

# **Youngstown State University: Registrar's Website Project**

**Mike Paulis**

**Spring 2003**

## 1. Acknowledgements

I would like to thank Mary R. Bodnovich, my supervisor in the Records office for giving me the opportunity to do this internship. She approached me with the idea and let me decide if I could do it. I also would like to thank Jeanne Herman, the University Associate Registrar for all her help with the Registration area part of the website. The staffs of the Records and Registration Offices were also very helpful with their input and suggestions.

I must also thank Mr. Tom Bodnovich, my faculty advisor for his guidance and suggestions. There are others that need to be thanked, Kathy Leeper in the Graphics Arts Department for her work on the banners for the various pages and Bill Countryman, the University Registrar for approving this project.

## 2. Introduction

The Youngstown State University website is structured so that each department is responsible for the content on the pages they post. Some departments have staff assigned

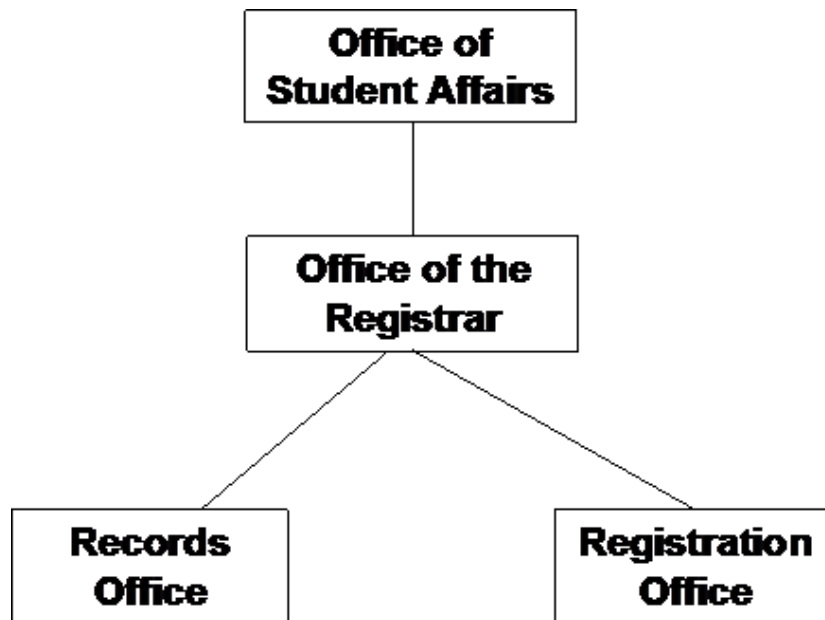
to update and maintain their pages. The Registrars Office just had a few pages dealing with transcripts and links to SOLAR (Student Online Advisement and Registration) and SID (Student Information Display). Mary Bodnovich wanted to see more content and information for the students and alumni of the University. She approached me with the idea of the internship to create the Office of the Registrar website. I had not considered doing an internship, since I am only working toward an Associate Degree, but I could not pass up the opportunity to diversify my education. I thought this would be helpful when I started seeking employment in the spring.

### 3. Description

The Office of the Registrar is divided into two main areas. The Records Office located in Jones Hall and the Registration Office located in Meshel Hall. These two offices each have separate duties, but they both exist to provide a service to the students of Youngstown State University. The Records Office is responsible for maintaining and updating all student educational records as well as demographic data, such as name and address changes. Transcripts and diplomas are also the responsibility of the Records Office. The Registration Office handles all the publishing of the schedule of classes and the registration of current and incoming students. The staff in both offices must be knowledgeable. They operate under the guidelines of the Family Educational Rights and Privacy Act (FERPA). This act gives students certain rights to privacy concerning their academic records. FERPA also gives parents certain rights regarding their child's academic records. Under the guidelines of this act the University must annually notify students in attendance that they may inspect and review their records, seek amendment of inaccurate or misleading information and consent to most disclosures of personally identifiable information from their academic records. It also governs what information is

considered public. The staff must know what information they can give out and what they must have a release from the student to give out. They also have to deal with irate parents when they are told their child's grades cannot be released to them. Even students get upset when told they cannot get information or order transcripts over the phone.

#### 4. Organizational Chart



#### 5. Position Description

My position in the Records office was Student Intern. I was responsible for the complete development of the Registrar Website. This included links to various student services, as well as creating the home page and the sub pages that were needed. I also

had to develop an online transcript form. In addition to the website I still was answering the phone and assisting students with transcript requests and re-activations. I also helped to train the new student employees.

## 6. Discussion

My major at YSU is in Computer Information Systems. The program is set up to diversify your studies not only in the computer field, but also introduce you to some business courses. I used the electives I have taken to broaden the field of computer training I am receiving at YSU. I have taken several different programming classes. I also have taken the CISCO Academy. I took the user interface class which introduced me to web development languages.

Prior to this internship I really had not given Web Design much thought. I did some for class requirements, but nothing that would be viewed by the public. This was going to be seen by thousands of current and former students. I wanted it to be something I was going to be proud of.

My first challenge was how to present an abundance of information without making the pages repetitious and boring. I also had to make it easy to update since Mary was going to have to take care of the site after I graduated. I wanted to use the most recent web tools and the newer web page trends, but after several talks with various faculty members I decided this would not be a good idea. I had planned to develop a menu using Macromedia Flash but had a lot of trouble getting to work right. I thought also about the number of browsers that do not have the flash plug-in. The menu would not be viewable to those browsers and the site would be useless to those students in that situation.

I spent the first week of the internship gathering information and getting setup. The Records Office did not have a computer for me to use so we got the departments laptop from Registration. I then had to get the needed software. I wanted to use Macromedia

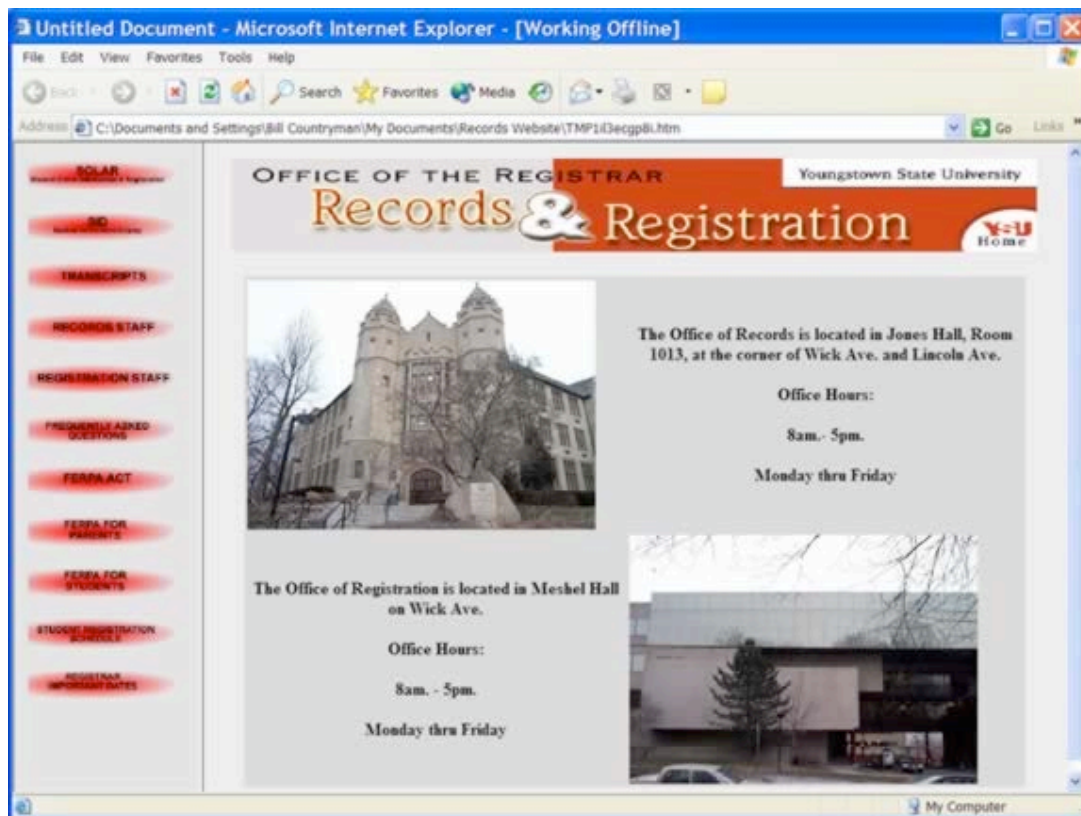
Dreamweaver MX and Homesite. Dreamweaver MX is a development tool for laying out web pages; it also can be used to update the site after it has gone live. Homesite is an HTML editor. The department purchased Studio MX which contained this software and a few other applications that became useful. I was able to use Fireworks MX for some of the graphic work that I used in the website.

My next step was to setup meetings with the University Webmaster. He gave me some insight on graphic resolutions to use and suggested contacting the University Graphics Arts Department for help with the title banner for the pages. My artistic creativity is not one of my strong attributes so I took his suggestion. I contacted Kathy Leeper in the Graphic Arts Department and showed her my ideas. She was able to use them to develop a banner for the website. She also made the banners for some of the other pages.

Gathering information was slow and sometimes put me behind the schedule I had set for myself. I developed an information form to distribute to the employees of the Records and Registration offices. I requested contact information and a short job description from them. I had to get approval from Mary to distribute the form. She thought it was a good idea and gave me her approval. I set a deadline for the forms to be forwarded to the Records office hoping to get the information in a timely manner. The Records Office staff returned theirs promptly, but Registration was slow getting them in. Registration presented the first opposition to what I was doing. The staff of that office did not want their job duties posted on the website. The only reason I planned to post any of this information was to help students and alumni decide who to contact to remedy their problem. I respected their wishes, even though I wanted the two staff pages to resemble each other. I was able to make the pages similar, but after showing them to supervision it was decided to make pages the same. This change came late in the semester, but it did not cause any delay. I had saved the graphic templates so future changes could be made, so it did not take long to make the change.

The home page of the website was the easiest to set up. I had already shown Mary

a storyboard of my idea to use a picture of the two buildings where Records and Registration are located. I thought that seeing these buildings would help those that were unfamiliar with the campus to recognize them. I used my digital camera to take the pictures and some photo editing software I had at home to clean them up. The middle of January in Ohio is not a good time to get a nice looking picture, but they are better than I thought they would be. I placed them diagonally on the page, and then put a short description and the office hours next to them.



The left frame of the homepage is the menu for all the sub-pages. I originally intended to use an animated menu, created in Flash MX, but I could never get it to work properly. I thought also about older browsers and how they would view the menu. Most of the computers in the Records Office do not have up to date browsers so they would not be able to view the pages with animation. A browser without the flash plug-in would not see the menu and the site would be useless to the viewer. I decided to do a more conventional

menu using buttons I created in Fireworks MX. The buttons are the links to other pages on the website. They incorporate the school colors and also add some diversity from other University department websites. I was not completely satisfied with just the buttons, so I used things called rollovers to make the text in the buttons appear to change colors. This is really just a swap image routine available in JavaScript. It did add a little more excitement to the homepage.

Transcripts are a major part of the Records office duties. All transcript requests are processed in the Records Office. There are sometimes up to a hundred requests a day. As part of my internship I had to develop a request form that could be filled out online or printed and then filled out. The University is not currently able to accept requests online, but they wanted a form online. Some of the letters and faxes the transcript department receives are hard to read so they hoped this would help to alleviate that problem. I used Dreamweaver MX to lay the form out. I wanted it to remain on a single page when printed. I accomplished this by using tables and various font sizes. The form itself will print on one page, but the links to other pages print on a second page. I had to edit the code so the cursor would tab to the proper next field. Since I could find no other option except text boxes, I had to make sure the labels for the fields did not blend in with the text students would be entering. I made the labels a different font and italicized it to accomplish the desired effect. I needed several revisions to finally get all the information required and to make the form easy for the staff to follow. I made sure that it was documented on the form that transcripts could not be ordered online or by e-mail. I also linked the form to the transcript information page so that student could only get to the form by reading the information. My thoughts on this were to try and avoid any miscommunication. I clearly stated on the form that it can be filled out and then printed, but it must still have a handwritten signature. Hopefully, this form will decrease some of the illegible letters received in the Records Office. The following picture is a sample of what the student can print and send to the Records Office.

TRANSCRIPT REQUEST FORM

This form cannot be submitted electronically. It can be printed, then completed or the information can be entered on the form, then printed. The form can then be mailed or taken to the Records Office.

YONKOUTOWN STATE UNIVERSITY  
 ONE UNIVERSITY PLAZA  
 YONKOUTOWN, OH 44688

REGISTRATION OFFICE (330) 941-3182  
 FAX (330) 941-1408  
 TRANSCRIPTS REGISTRY (330) 941-3184

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Student Phone Number: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Former Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please check here if you would like a transcript sent to your current address.

Please Mail  Transcript To: \_\_\_\_\_

**SPECIAL REQUESTS**  
 Please Process This Transcript Request When The Following Are Posted:

Hold for Current Semester Grades  
 Hold for Degree  
 Hold for Grade Change

Name: \_\_\_\_\_ SSN No: \_\_\_\_\_  
 Are you currently attending?  Yes  No  
 When did you last attend? / YYY/YY \_\_\_\_\_

Would you like printed job or diploma envelopes?   
 Do you need the Registrar's signature on the back of the sealed envelope?

\*NOTE: The University seal is on all official transcripts

All financial obligations to Youngstown State University must be satisfied before any transcripts are released.

Several other pages are now part of the Registrar Website. These include a frequently asked questions page containing answers to questions that the staff receives numerous phone calls about. I divided it into sections for graduation, registration, records and transcripts. An important dates page is also included in the site it contains a calendar highlighting the current date and a selection menu. The viewer can select the event they want to know about then click the go button. They will be taken to the page with their requested information.

Untitled Document - Microsoft Internet Explorer - [Working Offline]

File Edit View Favorites Tools Help

Address C:\Documents and Settings\Bill Countryman\My Documents\Records Website\unded\frameset-1.htm

Youngstown State University

## Important Dates

Please select the event you would like information about:

Select event  Go

April 2003						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Sidebar links:

- SOLAR
- SD
- MILITARY ACTIVATION
- TRANSCRIPTS
- RECORDS STAFF
- REGISTRATION STAFF
- FREQUENTLY ASKED QUESTIONS
- FERRA ACT
- FERRA FOR PARENTS
- FERRA FOR STUDENTS
- STUDENT REGISTRATION SCHEDULE
- FINAL EXAM SCHEDULE
- REGISTRAR IMPORTANT DATES

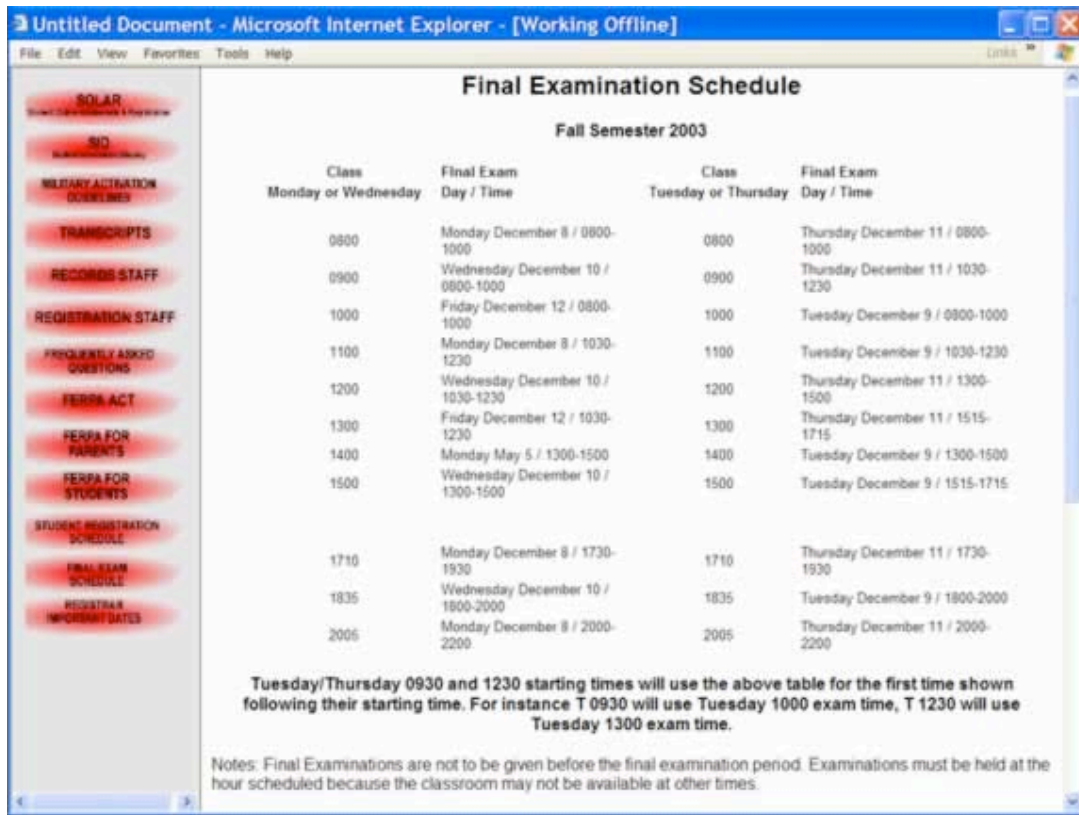
Two other pages I thought would be useful to students are the final exam schedule and the registration schedule. The registration schedule was created in Microsoft Excel as a spreadsheet and then saved as a web page. I opened it in Dreamweaver MX to add the headings and to place it on the page where I wanted it. This page can be easily updated using Excel. I had to make three copies of this page, one for each of the three semesters (fall, summer, and spring). The final exam schedule I created using tables in Dreamweaver MX. I only needed two copies of this page since summer semester finals are always the last scheduled class meeting time.

### Registration Schedule Page

**Registration Appointment Schedule  
Current Students  
Summer-- 2003**

TIME	Mon. April 7	Tue. April 8	Wed. April 9	Thurs. April 10
0800	Graduate	94 or more	74	27
0830	178	94 or more	71	26
0900	158	94 or more	69	25
0930	157	94 or more	62	24 M-Z
1000	154	94 or more	60	24 A-L
1030	144	94 or more	57	22
1100	138	94 or more	55	21
1130	130	94 or more	52	20
1200	100	94 or more	48	17
1230	99	93	43	15
1300	97	90	38	8
1330	96	89	35	1
1400	94 M-Z	87	33	0 A-F
1430	94 A-L	85	32	0 G-L
1500	94 or more	84	30	0 M-Z
1530	94 or more	82	29	FREETIME
1600	94 or more	79	28	FREETIME
1630	94 or more	76	28 or more	FREETIME
1700	94 or more	75 or more	28 or more	FREETIME

Final Exam Schedule

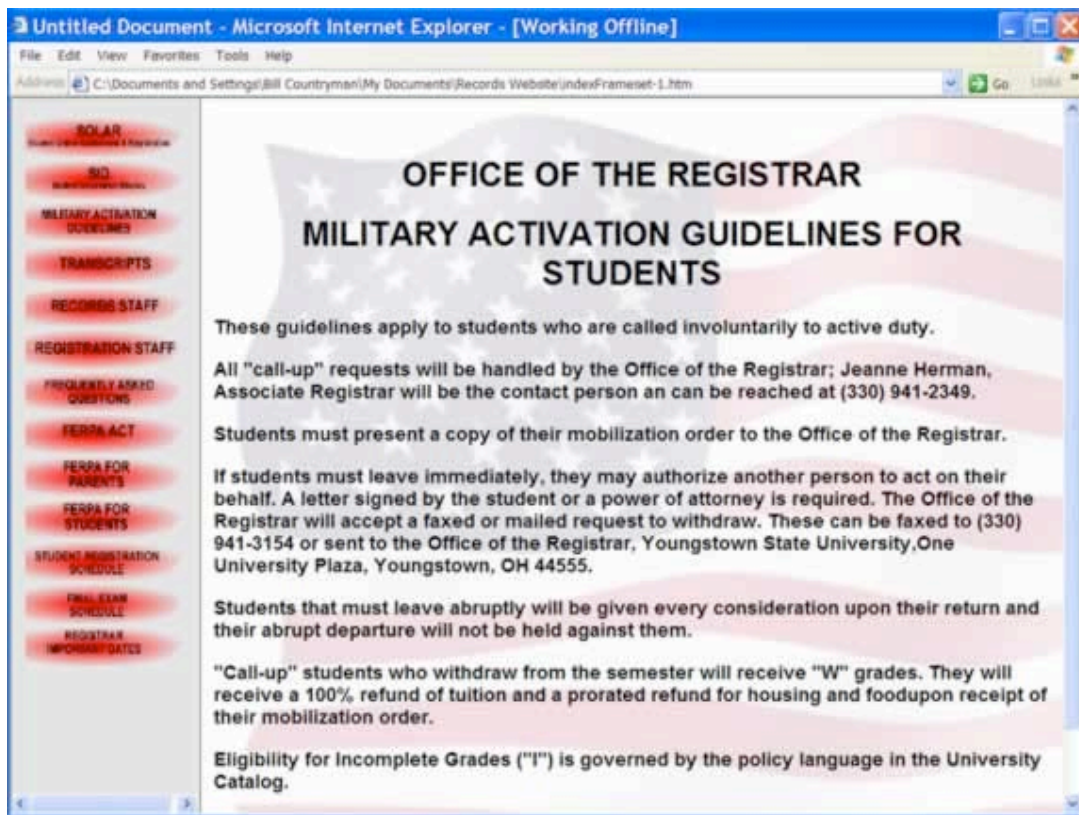


Final Examination Schedule			
Fall Semester 2003			
Class	Final Exam	Class	Final Exam
Monday or Wednesday	Day / Time	Tuesday or Thursday	Day / Time
0800	Monday December 8 / 0800-1000	0800	Thursday December 11 / 0800-1000
0900	Wednesday December 10 / 0800-1000	0900	Thursday December 11 / 1030-1230
1000	Friday December 12 / 0800-1000	1000	Tuesday December 9 / 0900-1000
1100	Monday December 8 / 1030-1230	1100	Tuesday December 9 / 1030-1230
1200	Wednesday December 10 / 1030-1230	1200	Thursday December 11 / 1300-1500
1300	Friday December 12 / 1030-1230	1300	Thursday December 11 / 1515-1715
1400	Monday May 5 / 1300-1500	1400	Tuesday December 9 / 1300-1500
1500	Wednesday December 10 / 1300-1500	1500	Tuesday December 9 / 1515-1715
1710	Monday December 8 / 1730-1930	1710	Thursday December 11 / 1730-1930
1835	Wednesday December 10 / 1800-2000	1835	Tuesday December 9 / 1800-2000
2005	Monday December 8 / 2000-2200	2005	Thursday December 11 / 2000-2200

**Tuesday/Thursday 0930 and 1230 starting times will use the above table for the first time shown following their starting time. For instance T 0930 will use Tuesday 1000 exam time, T 1230 will use Tuesday 1300 exam time.**

Notes: Final Examinations are not to be given before the final examination period. Examinations must be held at the hour scheduled because the classroom may not be available at other times.

During the semester the Registrars Office had an increase in student that had to withdraw from school because of military obligations. The war with Iraq caused many reservists to be called to active duty. Jeanne thought it would be a good idea to have a page on the website with the University policies concerning military activation. Youngstown State University makes the process as simple as possible for these men and women. The page I designed for this is an informational page. I did not use a banner at the top because I wanted to make the background of the page an American flag. The banner would have interfered with the flag.



The problems I encountered during my internship were usually easy to overcome. Most of them were time related. Information from staff took longer than expected, but I learned to adjust my schedule. I designed the pages so that I could easily plug the information in when I received it. This allowed me to work on other pages without much idle time. The school colors also did not help my cause. There are not many things that can be done with red and black. Red font color on a black background is hard to read, so that was definitely not an option. I used a lot of shades of grey instead. The tools in many graphics programs can vary colors, which also helped me.

## 7. Conclusion

This internship taught me a lot about the business world. I learned how to meet with superiors and present my ideas. I learned that website development needs to be a team effort. One person working on a project like this will certainly overlook some detail. The ability to compromise is an asset if you are going to survive in the business

world. Adaptability also is important when there is a schedule that needs to be met. Unforeseen circumstances are always a possibility. It is usually a good idea to have a contingency plan to fall back on.

## 8. Future Learning

I have no definite plans right now to further my education. After my graduation in May I plan to seek employment. I would like to continue my education and earn my Bachelor of Applied Science degree, but it would depend on any employment I accept. I also plan to take the CISCO CCNA certification test.

## 9. Recommendations

I recommend that any student who has an internship opportunity to accept it. The experience to put your training to work is very valuable. There are some things you will not learn in books or the classroom. I think your chances of employment increase by doing an internship also. Many companies have hired their interns for full time employment. I also think an internship helps to prepare you for some of the situations you may encounter in the business world.

## 10. Appendices

### a. Work Schedule

I worked twenty hours a week in the Records Office. My schedule varied sometimes, but most of the time it followed the chart below. During the two hour break in between the morning and afternoon hours I attended my other classes.

Monday	Tuesday	Wednesday	Thursday	Friday
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8:00am-10:00am	8:00am-11:00am	8:00am-10:00am	8:00am-11:00am	8:00am-10:00am
12:00pm-2:00pm	1:00pm-2:00pm	12:00pm-2:00pm	1:00pm-2:00pm	12:00pm-2:00pm

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# Michael J. Paulus

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611 Garland Drive  
Niles, OH 44446  
(330) 652-2607

Email: [mpaulus@neo.rr.com](mailto:mpaulus@neo.rr.com)

- Objective:** A challenging position in the computer field.
- Education:** YOUNGSTOWN STATE UNIVERSITY – Youngstown, OH  
**Associate in Applied Science**, Expected Graduation Date: May 2003  
Major: Computer Information Systems GPA: 4.00
- Honors:**
- ⊙ Dean's List
  - ⊙ Scholastic Honors in the College of Arts and Sciences
  - ⊙ Awarded \$1,500 Departmental Scholarship from the College of Arts and Sciences
- Relevant Courses:**
- |                               |                                      |
|-------------------------------|--------------------------------------|
| Survey of Computer Systems    | Networking Concepts & Administration |
| Programming & Problem Solving | Development of Data Bases            |
| Technical Communication       | Cisco Networking Academy I & II      |
| User Interface Design         | Data Structures                      |
| RPG & Midrange Computing      | Business Programming Project         |
- Special Skills:**
- Proficient in Microsoft Word and Excel
  - Knowledgeable in Microsoft Access, PowerPoint, and Visio
  - Excellent analytical and organizational skills
  - Strong interpersonal skills and team-oriented
  - Knowledgeable in Database development
  - Knowledgeable in Unix, SQL, HTML, JavaScript, COBOL, & RPG
- Employment Experience:**
- YOUNGSTOWN STATE UNIVERSITY – Youngstown, OH  
**Student Intern.** Records Office. January 2003-Present
- ⊙ Design and implement the Records/Registration website
- YOUNGSTOWN STATE UNIVERSITY – Youngstown, OH  
**Student Clerk.** Records Office. June 2001-January 2003
- ⊙ Data entry
  - ⊙ Filing
  - ⊙ Microfilm records
  - ⊙ Answer telephones
  - ⊙ Assist students with transcript requests
- CSC LTD., INC. / COPPERWELD STEEL COMPANY - Warren, OH  
**Overhead Crane Operator.** May 1978 - March 2001
- ⊙ Moved materials between departments
  - ⊙ Poured molten steel into ingot molds
  - ⊙ Developed training program for new crane operators
  - ⊙ Trained new crane operators
  - ⊙ Completed daily crane inspections required by OSHA

- ⊙ Assistant Baseball Coach for Mineral Ridge High School

**Additional  
Information:**

