

**Office of the CIO
Annual Imperatives
2004-2005**

Project	Description	Annual Imperative
BG@100	<p>The BG@100 project to replace administrative systems with PeopleSoft is a multi-year initiative. The focus of this project year will be the Human Capital Management (HCM) Phase 1 "Go Live" scheduled for June 27, 2005 with first pay date processing of July 15, 2005.</p> <p>Milestones leading to completion</p> <ul style="list-style-type: none"> • Project Plan Developed • Configuration of Base System Tables • Interface and Report Development • Unit-Tested Base Model • Data Conversion Designed and Unit Tested • System Testing • Parallel Testing • Go Live - HCM Phase 1 <p>During the first quarter of 2005, the project team will present several scenarios to the Executive Steering Committee outlining the next directions in which the project could proceed (i.e., Phase 2 of HCM, initiate the financial phase implementation). Based on their direction, the team will then proceed with future implementation plans. <i>continued</i></p>	5, 7

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BG@100	<p><i>continued</i></p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>HCM Phase 1 Plan developed and approved by ESC</i> • <i>Change Control process developed and approved by ESC</i> • <i>Additional Action and Information Items written and approved</i> • <i>Project Team moved to 414 E. Wooster Street location</i> • <i>Conversion Plan developed</i> • <i>Interfaces needed identified and written</i> • <i>Needed reports identified and developed</i> • <i>Information gathered regarding implication of PeopleSoft takeover by Oracle</i> • <i>Open forums and other communications means implemented</i> • <i>Training for Query, Budget Officers, Applicant Tracking, eHire application, What PeopleSoft Brings to Me, Self-service applications, and Back Office training developed and presented - appropriate documentation also developed for each training type</i> • <i>distribution of What PeopleSoft Brings to Me materials to faculty and staff</i> • <i>Kronos converted prior to PeopleSoft cutover</i> • <i>Change Address application converted prior to PeopleSoft cutover</i> • <i>Conversion plan implemented and successfully converted to PeopleSoft as of June 27, 2005</i> 	
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BG on the Go	<p>'BG on the Go' is a meal plan that is currently available to off-campus students. It allows prepayment of money into a debit account so cardholders can conveniently eat in the BGSU dining halls. Currently if any off-campus student is interested in signing up for a "BG on the Go" plan, they must go to the Bursar's Office and prepay for the plan. The Bursar's Office then enters a transaction that will updated the meal plan on the Diebold System which allows the student to access the account.</p> <p>The Bursar's Office and Dining Services would like to develop a web application to replace the current manual process used to load "BG on the Go" accounts. The application would allow the student to request and prepay for the meal plan and then kick off a transaction that would update the Diebold System (and possibly also the Housing System).</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>the needs of this project will be met as a part of the Campus One Card project</i> 	1, 5, 7

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Campus EAI Enterprise Portal	<p>Plans to incorporate a Campus EAI enterprise portal have been underway since the grant was awarded to BGSU in August 2003. Initial implementation is targeted for December 2004 with the inclusion of the following portlets: Campus Events, Quick Mail, Campus Views, Weather, Search, Library check-out record, Blackboard, and Favorites. Along with initial implementation, progress will be made to incorporate a single sign-on environment using current BGSU usernames and passwords.</p> <p>BGSU's contribution to the consortium portlet depository will center on digital video. Following the initial rollout, development of additional portlets for deployment and development of the digital video portlet will continue.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>infrastructure for enterprise portal is in place</i> • <i>portal login requires 2 credentials – BGNet username and password</i> • <i>includes single sign-on</i> • <i>customizable to add or change portlets</i> • <i>to include: Current Events, Current Weather, Webmail and Quickmail, Meeting Maker (web version), Yahoo News feeds, Campus Updates, Campus Views, Blackboard/E-Learning, Favorites, Search, Employee Self-Service application for PeopleSoft, and Administrative Applications</i> • <i>implementation planned for week of August 15, 2005</i> 	1, 2, 5, 6, 7
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Cellular Phones	<p>This is an initiative to offer cellular phones campus wide via a centrally supported system with a single service provider. In June 2004, four responses to a RFP requesting pricing for wireless phone service for the University were received. These responses will be reviewed prior to the awarding of any service contract or implementation of any system.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>committees appointed to plan for the implementation of cellular phone contracts for faculty, staff, and students</i> • <i>committees are to examine Products & Services, Billing, and Marketing</i> • <i>three vendors identified - Verizon, Sprint, and Nextel</i> 	7

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Central Ticketing	<p>A central ticketing system was implemented during the 2003-2004 academic year. Under this system, tickets are being sold at the Bookstore-both at the Union and downtown, at the Anderson arena ticket office, and on the web. Expansion of the system's capabilities to sell tickets at the Union Information desk, via the Music and Theatre departments and the Music/Theatre web pages will be explored. Future projects will entail tapping the power of the system to create targeted mailings and developing databases of customers by venue/event and the automated creation of financial records from the system.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Paciolan Software System installed</i> • <i>System first used by Athletics in August '04 for on-site and internet ticket sales</i> • <i>Steering committee chaired by Athletics convened to determine future directions of the project</i> 	7

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Classroom Technology Equipment Plan	<p>The Classroom Technology Equipment Plan calls for the installation or upgrade of technology in 162 classrooms used for instruction on a four-year cycle. The first year of the initial four-year cycle has been completed and year two of this plan calls for the upgrade of 25 classrooms and installation of equipment in 14 classrooms.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Plan revised to include an additional three classrooms for a total of 165 for each four year cycle</i> • <i>Year two (2004-2005) of the initial four year cycle has been completed</i> • <i>Classrooms receiving updated technology this year included: Business Administration 1005, Education 203, 205, 209, 213, 222, 347, 406, Eppler North 304, Hayes 107, 108, 111, 114, 117, 118, 126, 128, Library 122, Life Science 131, Math Science 236, 238, 241, Overman 184, and Technology 247C</i> • <i>Classrooms receiving new installations this year included: Business Administration 1002, 2003, 1009, 1010, Education 114, 202, 301, 355, Eppler North 301, Eppler South 307, Fine Arts 129, 1030, Moore Musical Arts 1004, 2008, MacDonald 069, 070, and West Hall 018, 201</i> • <i>In addition to the installations, support for the technology-equipped classrooms was provided via the Technology Support Center four training sessions for those desiring instruction on use of the technology in technology-equipped classrooms were offered</i> 	1, 2, 5, 7
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Content Management System (CMS) Upgrade	<p>A Content Management System was introduced to the BGSU website on September 23, 2003. BGSU web sites continue to be integrated to the CMS system.</p> <p>The software provider, Rhythmyx will release a beta version of Rhythmyx 5.5 at the end of October 2004. New features include: new text extractor capability, enhanced search with Convera RetrievalWare, new accessibility support, directory services enhancements, additional browser client support, WebDAV support – enabling rapid end-user adoption, and new collaboration capabilities allowing users to collaborate on Rhythmyx. The initial planning outlines incorporation of this version into production by the second quarter of 2005.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>beta tested version 5.5 on test server from October 2004 - January 2005</i> • <i>looking to upgrade the production server during the 2005-2006 year</i> 	1, 5, 6, 7

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Desktop Replacement Web Application	<p>The annual process for identifying replacement desktop systems was first completed via a web application in 2004. This web application will be enhanced to include the following features:</p> <ul style="list-style-type: none"> • addition of a field for the area/org(s) that would be charged if additional funds are being provided by a department* • addition of a field for an alternate contact person if it is not going to be the department chair or dean* • revision of the allocations page to have the original allocation amount remain static and the addition of a column to reflect the grand total if additional funds are allocated* • addition of the ability to sort inventory with more than one column • addition of the ability to customize inventory view fields • addition of the ability to view inventory by full or incremental view • addition of the ability for system administrators & area/org(s) contact person to view change logs • addition of the ability to export the inventory to Excel* • addition of a feature to automatically cc desktop users of their customer service request • addition of a feature to allow chairs and directors to view only their departments' inventory and not the College budget* • incorporation of a way to identify the trickle down charge for systems that are less than 2 years old • integrate ITS desktop administration into the desktop web application • have the desktop web application be portal friendly by supporting open standards (WSRP & JSR 168) <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>the web application was again successfully used to identify hardware and budget information for the desktop replacement process</i> • <i>of the above listing of enhancements, those with marked with a * were implemented for the 2005 process</i> 	1, 2, 5, 7

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DARS/Darwin	<p>Darwin/DARS is a client server degree audit reporting and transfer evaluation system that has been purchased from Miami University. Darwin is the graphical user interface to the DARS system that runs on windows desktops. Degree audit reports can also be run from a Web page. Darwin and DARS on the server will replace the mainframe Degree Audit Reporting System (DARS). It is expected to be ready for use in the spring of 2005.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>work on readying this system for implementation continued throughout the year</i> • <i>a spring implementation showed features yet to be developed and/or refined</i> • <i>the system will be readied for a targeted October 2005 roll out</i> 	1, 5, 6, 7

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Digital Multimedia	<p>Based on the needs assessment and recommendations included in the Digital Multimedia Task Force report, a plan for supporting digital multimedia initiatives will be developed.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>filled role of Digital Services Manager by internal reassignment</i> • <i>hired two Digital Asset Analysts</i> • <i>Digital Asset Management committee formed and convened</i> • <i>RFP for Digital Asset Management solution issued</i> • <i>seven responses received</i> • <i>in process of seeing presentations from four vendors</i> 	1, 2, 5, 6, 7
Digital Still Camera Program	<p>To further support the projects being completed by students via the Student Technology Center, plans are underway to make available 20 digital still cameras to lend to students for projects.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>cameras were available at the beginning of 2004-2005</i> • <i>in the fall 2004 semester, 37 students checked out the cameras 94 times</i> • <i>in the spring semester 88 students check out the cameras 195 times</i> 	1, 7

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Disaster Recovery Planning	<p>An initial offsite test of the disaster recovery plan was completed in 2003. In conjunction with SunGard, an offsite disaster recovery exercise will again be completed. The 2004 test will further expand the parameters of the disaster recovery test and provide the opportunity for further documentation development.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>a test was completed on October 12 - 14, 2004 at the Sungard facility in Philadelphia, PA</i> • <i>open systems (Unix) were included in this test for the first time</i> • <i>the group continues to meet and plan for the next testing time in October 2005</i> • <i>the Sungard contract is being renegotiated to include new equipment</i> • <i>State of Ohio has created a consortium for disaster recovery - will investigate if any portion of disaster recovery process would be best served by this consortium</i> 	5, 7

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Graduation Application on the Web	<p>Creation of a new Web application to replace the current manual process of applying for graduation has been requested. An online application would significantly reduce the manual effort associated with this process. Implementation is scheduled for Summer 2005 (first week after Spring term ends) or Fall 2005.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>work has been completed on this project and it is scheduled to "Go Live" on August 5, 2005</i> 	1, 6, 7
Hayes Hall 107 Computer Lab	<p>Planning is underway for the establishment of a 32-seat Macintosh instructional computer lab in Hayes Hall 107. The preferred customer of this lab will be Computer Science and it will have state-of-the-art computer equipment as well as multi-media capabilities. The goal is to have the facility open for the spring 2005 semester.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Hayes 107 lab opened for the spring 2005 semester</i> • <i>a 32 seat Macintosh lab</i> • <i>preferred customer is Computer Science, once their requirements are met, the facility will be open to other departments who need access for instructional purposes</i> • <i>open from 6 - 11:30 daily for use as an open facility for student use and staffed by ITS</i> 	1, 5, 7

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iMovie @ BG	<p>Sponsorship of the iMovie Festival @ BG scheduled for January 2005. The iMovie Festival is an opportunity for BGSU first year freshman to document their first semester experience. Freshman students can team up and create a 3-5 minute video creatively displaying freshman school life. Each member on the winning team will take home a prize from Apple. Other sponsors, including the Office of the CIO, will be providing prizes to other winners.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>collaborative effort among Residence Life, Student Technology Center, University Bookstore, Residential Computing Connection, Film and Theatre Department, Chapman Learning Community, and Apple</i> • <i>winning movies shown at the iMovie Festival on Saturday, February 26</i> • <i>eight submitted movies were shown to approximately 300 attendees at the ClaZel</i> 	1, 7

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Mandatory Advising	<p>A university committee was formed and charged with creating a plan to enforce a rule that all incoming freshmen and transfer students for the fall of 2005 must see an advisor prior to registering for classes. It is anticipated that the committee will complete their report early in November 2004. Based on the committee recommendations, processes will need to be created and put into place by the fall 2005 semester, so that these new students won't be allowed to register for spring 2006 classes until they see an advisor.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>developed for use in conjunction with the My Advisees application</i> • <i>all freshmen and transfer students will have a mandatory advisor hold on their records five weeks after the start of the fall and spring semesters</i> • <i>hold will remain in place until removed by designated personnel within each college</i> 	1, 2, 5, 6, 7

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Microsoft Software Agreement	<p>As of July 1, 2004, BGSU is able to offer popular Microsoft software at a significant discount to students, faculty and staff under a new Microsoft software campus agreement. Promotion of this software availability will take place throughout the year in addition to targeting advertising to incoming students via O-Reg.</p> <p>The current contract and usage statistics will be examined prior to the contract's one-year anniversary to decide on the future direction of this offering.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>will continue to offer Microsoft software at discounted prices to students, faculty, and staff</i> • <i>faculty and staff price will remain at \$10</i> • <i>student price will be set at \$39.99</i> 	1, 5, 7
MyAdvisees Phase II	<p>Phase II of this project requests the ability to enter a student ID number and bring back advising data for that student, adding Test score information (i.e. Placement tests, ACT and SAT), and providing links to student Grade and Progress reporting applications. The target date for implementation of Phase II is the end of October 2004.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Phase II of project completed</i> 	1, 5, 6, 7

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Network Policies Reviewed	<p>A review of the current network policies and acceptable use policies is needed. Revisions should be reflective of current and upcoming technology trends.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>ITS Network Policy was reviewed for possible updating and revision</i> • <i>committee drafted and recommended a policy which consolidated the 43 currently listed policies to 10 policies</i> • <i>proposed policy was presented to Information Technology Committee (ITC) for their review prior to moving through additional approval processes</i> 	1, 5, 6, 7
New Academic Honesty Policy	<p>A new Academic Honesty Policy has been approved by the university and will take effect at the beginning of the Fall 2004 grading period. The implementation requires the addition of 26 new grading symbols and is scheduled for December 2004.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>as of December 2004, the ability to add Academic Honesty grading symbols to final grading record</i> • <i>the student's final grade internally at BGSU will reflect Academic Honesty grading symbol, it will not appear on an official transcript</i> 	1, 3, 5, 7

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Project	Description	Annual Imperative
Online Music Service for Students	<p>A method of providing legal music downloading capabilities for on-campus students will be investigated.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>services continue to be examined for possible implementation pending industry offerings</i> 	1
Policies and Procedures - CIO Area	<p>This is an initiative to complete a review of currently written policies and procedures that have an impact on internal department and campus wide technology use. The review should follow with the development and documentation of policies and procedures where they may not currently exist. Concerns for network and data access and security provide the forum for implementation of consistently documented policies and procedures.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>work in this area is a continuing process - the network policies are in process of being reviewed and receiving approval, also the PeopleSoft project has generated the establishment of several policies in support of the work being completed for the project</i> 	5, 6, 7

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Program Review	<p>As a part of the strategic planning process, support units will complete a program review. ITS will complete a program review during the 2004-05 academic year.</p> <p>From the Institutional Research web page: "Periodic program review assists units with analyzing strength, weaknesses, opportunities, and threats, and with establishing resource needs, timelines, designation of responsibilities, and benchmarks of success. The Office of the Provost coordinates the academic program review process, while vice presidents and their designated divisional program review liaisons coordinate program review for support units."</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Program Review document prepared and submitted</i> • <i>Ilee Rhimes, CIO of The Ohio State University and Mike Roney, Vice-President of Information Services at Cleveland State University were on campus on April 13 & 14 to complete external review</i> • <i>External Review Team report was submitted on June 7</i> 	5

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Project	Description	Annual Imperative
Rec Center Management System	<p>This project involves plans for the implementation of a coordinated system to manage the facilities and programs of BGSU Recreational Sports. The goal is to efficiently reserve facilities, generate usage contracts, handle membership sign-ups, authenticate members entering the facility, track usage demographic statistics, and accept program registrations between the four main facilities and various outdoor spaces.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>project complete</i> • <i>CLASS software system Recreational Sports in production as of February 15, 2005 with the following facilities: Rec Center, Field House, Golf Course, and Ice Arena</i> 	1, 7

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SPAM Filtering	<p>SPAM received via e-mail is a source of frustration for e-mail account holders. In order to allow individual users to filter SPAM, a means to configure BGNet accounts to filter SPAM was implemented in October 2003. The technology used to detect and appropriately tag messages continues to become more sophisticated. The SPAM filtering solution used will continue to be upgraded to allow users to take advantage of these enhancements.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>SPAM filtering solution continues to be implemented</i> • <i>as of January 19, 2005 incoming email messages marked with a 100 percent confidence score as SPAM will no longer be delivered</i> • <i>approximately 75 million SPAM email messages per year are being blocked</i> 	1, 2, 3, 7

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Project	Description	Annual Imperative
Student Tech involvement with BGeXperience	<p>The Computer Ethics and ePortfolio workshops developed by Student Tech will be offered to an expanded number of freshmen students in the BGeXperience program.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>computer ethics and ePortfolio workshops created by Student Tech were offered upon request for the freshmen students in the BGeXperience program.</i> 	1, 7
Technology Education Consulting Specialists (TECS) Program Expansion	<p>The (Technology Education Consulting Specialist (TECS) project has sponsored more than 45 projects since its inception in the fall of 2002. During the 2004-05 academic year, the TECS program will be expanded to provide support for 22 projects during fall 2004 and 22 projects during the spring 2005 semester.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>TECS project has sponsored 94 projects since inception in fall 2002</i> • <i>during 2004-2005, 49 projects were sponsored</i> 	1, 2, 7

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Telephone Switch Upgrade	<p>An upgrade of the current telephone switch is needed. The current switch was last upgraded in October 2001 and the completion of an upgrade will allow utilization of new features and new technologies such as voice over IP. Project plans target a January 2005 implementation.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>campus telephone system upgraded to add new features and to add redundancy to the system</i> • <i>staff and student voice mail systems upgraded to new hardware and software</i> • <i>upgrade allows connection of campus telephones to the switch over the IP data network - allows to save on the cost of running new copper cables to new University properties</i> 	5, 7
Third Frontier Network	<p>The Third Frontier Network involves high-speed access for statewide organizations and providing high-speed access to surrounding communities. During 2003-2004 the physical connection to the Third Frontier network was completed. Cutover should take place during 2004-2005.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>connected to the state's dark fiber network in the spring 2005 semester</i> 	1, 2, 3, 4, 5, 6, 7

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Transfer Articulation Mandates	<p>The state of Ohio has mandated changes to the transfer articulation process. Rather than a single transfer module, that module will now be subdivided into pathways relating to a specific degree or major. There may be as many as 40 new pathways defined. These new pathways will need to be identified in the course catalog and on the student's transcript. The Registrar's office is expecting to receive the new requirements from the state in November. Implementation is scheduled for April of 2005.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>project has been divided into two projects:</i> • <i>this phase requires that BGSU provide two files to the Ohio Board of Regents - an AN (Ohio Articulation Number) file and a TM (Ohio Transfer Module) file - target for completion is August 31, 2005</i> • <i>2) this phase requires that an application be in place to provide the exchange of electronic transcripts through the Articulation and Transfer Hub - target for completion is end of 2005 calendar year</i> 	1, 5, 6, 7

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Virtual Student Tech Center at Bowling Green High School	<p>Based on a Bowling Green Community Foundation Grant awarded in the spring of 2004, a virtual student technology center will be developed at Bowling Green High School. The development of the initial four web based tutorials is to be completed by December 2004.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>initial four web based tutorials were completed in December 2004 at BGHS</i> 	6
Web Based Survey Development	<p>In conjunction with Institutional Research, a project to acquire a new survey application is being initiated. It is hoped that a new survey application will allow the BGSU community a better means of conducting surveys.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>SNAP software purchased and being used by Institutional Research</i> 	1, 2, 5, 6, 7

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