2009 Annual Report

Employee Name: Matthew J. Ross

Current UCPEA Position: Database Manager

Current Functional Title: Assistant Director of Technology, Database Manager

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 Group (TIG)
- UCONN Software License Group (SLG)
  - UCONN SLG Ad-hoc Apple Support Committee
  - UCONN SLG Ad-hoc Student Software Licensing Group
  - UCONN SLG Ad-hoc Charter Revision Committee
- CDWG Higher Education Advisory Board

Professional Awards/Membership:

- Phi Delta Kappa, nominated March 2009 (induction May 2009)

Activities:

As the Assistant Director of Technology, my responsibilities for the 2008/9 academic year covered a wide range of technology operations at the Neag School of Education. My primary responsibilities shifted in August 2008 to Database Manager, managing the design and implementation of the NSOE Student Information System. One of the fulltime technicians was also shifted to the position of Database Programmer, working under my direct supervision. I continue to provide regular technology consulting to the faculty and staff of the Neag School of Education as it pertains to the mission and goals of the institution. Many more changes occurred in the Neag School of Education over the last year. No additional staff was hired.
**NSOE Website(s)**
A part-time Special Payroll employee under my supervision handled the responsibility of the NSOE websites. 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 research projects for the school and university:

*Websites*
* • IB/M Internship and Clinic Placement process
* • Center for Behavioral Education and Research
* • Direct Behavior Ratings (research conducted by S. Chafouleas)

Additional web work included administrative applications tied to Inventory control, Student Information System interfaces, Internship/Clinic Placement applications.

**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 750 tickets in the course of the last year (May 2008-9). 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, Dell, 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. Approximately 250 laptops were in service during the 2008-9 academic year.

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 2008 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 15 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 assist the Director of Technology with obtaining quotes and specifications for most NSOE technology related purchases. I provide a consultant-like role for faculty, staff, departments, and centers.
NSOE Technology Telecommunications
My responsibilities include assisting in the supervision and 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 the Technology department as part of a decision made within the Dean’s Office. Since inheriting this responsibility, I have worked closely with UITS. The office administrative assistant, under direction, conducts the repetitive tasks. This support also extends to video and audio conferencing.

NSOE Inventory Control
As part of my responsibilities, I am one of the contacts for 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 maintenance of 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 fourth deployment of the online admissions system for IB/M applicants.

In December 2007, I presented 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.

Due to budget cuts, funding for the two new fulltime positions was eliminated and my job responsibilities were rewritten to name me as the Database Manager. 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. Regular bi-weekly status meetings are held. The first major module of the system (IB/M Admissions) will be completed for May 1, 2009.

In expectation of the Spring 2010 NCATE accreditation visit, the SIS has been mapped out for 90% completion by January 15, 2010. At that time, all admissions, management of current student information, and post-graduate data collection will be managed from within the same interface.

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. I have continued to create important relationships with other University units to encourage the sharing of data and information. Two of my most important accomplishments have been the incorporation of PRAXIS scores into the UCONN Peoplesoft system, and the acquisition of an ODBC account to the production Student Records System (SARE).

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 three sub-committees in technical areas.

Personal Development and Continuing Education
In addition to these job-related activities, 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. The proposal was approved in June 2008. In November 2008, I was appointed to the Unionville Historic District and Properties Commission.
I have explored the possibility of continuing my education and intend to take the Graduate Record Exam in the Summer 2009. I am currently looking into Ph.D. programs in Cognition & Instruction, Educational Administration, and Adult Learning, as well as Sixth-Year (Certification) programs in Educational Administration.

Goals for 2009-2010

• Continue the design and implementation of the new Student Information System with a target completion date of January 15, 2010.
• Assist with NCATE reporting requirements