The Office of Information Systems continued to maintain all administrative systems, the data network, computing labs, and the remainder of the technology infrastructure. Information Systems also continued to lead the Datatel Colleague project. Although Colleague is fully implemented, we are continually looking at software enhancements and our business processes to allow us to maximize our return on investment. Professional development continued for the Colleague project. UWA sent four representatives to the national Datatel Users Group (DUG) conference in 2008. As funding allows, we hope to be able to send even more people to these extremely beneficial training conferences.

Active Admissions, a major addition to the Colleague project, was started in April 2008. Active Admissions is a comprehensive website designed to engage potential students and make them a part of the UWA community. By personalizing the experience, the prospective student’s visit to the UWA website becomes tailored to meet their interests and needs. Students can request information, schedule campus tours, fill out an application, and even check the status of their application. They can also view a checklist of items that we need to complete the application process.

Another major project for Information Systems was the network upgrade and VoIP (Voice over Internet Protocol) installation. Webb Hall and parts of Bibb Graves Hall, including the Division of Online Programs Call Center, were brought online and are fully operational. To prepare for implementing the new phone system on the rest of campus, Bibb Graves Hall and Wallace Hall were completely rewired. The entire campus is expected to be running on the VoIP system by the end of summer 2009.

In order to keep up with the tremendous growth of UWA, Information Systems upgraded several server systems, including the email system and the file servers. These upgrades have not only allowed UWA to meet the demands of students, faculty, and staff, they have allowed us to improve uptime, expand storage, and help us better prepare ourselves in the case of disaster. The server systems are constantly monitored and will continue to be upgraded as needed. Work will also continue on our business continuity initiative by expanding our data backup processes and making our servers and network more redundant. We will continue to invest in an offsite location disaster recovery purposes.

During the 2008 – 2009 fiscal year, we will continue to expand all areas of the UWA technology infrastructure. New plans include implementing Datatel’s Active Campus Portal project, which will revolutionize the way current students, faculty and staff use the UWA website, implementing a new helpdesk system to allow better incident management, and replacing all Pharos printers.