

Online Faculty Service Development

Complete

Not Complete

Updates in red

*Special Comments in Green from Warren Sandmann

Goals:

- 1) To provide exceptional service to students and faculty while supporting outstanding academic programs.
- 2) To present an first-rate website where all links are active; all information is correct; and the environment is visually stimulating.
- 3) To create an online environment which acts as a campus for faculty and students at a distance by providing technology that allows faculty

<i>Issue</i>	<i>Priority</i> 1-High 2-Medium 3-Low	<i>Status</i>	<i>Who is Responsible</i>	<i>Comments</i>
(B) Bookstore				
(B) Ability to check stock status online	2	In progress	Molly Yunkers	Also need the ability to see if other classes are using the same book so faculty and direct students to other classes if books are out of stock for their class. They will be upgrading in the next 12 months to a new website that allows for more detailed order status checking. Currently they do not have the ability to show whether they are out of stock on an item or to show what other courses are using the same text.
(C) Computer Store				
(C) Buy software online and have it shipped or ability to download	1	In progress	Johnson, Mark	Some software is available for download, but others are restricted to hard copy only. Through license agreements, faculty can purchase software at a significant discount or place a copy on their computer for free.
(C) Buy hardware online	1	In progress	Johnson, Mark	
(C) Create a more user-friendly website.	1	In progress	Johnson, Mark	Update prices and products. Allow purchase online.
(D) Disability Services				
(D) Website that is ADA compliant	1	ONGOING	Snow, Julie	Ted Johnson will help with this.
(D) Consultation (tools and info) for faculty to make their own pages compliant	1	In progress	Snow, Julie	Ted Johnson will help with this BUT needs to contact Julie Snow.
(D) Books/articles	1	Complete	Snow, Julie	Books and articles need to be produced in alternative formats, but also need to be made available to our students. (Done on a case-by-case basis)

(D) Hearing impaired telephone service in each office	1	In progress	Snow, Julie	Only a few phones on campus have this feature. We are working on development of (711) so that all phones have this feature. The RFP for the new telephone system addresses this issue. 711 is more common.
(D) Faculty access to student services	1	Not started	Snow, Julie	
(G) General				
(G) Voicemail	1	In progress	VP's, deans, chairs	Each office should have at least one voicemail line for students to leave messages at all times of day.
(G) Phone/email answering system	1	Not started	VP's, deans, chairs	The HUB really needs some sort of voicemail or real person answering system. Right now, students and faculty are placed on hold for 20 minutes before they get their question addressed. There needs to be dedicated people in the HUB to answer phones and email. In addition, faculty and staff need direct access to administrative offices. The HUB has a dedicated team to answer phones/emails during business hours. They also have an automated e-mail response system. HUB may want to see if they want to utilize Maverick OneStop more (WS).
(G) Cohorts	2	In progress	Departments	set up groups of students and faculty. (There are cohort groups for students that are currently set up Ex: learning communities, athletes, vets)
(G) Online discussion room	1	In progress		Departments need to be involved as well. A place for faculty to share teaching methods and to discuss common issues/problems. Could be broken out by department or college. One was set up about 2 years ago and was never used so it was taken down. There is a D2L course set up called, "e-Teach" that all instructors are enrolled in however. This is currently being monitored and run by Kent Kalm.
(H) Human Resources				
(H) Contracts (UPD's)	2	In progress	Lamb, Lori/Mark Johnson	E-Campus group is involved as well. Ability to transmit for necessary approval in a secure, online manner. IT is working on this but ran into a snafu w/ACROBAT to change PDF's within the "Imaging System".E44
(I) Instructional Technology				
(I) Student feedback questionnaire	1	Not started	Rowe, Rollie	Easy to complete and easy to obtain results. An important item for assessment and evaluation. We have a contract with Zoomerang--pretty easy to use. Other software and a D2L feature is being investigated for use.
(I) Train faculty in use of IMS software (D2L)	1	Ongoing	Henline, Jeff	Faculty training is ongoing across all departments for both web enhanced and online courses.

(I) Personal Start Page (PSP)	2	In progress	Johnson, Mark	Portal project.
(I) Electronic Portfolio	2	Not started	Departments	MnSCU E-folio. Departments have developed their own systems in addition to (and prior to) E-folio (WS).
(I) Faculty Portal	2	In progress	Johnson, Mark	grades, admissions, courses, etc...
(I) Expand hours of service	2	Complete	Johnson, Mark	Need to monitor to determine appropriate hours. Walk in support: Monday–Thursday: 7:30 a.m. to 7:00 p.m. Friday: 7:30 a.m. to 6:00 p.m. Extended telephone support: Monday–Thursday: 7:00 p.m. to 11:30 p.m. Friday: 6:00 p.m. to 11:30 p.m. Saturday & Sunday: 7:30 a.m. to 11:30 p.m. Email, phone messages and Self-Service reports may be left/submitted at any time.
(L) Library Services				
(L) Checkout and renew ability online	1	In progress	Roca, Joan	The Library offers the full range of services available on campus to distance students, including renewal of materials by mail, fax, or email.
(L) Ability to deliver photocopies of articles/chapters in university archives	1	Complete	Roca, Joan	The Library can deliver electronically articles requested via inter-library loan. Delivery of articles and book chapters via email to distance students will be considered.
(M) Business Office				
(M) Ability to pay bills and fines online	1	In progress	Smith, Steve	Available for students & parents. Can pay by CC (except Discover) or by Echeck. May not be completely ready for faculty. (Discussions will take place to determine cost/benefits of this issue for faculty in the near future)
(O) Orientation				
(O) Orientation materials available in an online format	1	Complete	Ivanova, Elena/Kalm, Kent	IT, library, and HR need to be involved as well. We are in the process of identifying what should be included online for faculty who choose to teach online. Faculty Tutorials and handouts available on the ITS website. E Teach MSU developing orientation materials.
(O) Online readiness assessment	1	Complete	Ivanova, Elena/Kalm, Kent	Need to have a way for faculty to know if they are prepared to teach online. This will be placed online. Teaching Online workshop is available: Included is checklist for online readiness

(O) Online instructor training course	1	Complete	Ivanova, Elena/Kalm, Kent	Academic Affairs needs to be involved as well. Needs to be a systematic way of insuring all faculty who choose to teach online are capable of teaching online. There could be a basic version for those interested in teaching and an advanced for those already teaching but who desire additional skills. Online Courses currently available for Faculty Teaching Online D2L1: Introduction and Basic Course Setup D2L2: Ongoing Course Administration and Communication D2L3: Gradebook and Assignments D2L4: Quizzing E Teach seminars, faculty mentoring and D2L chat used for faculty development through Extended Learning.
(R) Registrar				
(R) Ability to see advisee grades and information online	1	Complete	Gjerde, Dave	Started in the College of Education. FERPA rules need to be disseminated as well. Information available through e-services web pages
(R) Ability to submit course offering information online	1	In progress	Gjerde, Dave	Right now, they are submitted on data input sheets. Working towards an online data input sheet for rollout Fall 2004.
(R) Ability to submit change of grades online	1	Not started	Gjerde, Dave	This would include incompletes as well. There is not a MnSCU-designed feature for this.
(W) Work Flow				
(W) Graduate admissions	2	In progress	E-campus group	Graduate Office as well. Ability to electronically send admissions documents to those who need to recommend and grant admission. Document imaging may provide a solution to this.
(W) Document imaging	1	On Going	Registrar and financial services	Scanning documents so they can be viewed electronically and distributed electronically.
(W) Electronic Signatures	1	In progress	E-campus group	An institutional decision must be made about what constitutes an electronic signature. Would be great for the curriculum process. IT has a work group on this, as does the LTR. May need some prodding.
(W) All forms online and submittable online	1	In progress	E-campus group	Currently being examined by the Electronic Campus Committee. This could include travel expenditures, travel request, grad faculty status, etc. More forms are being developed for online viewing and completion. Plan remains to make as many forms as possible online and/or web apps.
(W) E-mail as the official means of communication	1	In progress	President, VPs	This has been discussed at length between many groups. It is essential to get students, faculty, and staff to read their MSU email frequently. More and more communication is going out only via e-mail (WS)
(W) Single password login	2	In progress	Johnson, Mark	Might begin with the portal process, but at the beginning, faculty would still have to log in multiple times.