

Ben Eisenberg
IST SPP Option (BS)
Spring 2001
IST Solutions Institute

My Experiences at the IST Solutions Institute
IST 495 Internship -- Final Report

*I have read this internship report and agree that it contains no proprietary information.
It may be submitted to the IST Internship Office at Penn State.*

Supervisor's Signature: _____

Supervisor's Title: _____



My Experiences at the IST Solutions Institute IST 495 Internship Final Report

Abstract

During the Spring and Summer of 2001 I held an internship with the IST Solutions Institute at Penn State. While with IST, I worked with Dr. Fred Loomis on a committee charged by the Provost, The Web Strategies Implementation Team. The Team, which was formed to implement the 20 recommendations of the Web Task Force, was an excellent internship experience for me. It enabled me to learn a lot about the inner-workings of committees, and allowed me to make some very valuable contacts. I was very pleased with my internship, and I am planning to continue working for the same organization in the Fall.

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Web Strategies Implementation Team at Penn State University
webstrategies@psu.edu · www.web.psu.edu · (814) 865-8822

Report

When I first entered the School of Information Sciences and Technology in the Fall of 2000, I set many goals for myself. Regarding internships, I had the vision that I would fulfill not just one credit of IST 495, but over three summers exceed the required one credit and hold a long-term internship, preferably with one company, for the duration of my college career.

I had already held a few internships during high school, all in the IST-related field. And quite honestly, those summers were the most enjoyable ones I have had. For three years in high school I held a long-term internship with, of all places, my school district. As a computer support assistant, I got to design and train staff and faculty on how to use their systems. I benefited from good communication skills practice and I got to see the other side of the education field. In the summer before attending Penn State, I had an internship at Triveni Digital, Inc., and subsidiary of L.G. Electronics. There I worked to setup streaming video servers. Regardless of the work, the experience was an interesting one. After three years in education, switching over to the private sector was like night and day. Education was more flexible and less stressful, but the private sector atmosphere was more conducive to work, in my opinion, and the budget was also a lot more fluid and with fewer loopholes than education would ever be able to attempt. It was after comparing these two experiences that I decided my internships in college would be with a private company.

So upon entering Penn State, I took advantage of career fair and the many other opportunities that were available to me. I was within steps of accepting a private sector internship before Dr. Fredrick Loomis of the IST Solutions Institute at Penn State made me an offer that I simply could not refuse. The offer itself came very unexpectedly.

My interview with Dr. Loomis went very smoothly – in part because I didn't think I was being interviewed. Dr. Loomis, who is also an Associate Professor of Information Sciences and Technology, was my PSU 017 Freshman Seminar teacher. A course focused on résumé and career building, Dr. Loomis offered each student the chance to have a “mock” 30 minute interview. I jumped at the chance. It appeared like it would be an excellent chance to relieve some interview anxiety and also get some valuable pointers.

When I met with Dr. Loomis, I was “applying” for a job at Computer Associates. Dr. Loomis did his best to imitate one of their managers, asking questions related to the Computer

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Associates Boot Camp Internship Program. But about halfway through the internship, he glanced at JoZane Cardamone, his assistant, when I said I would like to start my internship in this coming May. An ulterior motive was obviously present. And after completing my “mock” interview, I inquired as to what that motive was. And although Dr. Loomis said he could not officially talk about this until January, he told me that he had considering hiring me for the summer. I was completely surprised and extremely flattered.

I spent winter break weighing my options. On the table I had offers to return to Triveni Digital, move to Memphis and work for International Paper, or stay in State College and work for Penn State IST Solutions. And after heavy consultation with my mom, I figured that I would have two or three more years to get my foot in the door at a private corporation. Why not stay at PSU for the summer and make connections in IST – connections that will inevitably help me the during the next three years as I continue in the major? So I made the decision to stay at PSU and work for Dr. Loomis. And quite honestly, I don’t think I could have made a better decision.

After accepting his offer (and politely declining the others) I started working right away for Dr. Loomis and the IST Solutions Institute. During the Spring semester I worked part time, roughly 10 hours a week. The internship carried out full time into the summer and then will return back to part time status in the Fall. The internship is expected to continue until June 2002, when the funds that are paying my salary dry out.

Although the internship is with the IST Solutions Institute, the work that I am doing is not directly tied into the Institute. In fact, it technically is not for the School of Information Sciences and Technology. The job at IST Solutions acted as the mechanism to my appointment to the Web Strategies Implementation Team, a committee formed by Executive Vice President and Provost Rodney Erickson. Dr. Loomis, in addition to his role in IST, was honored by Dr. Erickson by being named “Special Assistant to the Executive Vice President and Provost.” Rather than work on IST related material, Dr. Loomis asked I work full time on the Web Strategies Implementation Team work as his assistant. My official title is Special Projects Leader.

The Web Strategies Implementation Team is comprised of about 25 mid-level managers from around Penn State. The representatives on the committee are in the critical roles that have the ability to influence the structure in their departments. My colleagues on the committee, if I can call them that, include three instructors, nine directors, two vice presidents, and a Vice

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Provost, just to name a few. (A complete list of committee members is included in the appendix.)

The committee was charged by the Provost to do the following:

- Recommend strategies to increase University-wide awareness and skills regarding the methods, models, tools and training in the use of the web for our academic, administrative and business functions.
- Identify best practices and leading edge applications at educational and other institutions.
- Use external consultants to augment deliberations and recommendations.
- Make recommendations concerning University web projects that are most critical to pursue immediately and those that can be best structured for longer-term implementation.
- Develop a roadmap for implementation, priorities, and change.

Essentially, the Web Strategies Implementation Team is the follow-up to a previous committee, The Web Task Force. After a year long study, the Web Task Force came out with 20 key recommendations related to Penn State's Web Strategy. The recommendations cover everything from career ladders for web professionals, to the development of an interactive portal system, to creating a central 24/7 support center for Internet related services. It is the job of the Web Strategies Implementation Team to implement all 20 of those recommendations.

My role on the committee is as the assistant to Dr. Loomis, who led and created the vision for the project. In addition to his assistant, I also served on three of the Team's subcommittees: 1.1 Communication and Awareness, 3.2 Using the Web as a Tool to Focus on Students and Individual Constituencies, and 4.1 Infrastructure. (A complete listing of subcommittees is included in the 'Strategy Roadmap,' located in the appendix.)

I also had a handful of projects that I worked on during the length of the internship. One project, a benchmarking study, required me to identify ways that Penn State could improve their web presence by comparing Penn State with other universities we deemed as peers, and with a few selected private corporations. This initiative required me to write a survey which will be sent to the Provosts of our "peer" universities at the end of the summer. Their answers will be compiled into a report on how we can improve, tentatively scheduled to be completed in late

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September. The benchmarking study has also brought me face-to-face with representatives of Raytheon and AccuWeather, including Dr. Joel Myers, the President and Founder of AccuWeather. By discussing the business models of these companies, I was able to gain insight as to how Penn State could make swifter decisions with ruthless execution. Those findings will also be compiled into the benchmarking report in September.

Another project I spearheaded was for the Web 2001 Conference. In addition to a presentation which our committee gave, we wanted to get feedback from the hundreds of Web Professionals that were attending the conference. As a way to get comments, I drafted a survey for Web Professionals. It went from a five page survey to a ten page one after hearing comments from the focus groups that we tested the survey with. The Web Professionals Survey was a huge success – we received over 110 responses back so far. I am currently in the process of tallying all their results and will be presenting the findings at a meeting on July 9th.

I am also working on a Web Readiness Metric that will be out later in the summer. The purpose of the metric is to act as an internal scorecard that departments at Penn State can take to assess how ready their organization is to migrate their services to the web. Departments will be encouraged to take this metric at regular intervals and compare their results to see how their unit is progressing. Currently this metric is in a testing stage. We are planning to use the Smeal College of Business as the first subjects taking our metric.

Other projects I am working on include: Overseeing the development of the new PSU Portal, creating information for a Web Workbook, and providing content for our website: www.web.psu.edu. As part of a larger communications effort, I also developed the letterhead that this report has been printed on.

A typical day for me usually involved a 7 hour work day – only about half of which was spent in the office. The other half was spent attending meetings. Some times I attend these meetings with Dr. Loomis, other times in lieu of Dr. Loomis, and still other times I went on my own behalf. These meetings, both internal to and external to Penn State, were a large part of the benchmarking project I am working on. Besides receiving excellent feedback at these meetings to bring back to the project, I am also making wonderful connections for my college career. Thanks to this internship, I now have a broad scale of contacts at the University, which I will no doubt find useful in my next three years here.

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My internship experience has undoubtedly been a positive one. I have found the tasks I have been given to be challenging but enjoyable. The members on the committee with me were all friendly and a pleasure to work with. And I could not have asked for a better boss than Dr. Loomis. He assisted me every step of the way and supported me in every decision I made. He also knows how important networking and credentials are, and has been trying to develop those in me as much as he is trying to develop the output of our committee. In short, there is no lack of personal development in this job.

I used a lot of the skills I gain in my classes at Penn State in my internship. A basic knowledge of network computing (IST 220) and databases (IST 210) have assisted me in the content of my work. But more importantly the Penn State experience I got from my classes has helped a lot more in my internship. Every time I go to a meeting people expect me not only to talk as member of a committee, but also as a student. They are interested in that other perspective that very few others on the committee can grasp.

This experience has motivated me to continue my string of internships. Although I will continue with my work on this committee until the Provost's budget runs out in June 2002, I expect to look for another internship for next summer. I think that I would like this next internship to be in the private sector, like I previously mentioned, but if it is still in education, that is not necessarily a bad thing. The experience on this committee has again shown me all the positives of working in higher ed. There may be more money in the private sector, but the flexibility and freedom is in education.

I have been very pleased with the IST Internship program. Although I did not find my internship using the Internship Office, the process of filing for my credit has been simple and the support I have received as been invaluable. I would like to remain in the IST Internship program in the future, and would provide that same advice to other students ready to start on their internships. I would suggest that the IST Internship program is a wonderful foundation for all students looking for an entrance into a career. Especially since all IST students need at least one internship credit, there is no reason why any IST student not to take advantage of this wonderful resource.

As for ways to improve, I don't have many ideas. Since my internship was with IST, the integration with the IST Internship program was seamless. Dr. Loomis was aware of all my requirements and was very pleasant when he had to do something on my behalf related to my

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internship and not directly to the job. I can only assume that others were not as lucky as I was – my situation was truly ideal.

In short, I had a very successful experience. I gained a lot of inside knowledge about how committees work and how to manage a large process, like this one. I also gained invaluable communication skills – something you can only obtain through practice. I made connections that will be useful come next fall, and in the rest of my years at Penn State. Accepting my internship with IST Solutions was an excellent decision. I look forward to continuing my position next semester – I hope it remains as ideal as it has been for me so far.

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Appendix

Included in this appendix are information handouts about the
Web Strategies Implementation Team
and a copy of the Web Professionals Survey I wrote as a sample of my work.

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Web Strategies Implementation Team
webstrategies@psu.edu · www.web.psu.edu · (814) 865-8822

Penn State University Web Strategies Initiative

The Challenge

Web usage at Penn State is widespread and pervasive, but its application and impact are underdeveloped. Without a systematic strategy for a coherent Web presence and for future development of web-based services, the University will lose an extraordinary opportunity to shape its future. (Web Task Force Final Report, Summer 2000)

Our Vision

The Web will be embraced as a fully integrated and dynamic tool by all academic and administrative units to promote access and service. The University Web presence will provide the foundations for creating and sustaining a community that serves and engages all University constituents.



Charge to the University Web Implementation Team:

- Recommend strategies to increase University-wide awareness and skills regarding the methods, models, tools and training in the use of the web for our academic, administrative and business functions.
- Identify best practices and leading edge applications at educational and other institutions.
- Use external consultants to augment deliberations and recommendations.
- Make recommendations concerning University web projects that are most critical to pursue immediately and those that can be best structured for longer-term implementation.
- Develop a roadmap for implementation, priorities, and change.

Ideas/Suggestions?

- Contact Fred Loomis at webstrategies@psu.edu. Visit us at www.web.psu.edu

Team Members

Tom Abendroth
Fred Aebli
Robin Anderson
Phil Burlingame
Ken Cox
David DiBiase

Ann Dodd
Patrick Donghia
Ben Eisenberg
Ken Forstmeier
John Harwood
Sally Kalin

Tysen Kendig
Fred Loomis
John Mason
Deb Meder
Gary Miller
Tom Moore

Rich Pearce
Jean Landa Pytel
Ron Rash
Doug Stanfield
Jim Wager
Sam Walch

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Penn State University Web Strategies Initiative

Guiding Principles

1. **Increasing Communication:** Penn State's web site should be seen as a first line of communication with key constituents. It should provide useful information, encourage interaction among diverse groups, create loyalty, and generate enthusiasm for the University's educational programs, services, and resources.
2. **Improving Relationship Management:** The Web should be used as a means to develop relationships with each and every Penn State constituent—prospective and current students, potential and current faculty, alumni, corporations, government, foundations, legislators, and friends of the University. It should evolve into a portal for customizing Web-based information and services—a place where individual constituents can personalize their access, import functionality, and aggregate content from multiple sources—ultimately assisting in the creation of a lifetime relationship between the user and all Penn State University resources.
3. **Integrating Teaching, Research, Service:** The University must make a commitment to enhance all teaching, research, and service functions and all administrative and learner support processes through greater utilization of Web applications. In order to transform University processes and enhance University functions, all units—from the central planning body of the University to individual departments and offices—should include the use of the Web in their planning, budgeting, and review.
4. **Enhancing Web Presence:** Every academic and administrative unit should have an up-to-date Web site highlighting its programs, faculty, and services. Unit Web sites should reflect the interests of diverse constituents: current and potential students, faculty, potential funders or research/education/service partners, etc. Web sites should be high quality, aesthetically pleasing, quick to access, easy to navigate, and offer multiple functions.
5. **Central Support and Resources:** Appropriate financial support must be made available to create and maintain the virtual University functions. Central resources should be made available to provide base-level support for Web site design, Web utilization, and Web development. Extended support for special applications, major projects, and services should be offered on a fee-for-service basis. Capital investments to support the infrastructure and architecture of the electronic university must be given high priority.
6. **Increasing E-Commerce:** The University should increase E-Commerce activities. Where appropriate, Web sites should provide a common system for E-Commerce transactions to serve clients and customers. University E-Commerce activities must provide high-quality customer service and adhere to all University security and privacy standards and policies.

Source: Web Task Force Report, Summer 2000

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Penn State University Web Strategies Initiative

Web Innovations

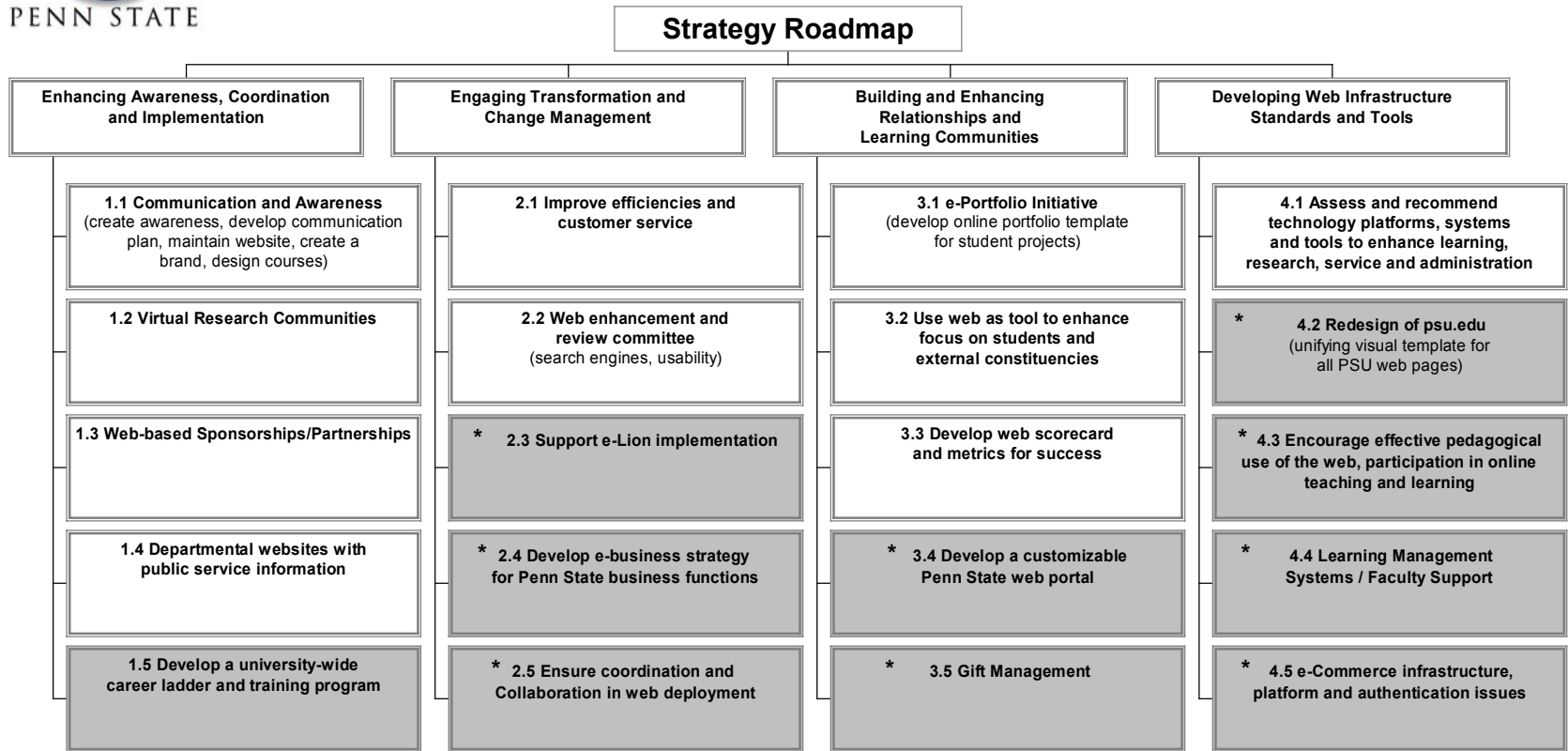
- e-Commerce – online staff and alumni transactions
- Portal Project – custom entry to Penn State online
- Stat 200 Course – online instruction
- IST 110 Course – online instruction and World Campus
- Student e-Portfolios – online student class work
- e-Lion – online student transactions
- Enhanced CAT – Library online catalog system
- GoPSUSports.com – official site for Penn State Athletics
- Alumni Portal – Alumni Directory, email, news, etc.
- Wireless Web Access – Internet access from wireless hand-held devices
- SIMS – information portal for research administration
- GAMS – proposal and budget development application
- Web based benefits, Web based personnel

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Web Strategies Implementation Team

Vision: Enhancing access, quality, and service for the Penn State community through the systematic and innovative use of web technologies.



**Implementation Team will monitor*

Teams:

1.1 Loomis, Walch, Eisenberg, Cox, Kendig (ST)

1.2 Forstmeier, Kalin, Abendroth, DiBiase (ST)

1.3 Stanfield, Loomis, Donghia, Rash, Moore (LT)

1.4 Forstmeier, Loomis, Dodd, Miller, Pytel (LT)

1.5 Loomis, Miller, Harwood, Willits (LT)

2.1 Wager, Mason, Harwood, Anderson, Burlingame, Pearce, Dodd (LT)

2.2 Stanfield, Aebli, Walch, Paytel, Moore, Donghia, Cox (ST)

3.2 Burlingame, Pytel, Cox, Eisenberg (ST)

3.3 Loomis, Dodd, Meder (ST)

4.1 Loomis, Rash, Harwood, Miller, Meder, Burlingame, Stanfield, Dodd, Wager, Forstmeier, Mason, Eisenberg (LT)

Last revised: 6/25/01



Web Strategies Implementation Team

Web 2001 Conference Web Professionals Survey

As Web Professionals at Penn State, you are at the forefront of a rapidly changing, demanding field that combines content with creativity; information with people. Your work shapes Penn State's presence on the web. The purpose of this survey is to find ways in which you can be better supported. All results will be kept confidential. The survey should take you between 10 and 15 minutes to complete. **Please return the survey to the address listed on the last page of this packet.** Any questions can be sent to floomis@ist.psu.edu or bseisenberg@psu.edu. Thank you!

Current Practices

1. What development tools do you currently use for **static** pages?
(Mark all that apply.)

- Dreamweaver
- Fireworks
- Flash
- Freehand
- FrontPage
- GoLive
- HomeSite
- Hot Metal Pro
- Illustrator
- Live Motion
- Netscape Composer
- Photoshop
- Other
- Don't Know

2. What additional development tools do you currently use for **dynamic** pages? (Mark all that apply.)

- ASP
- ColdFusion
- JSP
- Perl
- PHP
- Other
- Don't Know
- Not using dynamic content

(If you are not using dynamic content, please answer Questions 2a and 2b below.)

Have you (or your department) considered moving to dynamic content pages, but:

<p>2a. Feel unprepared or lack the necessary training in administering a database?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>2b. Lack the necessary tools (i.e.: servers, database utility programs)?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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Current Practices (continued)

3. Do you have a search tool on your website?

Yes No

4. Is the navigation on each page of your site consistent?

Yes No

5. Is the 'look and feel' of each page on your site consistent?

Yes No

6. Did you consult the current Penn State Web Style Guide when building your website?

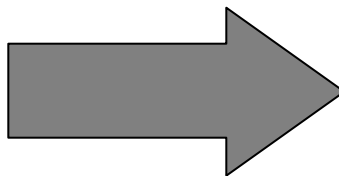
Yes No

7. At what level is your department seeking external support for your web initiatives?

(Some examples of external support may include: partnerships with industry, sponsorships, underwriting, advertising, etc.)

Very Actively
 Actively
 Passively

 We have made a decision to not use any external support
 Don't Know



8. Do you currently ask for feedback from your consumers?

Yes, Actively (i.e.: We send out questionnaires and surveys)
 Yes, Passively (i.e.: We have a "Contact Us" e-mail link for feedback on our homepage)
 No

9. Do you have a stated privacy policy visible on your website?

Yes No

7a. Please give some examples of the types of external support (and with who) you have acquired or are currently trying to establish.

Search Engine Satisfaction

10. Please rate your satisfaction with the Penn State search engine (search.psu.edu)?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied

12. Do you know the steps necessary to have your site added to the search engine's database?

- Yes
- No

11. In your experience, how often has a useful search result been returned in the top 10 results when using the Penn State search engine?

- Every time
- More than half of the time
- About half the time
- Less than half of the time
- Never

13. Is your site indexed by the Penn State search engine?

- Yes
- No
- Don't Know

14. Do you feel that a new search engine that automatically indexed all pages hosted on Penn State servers would provide better results?

- Yes
- No

In a Perfect World

15. In a perfect world, where money, policy, time, and resources are not issues, **what three things would you like to see initiated or perfected** that would directly assist you?

A. _____

B. _____

C. _____

Best Practices and Innovations

16. What “Best Practices” and web innovations have you seen **at** Penn State?

17. What “Best Practices” and web innovations have you seen **outside** of Penn State?
(Please list the innovation and the address of the site.)

Universal Navigation Device

18. Do you feel that a standard navigation graphic*, subtly located on the top of all Penn State pages, would assist in the navigation of the Penn State web?

Yes No

- * The standard navigation graphic, with an estimated height of 25 to 50 pixels, would provide links to the most frequented Penn State websites.

19. What links would you want to see on the navigation device?
(Mark your top **FIVE** selections.)

- | | |
|---|---|
| <input type="checkbox"/> Admissions | <input type="checkbox"/> LIAS (Online Library) |
| <input type="checkbox"/> Alumni Association | <input type="checkbox"/> Penn State Homepage |
| <input type="checkbox"/> Athletics | <input type="checkbox"/> Penn State Portals |
| <input type="checkbox"/> Bluebook (Course Catalog) | <input type="checkbox"/> Penn State Search Engine |
| <input type="checkbox"/> CLUE
(Course Links for
University Education) | <input type="checkbox"/> Registrar |
| <input type="checkbox"/> CourseWeb | <input type="checkbox"/> Other:
_____ |
| <input type="checkbox"/> Directory Listings
(ph Server) | <input type="checkbox"/> Other:
_____ |
| <input type="checkbox"/> eLion (Online Advising) | <input type="checkbox"/> Other:
_____ |
| <input type="checkbox"/> Grand Destiny
(Giving to PSU) | <input type="checkbox"/> Other:
_____ |

Server Maintenance

20. Do you feel you (or your department) has the **necessary expertise** to maintain web servers?

Yes No

21. Do you feel your department has the **necessary resources** to maintain web servers?

Yes No

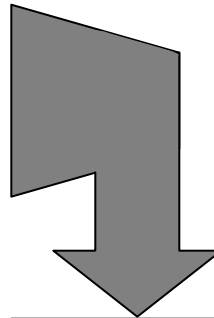
22. If you could have your server housed in an off site “server farm,” enabling your department to not have to worry about hardware failure, security, or backups, would you take advantage of that offer?

Yes, provided that my department would still get to administer the server.

Yes, provided that server maintenance could be outsourced to the unit housing the servers.

Yes, and it makes no difference who administers the server.

No.



22a. What would your department consider to be an appropriate monthly fee to for this service?
(Check all that apply.)

- \$301 to \$500
- \$101 to \$300
- \$51 to \$100
- \$1 to \$50
- Free

Career Training

23. Do you feel there is a clearly defined career path for Web Professionals at Penn State?

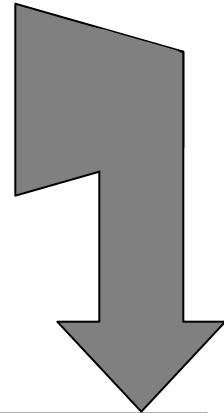
Yes No

24. What has been your primary method of learning the skills necessary for a Web Professional?

- Formal courses offered by Penn State
- Formal courses offered by other institutions
- Online tutorials or online certificate programs
- Self taught
- Other:

25. How many online Web Based Training (wbt.cac.psu.edu) modules have you taken?

- None
- 1 to 10
- 11 to 20
- 21 to 50
- 51 to 100
- More than 100



25a. Of the Web Based Tutorials you have taken, how satisfied have you been?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied

26. Which of the following courses offered by WebPro, Penn State's Web Professional Certification Program, would you be interesting in taking?
(Mark all that apply.)

Foundation Level

- Foundations of Internet Technology
- Foundations of HTML
- Page Layout with HTML
- Foundations of Javascript
- Foundations of Web Design
- Preparing for Emerging Technologies
- Foundations of Web Server Administration
- Intro to Web Application Software
- Portfolio Review

Second Level

- Dynamic HTML
- Functional Website Design
- Layout Design for the Web

None

27. What would your department consider to be an appropriate fee to pay to have an employee go through a modified version the WebPro Certificate Program, designed specifically around how to develop web solutions for Penn State?
(Check all that apply.)

[Note: The fee listed would be for the series of courses, not each individual course.]

- \$1,000 or more
- \$500 to \$999
- \$250 to \$499
- \$100 to \$249
- \$1 to \$99
- Free
- We would not participate in such a program

Expertise Level

Thank for you all your comments so far. Just one more section to go!

28. How long have you been involved
in publishing materials on the web?

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 8 years
- More than 8 years

29. How long have you been involved
in publishing materials on the web
at Penn State?

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 8 years
- More than 8 years

30. What is your job title?

31. What is your job grade?

- 15 or less 21
- 16 22
- 17 23
- 18 24
- 19 25
- 20 26 or above

Don't Know

Expertise Level (continued)

32. Do you have other job requirements besides those which are related to the web?

Yes No

33. How many hours a week does your job require you devote to the web?

0 6 to 10
 1 11 to 20
 2 21 to 40
 3 to 5 More than 40

34. Including yourself, how many individuals in your department are involved with the web at a programming and information distribution level?

0 6 to 10
 1 11 to 20
 2 21 to 50
 3 to 5 More than 50

35. Which best describes the nature of the department in which you work?

Academic
 Administrative
 Services / Support

36. We appreciate your comments! For a copy of our final report, please write your e-mail address below and we will notify you when it becomes available.

Questions?

Contact:
Ben Eisenberg
Special Projects Leader;
Web Strategies Implementation Team

bseisenberg@psu.edu
(814) 865-8822

Finished! Thank you for your input!

1. If you completed this form at the Web 2001 Conference:

Please submit this form to the Group Facilitator to receive your free Web Monitor Squeegee!*

Or leave the form in the 'Web Strategies Implementation Team' Drop Box, located near the Registration Desk.

2. If you have completed this form after the Web 2001 Conference:

Please mail to the following address:

**Ben Eisenberg
202A Rider II Building
University Park, PA 16802**