2008 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
  • 1 Special Payroll employee (part-time)

Number of Employees under Indirect Supervision:
  • 25 Works Study/ Student Labor personnel

Committee Memberships:
  • UCONN Information Technology Implementers Working Group
  • UCONN Software License Group (SLG)
    o UCONN SLG Ad-hoc Apple Support Committee
    o UCONN SLG Ad-hoc Bibliographic Applications, Chair
    o UCONN SLG Ad-hoc HuskyPC Contract, Evaluation Committee
    o UCONN SLG Ad-hoc Student Software Licensing Group
  • CDWG Higher Education Advisory Board

Activities:
As the Assistant Director of Technology, my responsibilities for the 2007/8 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. No additional staff was hired.

NSOE Website(s)
The responsibility of the NSOE websites was turned over to a part-time Special Payroll employee under my supervision. I provided back-up support for his activities and handled any emergency requests that came in.
In addition, I consulted on several sub-sites and surveys for the school and university:

**Surveys**
- Student Software Survey
- Social Studies Curriculum Attitudes (T. Levine)
- CADREI 2007 Annual Conference Review
- CADREI 2008 February Conference Review

**Websites**
- IB/M Internship and Clinic Placement process

Each survey equates to approximately 40 hours of continuous work. Additional web work included administrative applications tied to Inventory control, Student Information System interfaces, Internship/Clinic Placement applications. I have also devoted time, at the request of the Dean, to maintenance of the site for the Council of Academic Deans of Research Education Institutions (CADREI). That website was activated on February 28, 2007 at http://www.cadrei.org.

**Collaborative Technology Center**
The Collaborative Technology Center (CTC) was completed in September 2004. The CTC consists of 6 fixed laboratories and 5 mobile laboratories. I act as the fall back manager of the Collaborative Technology Center. Supervision of the student lab monitors was delegated to the fulltime Desktop Support Technicians. All administrative aspects of the student lab monitors has been delegated to the administrative assistant in our area. I provide backup services to the technicians and assist when short staffed.

**NSOE Technology Desktop Support**
Outside of the CTC, my responsibilities include supervising the management and maintenance of all workstations, peripherals, server hardware, and coordination of network activity. The tech staff handled over 600 tickets in the course of the last year (May 2007-8). I also continued the coordination and migration of existing server infrastructure.

Our faculty/staff workstation inventory replacement was completed over Summer 2005. In May 2008, the second cycle of replacements will occur as part of the three-year plan. I have worked closely with the desktop support technicians to evaluate the newest models available from Apple and Lenovo, and plan our next rollout of machines to the faculty.
NSOE Academic Technology Initiative
In the Fall 2005 semester, the Neag School of Education instituted a formal Academic Technology Initiative. The initiative, centered on the Teacher Preparation programs, is fee based and includes technologies to assist in the teaching and learning process. A large part of that program is the included laptop given to the students.

As part of my regular duties, I assist with the specification, configuration, and distribution of the Academic Initiative, and more specifically the laptop. For the Fall 2007 distribution, I re-created a web based registration system to move the students through the distribution process as quickly as possible. Due to time constraints and university policies, we are forced to hold our distribution on the first day of classes. However, the students require the laptops for a class held that same evening. Thus presenting the need for a quicker registration solution.

I also provide backup assistance to the technicians for support. In the event that a student comes in for service and one is not available, I will assist.

NSOE Technology Infrastructure Support
A large part of my responsibilities include the management and maintenance of all NSOE server infrastructures. There are currently 12 servers that are consistently maintained for the school. Regular maintenance includes checking for virus activity, patches, updates, and available size.

Additionally, I am responsible for the administration of access to these servers and the file directories located within the infrastructure. I coordinate with UITS the activation and deactivation of accounts on the UConn Active Directory system.

NSOE Technology/Equipment Purchases
I also hold the responsibility of obtaining quotes and specifications for most NSOE technology related purchases. I provide a consultant-like role for faculty, staff, departments, and centers.

In April 2008, I gathered specifications for a purchase consisting of 65+ machines for both the faculty refresh cycle and an overhaul of our mobile laptop carts.

NSOE Technology Telecommunications
My responsibilities include supervising the management, maintenance, and procurement of telecommunications services to all faculty and staff (land line, cellular, and data). This responsibility was shifted from the department level to my supervision as part of a decision made within the Dean’s Office. Since inheriting this responsibility, I have worked closely with UITS to correct records and have begun to assemble a database system that can be used within the
Neag School of Education for tracking new orders, changes, and cancellations. The office administrative assistant, under my direction, conducts the repetitive tasks. This support also extends to video and audio conferencing.

**NSOE Inventory Control**

As part of my responsibilities, I am the primary contact for all inventory control related issues. Over the past year, I have been working closely with the Accounting Office/Inventory Control to clean up dated files of equipment registered to the NSOE departments.

To assist in the tracking and management of the NSOE equipment, I developed a new inventory system for computer equipment. This system is shared between the Finance Office and the Technology Office to track incoming purchases, assignments, and future surplus or transfer.

**NSOE Student Information System**

After the loss of our fulltime Database Manager in 2005, I assumed responsibility for the information system for students within the NSOE. The Student Information System links directly into the University’s Peoplesoft Information System, allowing minimal re-keying of data and increasing our data reliability. This year was the third deployment of the online admissions system for IB/M applicants.

Over the course of the past year, I have put together three proposals to the Deans for completion of this project. The final proposal, as approved, included the hiring of two new staff members within the Technology area to manage and program the Student Information System. In addition, the technology used to build the system would change and the entire system would be re-written using FileMaker Pro Advanced.

As part of this new proposal, I was appointed the project manager for the new system and have been keeping the project moving according to the timeline laid out in the proposal to the best of my abilities. I have met with the four key constituencies and documented needs, desires, and key data fields.

I have acted as the primary contact for the system and have provided assistance to the Teacher Education Unit as well as the Dean’s Office in reporting of data collected in this system. My role has primarily been to provide maintenance for the current system, until a permanent replacement for the Database Manager is hired.
University and NSOE Committees
I also serve on two University committees; the Information Technology Implementers Working Group, and the Software License Group (SLG). As a member of the Implementers Group, I participate in regular meetings discussing and identifying technology needs of the campus users. In addition, I served on four sub-committees in technical areas.

I am a regular member of the SLG Ad-hoc Apple Users Group, and hosted several of the meetings this year. I was the chair of the SLG Ad-hoc Bibliographic Software committee, and assisted in the development of a Request for Proposal (RFP) resulting in a successful procurement of the RefWorks system now available to all faculty, staff, and students. I was a member of the committee that developed the RFP for the new HuskyPC (UConn computer) contract. I also participated as an evaluation team member, reviewing 6 proposals and meeting with the vendors to ensure the university needs were met going forward.

Personal Development and Continuing Education
In addition to these job-related activities, I completed my personal education in the Masters program in Educational Technology at the Neag School of Education.

I have also continued the community service component to my leisure time as a member of the Unionville Village Improvement Association (UVIA) Board of Directors and now serve as the Board Secretary (elected October 2007). My direct responsibilities also include the maintenance of the UVIA website (http://www.uvia-ct.org).

I was also asked to serve as a Committee Member on the Unionville Historic District Study Committee. This Committee, established by the Farmington Town Council, is charged with writing a proposal to the State of Connecticut and the Town of Farmington to establish a new historic district comprised of select properties and justifying the historic nature of said properties. To date, the proposal has been submitted, a Public Hearing held, and we await the balloting process. I have learned a great deal about the town I live in (and indirectly grew up in), as well as about Town government.

Goals for 2008-2009
• Launch new Student Information System
• Assist with NCATE reporting requirements
• Investigate virtualization