

STUDENT INFORMATION SYSTEMS

ANNUAL REPORT - 2000-01

July 2001

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Student Information Systems (SIS)
Annual Report, 2000-01
Executive Summary

Student Information Systems (SIS) provides central computing support services to University of Georgia administration -- primarily within the Offices of Student Affairs and Instruction. SIS analysts and programmers completed 478 computing development, modification, or enhancement requests in support of administrative offices during the past year -- consuming 53,923 staff hours. Although OASIS is the most visible system, it is one of over forty administrative student-related computing systems provided by the University.

- **Web Development.** A key goal is to provide Internet access to student systems. Existing student systems function well; however, there is a clear need to stay abreast of technology and accelerate Internet access to the administrative student information facility. A major project to web enable the OASIS student system was completed successfully as the initial project for web-based student access to student systems. Students now access their permanent record, register for classes, look-up their grades, access degree advising and other student facilities via the Internet. This facility continues to expand, with Financial Aid status and Housing resident signup in development.

- **Data Warehousing.** UGA administrative data can be difficult to access except by programmers or staff with advanced technical skills. There are tools and software on the market, which can provide a facility that a reasonably knowledgeable non-programmer can use to independently query the large store of University administrative and archival data. The development of such a facility will provide the University with the opportunity to be more responsive to information queries and it should provide the flexibility and tools that our clients require. A data warehouse must be developed as part of a comprehensive University information architecture.

- **SPEEDE - Electronic Transcript Exchange.** A pilot electronic transcript exchange system with Georgia State University is in place. This will be expanded to include electronic transcript exchange with other University System of Georgia institutions, as well as other post-secondary institutions. The SPEEDE system adheres to nationally established standards of document interchange.

- **System Enhancements.** There were multiple enhancements to the various University administrative systems available to students. Some of these areas included: Financial Aid, Admissions, University Housing, Registration, Course Offerings, Career Services, Student Permanent Records, Degree Audit and Advising.

Student Information Systems

Summary of Major Accomplishments

Four hundred seventy eight (478) administrative computing development, modification, or enhancement projects were completed during the past year. These projects consumed 53,923 staff hours. A statistical breakdown by client, system, and type of effort is included in Appendices 2 and 3. The paragraphs which follow summarize accomplishments in support of client offices.

Undergraduate Admissions

Projects completed during the past year included:

1. New 2001 CPC requirements and a new screen.
2. 'OUT & ABOUT' mailing to Charter Scholarship recipients.
3. Completion of the 2000 Validity Study.
4. Automatic cancel process for applicants who did not pay their Admissions application commitment deposit (also cancelled any scholarships associated with the applicant).
5. Credit card option for the Orientation and Fee Receipt Systems.
6. Commitment deposit information was added for accepted applicants to various reports, screens, and download files.

Student Scores/Advanced Placement

Several new Advanced Placement tests were installed last year -- College Board Calculus AB Sub score, Human Geography, SATII, and Departmental Italian. The system was modified to accommodate the Regents mandated new SIRS layout. U.S. History, Ecological Biology, Molecular Biology, Law School Aptitude, and GED subtests were added to the system. Biology scores were loaded from history tape. Discussions began to use the Transfer Articulation module of DARS to update advanced placement scores instead of using batch ADF.

Career Services Center

The Class of 2000 survey was completed with response rate of 62% with 93% of the responders showing employment or continuing education. Once this report was finished, work began on the Postgraduate Survey. The survey instrument is available on the Career Center's web site and allows graduates to input their own data. It was written using Active Server Pages, JavaScript and VBScript. The data is kept in an Access database which was pre-loaded with the intended graduates' downloaded mainframe data. An aggregate Access table consisting of the Class Report years 1996 - 2000 was compiled using the structure of the new Graduate Survey table. The aggregate table contains only those who responded to the survey.

Counseling and Testing

Installation and testing was completed for the beta version of Exam System II software. A new version of Scan Tools was also implemented. The database structure and programs for Instructor Evaluations was enhanced and modified. File Transfer Protocol (FTP) processes were

implemented to enhance the data retrieval system. A new Departmental test for Italian was installed.

University Housing

A web-based student interface was implemented to allow active housing applicants and residents to view current housing status via the housing web page. This feature allows students to view status information pertaining to their housing application, assignment and contract.

A new file server and network topology was installed in the Family and Graduate Housing Office. The new file server was installed with Netware version 5.1 replacing an older server running Netware version 3.12. An Ethernet/Category 5 cabling system replaced an outdated token-ring cable system.

Housing and student data was provided the MGT of America, Inc. consultants to aid them in a housing study they were hired to conduct for the campus master plan.

International Services

Data was collected from various sources for the Open Doors Annual Census reporting in the Office of International Education. Graduate assistantships were obtained from the Graduate Admissions office. Class level and CIP codes were downloaded from the mainframe for currently enrolled students. The data was added to an Access file for the Office of International Education.

Minority Services and Programs

Effort this year included continued support for the ProAct program. ProAct is a DOS based PC program that prints labels and allows queries on a downloaded file of minority students.

REGISTRAR

Certification System

Several changes were made within the Certification System in order for the University of Georgia to participate in Degree Certification offered by the National Student Clearinghouse.

Course History System

A new routine was implemented to update the Student Requirements segment as courses are being entered online rather than nightly. A new screen was created for the Registrar's Office, Fix Term Summary (FX), to allow law/vet indicator and program level changes. This screen was needed to facilitate the clean up of old records.

The Honors Program Record report was completely reformatted for the Honors' Office to better facilitate their processing.

Course Offerings System

A major addition for Course Offerings was the development of access via the Internet to the official Schedule of Classes.

Enhancements to the OASIS Schedule of Classes to improve convenience and ease of use by students included:

1. A function key was added to allow students to browse courses by starting time or Gwinnett Center courses.
2. When students browse courses, those in conflict with their class schedule are highlighted.
3. When browsing courses, users can use a function key to quickly check their class schedule Work Sheet without leaving the system.

Degree Audit

Enhancements to the Degree Audit System are continual. The report will now display area of emphasis and advisory program information for the primary degree and the dual degree program information at the top of the report when a student is pursuing dual degrees. Many changes were made to process intended majors and advisory programs and to produce reports for all 'active' degree programs for dual degree students.

Graduation System

Modifications were made to the Graduation System in order for dual/joint degrees to be maintained in the Student Record System.

Registration

The OASIS system was modified to automate withdrawal processing. It will be implemented Spring 2002.

Student Database

A major project to handle students who are pursuing more than one degree program was completed. The Degree Program Segment's (DP) status code will indicate that the student has more than one 'active' degree program and which of these is considered the 'primary' one to be used in reporting to outside agencies. The system can now handle dual undergraduate degrees, dual undergraduate/graduate degrees, dual professional/graduate degrees and dual graduate degrees.

Changes to the system to process new 'intended' majors and advisory programs were also implemented. New students will be admitted into an 'intended' major until they have met the requirements for the official major. Intended majors give the academic units important information about which major students need. Advisory programs identify areas of interest which are not UGA majors, such as pre-law or pre-med.

The currently enrolled DB2 table (PFST.BFST32A) was expanded to contain permanent address, phone, local address street, city, state, country, zip code, and phone, and email address. The F7ST Area of Emphasis Screen (AE), Name History Screen (NH), Student Affairs Screen (SA), Requirements Screen (RQ), and Minor Screen (MI) have been rewritten in Natural. They will be put into production when the remaining screens are complete.

TranSTAR - Transcript Request System

A new project was started during the past fiscal year to develop an online system which permits students to order transcripts and letters of certification via OASIS. The base system with most of the screens has been completed and work is in progress to enable transcript billing and payment procedures. Students will enter the new Transcript - Certification system through the student records menu in OASIS. They will have the ability to order transcripts, view a transcript status, select or change a method of payment for a transcript, order a letter of certification and view the status of certification orders. The system is expected to be complete this fiscal year.

SIRS

Major changes were implemented to the SIRS processing for Fall 2000. Previously, the SIRS processing had been to send data to the Regents for reporting data. The Regents are now obtaining more data to maintain their own Student Information System. This change affected about 75 production jobs because of the new layout and program changes. Special reporting was requested by the Regents Auditors.

STUDENT ACTIVITIES

Sorority Recruitment

Sorority Recruitment ran from August 12 through August 21 with 985 potential members starting Recruitment. Of that number 237 withdrew and of the 859 invited to the Preferential Event rounds, 669 matched with a sorority. Processing this year included using Excel Forms for data entry. This processing was more workable and reliable than the web forms of the previous year. Web processing was removed from affected programs.

Numerous program modifications were made to allow for a variable number of sororities to participate in Recruitment. The programs were changed to check for the sorority acronym rather than the numeric code to avoid confusion should sorority numbers change.

Student Government Elections

The online SGA Election voting system was totally re-engineered. The old system was developed in 1995 as a "one time only" system to meet the requirements of that year's election(s). Each year after the initial year of online voting, the old system was modified to handle that year's election even though rule changes occurred that made it increasingly more difficult to prepare for a new election. The new election system was built using the following guidelines:

1. Turn each election episode into mostly a "data entry" event controlled by the SGA office rather than an "analysis and programming" event controlled by SIS.
2. Allow for multiple types of races (e.g., Presidential, Senatorial, Issues, etc.) without the need for "day-before-the-election" programming by SIS staff.
3. Be able to handle a moderate increase in the number of candidates running for office without exceeding the limitations of existing tables and programs.
4. Provide voters with an accurate and secure voting environment that maintains voter anonymity.
5. Standardize the post election reporting so that only parameters need be changed, rather than major portions of report programming code.

6. Make full use where possible of object model methodology and existing code generation tools.

Student Financial Aid

Several enhancements were completed to the HOPE Scholarship System. The Georgia Student Finance Commission developed a web-based system for students to enter HOPE Alternate Application data. New procedures were developed to request and receive this data electronically and load it to the Student Financial Aid System. A new HOPE ineligibility code was installed to identify students who decline to receive the HOPE Scholarship. The HAR rollover process, which allows a valid HOPE Alternate Application to be rolled to a future academic year, was expanded to include the new electronically received documents (eHOPEs) and also valid ISIRs (Institutional Student Information Report).

New procedures are being implemented for obtaining previous award data for mid-year transfer students. This data previously obtained from paper Financial Aid Transcripts (FAT) is now available from the National Student Loan Data System (NSLDS). A new "pre-screening" process to identify any current year data indicated on the NSLDS portion of the ISIR (Institutional Student Information Report) was completed. Work will begin soon on the second phase of this project, which involves the request and receipt of the latest NSLDS/FAT data from the Department of Education's National Student Loan Data System within 30 days of the first disbursement of funds.

Work is in progress on a major project to develop screens that can be added to the existing OASIS system (classic and web based) to provide students with access to their student financial aid data. The initial project will provide "Application Status" data for the current and upcoming academic years. Also included will be screens to identify items or documents received from the student, data considered in the packaging of the student's financial aid, and the student's award status.

Several enhancements were completed to the Satisfactory Academic Progress System. New procedures were developed for students enrolled in a Student Exchange or Studies Abroad type program and for students enrolled in a disproportionate number of PE and/or Regents' courses. Modifications were completed to allow a SAP screen to be manually created. Also, the production of Appeals Committee acceptance or denial letters was automated.

The layout for the ISIR/NSLDS data received electronically from the Department of Education changes every year. The 2001-02 ISIR/NSLDS tables were created and the numerous on-line screens were installed. New features added this year include screen help to provide a legend of the Correction, Highlight, and Assumption codes; the ability for the user to request a specific panel; and the addition of pop-up screens to display student reported data for assumed value fields.

The Office of Student Financial Aid was asked to provide student financial aid data to IPEDS (Integrated Postsecondary Education Data System). The National Center for Educational Statistics established this system of surveys in order to collect data from all major postsecondary schools. Procedures were developed to provide this data.

Another major project involved readying the Student Aid System for new academic year 2001-02. Enhancements include the addition of more academic scholarships in the automated

packaging process; changes to the "No Need" letter selection process; and extensive modifications to the notification process for the Student Loans, Grants, and Scholarship Department.

FSIS ACCESS SERVICES

FSIS Access Services is a jointly sponsored unit of the Financial and Student Information Systems departments. It provides University-wide support to staff and departments requiring assistance in accessing administrative systems and applications. This support includes functions such as: creating administrative user IDs, granting access to student and financial databases, and coordinating basic courses on use of financial and student systems. Microcomputer installation and consulting support are provided. In addition to the ongoing support for Student Affairs and Finance & Administration, these accomplishments are noteworthy:

Microcomputer Support

1. Assisted the Payroll department in setting up and refining the check printing software and hardware located within that department, used to print all UGA payroll checks.
2. Upgraded the Novell 5 server for student loans. The server is being used to provide access to the new direct loan database system.
3. Spent considerable time handling computer virus protection and cures for infected machines.

Enterprise Server Support

1. During FY01, over 1300 userIDs were created, deleted or modified. This means more than one half of the entire IMS population was managed, one way or another. As of July 1, 2001 there were 2,513 IMS userIDs.
2. Access Services participated in hosting Dr. Zoltan Kasa, Vice Rector of Babes-Bolyei University in Cluj-Napoca, Romania. Dr. Kasa studied UGA's Student Information System and staff training methods in preparation to implement such a system at his University.
3. New campus wide access systems offered to the campus included Payroll for QMF/ARROW and Equipment Inventory for QMF/ARROW.
4. Several Data Custodians were interviewed by Rocket Software for publication in various professional journals. Access Services coordinated that effort.
5. Access Services participated with the North-Highland consulting group, working on the reorganization of Information Technology at UGA.

Progress in Strategic Planning

The major developmental focus of the department is to expand Internet access to the various components of the Student Information System. Within this context, the overall functionality of the SIS must be continually enhanced. The following paragraphs identify planned development activity, by administrative office, that is supported by this department.

Undergraduate Admissions

Development goals include:

1. Establish a training plan for all employees of Admissions based on their position and years of experience.
2. Evaluate and plan for Workflow and Imaging as a total solution to the application process.
3. Pursue the use of SPEEDE to receive Transfer Transcripts and feed into the DARS Articulation system. Also determine the feasibility of SPEEDE Express for High School Transcripts in the evaluation process.
4. Finish the Intended major / Advisory Program changes.

Student Scores/Advanced Placement

Continue the project to convert batch ADF for advanced placement to the Transfer Articulation module of DARS (Internet accessible).

Career Services Center

Goals for the coming year include writing programs to analyze the Graduate Survey and publish it on the Career Services web site; automating the NACE reporting; modifying or rewriting the Calling program to work with the new Postgraduate Survey.

Counseling and Testing

Reengineer the test scoring facility.

University Housing

Initial discussions have begun regarding the creation of a web-based housing sign up feature. This will most likely be an option under OASIS, and will allow spring residents who wish to remain on campus for the upcoming fall to sign up for their room choice online.

Initial plans are being discussed to create an online waiting list feature with a web interface to allow active housing applicants and residents wishing to move or transfer into a particular hall to track their current position on the waiting list.

Initial discussions are underway to create an online feature to allow housing residents to pay their rent via the web. This will include online credit card approval.

International Services

Streamline the Census data collection procedure.

Minority Services and Programs

Redesign of the ProAct program.

REGISTRAR

Course History System

Major plans for the Course Offerings System include:

1. Room Scheduling: UGA has purchased new room scheduling software, Ad-Astra. Initial work has begun on changes needed to interact with this software. Additional data elements are needed to Course Offerings in order to fully utilize the software capabilities.
2. Distance Learning and Georgia G.L.O.B.E. (Global Learning Online for Business and Education): Modifications will be required to the Course Offerings database and on-line system in order to interact with these University System statewide systems.
3. Gwinnett Center: Work is needed in coordination of systems with Georgia Perimeter College -- additional data elements needed for special fee assessment, reporting, etc.

Degree Audit

The main focus for the Degree Audit System is to begin producing Degree Audit reports for graduate students.

SPEEDE - Electronic Transcripts

Enhancements are needed to the SPEEDE system to add additional trading partners (schools) and to begin receiving incoming transcripts.

Grade Processing

The main goal for the Grade Processing System is to design and implement an on-line grade collection system to allow instructors or departments to directly enter the student's grades rather than fill out the grade roll scan sheet.

Graduation System

Modifications are needed to the Graduation System in order to accommodate up to four majors for each student's degree and the ability to clear each major independently. Initial analysis has begun on proposals for storing and tracking graduate students' program of study. The DARS system will be utilized.

OASIS

Plans to extend OASIS hours of operation will require an assessment of our nightly batch processing and its impact on online response times. Enhancements to Web OASIS will continue.

Student Database

The major focus for the Student Records System is to expand the Current Enrollment DB2 table (PFST.BFST32A) to include one year of enrollment and eligibility for the upcoming term, to add processing for the newly approved school/college, and to finish the rewrite of the F7ST screens. These include the Degree Audit Screen (DA), Degree Program Screen (DP), Override Screen (OV), ACA Requirements Screen (R2), Student Record Screen (SR), Test Score Screen (TS), UGA Previous Education Screen (UG), Previous Education Screen (VE), and the Activation/Deactivation Screen (SI).

TranSTAR - Transcript Request System

Two major goals are to complete the new Transcript / Certification system, and to complete the system upgrade and enhancement of the current administrative transcript system.

SIRS

Major changes have once again been requested by the Regents. Much like Fall 2000, more data is being requested and the way many of the data fields are extracted will be changed. This will affect many colleges that maintain their own Student Information System. This change affects production jobs because of the new layout and program changes. The Registrar is developing a web based Student Data Element Dictionary as part of a joint project with SIS to extract data from enterprise system databases.

STUDENT ACTIVITIES

Sorority Recruitment

The goal for the coming year is the second phase of a rewrite of the Sorority Recruitment System. This phase will deal with rewriting the background programs that do the actual processing and reporting. Incorporated into this rewrite will be the ability to have unlimited numbers of sororities.

Student Government Elections

1. Add a print capability to the administrative system.
2. Analyze the feasibility of using the election system for Homecoming elections.

Student Financial Aid

Plans are to complete the project to include Student Financial Aid "Application Status" data on OASIS in July 2001. The development of other Student Financial Aid modules to include in OASIS, such as providing students with access to financial aid award data, is planned for later this year.

The second phase of the project to begin using data from the National Student Loan Data System (NSLDS) for determining previous award data for mid-year transfer students must be completed by late Fall 2001. This phase involves requesting and receiving the latest NSLDS/FAT data from the Department of Education's National Student Loan Data System within 30 days of the first disbursement of funds.

A new Regents' Student Financial Aid Data System, similar to SIRS, must be developed to provide student financial aid data by student in a file for the Regents' Office. This system must be complete by November 2001.

A scholarship tracking system, similar to the HOPE Scholarship Tracking System, is needed for tracking students in the other academic scholarship funds.

The Office of Student Financial Aid would like to automate the award cancellation process for certain groups of students, such as for those who have declined admission after being accepted.

The various enrollment reports that run at the beginning of each semester to inform the user of students who were awarded aid but are not enrolled or are not enrolled fulltime need to be reworked in order to more efficiently assist the user.

The Office of Student Financial Aid would also like to develop a process to target specific groups of students with special mailings using email. (This, of course, would require that the University be convinced to require Arches accounts).

Progress in Assessing Unit Effectiveness

A broadly based client survey was conducted with the support of the Office of the Vice President for Student Affairs several years ago. The results of that survey (78% of respondents were either satisfied or very satisfied with services provided by SIS) were positive. However, several potential problem areas were identified:

1. Slow computer system response time.
2. Need for improved system interfaces.
3. Need for additional user-friendly client tools.
4. Lack of adequate training and training facilities.
5. Need for additional support and/or support staff.

Several actions were taken in response to the preceding. First, the central computing facility hardware and software environment has been significantly upgraded -- resulting in clearly improved response times and overall efficiency of enterprise systems. Second, several client-oriented tools have been added to improve the user interface. A client-oriented Query Management Facility (QMF) that is Windows based has been implemented successfully. Additional Windows and Web browser tools are being evaluated.

Also, software to provide a web browser interface to enterprise systems has been purchased and a web-based OASIS student system implemented. This system continues to expand. One of the key features of this system is a facility whereby students may comment and give feedback on their experience using the OASIS system. The results of this student feedback facility have been very helpful.

Overall Health of SIS

The unit is functioning well. A financial and operational audit by the UGA Internal Audit staff was completed in August 1999 with favorable comments and no serious discrepancies noted. There is currently a consulting study underway that will recommend organizational changes as the unit merges into the CIO organization. The most pressing problems facing the unit are: the serious erosion of salaries for IT staff in comparison to the Atlanta market, the University's lack of a competitive salary structure for IT staff, rapidly changing technology, and the pressing need to retrain staff and upgrade systems to stay abreast of technology.

Appendices

Appendix 1
Student Information Systems
Operational Systems

ADMISSIONS

Admissions - Undergraduate
Orientation

Recruitment
Student Test Scores

CAREER SERVICES

Career Services System (LAN)

COUNSELING & TESTING

Counseling & Testing (LAN)

INTERNATIONAL SERVICES

International Services

MINORITY SERVICES & PROGRAMS

Minority Services and Programs

REGISTRAR

Course History
Course Offerings
Degree Audit/Advising
Academic Assistance
Grade Recording
Honors Day
Locator & Reporting
Registration
SIRS
Audit Reporting

Course Inventory
Student Certification
Course Deficiency Removal
Graduation
Grade Processing
Honors Program
Inactive Student DB
Student Records Reporting
TranStar Request Log

STUDENT ACTIVITIES

Student Activities
Student Government Elections

Sorority Rush
UGA Access Card

STUDENT FINANCIAL AID

Financial Aid
Financial Aid Reporting

Financial Aid History
Financial Aid Fund Master

UNIVERSITY HOUSING

Student Housing Assignment

Student Housing (LAN)

INSTITUTIONAL RESEARCH AND PLANNING

Budgetary Reporting
Curriculum Reporting
Facilities Inventory
Faculty Reporting

Institution Contact
Instructional Program Taxonomy
Space Inventory/Space Utilization
Teacher Query

GRADUATE SCHOOL

Admissions - Graduate

Graduate School Reporting

Appendix 2
Student Information Systems
Effort Summary by Department/System

Department/System	1999-00		2000-01	
	Effort Hours	% of Total	Effort Hours	% of Total
Counseling & Testing	320	0.6%	1,746	3.2%
International Services and Programs	431	0.8%	138	0.3%
Minority Services	15	0.0%	32	0.1%
Student Activities	2,301	4.2%	3,224	6.0%
Student Financial Aid	5,470	9.9%	5,942	11.0%
Student Housing	10,725	19.4%	8,249	15.3%
Total VP Student Affairs	19,261	34.8%	19,332	35.9%
Career Services	708	1.3%	1,991	3.7%
Undergraduate Admissions	3,126	5.6%	3,707	6.9%
Registrar				
PFCH Course History	4,345	7.8%	1,032	1.9%
PFCI Course Inventory	6	0.0%	0	0.0%
PFCN Course Offerings (OASIS)	2,365	4.3%	1,999	3.7%
PFCV Student Certification	218	0.4%	332	0.6%
PFDA Degree Audit/Advising	2,106	3.8%	2,629	4.9%
PFDS Academic Assistance	106	0.2%	70	0.1%
PFET Speede (Electronic Transcript)	190	0.3%	88	0.2%
PFGI Graduation (IMS)	2,884	5.2%	1,414	2.6%
PFGR Grade Recording	1,210	2.2%	1,039	1.9%
PFRT Registration (OASIS)	4,155	7.5%	6,098	11.3%
PFST Student Record System	6,275	11.3%	10,367	19.2%
PFSZ Sirs (Regents)	229	0.4%	50	0.1%
PFTR TranSTAR	4,751	8.6%	2,699	5.0%
PFWR Audit Reporting	304	0.5%	94	0.2%
	29,144	52.6%	27,911	51.8%
Institutional Research and Planning	2,363	4.3%	405	0.8%
Graduate School Reporting	820	1.5%	576	1.1%
Grand Total	55,422	100.0%	53,923	100.0%

Appendix 3
Student Information Systems
Effort Summary by Activity Type

Activity	Description	1999-00		2000-01	
		Effort Hours	% of Total	Effort Hours	% of Total
ADM	Administration	2,305	4.0%	1,961	3.6%
ANL	Analysis and Design	9,503	16.4%	10,016	18.6%
CNF	Conference/Meeting	1,416	2.5%	1,743	3.2%
CON	Consulting		0.0%	34	0.1%
CTL	Production Control	6	0.0%		0.0%
DOC	Documentation	268	0.5%	137	0.3%
HCN	Micro Hardware Consultation	102	0.2%	6	0.0%
HEV	Hardware Evaluation		0.0%	0	0.0%
HIN	Micro Hardware Installation	510	0.9%	192	0.4%
KEY	Keying Data		0.0%	0	0.0%
LVE	Earned Leave	7,504	13.0%	7,200	13.4%
MCN	Micro Consulting	3,855	6.7%	3,205	5.9%
MNT	Maintenance	4,639	8.0%	3,542	6.6%
NON	Activity Not Assignable	1396	2.4%	639	1.2%
PGM	Programming	22,143	38.3%	21,355	39.6%
RPT	Reporting	291	0.5%	257	0.5%
SCN	Micro Software Consultation	290	0.5%	54	0.1%
SEC	Secretarial	1,746	3.0%	1,729	3.2%
SEV	Software Evaluation	24	0.0%	0	0.0%
SIN	Micro Software Installation	492	0.9%	490	0.9%
TNE	OJT Trainee	806	1.4%	1,100	2.0%
TNR	OJT Trainer	440	0.8%	159	0.3%
TVL	Travel	37	0.1%	106	0.2%
	Departmental Totals	57,773	100.0%	53,923	100.0%

**Appendix 4
Student Information Systems
Personnel Information**

Fiscal Year 2000-01

NEW EMPLOYEES:

Angie M. Heusser	Programmer II	08/28/00
Brian A. Huth	Programmer II	02/01/01
Bina K. Patel	Programmer II	02/12/01
Sara E. Looney	Administrative Secretary	06/25/01

PROMOTIONS:

Melissa S. Kell	Programmer III	07/01/00
Elisa M. Coulter	Management Information Specialist	09/01/00
Al B. Hardy	Information Analyst II	10/01/00
Donna W. Bishop	Information Analyst I	12/01/00
S. Todd Cutshaw	Senior Programmer II	01/01/01
Lyndell A. Farley	Senior Programmer	02/01/01
Hongfu Ding	Senior Programmer	02/01/01
Chris E. Tuttle	Information Analyst I	03/01/01
Michael W. Cheek	Information Analyst I	03/01/01

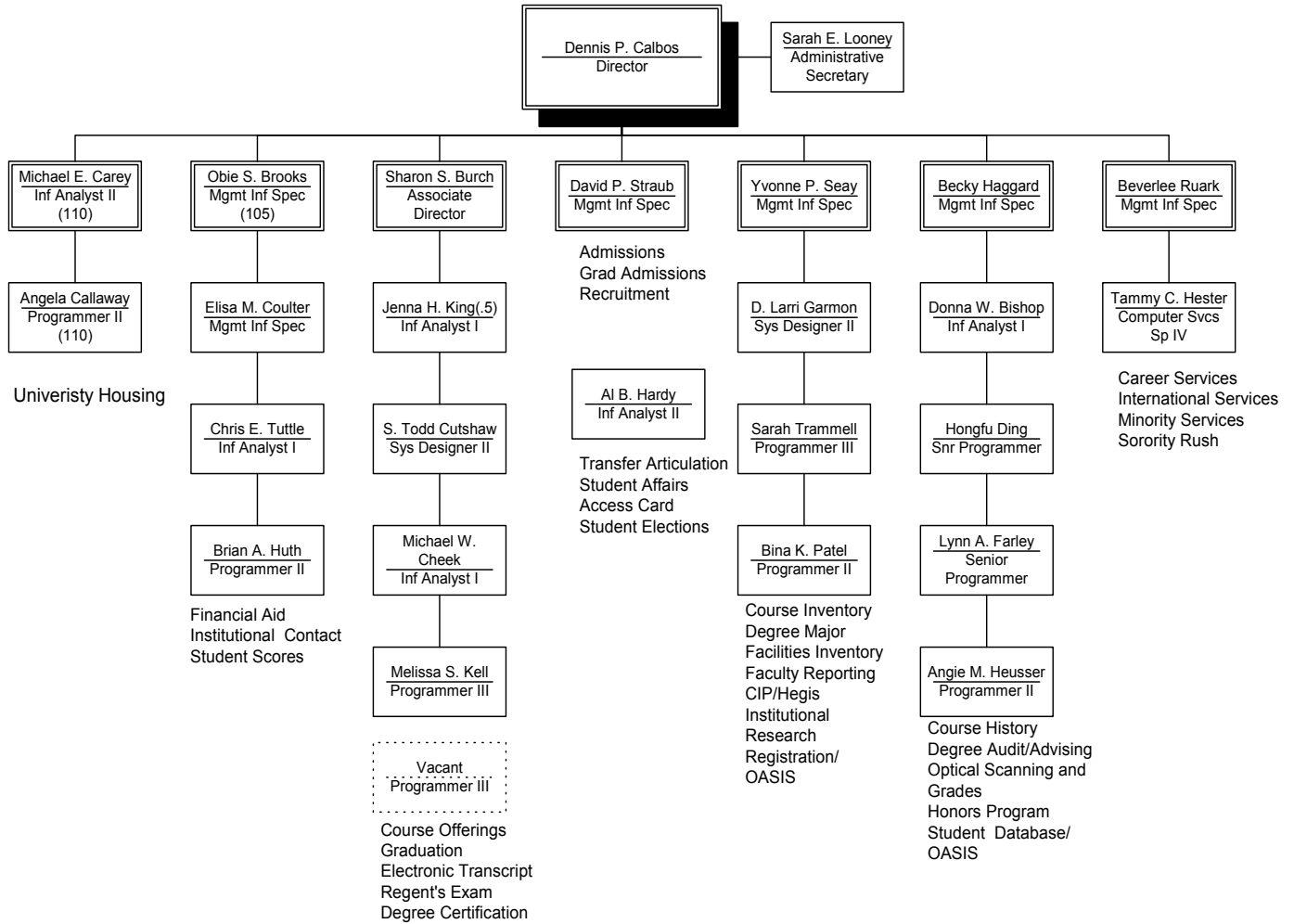
TERMINATIONS:

Henry P. Williams	Programmer III	11/04/00
Donna M. Mobley	Senior Programmer	11/08/00
Evelyn W. Wehunt	Administrative Secretary	05/31/01

OTHER:

Dennis P. Calbos served as Vice-Chair, Board of Directors of the College and University Computer Users Associations (CUMREC). He also served on the Educause Program Committee.

Appendix 5 Student Information Systems Organization Chart



July 2001