2005 Annual Report

Employee Name: Matthew J. Ross

Current UCPEA Position: Computer Technical Support Consultant II
Current Functional Title: Assistant Director of Technology

Reports to: Director of Technology

Number of Employees under Direct Supervision:

- 3 Fulltime staff
- 4 Graduate Assistants
- 25 Works Study/ Student Labor personnel

Committee Memberships:

- NSOE Technology Oversight Committee (TOC)
- UCONN Information Technology Implementers Working Group (formerly ITLWG)
- UCONN Software License Group (SLG)
  - UCONN SLG Ad-hoc Apple Support Committee
  - UCONN SLG Ad-hoc SPSS committee
  - UCONN SLG Ad-hoc Macromedia committee
- Search Committee Member
  - NSOE Desktop Support Technician
  - NSOE Desktop Support Technician
- CDWG Higher Education Advisory Board

Activities:

As the Assistant Director of Technology, my responsibilities for the 2005/6 academic year covered a wide range of technology operations at the Neag School of Education. Many more changes occurred in the Neag School of Education over the last year. Existing staff was lost, additional staff was hired, and the launch of the new NSOE website was completed. In addition, there were several hardware acquisitions to assist in the phenomenal growth of the school.

Collaborative Technology Center
The Collaborative Technology Center (CTC) was completed in September 2004. The CTC consists of 6 fixed laboratories and 5 mobile laboratories. The CTC is meant to replace and expand the old UCEML as well as provide new capabilities. Three additional mobile labs were added to the inventory for Fall 2004. The new Advanced Statics Lab was added in the Spring 2005. In addition, TV/VCR carts were upgraded to include DVD players. Interactive whiteboards were installed for greater educational value. All machines installed in the new labs are brand-new and required an image be built for easier management and maintenance.
The management of the Collaborative Technology Center falls directly under my responsibilities. This included direct supervision of 6 Graduate Assistants (GA) and 15 student lab monitors. A new approach was tested out this year, by shifting most of the day-to-day responsibilities to the Grad Assistants. This approach is being re-evaluated for Fall 2005. Other responsibilities directly related to the CTC included:

- Coordinated scheduling of all GA and students to cover lab operation hours (Mon-Th 8:30am-9:30pm and Fri 8:30am-4pm)
- Assigned roles to GA according to our projected organizational chart
- Managed the scheduling of labs for Faculty, Staff, and Students
- Managed the scheduling or coordination of A/V equipment for Faculty, Staff, and students.

In addition to personnel management within the CTC, my responsibilities included the supervision and coordination of the technology equipment within the lab. During the summer 2004 all lab machines were upgraded with new hardware carrying Windows XP and Macintosh OS X 10.3.X.

**NSOE Technology Hardware**

Outside of CTC, my responsibilities include management and maintenance of all workstations, peripherals, server hardware, and coordination of network activity. For Fall 2004, two Graduate Assistants were hired to handle day-to-day repair and troubleshooting of faculty and staff desktop support. The NSOE also debuted an online ticket system for easier reporting and management of faculty and staff problems. The tech staff handled over 100 tickets in the first week of operation.

I also participated in the coordination and planning for an upgrade of existing network infrastructure in the old Gentry building. This upgrade allowed the NSOE to complete its wireless goal of equipping the entire Gentry building with wireless connectivity.

In place of new servers, the tech staff began looking at a new Storage Area Network. This technology allows the NSOE to grow its server hardware at a faster rate and lower cost. Initial investment is expensive, but outweighed by benefits to operations of NSOE activity.

Our faculty/staff workstation inventory was almost completely replaced over Summer 2004. Almost all faculty are on laptop/docking stations (Windows and Mac users). All staff were upgraded to small form factor desktop units. I co-coordinated the upgrade of the entire NSOE Faculty/Staff workstation inventory to Windows XP, or Mac OS X 10.3 (approximately 200 machines).

In addition, I managed the maintenance, management, and transportation of the Technology for Teaching and Learning (TL2C) equipment. This equipment included two 25 unit, wireless laptop carts, two print servers with printers, and two wireless access points. The instructional materials were also added to list of equipment for transportation. These conferences occurred approximately twice a month (two days at a
There were also several one day conferences scheduled intermittently. Primary responsibilities included arranging transportation with Central Stores, arranging secure storage with the conference location, and setup/pack-up of the equipment. Some conferences also involved my coordination with Ryder International including driving the truck and equipment to location.

Communication was improved within the Dean’s Office over Summer 2004. Nextel phones were introduced. I negotiated a contract with Nextel to provide inexpensive plans with great options. Phones were extended to department heads, by request of the Dean in December 2004. The University followed suit by signing a contract in March 2005.

**NSOE Building Services**

Following the completion of the addition to the C.B. Gentry building, where I coordinated the moves of computers and telephones for 25+ faculty and staff before and after the construction, I was placed in charge of telecommunications. I also served as a substitute coordinator for the office furniture and content moves during this time frame. This also included moving computers after hours to reduce impact on faculty/staff operations.

The Director and I attended regular meetings with the architects, engineers, and project managers. I assisted in the design of the Audio/Visual network for the addition to the C. B. Gentry building acting as a reviewer for accuracy and needs assessment. These renovations expanded into the construction of a new Collaborative Technology Center on the ground floor of the addition. Again, my expertise was solicited for the design of this area. My responsibilities included attending regular meetings with the architects, engineers, and project managers, reviewing designs on a regular basis for accuracy and needs assessment, and constructing budget projections for equipment and supplies.

The results of our hard work have turned into a state-of the-art collaborative education facility. Some of the technologies included in our design are:

- Alumni Hall outfitted with video distribution, distance learning capabilities
- Multimedia editing, capturing center
- Collaborative Educational Technologies laboratory
- Educational Research and Development laboratory
- Interactive whiteboards in every classroom/conference/seminar room
- Measurement and Assessment Laboratory
- Advanced Statistics Laboratory

**NSOE Student Information System**

One of the areas this committee deemed a priority for the NSOE was the creation of a more comprehensive information system for students within the NSOE. The new Student Information System links directly into the University’s Peoplesoft Information System, allowing minimal re-keying of data and increasing our data reliability. I have continued to assist and supervise the development of this system. This year was the first deployment of the online admissions system for IB/M applicants. In addition, I
facilitated the migration of the system onto the new Storage Area Network for better reliability and security.

**University and NSOE Committees**
I also served on two University committees; the Information Technology Implementers Working Group (formerly ITLWG), and the Software License Group (SLG). As a member of the Implementers Group, I participated in regular meetings discussing and identifying technology needs of the campus users. In addition, I served on two search committees for fulltime positions to aid in technical areas. The two, fulltime NSOE staff were additions to our staff under my supervision. I reviewed over 20 resumes and participated in interviews for 7 candidates.

**Professional Development**
Due to other projects, there were very few organized Professional Development offered for Faculty and Staff. Staff were asked to participate in an instructional session on the Graduate Database, as the administration of graduate admissions was decentralized to the departments. Since I was the author of the interface, I facilitated the sessions. Each department was represented by at least one administrative staff member (EDLR sent all three).

While not a traditional professional development session, I facilitated an information session on NVIVO 7.0. NVIVO (a QSR International product) is a qualitative statistical analysis program that is widely used throughout the world (industry standard). I worked closely with the Account Executive and the CEO of QSR to bring Kristi Jackson (QuERI) to the NSOE in March 2006. The topic was centered around changes from the current version to the newest version of NVIVO software. This informational session was open to all University Faculty, Staff, and students. Informal responses were collected at the end of the session and the overall feeling was that the session was helpful. I am now trying to organize similar sessions for other widely used software in the NSOE.

**Security**
The NSOE suffered an attempted theft in November 2004. Approximately $75,000.00 in equipment was near stolen. Installation of a $100,000 security system was completed in November 2005. Under my direction, the new addition to the building was secured with Proximity card readers (at the suite door entrances), contacts were installed on all multimedia equipment, and cameras were installed at all exterior entrances. The CTC was also retro-fitted with Proximity card readers, motion sensors, and cameras.

The installation forced the release of new UConn ID cards to all NSOE Faculty and Staff as well as select students. I worked closely with the UCONN OneCard office to facilitate this distribution in the most efficient way possible. By accessing the NSOE directory, 75% of the new ID cards were pre-printed to be distributed at the September 2005 faculty meeting.
I worked with the Director and the Dean’s Office to draft a policy and procedures statement for access to the C.B. Gentry Building. That policy now governs access and also describes the process for an individual to attain access to the building.

In addition to management of the project, I have become the primary contact for all security related building issues. Since the completion of the new system, I have been called to the building three times for security related problems. I have made my home phone number available to the UConn Police department in the event of an emergency and have worked through troubleshooting the system and any problems on numerous occasions.

**Personal Professional Development and Continuing Education**

In addition to these job-related activities, I continued my personal education in the Masters program in Educational Technology at the Neag School of Education. Besides taking classes, I also taught three sections of EPSY 240, Introduction to Educational Technology as a Teaching Assistant in the Fall 2005. I expect to graduate next May (2007). Professional development includes a one-day, Photoshop seminar in January 2006.

**Additional Highlights**

- Continued support of Academic Technology Program (laptop, Taskstream, wireless)
- Support to UITS for campus-wide wireless deployment, new VPN access, Anti-virus deployment, etc.
- Teachers for a New Era support. Increased technical support TNE project and database collaboration.
- Support of Confratute with equipment and personnel.
- Increased faculty support with hiring of new faculty and staff.

**Goals for 2005-2006**

- Re-evaluate and improve CTC management of equipment.
- Increase Faculty professional development participation.
- Increase integration of new technology through NSOE.
- Increase staff usage of Exchange system to increase efficiency within NSOE.
- Continue to improve desktop support for NSOE faculty and staff.
- Continued implementation of SAN