

# **HUNTER COLLEGE**

of The City University of New York

## **FY 2007-2008 Student Technology Fee Plan**

**Submitted to**

**The City University of New York**

**By**

*President Jennifer J. Raab*

June 30, 2007



**Hunter College of  
The City University of New York**

**Student Technology Fee Plan**

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# **Hunter College of The City University of New York**

## **Student Technology Fee Plan**

### **BACKGROUND:**

In March 2002, The CITY UNIVERSITY OF NEW YORK Board of Trustees approved the following resolution:

“ RESOLVED, That the Board of Trustees establish a technology fee of \$75 per semester for full-time students and \$37.50 per semester for part-time students, effective Fall 2002. Revenue from this fee will be retained by the colleges to improve computer services for their student and faculty. In exceptional cases of financial hardship, colleges may waive the technology fee for individual students. ...”

### **STATEMENT OF OBJECTIVE:**

The Student Technology Fee at Hunter College is dedicated to the acquisition, installation, maintenance, and intelligent use of state-of-the-art technology solely for the purpose of supporting and enhancing student experience and learning, and preparing graduates for the workplaces of the twenty-first century

### **THE COMMITTEE’S CHARGE:**

The President established an Advisory Committee on the Use of Technology Fee. The Committee is a College-wide group with representatives from the faculty, staff, undergraduate students, and graduate students of Hunter College. Four members from undergraduate student body and three members from the graduate student body are represented on the committee. The committee's charge is to review and recommend priorities, budget proposals, and expenditures related to the Student Technology Fee to the President. The Instructional Computing and Information Technology (ICIT) department will implement the recommendations approved by the President. The committee reviews the delivery of technology services to the College including but not limited to student labs, faculty development, funding for new initiatives and other technology needs.

### **MEMBERSHIP OF THE COMMITTEE:**

1. Provost
2. Vice President for Administration

3. Associate Provost
4. Deans of all four schools (Arts & Sciences, Education, Health Professions, Social Work)
5. Dean of Student Life
6. Chief Librarian
7. Assistant Vice President for Instructional Computing and Information Technology
8. Four (4) undergraduate students
9. Three (3) graduate students
10. Three (3) faculty from the Faculty Senate
11. Three (3) faculty from the Faculty Delegate Assembly
12. One representative from the Higher Education Officer forum
13. One representative from the College Lab Technician group

## **STRATEGIC GOALS:**

### **Strategic Goal 1:**

To provide students with access to, and training in, information technology and discipline-specific equipment that represents the current state of the art.

#### **Objective 1.1.**

To provide public access computers with up-to-date software as well as network and Internet connections in a ratio of no less than one for every twenty students over five years.

#### **Objective 1.2.**

To provide state-of-the-art smart-classrooms in no less than 50% of the general use classrooms on campus (the term " smart-classrooms" does not necessarily denote on-line network connections at every classroom seat, but instead denotes the most appropriate instructional technologies for particular classrooms).

#### **Objective 1.3.**

To ensure that instructional laboratories are equipped with the most current equipment appropriate to teaching and learning in the various disciplines of the College.

#### **Objective 1.4.**

To provide appropriate state-of-the-art technology to student services that directly support student life and learning (e.g., Career Planning and Placement, the Learning Assistance Center, the Writing Center, etc.).

### **Strategic Goal 2:**

To enable students and faculty to make the best possible use of current technologies in support of learning and teaching.

#### **Objective 2.1**

To provide instructional programs for students to allow them to make the fullest possible use of the information technology resources of the University.

**Objective 2.2.**

To enhance student learning by providing access to information resources at their fingertips (in libraries, cyber-islands, etc.)

**Objective 2.3.**

To provide funding to faculty for innovative ideas on using technology in the learning and teaching process.

**TARGETS:**

In this section we list a small number of focused targets for action that we believe represent critical aspects of the complex, broader effort that we outlined above. These are keyed to the four areas:

- [A] Improved support to students;
- [B] Improved teaching and learning;
- [C] Improved access to library resources;
- [D] Improvements to network infrastructure.

It is emphasized that these are preliminary priorities.

(a) [A, B] A policy and strategy should be put into place to assure that we reach 100% student access of personal computer resources that is truly effective in providing a basis for computer and network use in the widest range of courses and learning opportunities. Specifying minimal configurations and software packages should be part of the effort.

(b) [C, D] Campus network facilities need to be enhanced to provide a wider and easier accessibility. Authentication and support for nomadic computing need to be part of this effort, as does continuing efforts to wire public places (classrooms, libraries, laboratories, etc.).

(c) [D, A] Also in terms of networking, we believe that web publishing is a resource that needs cultivating. Every course available on campus should automatically have a minimal network presence. In addition, we believe it is feasible and profitable to provide a modest publishing capability for every student and staff member.

(e) [A, B] It is easily possible to have a "one-stop shopping" site of access for information about technology, particularly technology and learning on campus. This site would not provide help on all issues, but would be charged with understanding the wide-range of resources that are already available, and with helping faculty, staff or students connect to appropriate people and places to obtain help. References would be, for example, to services offered by Student Helpdesk Support, by the Technology Resource Center, by the Zabar Intern Program, and by specific faculty, staff, and other expertise, some of which might be carefully rationed and protected.

**PRINCIPLES & GUIDELINES:**

The following Principles and Guidelines have been established in compliance with the guidelines approved by The City University of New York:

## ***I. Principles:***

- A. Preference will be given to projects/proposals, which impact a large proportion of the student population.
- B. These funds will be used for new or additional resources, facilities and staffing rather than as replacement funds for existing expenditures.
- C. Preference will be given to projects/proposals, which have clear and viable plans for adequate maintenance, technical and administrative support, and upgrade potential.
- D. A clear distinction shall be made between one-time allocations and allocations which have a reasonable expectation of receiving funds from this fee on a recurring basis.

## ***II Guidelines:***

### Categories of project/proposals

1. Campus-wide infrastructure supporting computing and communications, which will serve the entire campus population. This will include computing and communications equipment, software, communications services as well as staffing/training to support and maintain this infrastructure and to provide support and training. This will be the responsibility of ICIT. This is a high priority category and will be, to a large extent, a recurring allocation.
2. Campus-wide general computing labs for student use. These labs will be open for extended hours and have adequate supervision. They will provide access to generally useful software and hardware facilities with lab personnel to assist in the use of that software. Additionally, individual departments may provide, and help maintain, some more specialized software for use by students when departmental labs are not available. This is a high priority category and will be, to a large extent, a recurring allocation.
3. Improvement of technology to benefit student life and learning. This category covers a variety of projects/proposals. It would include but not be limited to new instructional and laboratory equipment; expanding of departmental student lab hours, replacing of departmental student lab equipment, and implementing student e-mail. Some of these will be one-time allocations; however, some will need recurring funds to support maintenance, staffing, and upgrading. The source of recurring funds (Technology Fee, grant, departmental budget, etc.) should be clearly identified.

# **FY 2007 – 2008 Plan**

## **CUNY FY08 Student Technology Fee Plan**

**College:** Hunter College

**Project Name:** Open Computer Labs (item 1)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$250,000

### **Summary:**

The goal of a computer to student ratio 1:20 been reached and exceeded. This project now will focus on replacing older computers and improving open lab connectivity.

### **Description of Project:**

With the desired computer to student ratio exceeded—there are over 1200 computers now at Hunter College in open labs—the focus will continue to be on replacement. Over the past year the oldest computers in the open labs were upgraded and replaced. The replacement cycle of 4 years is being continued. It is expected that approximately 250 additional older computers will be replaced in FY08 in open labs.

In addition, the connectivity in many open labs is less than optimal, resulting in too slow network connections of the systems. The open labs initiative will also provide local connectivity upgrades in the open labs to speed student access to the Internet resources they need to need for their coursework.

**College:** Hunter College

**Project Name:** Software Licensing (item 2)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$125,000

**Summary:**

This project will continue to provide uniform licensing of standard software to all the labs. The goal is to allow students to use the same software in nearly every campus lab.

**Description of Project**

The software that this project will fund is the most commonly and heavily used software by students. The project will continue provide a consistent software platform in all the open labs. The decision process on which software to supply to labs will be changed. A faculty software advisory committee is being constituted in conjunction with the Provost's office to make recommendations for software to be purchased. The software that will be considered by the committee includes:

- SPSS
- SAS
- Stata
- Adobe Acrobat Professional
- Hunter College desired Blackboard add-ons to the CUNY-wide license
- Adobe Creative Suite

Several of the software packages formerly purchased with this project have been incorporated into the suite of software provided by CUNY centrally. This includes the Microsoft Office Suite, Mathematica and Symantic Anti-virus.

**College:** Hunter College

**Project Name:** Smart and Technology-Enhanced Classrooms and Lecture Halls (item 3)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$120,000

**Summary:** This project continues to install instructional technology into classrooms. Enhancements to the classroom will include a data/video projector with sound, network hook-ups, electrical and lighting enhancements and a screen. The goal is to have this setup in well over 50% of all classrooms across Hunter College by the end of FY 2008 and 100% of all classrooms by the end of FY2009. Upgrades of lecture halls are included in this project.

### **Description of Project:**

Smart Classrooms, also called technology-enhanced classrooms, create new opportunities in teaching and learning by integrating networking, computers, and audio visual technologies. The smart classrooms are designed to empower faculty by providing the technology to meet their instructional needs in classrooms. These rooms are also designed to emphasize flexibility to serve multiple users with many teaching styles. The enhanced classrooms will change the classroom into an interconnected resource with access to shared online material and access to a live Internet connection. The technology in these rooms will inspire faculty who rely on improvisation, spontaneity and audience participation.

This year's goal is to install the equipment in as many classrooms as possible, reaching 100% of all classrooms by the end of FY 2009. 100% coverage of classrooms with technology will allow ICIT to eliminate the cart-bound technology, which has proven problematic for instructors. Instead of installing stationary computers into many of these classrooms, we will be purchasing laptop computers and loaning them to faculty who need them and who use the classrooms. This will make it easier for faculty to prepare their instruction and help assure that the computer will be fully functional when a faculty member brings it to the room.

Technology-enhanced classrooms are equipped with the following:

- Ceiling mounted LCD projector and projector screen
- Easy-to-use connectivity for Macintosh & PC laptops with built-in DVD players, as well as for other devices that use projection.

- Sound system

**College:** Hunter College

**Project Name:** Library Online Databases and Software (item 4)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Louise Sherby

**Proposed Budget:** \$70,000

**Summary:**

The library will continue to subscribe to online databases and software, which are heavily used by students.

**Description of Project:**

This project will continue extend the resources of the library to the student community by providing online database access. The list of databases is available on the library website and includes Anthropological Literature, Biology Research Center, Nature Online, Gender Watch, Art Index, Philosopher's Index, Physical Education Index, and the Nursing and Health Professions Premier Collection. This project will also continue to fund Turnitin and Bibliographic software.

**College:** Hunter College

**Project Name:** Teaching and Learning With Technology Grant Program  
(item 5)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** David Potash

**Proposed Budget:** \$100,000

**Summary:**

This initiative will provide funding for teaching and learning projects using technology proposed by faculty and students.

**Description of Project:**

A committee appointed by the Provost consisting of students, faculty and staff will evaluate submitted projects proposals and award grants normally limited to \$5000. For special projects the committee may extend the grant amount. The selected projects should clearly benefit students and may include procurement of special technology material for courses, development of online material for courses, and faculty training and development, which will be directly applicable in the classroom. Grants will run for one year and each grant recipient must submit a report at the end of a project.

**College:** Hunter College

**Project Name:** Student Printing (item 6)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$200,000

**Summary:**

The cost of printing will continue to be subsidized for students in labs and in the library. This year the subsidy will be extended to color printing and to photocopying on library multifunction printer/copiers.

**Description of Project:**

This project will reduce the cost of monochrome printing and copying to \$.05 and color printing to approximately \$.20 per copy. Non-students will continue to pay full price for printing, currently \$.15 for monochrome and \$1.00 for color.

Funding will continue to purchase dot matrix supplies and printers for free printing of drafts. This remains a popular option for students.

**College:** Hunter College

**Project Name:** Student Network (SNet), Web Portal, and Email Service  
(item 7)

**Expected Start Date:** July 1, 2007      **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$360,000

**Summary:**

This project improves fundamental network, web portal, and email services to students.

**Description of Project:**

This project will provide a much needed email upgrade for the student email system, ongoing student network maintenance, additional wireless networking, and a student web portal. The email upgrade will give students faster and more reliable email, including an excellent web client. The network maintenance will continue to keep the student network in top condition. The popular wireless network will be extended to more areas in heavy use by students. This year's wireless upgrades to the library, the dormitory and the main lab areas were very popular and well used. We expect more of the same from new wireless areas. Finally, following a student request, we plan to create an expanded student web portal, the Hunter S-Net portal, which will provide students with fast access to all online student services and announcements.

**College:** Hunter College

**Project Name:** Assistive Technology and Web Access Enhancement (item 8)

**Expected Start Date:** July 1, 2007      **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$10,000

**Summary:**

This initiative continues to provide access to computers and the Internet for students with disabilities.

**Description of Project:**

This project will provide additional special equipment and software for the assistive technology lab, available to students with disabilities. In addition, the project will fund the creation of special copies of Hunter websites, which will be accessible by students with limited vision and hearing.

**College:** Hunter College

**Project Name:** Degree Audit System (item 9)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$65,000

**Summary:**

This initiative continues to provide funds for the development of DegreeWorks for Hunter College students.

**Description of Project:**

The first stage of the degree audit system was introduced to undergraduates in FY07 to great acclaim by students and student advisers. The system will continue to be augmented and extended, including extending it to graduate students.

**College:** Hunter College

**Project Name:** One-card System (item 10)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$100,000

**Summary:**

The One-card system will continue to be built out and maintained.

**Description of Project:**

The One-card system now provides ID cards for students, convenient printer charging, book vouchers, a student dining plan, and vending machine access. The system will continue to be expanded to bring these services to more students and to add services, including student access to digital locks on computer labs. The budget includes the cost of yearly maintenance for the Blackboard transaction system that runs One-card.

**College:** Hunter College

**Project Name:** College Assistant Support (item 11)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$430,000

**Summary:**

Funding is provided to continue to provide longer hours for the open computer labs. The student helpdesk and S-Net support will be enhanced, with both improved hours and additional training for the staffing college assistants. A new program using college assistants to help faculty use technology to enhance courses is proposed.

**Description of Project:**

This project provides for college assistants for various computer labs to extend the open hours, so that students can have access to computer resources at times most convenient for them. A student helpdesk is also funded to provide end-to-end technology walk-up and phone support for the students. This helpdesk is open seven days a week from morning to late evening. The new Student IT Support Manager (see next item) will coordinate the work of college assistants in the labs and at the helpdesk, getting more useful service from both.

Funding will continue to provide AV services to various classrooms. As more and more classrooms are enhanced with built-in projection and sound, the AV college assistants will be switching their duties from bringing carts to classrooms to providing help to faculty with their presentations and Internet access on the built-in systems.

In addition to regular college assistants, we propose to add a program to provide departments and faculty with specially trained, upper-level students who will specifically help with technology enhancement of courses. In particular, these college assistants would help faculty use Blackboard, Podcasting and other online technologies. The college assistants would be assigned to and based in departments. The college assistants will be chosen upon recommendation by a department from the pool of students in that department. Because these students would be familiar with the subject area and the faculty in the department, they could be more effective in providing such assistance. Because of the required subject matter familiarity, we will recruit graduate students and upper division students. These college assistants will be trained by ICIT educational technology staff in the latest in technology enhancements to teaching and learning.

**College:** Hunter College

**Project Name:** Full Time Staff (item 12)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$600,000

**Summary:**

Seven full time IT lines are currently funded from the technology fee. All of these lines help to provide improved technology support for students.

**Description of Project:**

The full time IT lines have provided an enormous improvement in educational technology services to courses and the faculty teaching them. The seven lines are:

- Two educational technologists who work one-on-one and in small groups with faculty on utilizing Blackboard, Podcasting and otherwise technology to enhance courses.
- One technology trainer who provides training courses for faculty and students in software and technology resource use.
- One Blackboard coordinator.
- Two technicians who provide technical support for the S-Net servers and the network.
- One student IT support manager who oversees the helpdesk and other student IT support functions, provides student technology training, manages student technology projects, and coordinates the use of the Technology Fee budgets.

Note that both the technology trainer and the student IT support manager will be providing training to students, which is an addition to our technology training program.

**College:** Hunter College

**Project Name:** Enterprise Technology Initiative (item 13)

**Expected Start Date:** July 1, 2007    **Expected End Date:** June 30, 2008

(this is a recurring project)

**Person Responsible for Project:** Franklin Steen

**Proposed Budget:** \$260,000

**Description of Project:**

Funding will be provided for important CUNY centrally organized technology projects of tremendous benefit to students.

# **FY 2007 – 2008 Budget Overview**

**Technology Fee**  
Proposed Spending for FY2008

Item #	Project	Proposed Amount
1	Open Computer Labs	\$250,000
2	Software Licensing	\$125,000
3	Smart and Technology-enhanced classrooms	\$120,000
4	Library Online Databases and Software	\$70,000
5	Teaching and Learning with Technology Grants	\$100,000
6	Student Printing	\$200,000
7	Student Network (S-Net), Web, and Email Service	
	Student Email upgrade	\$80,000
	Network maintenance	\$100,000
	Wireless additions	\$100,000
	Student Portal	\$80,000
8	Assistive Technology and Web Enhancement	\$10,000
9	Degree Audit System	\$65,000
10	One-card System	\$100,000
11	College Assistant Program	
	Student Helpdesk and S-Net support	\$140,000
	Audio Visual	\$100,000
	Student Lab Support	\$100,000
	Course Enhancement Technology Specialists	\$90,000
12	PS Full Time (7 FTE, including benefits)	\$600,000
13	CUNY ETI	\$260,000
Total		\$2,690,000

Available FY08 Technology Fee Funding  
Funding carried over from previous years

\$2,600,000  
\$90,000

# Appendix

## President's Advisory Committee on Use of Student Technology Fee Members

<b>Title</b>	<b>Name</b>	<b>E-Mail Address</b>
<b>Chair, Acting VP for Budget &amp; Finance</b>	<b>James Wang</b>	<a href="mailto:james.wang@hunter.cuny.edu">james.wang@hunter.cuny.edu</a>
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## **President's Advisory Committee on the Use of Technology Fee Meeting**

*Date:* Thursday, October 19, 2006

*Start Time:* 2:35 PM      *End Time:* 3:35 PM

*Location:* President's Conference Room

**Attendees:** Jason Ares, Eija Ayravainen, Marilyn Daley-Weston, Suzanne DelaRaba, Martin Dornbaum, Michael Escott, Kate Garnett, Anthony Grande, Adjie Henderson, Manfred Kuecher, Annette Kym, Jim Lengel, Sean Mathey, Jacqueline Mondros, Sharon Neill, Roger Persell, Albert Peterson, Antonella Petruso, Anthony Picciano, David Potash, Louise Sherby, Frank Steen, David Steiner, Ahmed Tigani, James Wang.

### **Introductions:**

James Wang welcomed the committee members and distributed copies of the agenda and the President's Advisory Committee member list.

### **Report on FY 2006:**

Frank Steen gave an update on FY 2006 projects and activities.

### **Computer Lab Update:**

During FY 2006, there were 224 computers that were updated at a total cost of \$200,000.

### **Software Update:**

The College saved money by purchasing software through central purchasing. For example, the cost of SPSS has been reduced from \$750 to \$600.

### **Classroom Update:**

Upgrades to existing and new smart classrooms have been completed during FY 2006. This includes the purchase/replacement of projectors, screens, video and DVD capability, computers, and sound systems.

In addition, some work has been completed within the Assembly Hall. The work utilized FY 2006 Tech Fee funding. Another project that was completed during FY 2006 was the renovation of room 520N.

### **Tech Fee Personnel Situation:**

More funding was used to employ Graduate Assistants, College Assistants, and other TS positions. ICIT has hired a number of College Assistants to handle audio and visual equipment delivery, public laboratories, and maintenance of smart classrooms. However, ICIT was unable to hire all budgeted full-time lines during FY 2006.

### **Library Update:**

Louise Sherby gave a report on new software packages that were purchased for the Library using Tech Fee funding such as Turnitin and End Note 10. In addition, ARTstor has become a very popular software package that is being used by both students and faculty. Ms. Sherby explained that ARTstor is a large database of images (cultural, architecture, art, etc).

### **OneCard and Printing:**

Mr. Steen stated that a portion of the FY 2006 technology fee funds were used to pay for the licensing of the Blackboard Transaction System. In addition, he mentioned that the implementation of the Hunter College OneCard is a great success and has been embraced by students. During the Fall 2006, the OneCard expanded to include book vouchers accepted at the Hunter College Bookstore. Currently, ICIT, Sodexo, and the Business Office are working together to develop dining services to be offered through the OneCard. The plan is to offer students a discount on dining services when used with the OneCard. Currently, a few staff members are piloting the One-Card for dining services in the two cafeterias. Mr. Steen mentioned that he will be looking for student volunteers to test the OneCard Dining Services shortly.

Ms. Ayravainen stated that the Office of Student Services has not received any complaints regarding the OneCard. On the other hand, students have asked how else they can use the OneCard.

Mr. Steen also added that Hunter College is the only CUNY College to utilize the OneCard. Mr. Tigani asked if students lose their cards how will balances be checked. Frank stated that all account balances are saved on a database and not on the card itself. In addition, Mr. Tigani asked if there are any discounts or other incentives being offered through the bookstore with the use of the OneCard. Ms. Neill responded that the bookstore contract currently allows for a 7% discount, and that no additional discount will be provided with use of the OneCard. However, Sharon did state that Sodexo will provide a discount (yet to be determined) for dining services when using the OneCard. Michael Escott inquired whether sales tax will be paid when using the OneCard. Ms. Neill will look into NYC/NYS Finance Laws and get back to the Committee.

### **CUNY Enterprise Initiative:**

Approximately 10% of the Tech Fee funding is allocated to this category. This includes Internet 2, Microsoft agreements, etc. The FY 2006-2007 budget includes the rental cost to allow all students to access Microsoft Licensing. This would cost the College \$17/FTE. Mr. Tigani asked if it is possible to buy the software for \$17. Mr. Steen told the group that the software would have to be purchased for all students: about \$255,000 per year. The total software cost is prohibitive.

### **FY 2005-2006 Faculty Development:**

David Potash gave a short report on the Faculty Development proposals for teaching with technology funded from the Tech Fee. During FY 2006, 14 grants were approved for funding. However, not everyone has received funding yet. David Potash will share the list with the group, but he requested that be postponed until next semester. Mr. Potash suggested that if anyone has not received funding, they should e-mail Frank Steen for the allocation and purchases.

### **FY 2005 – 2006 Surplus:**

Dean Escott pointed out the \$666,729 surplus in the FY 2005-2006 budget. Mr. Steen explained that the surplus reflects funds that have not been spent in previous years. Mr. Wang added that in FY 2003 when the Tech Fee was first instituted the College spent less than what was collected which caused a surplus that has been carried forward in subsequent fiscal years. Although ambitious spending plans have been in place, surpluses have been carried over in Fiscal Year's FY04 through FY06. However, in Fiscal Years

2005 and 2006 small dents have been made into the surplus. For FY07, Frank has some recommendations on how to reduce the surplus such as upgrading the wireless at Brookdale, and hiring several new staff members including a Blackboard Administrator.

### **FY2006-2007 Wireless Initiative:**

Mr. Steen pointed out to the committee that there is a budget modification for providing wireless to different areas throughout various Hunter College campuses, specifically Brookdale, the 10<sup>th</sup> floor of the North Building, and the Library. The allocation was increased from \$10,000 to \$200,000. Frank mentioned how much of the wireless equipment is old and does not work. A new vendor has completed a survey and provided a cost estimate, new equipment has been ordered, and wiring is in place for upgrades at the Brookdale campus.

Tony Grande asked if the School of Social Work building will be considered for wireless. Mr. Steen responded that he will need to talk about the building further with the SSW administration. Dean Mondros stated that the School of Social Work Library should also be considered for wireless. Frank mentioned to the committee that there is no plan in place yet. ICIT is still developing a plan to provide a secure wireless connection. One problem that the college will have to deal with is the stealing of access points.

### **Internet 2:**

Mr. Kuecher questioned if Internet 2 was being paid by ICIT's regular budget. Mr. Steen pointed out that Internet 2 was included in the CUNY Initiative line item of the FY 2006-2007 budget. He added that Internet 2 is an ongoing project; however, he is not sure of the number of Internet 2 connections. Adjie Henderson volunteered to provide Mr. Steen with a breakdown of the connections.

### **Blackboard:**

Frank reported that he spoke to Brian Cohen, Chief Information Officer at CUNY Central. CUNY has negotiated a new contract with Blackboard that will increase the number of instances from 20 to 50. Mr. Steen mentioned that one of the challenges will be helping faculty get more functionality out of Blackboard. As a result, he is adding funds to help faculty with the system. Mr. Persell suggested that any workshops offered by ICIT should be headed by other faculty members that currently use the Blackboard system and are knowledgeable about its new features. Mr. Steen shared information to the group about a program that was introduced at Harvard University. The program utilized undergraduate and graduate students that had taken, were taking, or were going to take courses to train faculty on how to use the Blackboard system.

Mr. Picciano mentioned that the Graduate School integrates the Blackboard system with blogs and wikis. Mr. Steen thought that the Graduate School might be using building blocks to expand the capabilities of the system.

Frank expressed a need to improve the administration of the Blackboard system. As a result, he is proposing to hire a full-time Blackboard administrator. The position will add to the lines funded by the Tech Fee.

Ahmed Tigani asked if Blackboard will allow faculty members to post book requirements and gain access to them on-line. Mr. Steen confirmed that course books can be put on-line and made available to

students through Blackboard. However, there are complex legal and copyright issues currently being heard in the courts. Mr. Persell mentioned that certain books can be purchased legally online via eBooks. Mr. Kuechler added the possible usage of course cartridges on Blackboard as a way of avoiding copyright issues and still providing controlled access. However, students would have to pay to access them.

### **Academic Websites:**

Mr. Steen also proposed using FY 2007 Tech Fee funds to upgrade academic websites. Albert Peterson mentioned that Brooklyn College has a portal that works very well and does not require students to go to the homepage for college information. When Brooklyn College students log on to the portal, they receive all the important information they need. Frank Steen thought the suggestion was a good idea. However, it will require several years of work and staff time. Mr. Wang suggested that this can be one project that Hunter considers when determining long term projects. Mr. Picciano reminded the committee that Hunter recently completed a two year project to upgrade the website and that it is a lot better as a result. Mr. Steen responded that many of the lower level sites including the academic sites have to be upgraded and were not considered during the two year project.

### **Computer Labs:**

Frank reported that most of the computer labs are in good condition. However, the Brookdale lab is very tight. Mr. Steen is proposing the removal of one row of computers to make it more functional. In addition, E015 is a new lab that will offer more seats with wireless. Mr. Peterson suggested that ICIT do more advertising regarding computer lab hours and locations because not all students are aware of this new lab. Ms. Ayravainen suggested that the Brookdale Council assist ICIT with advertising the location of labs and hours of operation. Mr. Tigani mentioned that only a handful of students are aware of all the services available to them. He suggested that ICIT should be available to discuss the various systems and services. He recommended that ICIT develop a promotional campaign in the beginning of the semester in which ICIT staff members pass out promotional pens and pamphlets outside of the student cafeteria to notify students about what services are offered.

Mr. Picciano asked about technology at the Campus Schools, specifically wireless, and to state that there are no computers for students and faculty to use there. Kate Garnett added that there is no AV support at Campus Schools. David Steiner mentioned that there is no space for offices at the Campus Schools and suggested that a separate meeting be held on this issue. Mr. Steen informed the committee of City capital dollars that are available to the Campus Schools for the installation of a wireless network and computers.

### **Assembly Hall:**

Mr. Persell inquired about the Assembly Hall projector. Frank mentioned that this is being addressed along with a temporary sound system.

### **Color Printing:**

Frank is investigating color printing and trying to get the price down to \$0.15/page.

### **Staffing:**

Mr. Steen reported that the Tech Fee has funding for 8 positions; however, only 5 are filled. He will be hiring an additional 4 – 5 full-time people to provide better service to the community including a Blackboard Administrator, 1-2 positions to staff the help desk, and one Web person.

### **Degree Audit System:**

Frank mentioned to the committee that the Degree Audit System is a rollover project from the previous fiscal year. In addition, he has heard that there are many issues regarding students knowing what courses are needed in order to graduate.

Marilyn Daley-Weston reported that major enhancements are needed to Degree Works to address the 2<sup>nd</sup> major requirements which will increase the cost of the project. Ms. Ayravainen reminded the committee that when Degree Works is implemented students will still be required to see an adviser for guidance on minors, which will not be available on the system. Mr. Picciano mentioned that there were concerns when the College was initially pursuing the system. Ahmed mentioned how important the system is to students and how important it is to help students graduate since advisors aren't always accessible. Ahmed expressed the benefits outweigh the challenges of implementing Degree Works.

### **Other Issues**

Mr. Steen suggested that if there were any other issues or topics that members would like to discuss, they should send him an e-mail and he will arrange for discussion. At which point, Mr. Picciano mentioned that more should be done to allow all students to get a copy of the SPSS program. In addition, Hunter should allow students access to the licenses so they can do their work at home.

## **President's Advisory Committee on the Use of the Technology Fee Meeting**

*Date:* Thursday, February 22, 2007

*Start Time:* 10:35 AM    *End Time:* 11:55 AM

*Location:* Hunter College Foundation Conference Room

**Attendees:** Jason Ares, Carla Asher, Eija Ayravainen, Marilyn Daley-Weston, Suzanne DelaRaba, Martin Dornbaum, Michael Escott, Anthony Grande, Adjie Henderson, Manfred Kuecher, Annette Kym, Gess LeBlanc, Sean Mathey, Sharon Neill, Roger Persell, David Potash, Vita Rabinowitz, Louise Sherby, Laurie Sherwen, Frank Steen, Ahmed Tigani, James Wang.

### **Introductions:**

James Wang welcomed the committee members and distributed copies of the agenda, minutes from the last Technology Fee meeting held on October 19, 2006, a list of President's Technology Fee Advisory Committee members, and an updated Technology Fee budget including estimated expenses.

### **Report on FY 2007:**

Frank Steen answered questions which arose from the last Technology Fee meeting, as well as reported on the status of the Assembly Hall. Frank stated the cost listed in the last minutes for SPSS is incorrect. The correct cost is \$50,015

### **Assembly Hall:**

Roger Persell stated that the new speakers in the Assembly Hall are good; however, the projection system is not. Frank agreed and said the placement of the projector will be adjusted to improve the screen size. Also, the lens may need to be changed to increase projection size. Finally, the Electricians will hide the wires under the stage.

### **Review of FY07 Budget and Planned Expenditures:**

#### **Open Computer Labs:**

Frank pointed out that the College has dedicated significant funding for upgrading computer labs, including purchasing equipment and furniture. Louise asked whether there is a complete list of computer labs available so students know where to go in case a lab is full and they don't have to wait. Frank said ICIT is currently working on creating such a list which will also contain a list of software packages available in each lab. A long-term project is the ability to view online where free seats are in all the computer labs.

#### **Software Licensing:**

Frank clarified that Blackboard OneCard expenses were moved from this category to the OneCard category (line #15). A network license for SPSS version 15 for PC's was purchased. Although SPSS software is installed on each lab computer, only 275 users can access at one time.

#### **Smartclassrooms/ Enhancement of Lecture Halls:**

The goal is to install projectors in all rooms over the upcoming summer. Room 415W will be renovated over the Spring Break.

### **Library:**

Louise reported that the entire budget allocation has been spent on various initiatives for the Library. A OneCard machine has been installed at the 68<sup>th</sup> Street campus for students to pay fines. Louise looks forward to expanding the machine to the other libraries so students do not have to go to the Bursar's Office to pay fines.

Ahmed mentioned that students love the wireless library, and asked for a status update on the laptop loan program. Frank reminded the group that both the laptop loan program and the library wireless project are Presidential Initiatives not Technology Fee Initiatives. The current plan is for the 68<sup>th</sup> Street library to loan 30 laptops, the SSW library 10, and the Brookdale library 10. The program is still a few weeks away from being implemented. The equipment has been received by ICIT (Apple laptops that also run Windows); however, student workers who will work at the desk still need to be hired and trained, and for security purposes the spray painting of the laptops with "Hunter College" to prevent theft needs to happen. It will be a 3-hour loan period, and the laptop will include an extra battery. Louise added that Legal reviewed the forms that students will need to sign, and that students will need to present a photo id for checking out a laptop. Also, she will have to work with CUNY because equipment is not in the OLIVE system. Eija added that an announcement should go out to all students and include a web link or a telephone number in case students have questions or issues.

### **Renewal & Replacement:**

Frank reminded the group that this category includes expenses for items such as projector bulbs. Item 7A (Student Network Maintenance Fees) is a new line-item within this category—it includes expenses that were previously spread out throughout other line items. Frank believes this expense warrants a separate budget line.

### **Funding for Proposals:**

Eija asked if this category is where staff proposals are funded. Mike Escott asked if students can submit proposals under this category. Manfred stated that there is no fixed schedule or process for funding proposals. In the past, proposals were emailed to Len and Anand and decisions were made. Instead, a formal policy for funding proposals should be developed. James said he and Frank will investigate these questions and report back to the group. James added that a formal policy, review process, and committee will be established for this category. Adjie added that a set amount of money for worthy projects should be set aside for projects submitted past the deadline.

### **Printing:**

The cost of black and white printing for students is \$0.05/page; for non-students it is \$0.15/page. Currently, a pilot program using HP multi-functioning printers is ongoing in the library. The printers are very popular because students can print in both black and white and color, as well as make black and white and color copies. Frank said the pilot will be expanded to test three other brands of multi-functioning printers before making a final decision. Frank added that the OneCard will be expanded to use on these machines.

### **Student E-mail Upgrade:**

The student email system has not been reliable. Mike inquired why the wireless kept failing and whether it had to do with the overheated 3<sup>rd</sup> floor closet in the West Building. Frank said no and the wireless in the closet is the old wireless that will get replaced eventually.

Roger asked whether alums can keep their Hunter e-mail addresses. Frank said this would be a long-term project; the priority is to get current student e-mail functioning. Frank said a low-cost option to the College is to have alums provide a Hunter e-mail address that will have no storage space on the server which forwards email to their personal e-mail addresses.

### **Faculty Development:**

David Potash reported that \$50,000 went to faculty computers, and \$50,000 was allocated by the committee for 14 awards (9 spent, 5 unspent). Reminders will be sent to the award winners who haven't spent their money. David will provide a list describing the projects that were funded.

### **Assistive Technology:**

Frank reported that this proposal was to make a website handicap-compliant.

### **Degree Audit System:**

Marilyn provided an update on DegreeWorks and the new acronym DIG: Degree Information for Graduation. The Schools of Health Professions have already rolled-out Degree Audit. The School of Education will be rolled-out the week of February 26<sup>th</sup>. Arts and Sciences will be rolled-out end of March or early April. A gala party will be held on April 18<sup>th</sup> for the official roll-out. Marilyn said students are notified by email when the system is available for them to use with directions on how to use the system. The problem with the second major has been resolved. Program minors are not in the system which is a complaint by students. The Registrar's Office has received many questions about the system due to the high usage by students. Eija recommended that a position to assist with DegreeWorks be paid from the Technology Fee.

### **OneCard:**

A trial is currently being conducted for 1,000 students, staff, and faculty to use their OneCard to purchase food items from the two cafeterias as well as the Starbucks kiosk. A benefit to students who utilize the OneCard for dining purchases is the sales tax exemption. Another benefit of the OneCard is the decrease in the wait time at cashier lines. ICIT staff reconfigured the cash registers to allow for a cash balance to be printed on the sales receipt. There are two ways to put money on the OneCard: go to the various AMC's across campus and insert cash or a credit card (no fee to use a credit card at the AMC's) or go online and use a credit card (3% convenience fee). A minimum of \$20 must be put on the OneCard in order to use a credit card. Ahmed Tigani inquired whether the OneCard would be expanded to include local businesses. Frank said this is a long-term goal. It is very complex dealing with merchants and is not a technical issue as much as a Business Office and Legal Office issue. James Wang added that the administration has had discussions to do so; however, the internal issues have to be worked out first.

### **CUNY Enterprise Initiatives:**

CUNY Enterprise Initiatives are 10% of the Technology Fee budget as per CUNY. Current initiatives include an on-line knowledge database, security initiatives, Blackboard add-ons, an enterprise directory initiative, Internet II, and academic software.

The Microsoft campus agreement has finally been implemented. Faculty and staff who work at home can get a free download of Microsoft software from the CUNY e-Mall. The software that is currently available is XP and Office 2003 for both MACS's and PC's. Vista and Office 2007 are currently unavailable. Frank reminded the group the agreement with CUNY and Microsoft is a rental agreement—CUNY does not own the software. The software will be available as long as CUNY pays for the rental agreement.

### **Temporary Services:**

The entire allocation is planned to be spent by the end of the fiscal year.

### **Full Time Lines:**

Frank hopes to hire both the Student IT Manager and the Blackboard Coordinator by the end of the fiscal year.

### **New Business/Issues:**

Marilyn asked about upgrading the technology in rooms and what it entails. Frank said thirty rooms will be upgraded over the summer to include a projector, sound, screen, internet, and perhaps wireless and plug-in connectivity for laptops.

Roger asked about an email sent out regarding pod-casting courses. David Potash said the email was sent out by 80<sup>th</sup> Street. ICIT will assist with any pod-casting questions or issues.

## **President's Advisory Committee on the Use of the Technology Fee Meeting**

*Date:* Monday, May 21, 2007

*Start Time:* 3:05 PM    *End Time:* 4:40 PM

*Location:* Hunter College Foundation Conference Room - E1315

### **Attendees:**

Eija Ayravainen, Chris Bahringer, Marilyn Daley-Weston, Martin Dornbaum, Michael Escott, Anthony Grande, Adjie Henderson, Alex Kohen, Gary Krasilovsky, Manfred Kuechler, , Annette Kym, Jim Lengel, Sharon Neill, Roger Persell, Albert Peterson, David Potash, Louise Sherby, Laurie Sherwen, Frank Steen.

### **Introductions:**

Frank Steen welcomed the committee members and distributed copies of the agenda, minutes from the last Technology Fee meeting held on February 22, 2007, and an updated Technology Fee budget including estimated expenses for FY2008.

### **FY 2007 Updates:**

Frank began the meeting with a brief discussion of the FY2007 Technology Fee expenditures:

### **Open computer labs:**

Frank said that department labs that use technology funds to do upgrades are required to be open to all Hunter students, when not reserved for departmental use. The Dolciani Center is building a new computer lab that will be open and that can also be used as a regular classroom. Everyone is invited to drop by Room 306N to take a look at the new lab. Roger Persell asked if the assembly hall is covered by the lab upgrades. Frank said that President Raab is looking for a donor to fund major improvements in the hall, In the meantime, we have installed new loud speakers and a portable projector, which helps faculty who teach in the hall. This is by no means the kind of major improvement that is needed.

### **Enhanced classrooms/smart classrooms:**

Dr. Steen announced that there are 10 enhanced classrooms currently being added. These rooms do not have built-in computers but are designed for laptop use. Three rooms—biology labs—were done during spring break. We loaned laptops to biology for use in these rooms. The faculty and teaching assistants who tested their use, reported that they worked well, as did the classroom projection. The goal is to make every classroom at Hunter an enhanced technology classroom. The funding for many of them is proposed in the FY08 budget. The major problem in upgrading classrooms is finding the time when heavily used rooms are free so that the technicians can do the installation. Roger Persell noted that, for example, 510W and 714W are a strange mélange of new technology with old overhead projectors. He believes we need a different approach, and we need to get more advice from faculty on how they use the rooms. Is the level of innovation that is needed possible at Hunter? There are many ways to design smart classrooms and we need to listen to faculty. Manfred Kuecher agreed about the problems with overhead projectors, especially since they are often placed in the center-front of the room away from the computer console. Faculty are forced to wander back and forth to use the equipment. He cited the overhead projector in room 714W as a particularly bad example. Document cameras are a better solution, but they are hardly being used on

campus—even though every smart classroom installed to date has a document camera. Annette Kym noted that she prefers overhead projectors. The question was asked about how much a smart classroom costs. Frank responded, \$20,000 for the kind of complete smart classroom we have been installing. The enhanced classrooms cost less than \$4000. The switching technology in the current smart classrooms and all of the options for use make them so expensive. Manfred noted that faculty, not technicians, need to have the final say in the design. It is the teachers who are using the equipment. Frank noted that an advisory committee on enhanced classroom setup would be helpful.

### **One Card:**

Dr. Steen reported on the trial of the One-card dining plan. 175 volunteers are trying it out and we are getting the bugs out of the system. The big advantage to students using the dining plan is that they do not have to pay sales tax on food purchases. To qualify for the tax-free status, students need to officially sign up for the dining plan. In addition, with the One-card, students can speed through the register without having to sign a receipt. This could help reduce some of the lines in the cafeteria. We expect to go live with a full dining plan for many more students in the fall. We hope to promote the plan to incoming students through the Welcome Center. Sharon Neill noted that the One-card is like a debit card, with a reducing balance. Parents will also be able to deposit money into the card online to help pay for students' meals.

Alex Kohen noted that there are some cards that do not swipe correctly in the register. Alex also thought that some cards are not being identified correctly. If you are a student but also work at Hunter, you are listed as a staff member in the card system. Because of it your student id shows as a staff id and you have to pay tax on food. Sharon Neill noted that students need to be identified as students on the ID even if they work for Hunter. Frank said that this problem is something that ICIT will look into.

Frank noted that in addition to printers being on the One-card system, copiers will be on it as well. The price for copying will then be the same cheaper amount as currently charged for printing. We will also be providing cheaper color printing and copying as well.

### **Student E-mail:**

Frank said that we are looking to replace the student Exchange email system with the same Mirapoint system that works so well for faculty and staff. We have done the preliminary work for the changeover, but we ran out of time to be able to put students on the system. We will transition some students this year as a trial and look to doing a full upgrade for the coming fall. There have a number of outages, on the current Exchange system and we ran out of disk space. Our staff de-fragmented the drives, and gained back the space we need to keep Exchange running for a while longer. We need to make it clear that students need to delete their read email from their Hunter accounts. When the accounts fill up, email bounces. ICIT can do some of the account clean-up which we are working on, but students need to do their part.

### **Degree audit:**

Marilyn Daley-Weston reported that DIG went live on April 18<sup>th</sup> and that 2000 students are now using it. Frank mentioned that there had been a great marketing campaign to make students aware of DIG and to get them to sign up. Manfred noted he wanted to use DIG for advisement purposes, but there is no information about it on the web, even with a Google search. Marilyn reported that DIG is based on the degree requirements in place starting in 2004. Manfred Kuechler noted that many of the students who are

under the 2004 degree requirements are now graduating. Marilyn noted that there are still important areas to work on in DIG. For example, the system does not work for transfer students. She mentioned that the system was designed is to eliminate false positives, but there are still false negatives—reports of courses to take that really do not need to be taken. Annette Kym acknowledged that there are still bugs in the system but complemented Marilyn and her staff for their help in getting the system up. The new GER requirements will also need to be worked into DIG. Marilyn reported that Hunter is far ahead of the rest of CUNY in the use of DegreeWorks. Roger Percell asked about DIG for masters programs. Marilyn answered that masters programs using DIG should be rolling out soon. Roger also asked about permit and AP courses. Marilyn answered that they would be included in DIG. Marilyn also noted that in marketing DIG, bookmarks and other material has been distributed to students several times. Eija Ayravainen added that DIG doesn't show the students minor. This is a faculty matter, rather than a technical one. David Potash noted that the Middle States committee had discussed this issue. Eija also mentioned that the Hunter GER requirements are particularly complex. At Brooklyn College, for example, the requirements are covered in a single page; at Hunter it takes 35 pages. Albert Peterson added that from student's perspective, DIG is an amazing program and students feel that it is a great thing. Marilyn asked everyone to report problems to her.

#### **Staff updates:**

Frank announced that we had hired Madeline Fix from Baruch College, as an Educational Technologist responsible for BlackBoard support.

#### **CUNY ETI:**

Frank said that CUNY would be able to spend the entire \$260,000 we allocated to DTI this year, which they hadn't done in the passed. There have been many good things coming from the ETI projects including important software site licenses, Internet-2, a security initiative and a knowledge base.

#### **Discussion – FY 2008 Tech Fee Plan:**

##### **Goals and Proposed Continuing Initiatives:**

#### **Open Lab Update:**

Dr. Steen noted that not only were funds from this year's technology fee funds spent on open lab updates, but also money that was carried over from previous years was used. This explains the amount spent on open labs. There were about 60 new seats added and many older computers replaced. Frank noted that we have reached and exceeded the desired computer-student-ratio and in the future it made sense to focus on open lab improvements. The FY2008 plan focuses on improving network connectivity to the labs as well as replacing equipment that is 4 years old and older.

#### **Smart Classrooms**

Dr. Steen announced that a considerable amount on Smart Classrooms and Lecture Halls this year, as shown in the budget spreadsheet. Money was spent not only on new smart classrooms, but on repairs and upgrades for existing ones. For example we spent \$16,000 on projection bulbs, alone. In that regard, Dr. Steen reminded everyone to get the word out that faculty needed to turn projectors off when the were done with them. Creston panels are also expensive to repair. This is one of the reasons why the "enhanced" classroom, with simpler switching equipment, are so attractive, There is much less to maintain over time.

### **Printing subsidy:**

Gary Krasilovsky suggested that technology fees go to the college and there should be free printing. Frank stated that the goal is to have the prices low enough to not discourage students from printing, Free printing encourages waste and could eat up the entire Tech Fee budget. We also tried subsidized color printing and copying at \$0.15. This was very popular. Thirty copiers in the library are being replaced with dual purpose printer/copiers, which will make it easier for students to get color printouts. Frank noted that students could print wirelessly from the loaner laptops in the library. We are working on getting printing to work wirelessly from every laptop.

### **One Card:**

Dr. Steen noted that OneCard expenses have risen and we hope to be able to recoup some of the costs from the dining services since Sudexo pays a percentage back in order to use the Onecard. One goal is to get higher usage of the dining plan. Manfred Kuechler asked about the \$90,000 Blackboard fee. Frank explained that the fee covers the Blackboard maintenance fee, which provides for Onecard ID cards, book vouchers, printing, dining plan and vending machines. Frank will be meeting with a Blackboard VP to discuss the escalating costs. We added devices to AMCs to recoup some expenses.

Note: Dr. Steen stated that President Raab is interested in making sure that technology fee gives the most value to students.

### **Possible New Initiatives (for discussion):**

#### **Student portal and other online services:**

##### **Other suggestions:**

Dr. Steen noted that President Raab met with students and expressed their interest in having a student portal. Frank emailed Brooklyn College about their portal—the one referenced by the students who spoke to President Raab. They reported that their portal, based on the U-Portal prototype cost \$80,000 to develop. A portal could cut down on paper by disseminating information. Frank mentioned that the portal must have features that all students need to use like course information, registration, bursar, library access, calendars, email, health services, and student government. Albert Peterson spoke of his vision of a portal that would include an events calendar and information from student government with selected information for groups of students who were interested in receiving it. Albert noted that the current calendar function in S-net mail is not much used. Eija Ayravainen suggested access to Hunter email be a part of the portal so that we can eliminate paper and communicate better with students. Sharon Neill noted that the goal is one-stop shopping for online resources. Albert asked what the timeline for the portal development would be. Frank said he hoped it could be done in the coming year. It took Brooklyn College about six months to get their portal up.

Frank mentioned that Blackboard could be the basis of a portal, and we already have that. We would just need to develop it further. Manfred concurred that we should look to expand what we have before we go outside. Blackboard was not up centrally when Brooklyn College developed their portal. Albert Peterson said that one of the big concerns is that students don't know enough of what SNET / ICIT offer them. Many students are not even aware of the set of 10th floor computer labs. He suggested, that at least once a month ICIT should table in the 3<sup>rd</sup> floor of the west building and talk about the services that ICIT offers with S-NET. Frank also said that ICIT will be working with the Welcome Center to spread the word,

especially to new students. There is definitely a need to market what we have. Marilyn Daley-Weston agreed and said this is where a good portal would come in handy.

**Technology fellows:**

Frank Steen said we propose hiring more advanced students as “Tech Fellows” to help faculty produce more online material in Blackboard. These would be college assistants who would work directly with departments, including adjuncts. Ideally the students who provide help would be from the actual department so that they would know both the faculty and the subject matter.

**Student IT training:**

Frank Steen said that students asked for training in software that need for class, but do not necessarily need for their courses, like MS Excel. We have proposed a program using the new student IT support manager to provide such training.

**Laptop loan program:**

Dr. Steen mentioned the possibility of extending the laptop loan program by adding more laptops and adding the School of Social Work to the mix. So far the program has been very successful, with all the laptops out a number of times. The security system is in place to protect the student who borrows the laptop. The danger is when students leave a laptop unattended, which students should not do. If someone tries to take a loaner laptop out of the library, an alarm sounds. Eija Ayravainen added that students met with President Raab are pleased with the program and would like more.

**Helpdesk:**

Frank Steen said that there is a need to improve the helpdesk, both the hours of support and the quality of the support. The student helpdesk item is in budget and we hope to make improvements in the coming year. ICIT welcomes suggestions on improving the helpdesk,

**Full Time Personnel Lines**

There are 8 full time lines in the current Technology Fee budget. Only six positions have been filled, with the seventh about to be filled.

**Budget Note:** Manfred noted that the proposed budget exceeded the expected \$2.6 million in tech fee allocation by a considerable amount, nearly \$400,000. Frank noted that he would have to trim it some to get much closer to the \$2.6 million. Much of the money carried over from previous years was spent on improvements this year, but there is still some carryover left to cover additional spending, should it be necessary.