2011 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:
  • 1 Fulltime staff
  • 1 Student Computer Tech Support Consultant

Number of Employees under Indirect Supervision:
  • ~15 Work Study/ Student Labor personnel
  • 1 Fulltime staff

Committee Memberships:
  • UCONN Academic IT Council
  • UCONN Information Technology Implementers Group (TIG)
  • UCONN Software License Group (SLG)
    o UCONN SLG Ad-hoc Apple Support Committee
    o UCONN SLG Ad-hoc Student Software Licensing Group
    o UCONN SLG Ad-hoc Charter Revision Committee
    o UCONN SLG Cost Recovery Committee (Chair)
  • UCONN Information Technology System Management (ITSM) Request for Proposal Evaluation Committee
  • CDWG Higher Education Advisory Board
  • Neag Community Building Committee, co-chair

Professional Awards/Membership:
  • Phi Delta Kappa
  • UCONN Independant Information Technology Professionals

Activities:
As the Assistant Director of Technology, my responsibilities for the 20010/11 academic year covered a wide range of technology operations at the Neag School of Education. My primary responsibilities since August 2008 pertain to the management, design, and implementation of the Neag Student Information System. A fulltime Database Programmer reported directly to me as part of this
project. 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, and have been drafted to provide consult to the University IT administrators on various new technologies, policy, and procedures. In October 2010, our Manager of End-user Services took a position at another University. This forced the unit to redistribute tasks among the remaining staff members. While our activity continues to increase, no additional staff was hired.

**NSOE Website(s)**
A non-tenure track, full-time faculty/staff member and has primary responsibility of the NSOE websites. I provided back-up support for his activities and handled any emergency requests.

The Neag School underwent a re-accreditation in April 2010 with NCATE, and I have provided primary support for the web technologies implemented to support the site visit. I designed and built an electronic exhibit room that allowed the Neag team to upload, review, and approve for release the documents pertaining to the NCATE accreditation as well as the thirteen SPA reports. The Physical Therapy program also underwent accreditation with APTA and I was lead support on the Clinical website and data reporting. I created a new web-based interface for the Clinical Coordinator and the team to access data in a more efficient form. I also conducted a needs analysis on the existing survey instruments used and converted several to web-based forms.

I consulted on several sub-sites and research projects for the school and university including the IB/M Internship and Clinic Placement process, The Community Building Committee, and Direct Behavior Response (DBR). Additional web work included administrative applications tied to the Student Information System.

**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 assistant manager of the Collaborative Technology Center. Supervision of the student lab monitors had previously been delegated to the Manager of End-user Services in our area. With his departure in October, I split the supervision of the students with the Director. For the spring semester, the Student Technician handled the scheduling of the student lab monitors. I continue to provide backup services to the technician and assist when short staffed. I also assist in payroll, timecard, and disciplinary actions.

**NSOE Technology Desktop Support**
Outside of the CTC, my responsibilities included direct supervision and support for the management and maintenance of all workstations, peripherals, server
hardware, and coordination of network activity. The tech staff collectively handled over 1000 trouble requests in the course of the last year (May 2010-11).

This activity includes providing a consultant-like service for faculty, staff, departments, and centers in the acquisition and use of equipment.

**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 60 laptops were in service during the 2010-11 academic year. FLIP cameras were introduced to the package for 2010 and required some research.

As part of my regular duties, I assist with the specification, configuration, and distribution of the Academic Initiative, and more specifically the laptop. I also provide backup assistance to the third-party technicians for support. I provide second-tier support for software related issues with student machines and travel to the regional campuses two to three times a semester for trouble tickets. In the event that a student comes in for service 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 25 servers that are consistently maintained for the school. Regular maintenance includes checking for virus activity, patches, updates, and available size. In 2010, the Neag School purchased a new Storage Area Network (SAN). I coordinated the provisioning of the system with UIT, Dell, and handled the installation myself during maintenance hours.

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

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

Due to budget constraints, I worked with the Finance Director and the Associate Dean to launch an automated inventory data collection of all faculty machines. I then provided analysis and recommendations to the Dean and Administrative
Council on the replacement of machines over the next three years taking into account those machines that could survive on an upgrade.

I worked with the Director of Technology and Finance Director to outline a revision to the current replacement/refresh policy extending the timeframe to four and five years for laptops and desktops respectively. Due to slower technological advances, the need to replace machines has waned.

**NSOE Inventory Control**
As part of my responsibilities, I am the primary IT contact 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.

**NSOE Student Information System**
In 2005, I assumed responsibility for the maintenance of the information system for students within the NSOE. In August 2008, 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 a timeline laid out in a 2008 proposal to the best of my abilities. The Student Information System links directly into the University’s Peoplesoft Information System, allowing minimal re-keying of data and increasing our data reliability. I continue to meet with the four key constituencies and document needs, desires, and key data fields. Regular bi-weekly status meetings are held with the Associate Dean.

The first major module of the system (Admissions) was completed in 2009 and included online admissions for the Athletic Training Program and the Teacher Certification Program for College Graduates (TCPCG). This rollout was the first iteration of online admissions for the Kinesiology department. In November 2009, the remaining UG Kinesiology admissions as well as the Integrated Bachelor’s/Master’s (IB/M) program were released via an online application interface. Review of all application materials was conducted using the new Student Information System (SIS), and notification of admission decisions were released via the same online interface. Additional modules in production included Reporting and Current Student information.

In the Spring 2010, in anticipation of the NCATE accreditation visit, all admissions, management of current student information, and post-graduate data collection was rolled to production and managed from within the same interface. I have acted as the primary contact for the system and have provided assistance all units including 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. I initiated a process of a Service
Level Agreement with UITS to provide data through the CSRE side for the University data-mart.

Since its creation I have provided instructional and informational overviews to the following University units:

- School of Nursing
- Graduate School
- Vice-Provost for Enrollment, Planning & Management
- University Technology Implementers Group (TIG)

School Accreditation

As part of the Neag NCATE Accreditation Team, my primary responsibility was to provide web and data support. As mentioned above, I designed and built the Electronic Exhibit Room (EER) facilitating a new review procedure launched by NCATE. The NCATE team initially reviewed the school remotely using only our EER. I provided technical support to the NCATE team members on logging in and searching for documents. I also lead a conference call/webinar walking the team through the EER.

The shorter, onsite visit also required technical support. I was onsite and on-call 24/7 for the NCATE team during the three-day visit. On day two, I provided a presentation and Q&A on the Neag Student Information System and associated data systems.

University and NSOE Committees

I also serve on three University committees; the Information Technology Implementers Working Group, the Academic IT Council, 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.

As a result of my membership on the SLG, I was engaged in a process to rewrite the charter for the group, with a strong emphasis on more efficient management of the software supported. I developed a new funding model, combined thoughts of several other colleagues, and generated a proposal to completely restructure the decision making process for supported software within the SLG. This proposal was presented to the new Chief Information Officer. A key component of this proposal was an Application License Management suite. This functionality was built into the ITSM RFP and I am currently participating in a review of the proposals. The targeted implementation for the system is June 2011. The data collected from the ALM will provide the CIO and Provost with the necessary data to fund (or not fund) the appropriate software moving forward.
The Neag School established five new committees as a result of a recent climate survey. I was appointed to two of the five, the Communications Committee and the Community Building Committee. I served as co-chair on the Community Building Committee. Our activities ranged from a Crockpot Cook-off, to smaller Reading club activities. A full list of activities is posted online at http://www.education.uconn.edu/committees/community%2Dbuilding/.

**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) Annual Festival Committee. I continue to provide support for the maintenance of the UVIA website (http://www.uvia-ct.org).

I am a Commissioner on the Unionville Historic District and Properties Committee (established 2008). This Committee, established by the Farmington Town Council, was 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. We have since added 27 new properties to the district.

I continue to explore the possibility of continuing my education, looking into Ph.D. programs in Cognition & Instruction, Educational Administration, and Adult Learning.

**Goals for 2011-2012**

- Complete Phase II of the Student Information System
- Work with UITS to reduce our infrastructure footprint by co-locating on hosted systems
- Teach a class