updates have been provided.</p> <p>8-08 Update: As previously reported - campus-wide announcements are currently being posted on the Spectrum Portal and can be easily seen after logging in to the system. ITD continues to work with the Marketing and Communications department to ensure that such announcements are being provided to the campus community on a timely basis.</p> <p>3-09 Update: On-going as in 8-08 update.</p>
11-07.2. Additional technology should be implemented for alerting faculty to the disruption of IT services, including integration with the emergency alert text messaging service currently in place and revision of the system status web page < http://tinyurl.com/33uj95 > so that it accurately reflects in real time the actual status of the major IT systems.	Nov 2007	In Progress	<p>Messages regarding IT services deemed inappropriate for emergency alert system. No alternative offered to replace earlier system status web page. There is still need for such online information.</p> <p>8-08 Update: As previously reported - campus-wide announcements are currently being posted on the Spectrum Portal and can be easily seen after logging in to the system. ITD continues to work with the Marketing and Communications department to ensure that such announcements are being provided to the campus community on a timely basis.</p> <p>3-09 Update: On-going as in 8-08 update.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
11-07.3. Although the current IT Helpdesk does an admirable job of addressing basic questions, requests concerning more complex or unusual issues are not handled well. It is recommended that (a) an "advanced question" tier be added to the help system, (b) this tier make use of IT personnel knowledgeable in the area of the user's question, and (c) users be connected directly to these second-tier personnel.	Nov 2007	In Progress	<p>Promised improvements in advanced support during spring 2008 term. However, no further updates on specific changes.</p> <p>8-08 Update: The ALC and the ITD helpdesk are currently pursuing means of providing faculty with higher-levels of support for instructional technology needs in an extended-hours format. During the Fall 08 semester the ALC will begin to train some helpdesk personnel so that they may take on an extended role in providing faculty with eCourseware (D2L) support.</p> <p>3-09 Update: On-going via training of Help Desk personnel.</p>
11-07.4. In April of 2007, the IT Committee recommended (Recommendation #5) that the registration system be modified so that faculty receive e-mail notification when a student adds, drops or withdraws from an ongoing course. A survey of the faculty < http://tinyurl.com/3ddwsw > has overwhelming endorsed this request. It is recommended that high priority be given to implementing such e-mail notification and that it include an "opt out" option for those faculty who want to temporarily disable the service.	Nov 2007	In Progress	<p>Referred to Provost's Office. No further updates.</p> <p>8-08 Update: Due to the tremendous amount drop/add traffic that occurs before the late registration period – Dr. Nenon has suggested that Faculty Senate look at modifying the request and only receive drop/add information after the late registration period. This type of notification process would be an excellent workflow candidate, if the Faculty Senate is interested in having this process added to the workflow docket.</p> <p>3-09 Update: Dr. Nenon will present an alternate notification system using Spectrum portal.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
11-07.5. Providing permanent e-mail addresses to former students, alumni, and retired faculty has been implemented at other major universities and colleges as a useful means of institutional branding. It is recommended that such a plan be adopted by the University of Memphis.	Nov 2007	In Progress	<p>IT Division initially replied that "this service has been in place since 2002" but later communication from Sue Hull-Toye indicates such permanent accounts are not available. This recommendation remains unfulfilled.</p> <p>8-08 Update: "E-mail forwarding for life" is a service that the alumni association has offered to graduating students and has had in place since 2005. Very few former students take advantage of this service. Discussions and planning meetings are currently taking place to re-visit providing an alumni e-mail account as a service when a former student, or friend joins the alumni association. Retiring faculty are routinely granted email access upon their retirement. These sponsored accounts may be requested via a helpdesk ticket before retirement.</p> <p>3-09 Update: Retired faculty component completed as in 8-08 update; solution for alumni recommended to Alumni Affairs – ITD waiting for response.</p>
11-07.6. The IT Division should review the recent Faculty Senate survey concerning the eCourseware (Desire2Learn) teaching system and respond to the specific suggestions and feature requests noted in the survey results < http://tinyurl.com/2juzjy >.	Nov 2007	In Progress	<p>ALC reports reviewing faculty survey result and making changes. Faculty Senate would like report itemizing changes to close out this item.</p> <p>8-08 Update: ALC will work with the Faculty Senate to provide the requested reporting information.</p> <p>3-09 Update: Academic Affairs issue.</p>

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Recommendation from Faculty Senate IT Committee	Recommend Date	Current Status	Comments
11-07.7. High priority should be given to fixing the class rolls in the eCourseware system so that instructors can accurately edit their class lists. The IT Committee views this as a particularly urgent issue.	Nov 2007	Completed	IT Division reports plan to have "real-time model" implemented, possibly by fall 2008 term. Requires TBR collaboration with D2L. 8-08 Update: Enrollment information in eCourseware (D2L) is supplied and controlled from the Student module in Spectrum. This enrollment information is currently accurate within 12 to 24 hours of any change to the student's enrollment status.
11-07.8. The IT Division should provide specific completion dates for fixes and changes to the eCourseware system and Spectrum portal so that faculty can be notified and plan accordingly. This applies to recommendations outlined in the October report of the IT Committee, recommendations in this report, and the suggestions from the eCourseware survey of the faculty.	Nov 2007	Requires Review	IT Division and ALC offered to provide regular updates to the Faculty Senate on these issues. No updates yet received. 8-08 Update: Sue Hull Toye is the ITD liaison with the Faculty Senate and provides service updates. During the Spring 08 semester - the ALC began to provide current announcements and updates via the eCourseware faculty homepage. 3-09 Update: eCourseware announcements provided as per 8-08 update; notification of ITD changes to portal announced in Spectrum portal.
11-07.9. The online student course evaluation system (SETE) should be modified so that students who have dropped or withdrawn from a course are not included in the evaluation.	Nov 2007	Completed	IT Division reports that students who have dropped do not have access to the course evaluation. 8-08 Update: Course evaluation access is based on Banner data for currently registered students, so students who have dropped do not have access to the evaluations.

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10-08.1 University policies should be altered to allow broad faculty access to screens showing permits issued for courses. Specifically, faculty should have read privileges for viewing permits issued for all courses in their department and faculty should be able to view permits issued for all courses of their advisees. The current access to issued course permits—which is limited to deans, department chairs, and select staff—is too restrictive.	Oct 2008	Completed	<p>At 11-21-08 committee meeting, Tom Nenon promised that the provost's office will issue a memo authorizing permit screen access to faculty as outlined in recommendation.</p> <p>At 1-30-09 committee meeting, Tom Nenon reported that the registrar has now made the access process available to faculty. Announcements about the procedure will be issued by the registrar at the beginning of each fall and spring term.</p> <p>3-09 Update: Academic Affairs issue; update by Tom Nenon as of 11/21/08.</p>
10-08.2 Class lists should be available from the Spectrum portal as downloadable files with the following fields: last name, first name, U-number, and e-mail address. These downloadable files should be in a format that can be readily imported into applications such as Microsoft Excel or Microsoft Word. In addition, faculty should be sent an electronic copy of the printed class lists that are currently sent out.	Oct 2008	Unsatisfactory Resolution	<p>At 11-21-08 committee meeting, Ellen Watson indicated that the IT Division would request a project to the Enterprise System Advisory Council for developing one-button class list access from the Spectrum portal to satisfy recommendation. Tom Nenon also agreed to explore the possibility of obtaining electronic class lists from registrar printouts as an interim solution until the "one-click" programming solution is completed.</p> <p>At 1-30-09 committee meeting, Tom Nenon reported that this was not considered to be a "high priority" by the Enterprise Systems Advisory Committee (ESAC) and no completion date provided.</p> <p>3-09 Update: No further action anticipated by ITD; current access methods considered acceptable by Academic Affairs.</p>

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10-08.3 The registration system should be modified so that faculty receive notification after the first day of class whenever a student adds, drops, or withdraws from one of their courses. This system should include an "opt out" option for faculty who want to disable this notification.	October 2008	In Progress	<p>E-mail updates still not available.</p> <p>At 1-30-09 committee meeting, Tom Nenon reported that this capability will now not be available until the spring 2010 term.</p> <p>3-09 Update: Linked to RODP realtime integration project put on hold by TBR; no timeline for completion; remains an item for investigation as other projects with similar functionality surface. Dr. Nenon will present an alternate notification system using Spectrum portal.</p>
10-08.4 Staff in the Client Support Services of the IT Division should be instructed on the policy for increasing quotas for UMdrive so that faculty are not given erroneous information (such as the need to obtain the permission of their dean) in order to increase quotas. Faculty requests for higher quotas on UMdrive should be handled and granted as quickly as possible.	October 2008	Completed	<p>At 11-21-08 committee meeting, Sue Hull-Toye indicated that training of Client Support Services staff concerning requests for increased UMdrive quotas (Recommendation 10-08.4) is in development. Waiting on progress update about training from Sue.</p> <p>At 1-30-09 committee meeting, Sue Hull-Toye confirmed ongoing training and asked that any future problems be reported to her.</p> <p>3-09 Update: Training completed for current Help Desk staff and on-going for new staff.</p>