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Information Technology

Second Season

Tech Talk airs on public television stations

After a successful first season, the producers of the television program designed to help everyone from Luddites to techies understand the technology that surrounds us everyday developed a second season of episodes. They will air at the same time on Twin Cities Public Television's Minnesota Channel 17 on Sundays at 7:00 p.m. and at other times on other public television stations around the state.

Season kick off

The season kicked off on April 4 with a "Buying a Computer" episode. Simin Hickman, the director of the University Technology Support Center on campus, discussed how to go about finding a computer that will best meet your needs. Nathan Hemming, a technology specialist from the University's Academic and Distributed Computing Services (ADCS), showed the many working parts inside a computer and explained what they do. Amy Roering, a senior planning analyst from the Hennepin County Department of Environmental Services, also discussed how to dispose of old computers properly.



Air time

- Twin Cities: Sundays, 7:00 p.m., Channel 17
- Bemidji: Saturdays, 2:30 p.m., Channel 9/22
- Appleton: Sundays, 9:00 a.m., Channel 10

May 16: “spam”

On the episode airing May 16, Chris Bongaarts, a systems programmer from the University’s Office of Information Technology, discusses spam issues such as a new scam called “phishing.” Brian Hayden, a technical specialist from ADCS, demonstrates how to set up filters in your mail program to keep some of the junk from inundating your computer.

Other episodes

The format of this season’s episodes remains the same. Host Susan McKinnell, a technology specialist from ADCS, interviews technology experts and researchers from the University and community about everything from “wireless connections” to “desktop printers” to “e-csommerce.”

When possible, the experts demonstrate how to use related hardware and software, and at the close of the program they review information you may want to keep in the “For Your Files” segment.

Schedule

The rest of the second season episodes will continue to air through the week of June 27, as shown in Figure 1.

Companion website

For more information about past and current episodes, check out the companion website at <http://techtalk.umn.edu/>.

You can view the episodes after they air via streaming video; read episode transcripts; review the “For Your Files” information and “Tech Terms” discussed each episode; and submit questions about episode topics for University experts to answer.

Even people from other states “watch” the program via the website. For example, a viewer from Pennsylvania e-mailed the show staff to ask if it is syndicated to public television stations outside of Minnesota. We

Figure 1: Tech Talk Schedule

Tech Talk airs on these Public Broadcasting System (PBS) stations

- *Sundays at 7:00 p.m.
TPT MN channel 17, Twin Cities*
- *Saturdays at 2:30 p.m.
KAWE/KAWB channel 9/22, Bemidji*
- *Sundays at 9:00 a.m.
KWCM channel 10, Appleton*

<i>Sundays</i>	<i>Topic</i>
<i>May 16, 2004</i>	<i>Spam</i>
<i>May 23, 2004</i>	<i>TVs/Video Cameras</i>
<i>May 30, 2004</i>	<i>Digital Video</i>
<i>June 6, 2004</i>	<i>Video Conferencing</i>
<i>June 13, 2004</i>	<i>Accessibility Online</i>
<i>June 20, 2004</i>	<i>Creating Web Pages</i>
<i>June 27, 2004</i>	<i>E-Commerce</i>

<http://techtalk.umn.edu>

invited him to contact his local public television station staff and request a downlink, or watch the show on the website. He replied:

“Thanks for the info. I’ll stick to Web access... Looks like a great show for novices and those of us who like to keep up with changes. Keep up the good work.”

■ Susan Tade, Tech Talk producer,
Digital Media Center

<http://techtalk.umn.edu/>

2004

TEL Grant Program

The program is sponsored by the Office of the Executive Vice President and Provost (EVPP) and the Office of Information Technology (OIT), administered by the TEL Council, and managed through Academic and Distributed Computing Services (ADCS) and the Digital Media Center (DMC), units of OIT.

Recipients announced

The investigators of 10 technology-enhanced learning (TEL) projects will receive funding through the 2004 TEL Grant Program.

Goals for the TEL grant program for 2004 include:

- assist faculty members involved in developing, implementing, and evaluating TEL projects, particularly those projects that suggest the potential for broad programmatic application and exemplify a commitment to sustainable development and the evaluation of TEL activities, and
- build TEL expertise within the University's faculty via the periodic interaction of grant recipients and the interaction of grant recipients with the larger faculty community.
- the development of an instructional module that affects many courses within a single departmental curriculum;
- the development of materials with applications across many curricula (e.g., a study of the effectiveness of a particular technology-enhanced teaching strategy across a range of disciplines); or
- the creation of learning modules that benefit programs on multiple campuses and/or establish strategic alliances between University of Minnesota

Selection criteria

This winter, University faculty members were invited to submit grant proposals by February 17, 2004. To maximize the impact of the grants, funding was limited to projects emphasizing programmatic applications, such as:

Experiential Simulations "create 'real' reactions in students that are visceral and thus, profound." Cryss Brunner

In her classes, Associate Professor Cryss Brunner assigns students identities unlike the ones to which they are accustomed (e.g., women may be men; whites may be people of color) and immerses them in online Experiential Simulations[®] that illustrate how leaders' perceptions and understandings of others' identities shape the way they enhance or restrict participation in decision making.

Figure 1 shows how two students might be represented in online class discussions, and Figure 2 shows what their actual identities might be. Her process has been so

successful that it has been patented, and she has received another TEL grant to develop multimedia training materials for other educators who are interested in using her methods in their own classes. For details see <http://dmc.umn.edu/projects/brunner/brunner-case.shtml>

Photo credits: Student A, Student B, actual identity A ©2002 by the Regents of the University of Minnesota; taken by Tom Foley. Actual identity B ©2001 by the Regents of the University of Minnesota; taken by Jonathan Chapman.

Figure 1



Student A



Student B

Figure 2



actual identity A



actual identity B

faculty members and instructors at other institutions.

A panel of faculty members and educational technology support staff members selected the projects that would be funded based on how well the proposals submitted demonstrated the programmatic significance of the project, described a strong evaluation plan, detailed a feasible timetable and budget, and garnered collegiate and departmental support.

Grant recipients

Tables 1a and 1b list the investigators, projects, department/area, and more.

The Call for Proposals and copies of the winning proposals are available on the DMC website at <http://dmc.umn.edu/grants/>

■ Christina Goodland, Digital Media Center

Table 1a: 2004 TEL Grant Recipients

Investigators	Campus	College /division	Department/area	Project
Brunner, Cryss C.	Twin Cities	Education and Human Development, College of	Educational Policy and Administration, Department of	Experiential Simulations (ES): Supporting Programmatic Applications
Opsal, Christine				
Duin, Ann Hill	Twin Cities	Agricultural, Food, and Environmental Sciences, College of	Academic Programs and Student Affairs	COAFES TEL Works: Smoothing the Path
Ponce de Leon, Abel			Academic Programs and Student Affairs	
Michaels, Tom			Horticultural Science, Department of	
Mikk, Tonu			Information Technology, Office of	
Brady, Paul			Academic Programs and Student Affairs	
Hardy, Robert	Twin Cities	Veterinary Medicine, College of	Veterinary Clinical Sciences, Department of	Web-Distributed Video Learning Objects for Veterinary Clinical Neurology Instruction
McVey, Alistair			Veterinary Clinical Sciences, Department of	
Fletcher, Thomas F.			Veterinary and Biomedical Sciences, Department of	
Hokanson, Brad	Twin Cities	Human Ecology, College of	Design, Housing, and Apparel, Department of	Pay It Forward: Faculty as Instructional Designers

A panel of faculty members and educational technology support staff members selected the projects that would be funded based on how well the proposals submitted demonstrated the programmatic significance of the project, described a strong evaluation plan, detailed a feasible timetable and budget, and garnered collegiate and department support.

Table 1b: 2004 TEL Grant Recipients

Investigators	Campus	College /division	Department/area	Project
Hooper, Simon	Twin Cities	Education and Human Development, College of	Curriculum and Instruction, Department of	Extending an ASL Assessment Network
Rose, Susan			Educational Psychology, Department of	
Maddaus, Michael A.	Twin Cities	Medical School	Department of Surgery	Technology Enhanced Interactive Surgical Education: The Foundation for Establishing Strategic Residency Training Program Alliances
Mikelonis, Victoria	Twin Cities	Agricultural, Food, and Environmental Sciences, College of	Rhetoric, Department of	Online Tutorials for Grammar, Usage and Punctuation
Gurak, Laura				
Munson, Benjamin	Twin Cities	Liberal Arts, College of	Communication Disorders, Department of	Enhancing Phonetics Instruction with Computer-Based Speech-Perception Training
Rosen, Carl J.	Twin Cities	Agricultural, Food, and Environmental Sciences, College of	Soil, Water, and Climate, Department of	Developing an Electronic Archive: MetaData, Learning Objects, and Quality Control
Swenson, Jenni A.				
Wattrus, Nigel	Duluth	Science and Engineering, College of	Geological Sciences, Department of	GEOWALL Development at UMD
Goodge, John				



University Libraries' Linking Service

University Libraries, <http://www.lib.umn.edu>

Ever been tempted by an inviting link in an online journal article, only to encounter the infamous Error 404 message or a form asking you to enter your credit card number? Over the past few months, the University Libraries have made great progress in implementing the new **Find It** linking service in many of our electronic resources.

Find It links users of library abstracting and indexing databases to electronic full text and other library resources. The system alleviates the often slow process of tracking down the full text of journal articles after citations of interest have been found in an online index.

In the past, even if a full text resource was available electronically, the circuitous process of moving from index to library catalog, searching for the journal title, progressing on to the journal website, and “drilling down” to the article of interest could take considerable time. The goal of **Find It** is to cut down the number of intervening steps between identifying a document and locating its full text. In some cases, the system saves users 6-10 clicks in the process of locating a document.

Find It implements the SFX™ (“Special Effects”) link server software package, which uses the NISO OpenURL standard for Internet communication of citation information. The University of Minnesota implementation of SFX was purchased and is being managed by the University Libraries, in conjunction with systems support from OIT.

The goal of Find It is to cut down the number of intervening steps between identifying a document and locating its full text.

Using Find It

As an example, a biology researcher wishes to identify literature on genomic analysis of the parasite *Cryptosporidium parvum*. A search of the OVID interface of the MEDLINE biomedical database reveals the citation shown in Figure 1. If the researcher clicks the **Find It** button, the service brings up a context-sensitive menu of choices for locating the article, as shown in Figure 2.

Link to full text

In this case, **Find It** reveals that the full text is available from multiple sources, and clicking any of the first three buttons on the menu will take the user to the full text of the journal article. Depending on the accuracy of citation information in the database where you started, and the structure of a journal’s website, **Find It** may, in some cases, take the user to the pertinent issue, volume, or to the journal’s home page.

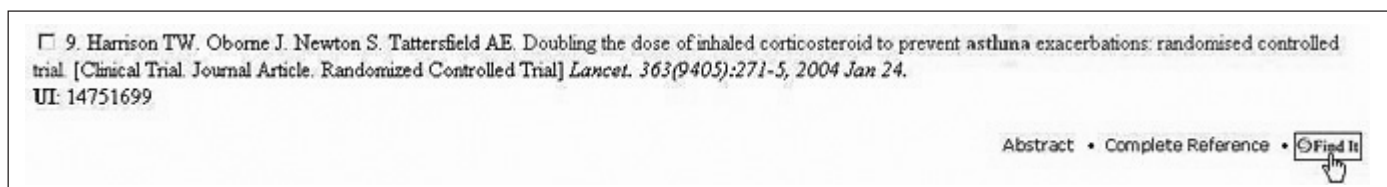
Link to MNCAT

In other instances, **Find It** does not take the user to electronic full text, because the Libraries cannot afford to purchase all desired e-journals. Other resources are simply unavailable electronically. In these cases, the menu link to MNCAT (the Libraries catalog) can reveal whether the resource is available in print form in the Libraries.

Link to Interlibrary Loan

If the Libraries do not own the resource in electronic or print form, the **Find It** menu will display a link to an Interlibrary Loan (ILL) form. Clicking this link takes


Figure 1: Example search



the user to a request form to order the document from a library that does own it. Copies of requested articles usually arrive within a week. Using **Find It** to place ILL requests saves additional time by populating the form with citation information, reducing the need for the user to type in personal and citation information.



Find It button

For the most part, the **Find It** service is presented through the **Find It** button, or a button of similar appearance. However, the user should be aware of variations on the presentation in some databases. Links to the **Find It** service may be presented as a “Find It” text link, an “SFX” link, or by this small “linked-S” graphic: 

Enabled databases and e-journal titles

Currently, **Find It**-enabled databases include Expanded Academic ASAP, ISI Web of Science, SciFinder Scholar, ERIC, and over ninety others.

Frequently used full-text e-journal services linked through the system include: InfoTrac OneFile, Business Source Premier, Wiley InterScience, the American Chemical Society, and many others. At present, approximately 22,000 individual e-journal titles are active **Find It** targets. Libraries staff are constantly identifying and adding more resources to the system databases.

Leveraging the service

In addition, the Libraries are taking advantage of the SFX software to improve the research experience for faculty, students, and staff in new ways. Current initiatives include:

- an enhanced e-journals list, driven by the SFX software and containing many e-journals not on LUMINA or in MNCAT

- a “citation linker,” which will allow users to enter basic citation information into a Libraries web form, and be taken directly to the appropriate full-text resource; and
- methods for patrons to create reliable, durable URLs to Libraries-owned ejournal resources — at the article level — on their own web pages and course sites.

Try it

Access to **Find It** is available to current University of Minnesota students, staff, and faculty, as well as visitors to the University Libraries. The full-text resources available may vary depending on the individual campus subscriptions. Here are two ways to try **Find It**.

- Use one of the enabled databases:
<http://www.lib.umn.edu/articles/findit.phtml>
- Use our “test drive” page:
<http://www.lib.umn.edu/digilab/sfx/tryit.phtml>

Please let us know what you think!

■ Kevin Messner, messn006@umn.edu, and Jim Stemper, stemp003@umn.edu, University Libraries

Figure 2: Content sensitive example

The screenshot shows the 'Find It' interface from the University of Minnesota Libraries. At the top, it says 'Find It The University Libraries Linking Service'. Below this, the search results for the article 'A random survey of the Cryptosporidium parvum genome' are displayed, including the source 'Infection and immunity [0019-9567] Liu' and publication details 'yr: 1999 vol: 67 iss: 8 pg: 3960'. The interface offers several options for accessing the full text: 'Full text available via Highwire Press', 'Full text available via Highwire Press Free', and 'Full text available via PubMed Central'. Each option includes input fields for year, volume, issue, and start page. There are also links to 'Check for print/other electronic holdings in MNCAT -- U of M Catalog', 'Questions? Ask Us!', and 'Consult the Find It FAQ'. At the bottom, a copyright notice reads '© 2003 SFX by Ex Libris (USA) Inc. CrossRef Enabled'.

U of M Security Issues

Getting the word out about OIT's new Software Update Service

Automating Windows Updates

If you are responsible for a computer that is connected to the University's network, you must update your system as soon as critical security updates are available.

To safeguard the integrity of University of Minnesota computers, networks, and data and their availability for appropriate educational and business activities, OIT is offering a new, automated Software Update Service (also known as SUS) that will help many Microsoft Windows users.

Who should use this service?

The primary audience for OIT's new service is those who use the personal computers and workstations listed below. Since Microsoft's update sites frequently become very busy when critical updates are released, this service will make installing updates quicker and easier than before. Wireless and modem users who are usually connected for less than 30 minutes may not benefit from using this service; see the "Update Schedule" section below.

Personal computers and workstations: Windows 2000 Professional; Windows XP Professional; and Windows XP Home Edition.

To take advantage of this service, most people can simply import and save the registry file OIT has made available: OITSUS.

Obtaining and installing OITSUS

If you have not used Microsoft's "Windows Update" recently, we recommend you that do so before installing the OITSUS registry file. Using Microsoft's update will ensure that you have the latest service pack that makes this kind of update service possible.

Downloading and installing OITSUS is quick and easy. You will find detailed information about installing and uninstalling the settings to your Windows registry file

in the General OIT guides section on our online guides page:
<http://www.umn.edu/adcs/network/index.html>

Update schedule

Once your system is set up to use this service, you will be alerted whenever a critical update is about to be installed on your system. Updates are scheduled for 4 PM. If you are not logged in at 4 PM, the update will be applied 30 minutes after your system is started.

Restarting your computer

Some updates do not require a system restart, others do. If an update requires that you must restart your system, you will be prompted to do this. In these cases the update will not take effect until you restart your system. Before restarting your system, save your work and close any open applications.

FAQ

See the OITSUS FAQ for more information about this service, such as customizing the settings.

■ Paul Honsey, Phil Kachelmyer, Mary Kelleher,
Office of Information Technology

Related Links

Links to University-wide Information Technology policies:
<http://www.umn.edu/oit/policies/>

Such as

- Acceptable Use Guideline
- Anti-Virus Standard
- Collecting Information from Visitors
- Protecting Private Data Guideline
- Security Patch Standard
- Server Installation Security Guideline (pdf)
- Violation Reporting Procedure
- Windows 2000/XP Desktop Installation Guideline (pdf)
- Wireless Access Point Technical Standard
- World Wide Web Guideline

UMReports Surpasses One Million!

UMReports reached a milestone in April, 2004 when report requests for FY 2004 topped 1 million. At the current rate of growth, Information Management Systems hopes to deliver approximately 1,250,000 reports to 10,000 users before June 30.

Special thanks

Countless University faculty and staff on every campus have contributed to the achievement of this milestone. However, special thanks and recognition go the following individuals and offices whose support and assistance has contributed to the quality and quantity of the information currently available at UMReports:

- Robert Kvavik and Craig Swan, Ofc of Executive VP & Provost
- Sue VanVoorhis and Nancy Killian, Office of the Registrar
- Council of Undergrad Deans & Registrar's Adv Committee
- Carol Carrier, Miriam Ward, and Ann Beattie (retired), Office of the Sr. VP for Human Resources
- Peter Hudleston, IT Office of Student Affairs
- Peter Zetterberg, Institutional Research and Reporting
- Brad Bostrom and Genny Rosing, Graduate School
- Kris Wright and Dianne Danov, Office of Student Finance
- Jackie Carlson and Judith Hinnenkamp, UM, Duluth
- Claire Strand, UM, Morris
- Bob Nelson, UM, Crookston
- Steve Cawley and Scott Ruud, OIT

More data and improvements

In the years following the implementation of the PeopleSoft Student Administration, Payroll, and Human Resources Systems, the use of the enterprise data warehouse has rapidly expanded to meet the University's operational and management reporting needs, resulting in a significant expansion in the quality and quantity of student and instructional data available to faculty and staff. Student and instructional reports now account for 55% of all requested reports, followed by human resources and payroll reports at 23%.

The large growth in users and reports available since the first PeopleSoft systems were implemented in 1999 has

also been accompanied by significant improvements in the functional capabilities of web reporting as well as the quality and timeliness of data. Functionality once limited to desktop applications, like e-mail links, sorting and subtotaling, photographs and mail merge formatting, is now available on line.

In many student reports, data, once up to two days old, is now current as of the end of the previous business day. Further technical enhancements should eventually permit the data in reports to move even closer to "real time" where needed, permit reports to be accessed from multiple portals and provide users with greater ability to customize the display of information to meet their specific needs.

Student and instructional reports

The large growth in the availability of student information has resulted in significant changes in both the types of users served by UMReports as well as the patterns of usage. Although an analysis of the UMReports user base indicates that employees in 390 different job classifications have requested reports during FY 2004, individuals holding the job classifications shown in Table 1 represent 47% of all users.

As the number of faculty and academic users requesting student and instructional information has increased, so have the hours of operation. Today users are on line virtually 24 x 7, 365 days per year with peak periods of operation closely aligned with the academic calendar.

Faculty with Graduate School appointments were the first user group to be granted access to a personalized "My Reports" page that directly links them to all reports containing current and historical information about their Graduate School advising and committee assignments.

Coming in FY 2005

Today, all faculty and instructional staff who sign into UMReports have immediate access to information about

▼ **Table 1**

Job Class	% of Total Users
Professor	8.19
Teaching Assistant	8.14
Assistant Professor	6.63
Associate Professor.....	5.57
Graduate Instructor	5.39
Teaching Specialist.....	3.07
Lecturer	2.79
Coordinator	2.46
Graduate School Fellow	2.28
Research Assistant	2.12

▼ **Table 2**

UMReports Utilization by Unit	Executive	Non-sponsored Financial	HR and Payroll	Student and Instruction	Total Reports	% of Total Reports
TCLA – Liberal Arts, College of	219	19,013	16,087	181,559	216,878	21.65
TIOT— Technology, Institute of	243	8,094	13,360	78,984	100,681	10.05
TMED– Medical School	234	23,700	20,430	13,654	58,018	5.79
TCED— Education & Human Devel., College	69	3,398	4,720	37,957	46,144	4.61
TCOA— Agri, Food, & Envir. Science, College ...	106	10,418	11,564	18,597	40,685	4.06
TCSM– Mgmt, Curtis L. Carlson, School of	104	9,060	8,721	11,055	28,940	2.89
TCHE— Human Ecology, College of	104	7,989	4,901	13,241	26,235	2.62
TCBS— Biological Sciences, College of	297	3,391	2,387	15,005	21,080	2.10
TPUB – Public Health, School of	139	2,683	6,874	9,976	19,672	1.96
TSYA – System Administration, Sr VP	103	3,595	6,694	8,920	19,312	1.93
TEVP – Academic Affairs, Sr VP	332	4,967	7,582	6,191	19,072	1.90
TUCL – Continuing Education, College of	87	5,844	3,065	8,206	17,202	1.72
DCSE – UMD-Science & Eng, College of	8	724	2,417	13,946	17,095	1.71
TGNC – General College	4	822	1,707	13,905	16,438	1.64
TLIB— Libraries, University	19	5,045	9,845	305	15,214	1.52
CCAA— UMC-Academic Affairs	39	2,343	1,893	10,498	14,773	1.47

their courses, and this same concept is scheduled to be expanded in FY 2005 to provide all advisors with direct links to reports for all students where they are the advisor of record in PeopleSoft. With the significant percentage of academic staff using UMReports, it is not surprising to find that the largest organizational users of information at UMReports are, without exception, collegiate and academic units, as shown in Table 2.

Likewise, the student reports most frequently utilized during FY 2004 are those used primarily by faculty and instructional staff followed by reports on students used by advisors, as shown in Table 3.

E-mail reports

In addition to the 1,000,000+ reports requested so far this fiscal year, Information Management Systems

has delivered approximately 392,000 personalized e-mail notices to students and faculty on behalf of the Office of the Registrar. Currently the e-mail notifications shown below are sent each term.

■ A study list containing information on the courses a student is registered for is sent before the term begins and before the beginning of the second half of the term. Starting this spring, an additional confirmation e-mail was sent out during the second week of the term listing the classes the student was officially registered in to confirm successful completion of course drops and adds (151,300).

■ E-mails confirming class changes are sent daily following receipt of the first study list through the second week of the term to all students registered in courses where a change in class time, day of week, room/building or instructor occurs (45,000). New

▼ **Table 4**

Employee Job Classifications	Executive	Non-sponsored Financial	HR and Payroll	Student and Instruction	Total Reports	% of Total Users
Senior Accountant	68	22,954	19,724	1,406	44,152	4.41
Principal Accountant	102	23,438	10,822	686	35,048	3.50
Administrative Director	120	5,575	8,205	1,936	15,836	1.58
Assistant To	196	9,608	7,946	6,533	24,283	2.42
Administrative Professional (V)	162	5,294	7,866	1,781	15,103	1.51
Accountant	50	9,180	6,800	480	16,510	1.65
Associate Administrator	62	6,739	6,529	4,625	17,955	1.79
Coordinator	68	4,749	6,387	20,500	31,704	3.16
Executive Secretary	29	4,603	6,151	11,924	22,707	2.27
Principal Accounts Specialist.....	64	16,499	5,479	829	22,871	2.28
Fiscal Officer	198	8,778	5,425	892	15,293	1.53
Executive Assistant	105	3,750	5,092	3,100	12,047	1.20

▼ **Table 5**

UMReports Utilization by Unit	Executive	Non-sponsored Financial	HR and Payroll	Student and Instruction	Total Reports	% of Total Reports
TMED – Medical School	234	23,700	20,430	13,654	58,018	5.79
TCLA — Liberal Arts, College of	219	19,013	16,087	181,559	216,878	21.65
TIOT — Technology, Institute of	243	8,094	13,360	78,984	100,681	10.05
TCOA — Agric, Food, & Envir Sci, College ...	106	10,418	11,564	18,597	40,685	4.06
TLIB — Libraries, University	19	5,045	9,845	305	15,214	1.52
TCSM – Mgmt, Curtis L Carlson, Sch of	104	9,060	8,721	11,055	28,940	2.89
TEVP — Academic Affairs, Sr VP	332	4,967	7,582	6,191	19,072	1.90
TPUB — Public Health, School of	139	2,683	6,874	9,976	19,672	1.96
TAHS — Academic Health Ctr-Shared	56	2,318	6,760	1,342	10,476	1.05
TSYA — System Administration, Sr VP	103	3,595	6,694	8,920	19,312	1.93
TAUX — Auxiliary Services	59	1,421	6,500	27	8,007	0.80
TDEN — Dentistry, School of	153	6,475	5,735	2,176	14,539	1.45
TEXT — U of MN Extension Service	78	6,479	5,502	366	12,425	1.24
THHH — Humphrey Inst of Public Affairs	35	3,946	4,967	4,484	13,432	1.34

this spring and piloted on the Twin Cities campus are similar e-mail notifications to instructors (400).

■ Students also receive e-mail notification from the start of registration through the end of the term of any courses cancelled by the University (46,100).

■ Approximately 10 days before the start of registration undergraduate students and Duluth graduate students receive an e-mail notification of their registration appointment time in PeopleSoft and what, if any, service indicators they have on their records that would prevent registration (149,000).

HR and payroll information

An analysis of the largest users of Human Resources and Payroll Reports reveals a different slice of the UMReports customer base as compared to the users of student and instructional reports; this customer base is largely composed of administrative staff (Table 4). This customer profile also illustrates a growing trend

in information use by all university employees, whatever their classification — namely, to utilize, integrate and/or reconcile data from multiple enterprise systems to streamline work processes or support operational and management decision-making.

Although the demographics of Human Resources and Payroll report users are significantly different from the profiles of student and instructional report users, an analysis of the highest utilization by organizational unit still yields a number of the same academic and academic support units reported as large users of student information, as shown in Table 5.

Finally, a review of the most frequently requested Human Resources and Payroll Reports shows the six most highly requested reports are payroll reports with the remaining number of frequently used reports containing information from the Human Resources System (Table 6).

■ Susan Grotevant, Information Management Systems

▼ **Table 3**

Highest Utilized Student and Instructional Reports: UMReports, FY 2004	Number of Reports
My Classes	248,730
Class List	119,447
Academic Record	50,060
Course Enrollment Status	26,068
JV Detail for Student Financials (ASP)	13,215
Registration Summary	10,698
Student Roster	8,793
Class Permission Numbers	6,977
Graduate School Milestones	6,180
Grade Submission-class detail	5,979

▼ **Table 6**

Highest Utilized Human Resources and Payroll Reports: UMReports, FY 2004	Number of Reports
YTD Employee Distributions	34,892
Salary & Fringe Detail by Pay Period and Area-Org	30,627
Job Code Average Salary by College	27,327
Current Mo. YTD Encumbrance Payroll Summary	13,847
Quarter Salary Distribution	13,695
Salary & Fringe Detail by Pay Period and Dept	13,356
Personnel Basic Information	11,761
Job Code Average Salary	9,587
Employee Current Jobs and Related Information	9,346
Employee Job History	9,333
Vacation, Sick and Comp Balances	8,670

▼ **Help**

- Computer Misuse or Abuse (also see Procedure 2.8.1.1)
- Emergency Network Help Line 612-625-0006
 - Non-emergency, e.g., spamming abuse@umn.edu
- 1-HELP 612-301-4357**
- Dial 1-HELP. Listen to the voice menu list of options. Press the number of your desired option.
- Technology Help www.umn.edu/adcs/help

▼ **Modem pool for active UM accounts**

Internet/PPP: up to 53kps if v.90 612-627-4250

▼ **Quick Guide**

- Internet/Email account options www.umn.edu/validate
- Office of Information Technology www.umn.edu/oit
- One Stop Services onestop.umn.edu
- Techmart www.techmart.umn.edu
- Computer Accommodation Program cap.umn.edu
- University Computer Services www.umn.edu/ucs
- MNCAT/LUMINA (Library) www.lib.umn.edu
- UM News Server news.umn.edu

Associate Vice President and
Chief Information Officer, Steve Cawley 612-625-8855

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May, 2004 [pantone 295]

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