Chapter 25

Requirements Analysis and Implementation: Converting a Student Survey of Faculty Teaching System from Paper-Based to Web-Based

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**EXECUTIVE SUMMARY**

This case deals with issues related to conversion of a mostly manual information system to an electronic information system where the new system significantly changes the way users interact with the system. The case focuses on the elements of analysis and design, followed by implementation and results. This case provides scenarios and settings that may be used for role plays and group discussions to highlight the importance and the need for following the accepted systems analysis and design steps in the analysis, design, and implementation of IT systems.

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ORGANIZATIONAL BACKGROUND

Major University is a mid-size university that offers undergraduate, masters, and doctoral programs. Major has four units: Academic Services, Student Services, Research, and Financial Services. Each unit is managed by one vice president. The vice presidents report directly to the president. The academic services unit has about 550 full-time faculty members in five colleges and enrolls about 17,000 students at its main campus and two satellite campuses in the same metropolitan area. Like many other universities, Major offers distance education courses and programs to different geographical areas of the United States and abroad. Teaching is a very important part of the mission of this university and faculty and administrators place significant emphasis on this aspect of the job.

Each college has a dean who is responsible for the academic curricula, budgets, and personnel in the college. The deans report to the vice president for academic services. Each college is composed of several departments. Each department, in turn, is composed of faculty who are usually in one major or field, like biology. Each department is managed by a department head who is a member of the faculty in that department. Department heads in a college report to the dean of the college.

The University Computing Office (UCO) is housed in the Financial Services office. The director of UCO reports to the vice president for Financial Services. UCO performs all of the computer and networking activities of the university.

SETTING THE STAGE

In general, the main responsibilities of faculty in higher education are teaching, research, and service. Individual faculty are evaluated at least once a year in each of these areas and their reappointment/nonreappointment, salary increases, rewards, promotion, and tenure are usually determined based on these evaluations. Prestigious awards sponsored by departments, colleges, universities, states, and national and international organizations in teaching, research, and service are also based on faculty performance in these areas and are usually awarded to faculty annually. Annual faculty evaluation is the process of measuring faculty performance in each area of faculty duties and communicating their performance to them. Reappointment and nonreappointment decisions are highly dependent on the results of annual evaluations.

Evaluation of faculty teaching is usually based on performance during the year preceding year and is assessed through the review of several documents including the results of student surveys of teaching, peer review of course portfolios, course grade distributions, classroom visits by peers, teaching awards received, teaching workshops attended, and any other related information available to the administra-
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