

## **Student Services Information Technology**

The mission of Student Services Information Technology (SSIT) is to provide high-quality information services support to a wide-ranging set of users within the Office of the Dean for Undergraduate Education, the Office of the Dean for Student Life, and MIT at large. This support focuses on the automation of business processes and information systems to provide students, faculty, and administrators with timely and accurate information and support.

### **Accomplishments**

SSIT has completed many client-focused projects, including the following:

- Implemented the first phase of the web-based Degree Tracking System to provide an online degree application for students, and tracking tools and reports for the Registrar's Office and academic department administrators
- Implemented a WebSIS application for department administrators to access student information as reports or downloads to support monitoring of registration activities, and to feed department data bases with accurate student information
- Developed a new student registration form to provide registration advising information and to support ease of handling
- Implemented functionality to manage Humanities, Arts, and Social Sciences transfer credit in the test scores management system
- Developed an email delivery and tracking system to support advising related to the Communications Requirement
- Implemented a process to send student pre-registration data from the Student Information System to the Data Warehouse
- Implemented a process to transfer incoming student Advanced Placement and other test scores from the Student Information System database to the Data Warehouse
- Completed the analysis and design of the new Undergraduate Research Opportunities Program (UROP) system. The new system will replace paper applications and antiquated software for maintaining records with a web-based application to allow students to apply for UROP projects; enable faculty, departments, and the UROP Office to electronically approve applications; and enable convenient maintenance of UROP information integrated with other student and faculty data in the student database.
- Implemented Association of Student Activities (ASA) web-based application to support student activity group offices and ASA executive board members in maintaining student activity groups and their financial and facilities reservation signatories
- Maintained Blue Cross/Blue Shield interface to support Medical implementation of a web-based interface for students to submit their insurance waivers
- Implemented Blue Cross/Blue Shield dependents retroactive medical insurance coverage corrections

- Implemented multiple data feeds to enhance Graduate Admissions biographical update procedures
- Moved to CITRIX services to support Mac platforms running the Graduate Admissions application
- Developed a new dining hall fee program for housing
- Developed a new web-based application for online processing of graduate awards and appointments (WebGrad Aid)
- Successfully implemented the QuikPay™ product from Ininet Solutions for the presentation of an electronic bill to MIT students. The project implementation was a joint effort among Student Financial Services, the Controller's Accounting Office, and Student Services Information Technology. Starting July 2004, MIT will no longer send paper bills to students or parents.
- Implemented enhancements to the Who's Teaching What application to more effectively collect instructor information from academic departments
- Modified web applications to be in compliance with the latest browser updates—Netscape 7.02 and Mozilla 1.2
- Developed functionality in admissions process to track students who were admitted and whose offers were withdrawn
- Migrated approximately 350 DUE/Dean for Student Life (DSL) users from MeetingMaker to MIT's enterprise-wide calendaring application, TechTime
- Deployed approximately 176 computers across DUE/DSL offices
- Upgraded DUE/DSL computers to Win2000 and/or Mac OS X
- Migrated Registrar's Office, Student Financial Services, and SSIT desktops to the WIN domain. Server collocation for the Registrar server was completed (SSIT and SFS planned for summer 2004).
- Coordinated IT-related aspects of several DUE/DSL moves (Discipline, SFS temporary space during renovations), and new equipment deployment and set-up for Stata Center Manager's Office, and the Department of Athletics, Physical Education, and Recreation computers for Stata and the renovated Alumni Pool Area
- Defined a technical architecture for the next-generation Student Information System (SIS) platform that incorporates an enterprise services approach to encourage integration among multiple functional areas and departments
- Built the next-generation SIS enterprise-class hardware and software platform
- Partnered with Edgewater to realize the new Undergraduate Admissions web portal (StarGate)
- Demonstrated the feasibility of modernizing the SIS database

Internally, SSIT participated in formal Java training to stay current with skills and to ensure ability to support new Java applications. Additionally, an internal departmental team was established to develop standards for Java development and a venue for cross education and sharing of knowledge, best practices, and experiences, aiming to improve the Java business application infrastructure in SSIT and the quality of programs.

## **Staffing Changes**

The fourth quarter of FY2004 brought a number of staffing changes to SSIT: the SSIT director, Robert Rippondi, left MIT after nine years to pursue other opportunities; an interim SSIT director, JoAnne Stevenson, was appointed while the SSIT director position is being reviewed; Quinton Wall joined SSIT as an analyst/programmer to support the new admissions recruitment portal process due to be deployed in August 2004; a second analyst/programmer position is in the process of being recruited to support the admissions application; Carrie Groves, a network administrator with SSIT, left the Institute in the spring to spend more time with her family.

**JoAnne Stevenson**  
**Interim Director**

*More information on Student Services Information Technology is available on the web at <http://web.mit.edu/ssit/>.*