

# UW-Madison Student Information Technology Initiative (SITI) Report of 2010 - 2011 DoIT Expenditures

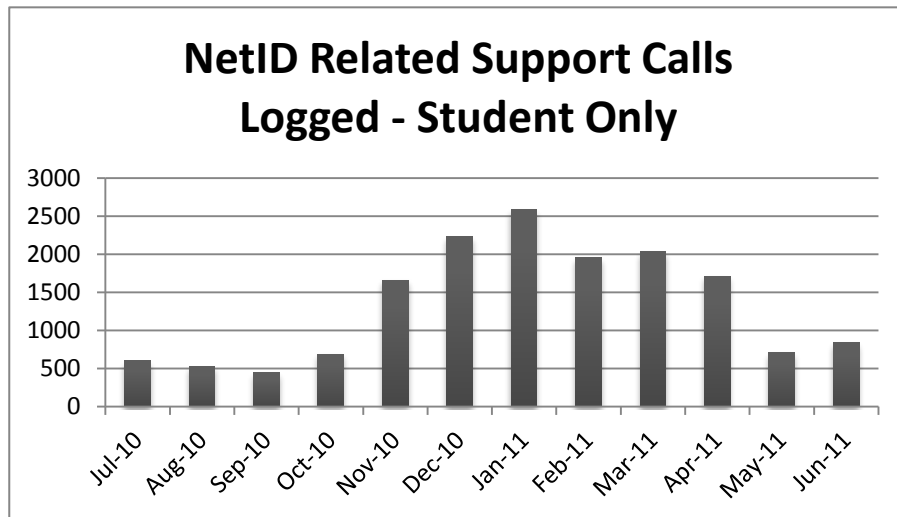
This report covers the 18th operational year of the UW-Madison Additional-Tuition-Funded Initiative for Information Technology. In 2010-2011, SITI funds allocated to DoIT for student technology services consisted of a base budget of \$4,306,279 plus \$50,374 in carryover funding. This report covers only those SITI funds allocated to DoIT.

For less than \$9 per month, each UW student has ready access to the eighteen DoIT-provided services outlined in this report.; an incredible value for UW-Madison students.

## A. Access Management Services (AMS)

Access Management Services provides credentialing and authentication services to the campus population. Of primary value to the student population would be the creation and maintenance associated with each person's NetID credential set. The NetID provides a safe and secure identification and authentication mechanism to a variety of centrally managed campus services such as WiscMail, My UW-Madison, and other core IT services. In addition, the NetID credential set can be utilized by any campus IT administrator to limit access to the University population.

NetID related issues are a core support function of the DoIT Help Desk. Across FY11, student support issues relating to NetID totaled 15,989. The chart below represents the number of NetID issues per month.



## B. Calendaring & Scheduling Service

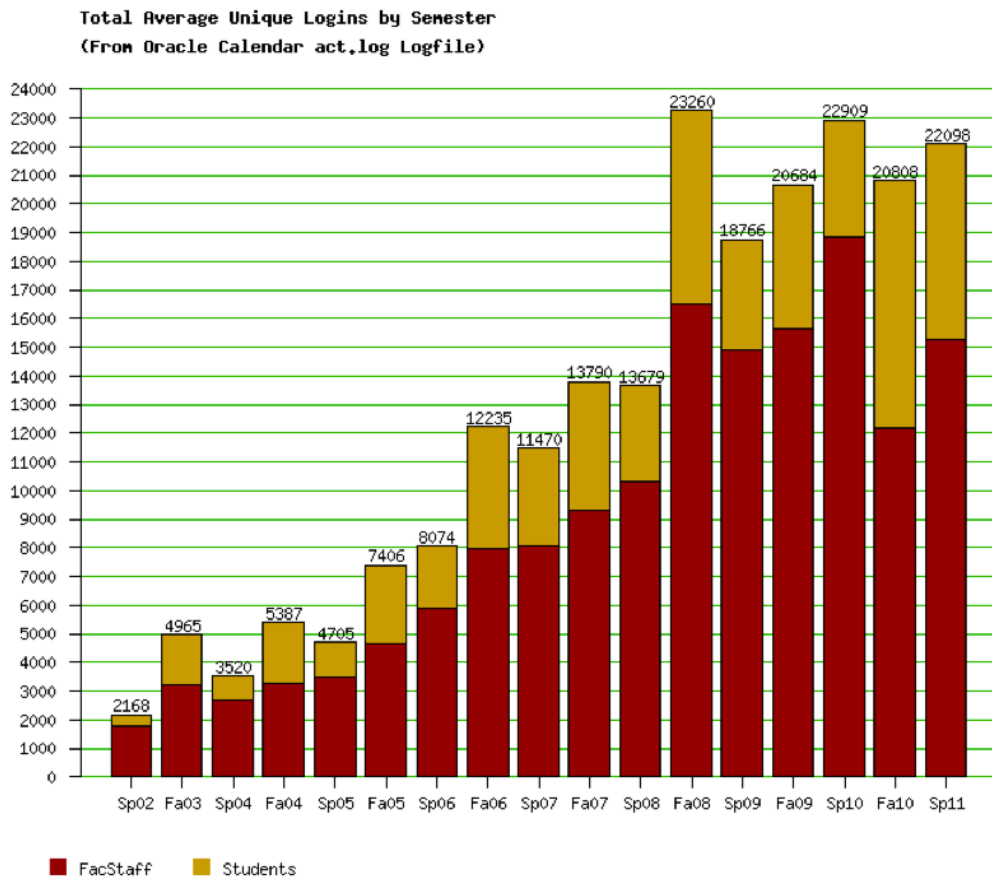
WiscCal is a campus wide calendaring and scheduling system that allows students, faculty, and staff to view significant campus dates and to schedule meetings with others in the campus community, using a web interface and a desktop client.

Service highlights:

- Increased PDA product syncing support & evaluation of new PDA products.
- Continued enhancements for WiscCal Scheduling Assistant.
- Presented Scheduling Assistant to Jasig Spring 2011 conference and adopted as open source software.
- Provided a presentation to the Council on Academic Advising.
- Deployed enhancements to the ShareURL application so that users' calendars can be shared via web.
- Began enhancements to view of WiscCal in My UW portal and on portal view of WiscCal within WiscMail.
- Conducted onsite evaluations and training sessions for potential WiscCal customers.
- Completed transition of ownership and administration of a NotifyLink Enterprise Server. NotifyLink enables syncing between users' smart phones and WiscCal (and WiscMail) easily.

- Reviewed calendar features with Zimbra, Oracle Convergence and Google.
- Conducted focus groups for advanced calendar users on campus.

New Departments using WiscCal in FY11			
SEM User Group	7/29/2010	UWCCC Translational Science BioCore	12/22/2010
University Research Park, Inc.	8/19/2010	Pophealth	1/25/2011
Cultural Context of Caregiving Lab	8/20/2010	Testing of New Node	1/31/2011
Pedeiatrics	8/25/2010	Morgridge Center for Public Service	2/3/2011
Center for Pre-Health Advising	9/2/2010	Law School Alumni Relations/Events/CLEW	2/3/2011
American Indian Studies	9/15/2010	Dance	2/23/2011
Great Lakes Bioenergy Research Center	10/15/2010	Physics Learning Center	3/24/2011
Wisconsin Ecology	10/19/2010	Astronomy Dept.	4/19/2011
Pain & Policy Studies Group	11/5/2010	BIONATES, WI Institute of Discovery	4/21/11
WSUM Student Radio	11/16/2010	PsychPREP	6/14/2011



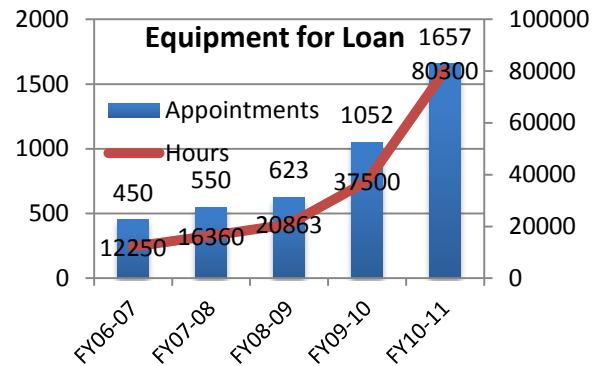
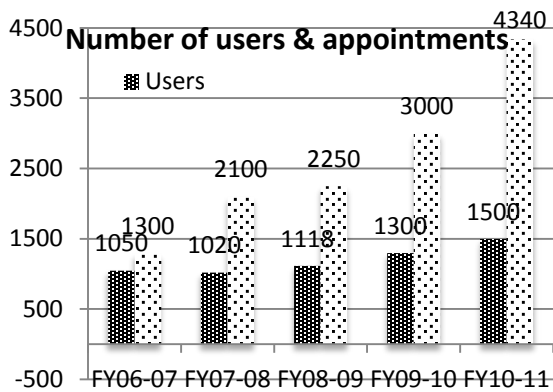
Additional WiscCal statistics can be accessed at: [stats.wiscal.wisc.edu](http://stats.wiscal.wisc.edu)

### C. Digital Media Center (DMC)

The Digital Media Center is a cross campus media development facility that serves faculty, staff and graduate students in a design lab with equipment loans, media development support, and production services. Both graduate and undergraduate students use the computer classroom.

The DMC served more than 1,500 unique individuals in the design lab and 43% of those users were students in FY11. DMC staff provided 800 hours of classroom time during the academic year. Most of these hours directly supported students.

DMC tracks appointments carefully. Appointments have increased for all services. DMC staff continues to expand capacity and efficiency of design lab as funds allow. These services support instructional and outreach uses by graduate students.



Demand for the DMC’s classroom has leveled off, remaining steady for the last three years. There are two primary reasons. First, class sizes are increasing. The DMC classroom can no longer hold some of the classes that used the facility in the past. Second, the facility works with instructors to install software not found in any other public labs on campus. Due to the location logistics, the DMC cannot support student work time, outside of class hours easily. Hence is difficult for instructors to assign additional work

The DMC is addressing the concerns for the growth in the design lab use and the computer classroom. Across the last two years, DMC staff has planned a move to a new, larger space. There will be room for growth in the design lab operations, and the classroom space will double. The space is designed to be dividable so that it can be one large space or two smaller spaces. Further, it will support out-of-class-time use of the facility. So when not being used for a timetable class, the space will be available as a public computing lab for both students enrolled in courses utilizing the facility, and other students who find the space convenient. The DMC staff has already received requests for this new space including one course that was redesigned to take advantage of the larger space and the ability of students to continue their work outside of class time.

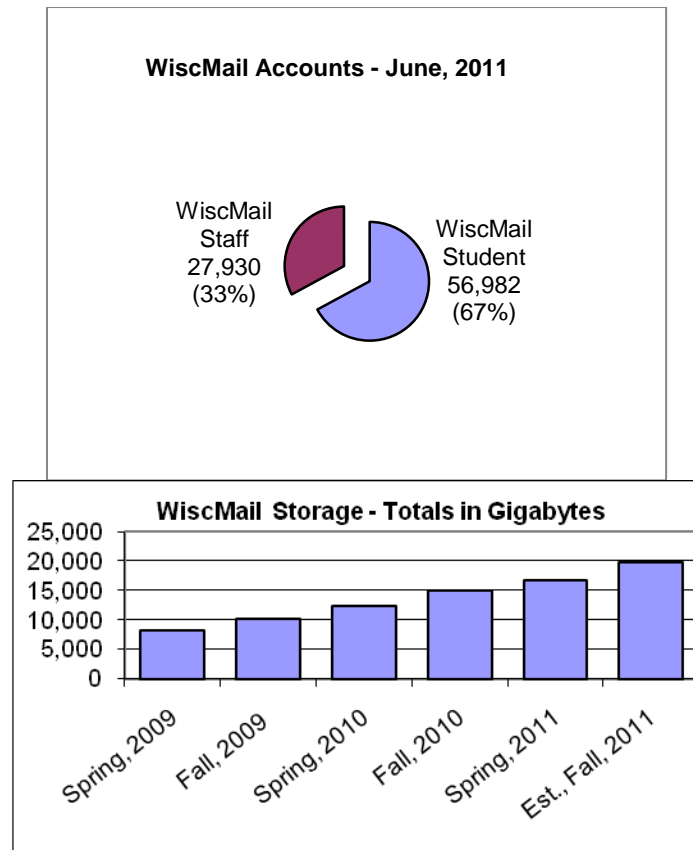
### D. Email

WiscMail is UW-Madison’s centrally supported email service. It provides email services to all accepted applicants, students and staff. Services are available from the My UW-Madison portal, via web-based email, or a variety of client-based email applications. WiscMail offers features that include IMAP client access with unlimited storage, secure login, web access, mobile device access, virus scanning, spam filtering, anti-phishing and account security monitors. Recent highlights:

- Conducted online surveys and focus groups with DoIT student advisors on mail and calendar usage and needs.
  - Strong association between their WiscMail identity and their role as students.
  - WiscMail is the preferred account for correspondence with instructors, students and potential employers.
  - WiscMail’s reliability, data safety, reduced malware and phishing were preferred by many students.
- Made improvements to WiscMail’s customer experience.
  - Deployed v 2.5 of web mail client aligned with customers’ feature requests from previous semester.
  - Developed and deployed new “Badger” color theme.
  - Introduced controls to protect customers from accidental downloads and deletions of data.
  - Increased phishing detection and account protection tools.
  - Introduced automated quota management to improve customer experience and improve support.

- Implemented major improvements to auto response and vacation message capabilities.
- Deployed two major system upgrades during the year; current version is Oracle Communications Unified Communications Collaboration version 7.4. Upgrades provided major performance and feature enhancements.
- Maintained 100% service availability for message transfer and 99.99% or better for customer message access.
- Expanded email storage capacity from 12 to 17 terabytes to meet growing customer demand.

The total number of active users in the WiscMail population as of June 30, 2011, was 84,912. This total is up 5,639 from 2010 and up 9,638 over 2009. Due to directory concerns associated with the HRS project, no WiscMail services have been deactivated for any students or staff for the last two semesters. This chart illustrates the ratio of student and staff accounts.



The use of IMAP folders to store mail on WiscMail servers continues to rise steadily. The average WiscMail user account currently consumes 145 megabytes of storage. WiscMail’s spam avoidance systems routinely divert 2.5 to 3.5 million messages per day away from the mailsystems. WiscMail accepts and delivers an average of 1.8 million messages per day. Continued improvements in filtering techniques mean that customers rarely find spam in their inbox. WiscMail includes highly advanced tools to proactively identify and disable accounts that have been compromised due to phishing or malware.

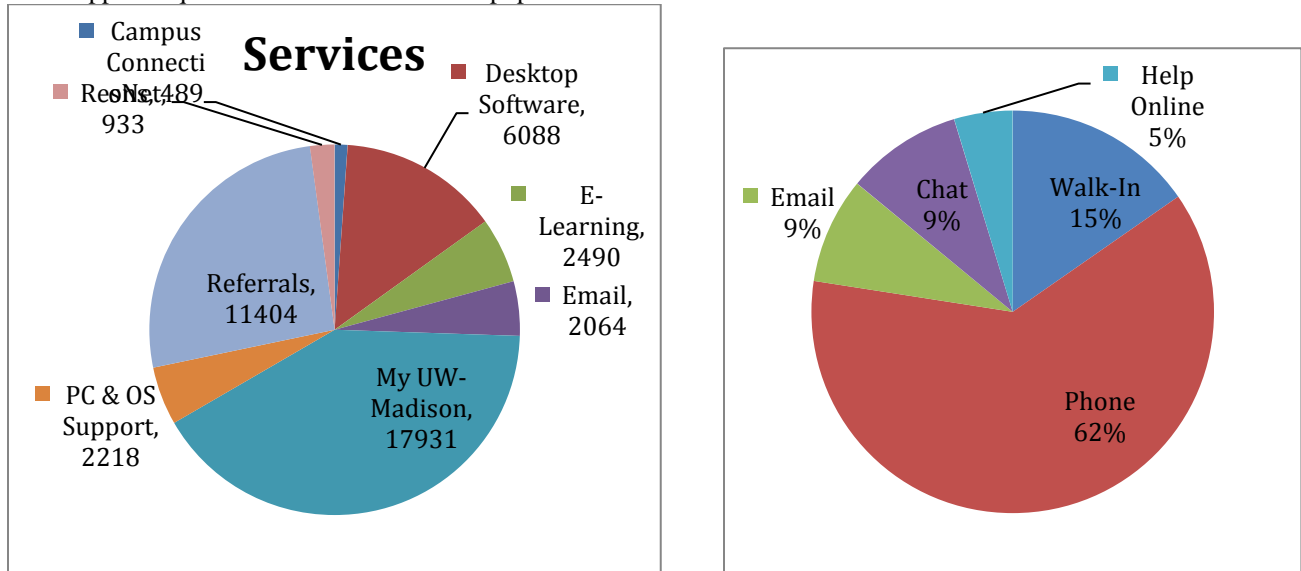
Service Availability	July 2010 – June 2011
SMTP (Message Transfer)	100.00%
MMP (WebMail, POP & IMAP Client Connections)	100.00%
Stores (Message Access and Storage)	99.99% or Better

Help Desk troubleshooting and escalation procedures, continue to be improved. The number of support calls continues to decrease, year to year, month to month. Improving customer service by providing WiscMail self-help resources via the campus KnowledgeBase is a priority for the team.

## E. Help Desk

The Help Desk continues to transform itself to meet the changing needs of the student population. The Help Desk offers services to students by phone, walk-in help desks across campus, chat, email, and help-online web form requests. The Help Desk, in collaboration with the DoIT Tech Store, opened a third walk-in location at the Health Sciences Learning Center (HSLC) to meet the needs of the students on the far west side of campus. It has been enthusiastically received.

In FY11, 43,615 support cases were created for students. Forty-seven percent of general support requests and 71% of the advanced support requests came from the student population. See charts for more detail.



The Help Desk resolves over 95% of the cases on first contact. For any problem the Help Desk is unable to resolve, the case is escalated to the specialists of that particular service. The Help Desk Level 2 (HDL2) group handles many of these escalated cases. HDL2 resolved 1,841 cases for students.

The Help Desk conducts regular follow-up surveys with their customers. In FY11, 92% of respondents reported being "satisfied" or "very satisfied" with the service they received. The online self-service support Knowledgebase was visited over 9.48 million times across FY11. The Help Desk continues to direct more resources toward this method of support to better serve the online generation as well as to more efficiently provide support.

The HSLC site has expanded into a combined DoIT Tech Store and Help Desk inside the University Book Store at Health Sciences. Together the Tech Store and Help Desk provide computing products and support specifically designed to serve the specialized needs of the medical campus. Students and staff benefit from the convenient support and sales resources, including technology consulting, computing products, full-service technical support and repair services.

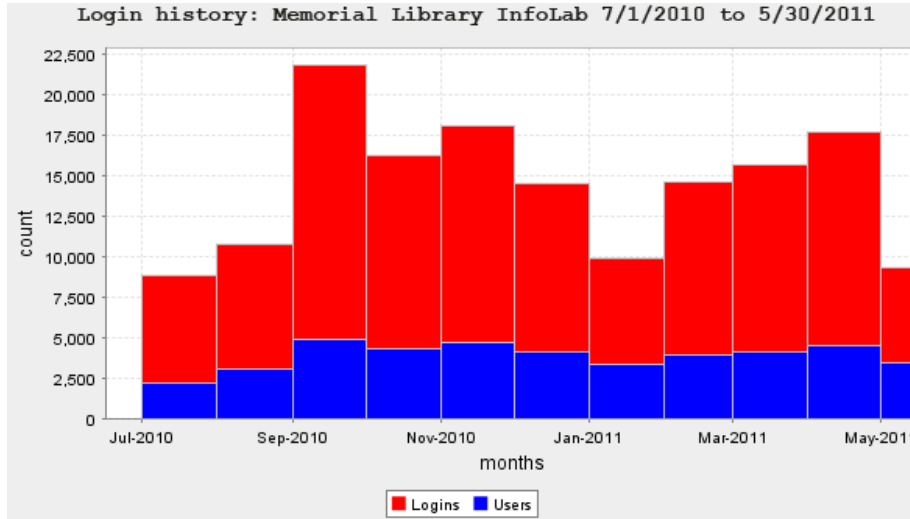
## F. InfoLabs, Kiosks and Equipment

The UW-Madison InfoLabs program provides technology services and resources for students or anyone with a valid UW-ID. At the over 120 kiosks in thirty locations and the InfoLabs, patrons have convenient access to high speed internet access, extensive library of software applications, vast array of printing options (I.e. B&W, Color, poster, wide-formatting, & Braille), document and slide scanning, digital/audio editing resources and specialized accessibility resources. Additionally students can borrow at no cost: dual-boot Mac laptops, digital still cameras, video cameras and audio recorders.

DoIT provides the coordination for all InfoLab infrastructure systems (i.e. printing management, imaging of systems and laptops, authentication, and equipment distribution). According to the 2011 UW Madison student computing survey results, the general access labs continue to be in high demand. The hands-on help of staff, software and equipment offered by the InfoLab staff, along with the lab locations are the reasons cited in the annual survey for the continued rate of high usage.

DoIT-Operated InfoLabs: Memorial Library, Union South Info Lounge & Student Activity Center

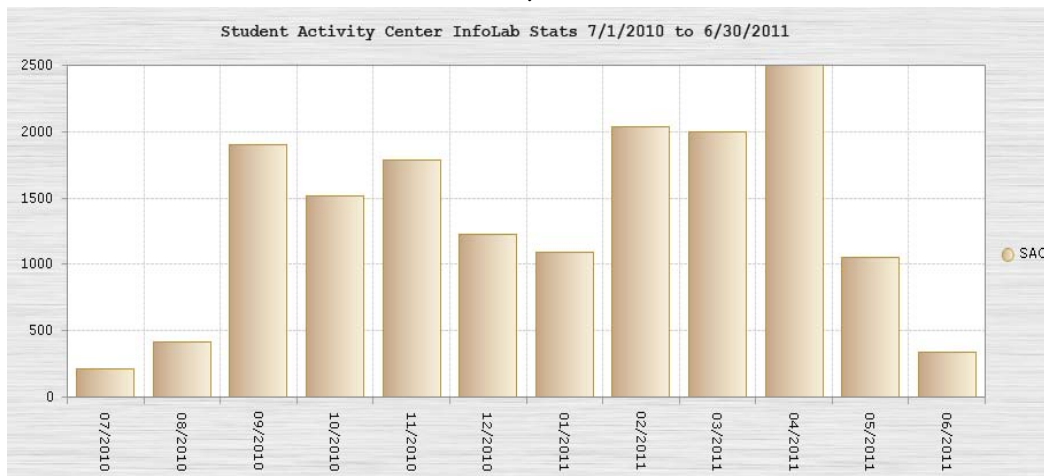
Memorial Library is the second largest InfoLab with 80 dual-boot iMacs. This lab is heavily utilized by students and staff. The laptop-landing program is in high demand. Lab consultants actively help customers and handle laptop transactions. The lab is frequently at full capacity. DoIT and the library have continued to jointly fund the 24/7 operations during final exam periods.



Note: Due to software glitches, login counts were lost for part of May and all of June 2011

The new Union South Info Lounge opened on April 15th, 2011 and provides twenty-three stations of dual-boot Mac stations. It is open from 8AM- 12AM M-R, Sun; 8AM- 2AM Fri/Sat, 7 days a week, with one student staff on duty. The Info Lounge has been well utilized since the grand opening. The new Union South is clearly a high traffic facility.

The InfoLab at the Student Activities Center (SAC) has twelve dual boot iMacs, B/W and color printers. SAC is unstaffed. Stats show that the lab is in demand and offers great convenience to student patrons.



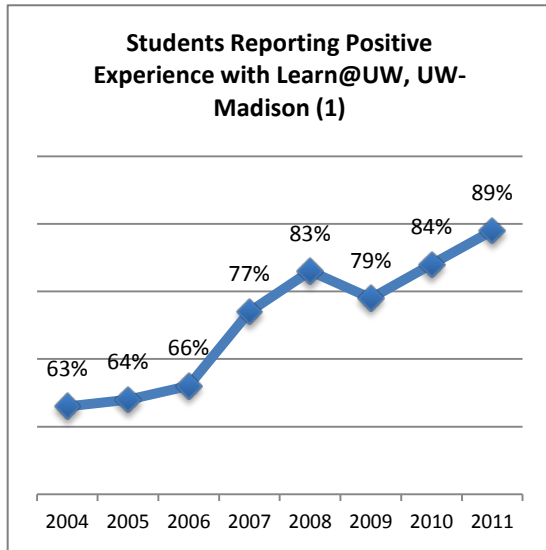
**G. Learn@UW Online Course Materials**

Learn@UW is UW-Madison’s central course management system. Powered by Desire2Learn, students access course materials, check their grades, post discussion messages, submit assignments, email their classmates, and receive online feedback from their instructors. Each year, Learn@UW is used to reach a wide variety of learners including:

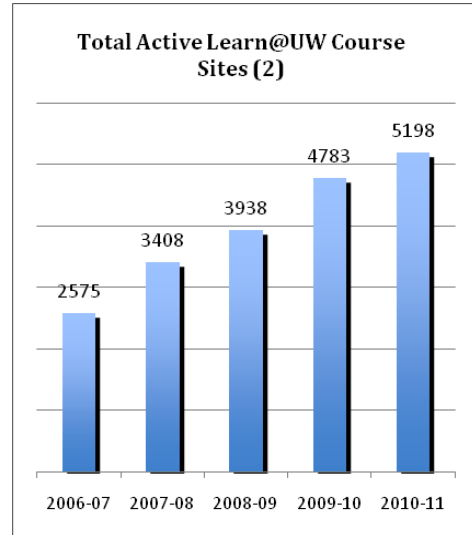
- Students in traditional face-to-face courses

- Students in online courses
- Non-credit / professional development learners
- UW-Madison employees (including students) in need of workplace training

Among students, use of – and satisfaction with – Learn@UW continues to rise. In 2011, 96% of students reported using Learn@UW and 89% of students reported having a positive or very positive experience with Learn@UW. The use of Learn@UW by instructors has risen steadily each year as measured by the total number of active Learn@UW course sites.



Source: 2011 UW Madison Student Computing Survey



Source: Learn@UW UW Madison Program Team

SITI funds are used in a number of ways to ensure a reliable and robust infrastructure for Learn@UW, including

- Application, database, and storage servers
- Software for the various applications and databases
- Technical staff who manage this infrastructure

Beyond SITI funding, DoIT allocates critical funding for Learn@UW that supports faculty training, help desk resources, technical documentation, campus communications, special pilot projects, and other technical projects necessary to maximize UW-Madison’s use of Learn@UW/Desire2Learn.

## H. My UW-Madison

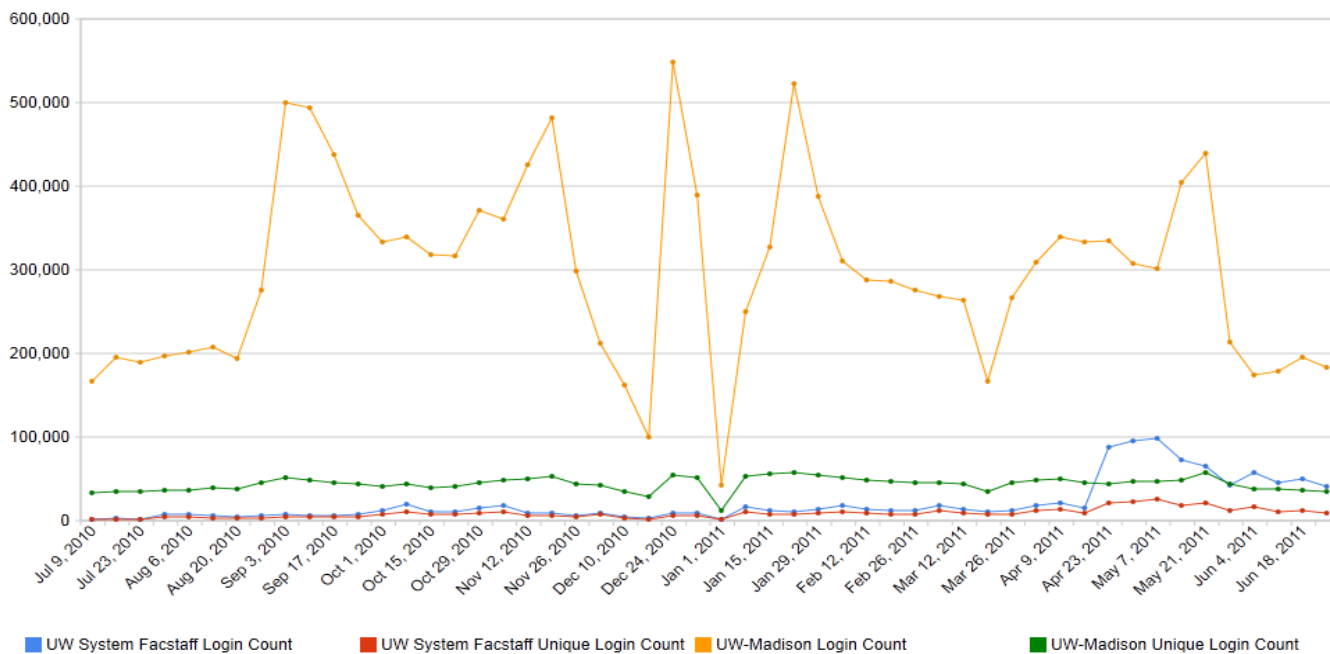
My UW-Madison is the campus enterprise portal, providing applicants, students, faculty, staff, advisors and instructors with a suite of integrated information resources that are tailored to their roles and interests. The My UW portal is highly personalized and can be customized to suit individual preferences. The portal sees hundreds of thousands of requests each day and over one million logins each month and is a trusted resource by the campus and system communities. Average daily logins exceed 125,000 with over 70,000 unique monthly users.

### Service Highlights

- Successfully completed upgrade to uPortal v3.2 and the new User Interface with new features and functionality.
- Completed security assessment of the uPortal infrastructure.
- Continued work on portal governance and efforts from visioning project. Finalizing Executive and Advisory group memberships, charters and roles.
- Introduced several new portlets including: PI Financial Tool, HR, Payroll and Benefits, HRS Rollout Update, WI Alumni graduating seniors portlet, redesign of Leave Statement portlet, and addition to Contact Info portlet for displaying and updating HRS contact email address.
- Developed portlets to improve locating of content (I.e. Where’s My WiscMail, Finding Your Favorite Tools, etc.).
- Presented poster at 2011 Campus Showcase on new uPortal user interface and the visioning process.

- Continued working with campus groups on integrating content into the portal (I.e. Wisconsin Alumni Association, Greg Smith/Figs Program, Center for Leadership and Involvement, HRS, & University Health Services).

## Portal Logins per WEEK



### I. My WebSpace (MWS)

My WebSpace is a web-accessible file storage system that serves UW Madison students, faculty and staff. Eighty-two percent of the 56,370 active accounts belong to students. My WebSpace provides one gigabyte of disk space storage of important documents (e.g. homework, notes, papers, theses, dissertations, graphics, etc.). Users simply upload work projects, data and other files, and then retrieve them from any computer with web access. Users can also create a personal web site. Many students use this web site in their portfolios.

My WebSpace continues to expand further into the instructional and research areas. MWS piloted a course directory offering this year. Twenty-two courses utilized this new feature that provides directories that are specific to courses, with automated course rosters for provisioning of class member provisions. A series of on-line training modules were created for MWS users to enhance their experience. This on-line training was created as a direct result of suggestions from students in student focus groups. See training modules: <http://kb.doit.wisc.edu/mywebspace/page.php?id=15353>

The MWS team has concentrated on minimizing the infrastructure this past year to reduce costs. The implementation of an automatic deletion for all files in the trash that are over 180 days old is complete. Also, older files have been moved to a less expensive storage option. Finally, the number of servers of My WebSpace was reduced by three as newer technology enabled this efficiency. This results in savings on depreciation, maintenance and server hosting costs.

### J. Network Access

**Modem/Dial-In Access:** For the past 15 years, DoIT has supported University of Wisconsin students, faculty and staff who connect to campus using the campus dial-in modem pool. At one point in time, the modem pool supported over 2,600 simultaneous users. As broadband access expanded and became more affordable, modem pool usage dwindled to roughly 20 unique student users. The modem pool was decommissioned on June 30 2011.

**LAN & Wireless Access:** Student use of other network services is on the rise. The 2010 Student Computing Survey indicates that 75% of students use campus wireless (WiFi) services, 53% use Internet long-distance services (I.e. Skype), 49% make



use of UW security software and 17% use VPN for secure network access. In addition, forty-five percent use handheld devices. Use of handheld devices will increase. New network models will more effectively and automatically switch between cellular and campus wireless service. Given these trends, the UW has embarked on make major network investments that will significantly benefit students.

UW is investing \$4.2M to refresh the wireless network to enhance performance, support mobile course podcasts and video, and improve security via authentication and data encryption. The wireless refresh is ongoing and scheduled for completion in FY13.

The UW campus network backbone was built in 2003 as part of the XXI Century Network Project. This core network has been enhanced several times in order to meet campus bandwidth and functionality requirements. The current equipment is nearing the end of its useful life and cannot scale beyond its current capacity to meet future growth. DoIT Network Services will request \$4,260,000 in FY12 to refresh this infrastructure to meet campus needs for the next seven years.

**BOREAS-Net:** UW participates with three other institutions (U-MN, U-IA and Iowa State University) in a regional fiber and optical network called BOREAS-Net. The network provides high-speed connectivity to other regional, national and international research and education networks for research, academic and administrative purposes. *All student data uses BOREAS for Internet transport.* The BOREAS-Net consortium expects to upgrade its existing infrastructure to 100Gbps capabilities in FY13 to meet increasing network capacity requirements. DoIT Network Services expects to request \$800,000 in FY13 to meet our portion of costs within the consortium.

**Campus Enterprise Firewalls:** The current firewall service has reached the end of its useful life and has been discontinued by the selected vendor. A request of \$2 million in funding in FY11 will be made and approximately \$1.3 million of funding in FY12 to replace the campus firewall system to maintain essential campus security needs. This project will include an upgrade to the VPN service.

## **K. Outreach & Research**

DoIT provided communications and gathered student feedback in a number of ways this past year including the thirteenth annual Student Computing Survey ([http://www.doit.wisc.edu/about/research/2011/student2011surveyreport\\_061511.htm](http://www.doit.wisc.edu/about/research/2011/student2011surveyreport_061511.htm)). As part of the CIO Strategic Planning process, interim CIO Joanne Berg met with three groups of students to identify their top priorities. The diverse, 20-member Student Advisory Committee continues to meet monthly. Each of these sources provided valuable feedback on mobile computing, social media, green computing, the Student Center, and more.

With this input, SITI resources helped promote the new UW Google Apps service, the WiscMail service, a new My UW interface, an upgraded Learn@UW, new Mobile UW apps, and the WSUM radio/podcast program “DoIT Live” to students. The student-focused tech news monthly was distributed with 15,000 copies of the Badger Herald and in 10,000 copies of the Daily Cardinal. Over 2,100 student subscribers also received monthly TechNews digests.

DoIT revised the Student Computing Guide in print and web formats. SOAR students and parents are provided with a vast array of communication resources, including a video, mass emails, and postcards. Communications spent slightly more than \$2 of SITI funds per student to keep them informed and equipped with technologies to assist their success at the UW.

## **L. Registered Student Organization (RSO) Desktop Support**

Students and staff of the RSOs are supported by DoIT's Repair and Desktop Support (RaDS) team in several ways. This includes: consulting, computer repair, desktop support, endpoint management, file hosting, printer support, server administration, web hosting, and WiscMail Plus administration. RaDS technicians are always available for fast onsite diagnosis and repair in the case of hardware failure, thus minimizing downtime and disruption for RSO members. This enables hassle free printing, file sharing, and customized email solutions. Finally, RaDS acts as a resource for RSOs by providing IT consulting, creating personalized quotes and implementing productivity and security boosting IT strategies.

In past years, SITI has funded a virtual server hosted on the DoIT Platform that provides file services to Associated Students of Madison and Student Print and also provides domain and web services to other SSFC funded RSOs. For FY12, file and domain services will be moved to campus active directory, web services will be migrated and the virtual server will be decommissioned. DoIT will continue to fund file services for ASM and Student Print. Total hosting costs will be reduced.

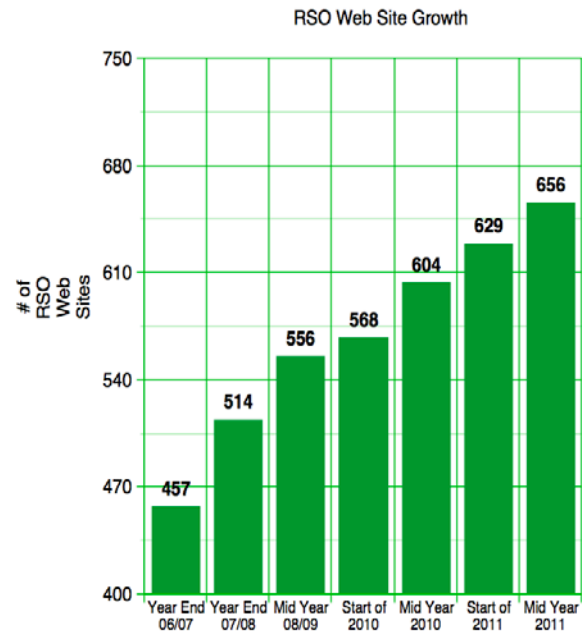
## M. Registered Student Organization (RSO) Web Hosting

The RSO Web Hosting service provides free web site hosting to Registered Student Organizations on campus. Primary contacts for each RSO can choose a custom web address (MYORGNOME.rso.wisc.edu) that reflects the organization name and create informational web pages to support the RSO's mission and members.

The service provides complete technical support and assistance for RSO's that need help publishing their web site. Additional features are also provided (E.g. web statistics, password protection, web form email, etc.). A complete outline of the service is available at: <http://webhosting.doit.wisc.edu/rso/>. The service has seen steady growth and continues to be popular with student organizations. As student organizations register with The Center for Leadership and Involvement (CfLI) and request web space, currently the demand for RSO web site hosting continues.

In the future, RSO Web Hosting will play a significant role on the CollegiateLink Campus Adoption team as it pertains to RSO web hosting. The DoIT team will engage with CfLI and establish processes to transition web site

hosting to the new offsite offering provided by the CollegiateLink set of tools.



## N. Software Licensing

The SITI funding for WiscWorld - Student Software is used to pay for licenses for specialized software packages for students, including Secure CRT and SecureFX. These packages enable students to securely connect to campus UNIX computers and transfer files. This service includes the hosting and maintenance for these and other packages, including the campus licenses of Symantec Endpoint Antivirus Protection and the WiscVPN service. Those services are hosted in one location for easy download by students (<http://goo.gl/bMqLIn>). In FY11, WiscWorld hosted over 30,000 Symantec downloads and 17,000 WiscVPN downloads for UW-Madison students and staff.

## O. Steering Committee & Planning

Oversight and guidance of SITI-funded DoIT services as well as an exploratory project proposal process is overseen by the seven-member DoIT SITI Committee (SITCom) to oversee quality of service, funding stewardship and to promote innovation and realignment of resources to meet the ever-changing technology demands of students.

## P. Student Training Program: Software Training for Students (STS)

STS offers free technology training to UW students, striving to provide the most up-to-date, functional technology training linked directly to course work, research, student involvement, and future job placement. STS delivers five main training services:

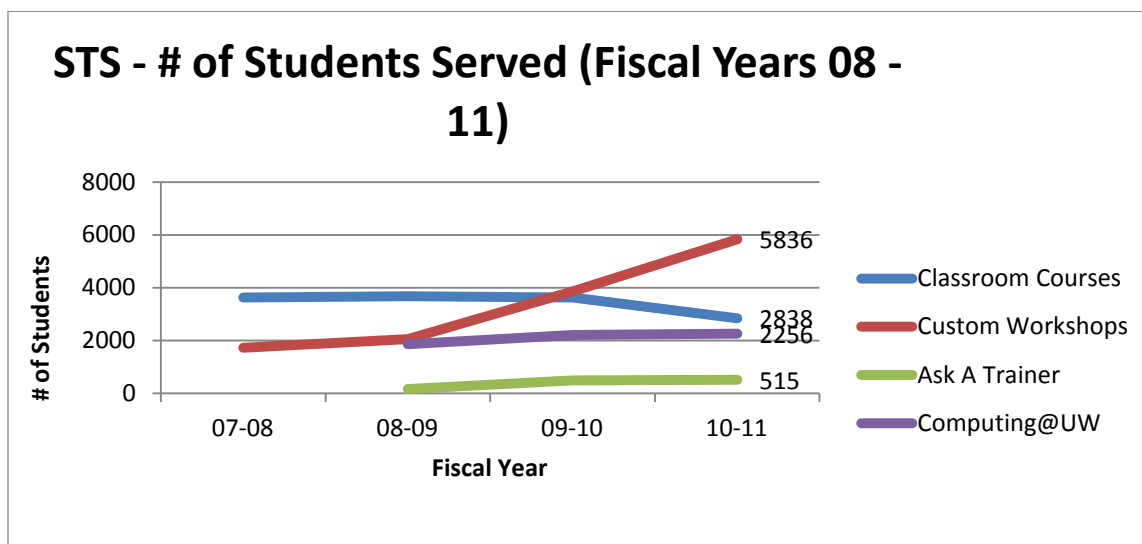
1. Custom Technology Workshops (CTW): Customized technology courses taught for faculty within a degree credit course. STS will tailor content to address teaching objectives and conduct training in the classroom during regular class times. Also available for student organizations.
2. Classroom Courses: Supplemental, non-degree classes linked to students' degree work and future career goals. Classroom courses range in subject from web-development to research analysis software for graphic design suites. Students can simply sign-up for a course and attend to learn their chosen technology.

3. Computing@UW Orientation: One-hour orientation delivered to incoming freshman which teaches students technologies that they will be expected to use during their time on campus. Topics include: WiscMap, WiscMail, WiscCal, MyWebSpace, Learn@UW, MyUW, and more.
4. Ask-A-Trainer: STS offers one-on-one tutoring and technology project assistance through Ask-a-Trainer. Students can get help on any topic STS teaches, such as HTML, Access databases and Flash. Ask-a-Trainer is mainly delivered face-to-face by appointment, however, email and chat-help are also available.
5. Online Training: STS offers online training in two ways: First, STS makes all proprietary class files and manuals available for students to download on the STS Web site. Second, STS provides free access to an online software tutorial provider, Lynda.com.

In FY10-11, STS cut back on the number of supplemental classroom courses offered to offset the high number of CTW's, because of the limited fiscal resources available. As a result of the cutbacks, many students who were required to take STS supplemental courses by their instructors were not able to get the training they needed in the time frame they needed it. STS received several emails and phone calls from faculty requesting additional courses and had an average number of 11 students on waitlists (high as 36, low as 0) for aforementioned required classes. STS plans to add the courses cut from the schedule back into the 11-12 FY.

STS is integrated into high level technology initiatives across campus. For example, STS has been a key player in DoIT's Technology Literacy for Students initiative, has designed and delivered instructional support for the ENGAGE program (including its collaborative sites and digital stories initiative), and is prepared to provide supplemental instructional support for the new Digital Humanities Design lab.

Students have the opportunity to learn necessary baseline technology skills, required by faculty, in order to be successful as a competitive student in the classroom (Word, General Computing, Excel for Chemistry, Computing@UW Orientation, etc.). These courses also assist in closing the gap between those students coming into the University with technology skills and those students without. Research shows that integrating technology into the classroom and into assignments engages students deeper into the learning process than a classroom without technology.



### Q. Tech Store SOAR Support

The DoIT Tech Store staff work with the Center for the First-Year Experience (CFYE) and other participating campus groups to plan SOAR activities, present to and interact with SOAR participants, and coordinate the efforts of several DoIT departments that support the SOAR program.

Through SOAR, DoIT reaches out to incoming students to increase their awareness of available campus technology resources that enable them to enhance their academic success and to attain their academic goals. Topics include:

- Campus web-based communication tools, course management tools, and shared campus services.
- Security initiatives and responsibilities to protect the student's personal identity and inform them of best practices, to protect and secure their personal computers and increase awareness of appropriate use.
- Other DoIT-provided services available to students, including unbiased consulting and IT product recommendations for their academic computing needs.

At SOAR sessions, consultants interacted with over 6,500 incoming students, parents and guests with a Q&A presentation and the campus technology video, presentation and Q&A. Direct one-on-one contact was provided to just over 800 of the 7,200 registered students. At the larger presentations, it is essential to impress parent/guest audiences with the importance of sharing the presentation information with their students.

Staff will continue to collaborate with SOAR planners to address the dramatic decrease in Resource Fair attendance (20% of registered students vs. 80% a couple years ago). Further program changes are expected in FY12. The parents continue to rave about the presentation and ask why their students are not hearing the same at their large group presentations. Efforts to reach out via social media will continue in an effort to better reach the incoming students.

## R. Wiscipedia

Wiscipedia is a wiki designed for undergraduates and prospective students at the University of Wisconsin - Madison. Written by students for students, Wiscipedia contains information about student life, academics, extra-curricular opportunities and much more. Anyone with a campus NetID can add something to this wiki. These contributions make Wiscipedia a great resource for everyone. The Wiscipedia Service is supported by Visitor and Information Programs and the L&S Honors Program. The infrastructure and system support is provided by DoIT. There are **599** content pages and **785** registered users of Wiscipedia.

DoIT provides a server in a secure environment. DoIT also provides server and application support that relates to the infrastructure, including patching and upgrading of the operating system and the application, as well as regular maintenance and authentication support. Last year, there were no unplanned outages, major upgrades or configuration changes.

### Service Highlights

There have been a total of **336,823** page views, and **3,913** page edits since Wiscipedia was setup. That comes to **3.70** average edits per page, and **86.08** views per edit.

The top 20 most popular pages are:

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