

IT Status Report

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• **Summary**

I am pleased to report important improvements in technology at Hunter College over the past 18 months. Highlights include:

- the addition of over 85 classrooms with projection and the shifting of our classroom staff from equipment delivery to faculty support
- a faculty laptop loan program
- upgrades to helpdesk support
- upgrades to public computer labs
- new computers for the library
- new software for student service applications
- a solid new central data center design and implementation
- a network plan for a stronger infrastructure and ubiquitous wireless
- a web content management system
- a new telephone system
- preparations for CUNY First -- ERP for all of CUNY
- more training and Blackboard support
- wireless and Smart boards at Campus Schools
- the first session of the new exciting summer presidential instructional technology program for faculty.

ICIT as an organization has been strengthened as well through the Compact and strategic hires. Over the 18 months we have hired a seasoned deputy CIO, a manager for the student help desk, an accounts specialist, new full time help desk people for the faculty and staff help desk, two new systems staff, three new technicians, and numerous good part time staff. The Instructional Computing and Information Technology Organization now consists of 60 full time staff, 20 staff at nearly full time (32 hours per week), and 75 part time staff.

Here are some details:

• **Academic Technology**

Classroom projection and sound

We now have 117 projection-and-sound-equipped classrooms, and we hope to have nearly every one of the remaining 30 non-enhanced classrooms updated during FY2009. The enhanced classrooms together with laptop loan and purchase programs are allowing our staff to change from pushing carts to rooms (and often arriving late) to providing real assistance to faculty with use of technology. There remain some transition adjustments, but we are seeing increased use of laptop computers in teaching in general. Besides the laptop-use rooms, we are currently upgrading some of the most used rooms to include a built-in computer.

Faculty Initiative with Technology (FIT)

The president sponsored the FIT initiative to allow faculty to better integrate technology into their instruction. The initiative is an ongoing one, with the first realization during the summer of 2008. The second course is expected to go forward during the summer of 2009. For 2008, twenty projects were chosen and the faculty involved worked with experienced faculty mentors and professional instructional technologists preparing material that incorporated technology into instruction. At the end of the summer the faculty presented their work. Below is a brief description of each presentation:

- Prof. Erica Childs of Sociology showed the wikis and student pages she has integrated into her family sociology course. She has also revised her slide shows to better engage students in the classroom.
- Prof. Lawrence Kowerski of the Classics department showed a process-writing tool that breaks down larger questions into smaller chunks and guides students from answering specific questions to constructing a longer
- Prof. Leisha Sharoff from the school of Nursing explained how she has worked a computerized lab simulation with a manikin into the clinical practice course, so the students could work through a serious "code" situation, where the patient has begun to die.
- Prof. Leigh Ann Jones of the English department showed a new web site for her rhetoric course, in which she incorporated short online writing assignments, and a wiki, that helped create community among the students in her class.
- Prof. Jennifer Dwyer of Political Science showed a new web site that provides a core set of concepts and content and resources for a multi-section course taught by many different teachers, including adjuncts. This has served to provide consistency and improve the quality of the course.
- Prof. Trudy Smoke of the English department showed the web site that brings together the many sections of English 120 into an online community. It includes resources, professional information, and other means to link the many faculty who teach this course.
- Librarian Lauren Yannotta showed a new site for the one-credit online library research course they have developed. All materials for this course are available online. Podcasts included.
- Prof. Charles Tien, Political Science, showed an online election simulation he has developed, that is designed to make the simulation more realistic, provide more opportunities for writing, and use modern social networking technologies.
- Prof. Ellen Trief of the School of Education showed a segment of a fully-illustrated enhanced podcast she has developed as part of a

series of seven,. these are deigned to teach special education concepts to students in a distance learning situation as well as in class.

- Prof. Ann Ebe of the School of Education showed a customized web site for a new course in biliingual literacy. It included a blog that allowed for a double-entry journal of their classroom observations and readings. A large proportion of the students work in this course is done online.
- Prof. Roger Persell of the Biology Department showed parts of a new hybrid version of the 500-student anatomy and physiology course that he developed, for startup in the spring semester. Many new interactive teaching approaches are integrated into the online course.
- Prof. Claudia Orenstein of the Theater department showed how she has enhanced instruction in the large introductory course with the use of images and video organized into an online database that can be brought up in class at a moment's notice, in high quality. In this way, the lectures become more spontaneous and interactive.
- Prof. Dan Hurwitz of the History department showed the kinds of interactive presentations he developed for his history course. It includes student pictures, online assignments, online gradebook. This approach has resulted in more frequent feedback to students. He also showed the enhanced slide shows he developed.
- Prof. Ahmed Bawa of the Physics department explained the work he has done over the summer to develop more online activities in his conceptual physics course. As a result the course is more advanced than it was before, and is taught differently. More simulations, more interactivity, more connection between lab and lecture.
- Prof. Marty Lucas from the Film and Media department showed an online digital student portfolio site that is now used by students in his course. The portfolio can handle all forms of media. And they are now linking the assignments in the course to the new portfolio capability.
- Prof. George Patterson of the school of social work showed an enhanced online site for his social research course, which includes many resources for students, all in one place, easily accessible for students from anywhere. Documents, statistics tools, interactive quizzes, and other resources are all immediately available.
- Prof. Veronica Gregg of the Africana studies department showed he new Blackboard site that she built to make the course more engaging to students. Included are new slide shows, a better form of organization of materials, links to external resources,

and other items.

- Prof. Anthony Browne of Political Science showed a collection of online historical images and audio clips to complement his course content. These are all available online for students, and now being used in class to provoke discussion and provide background materials, and provide an opportunity for media analysis.
- Prof. Elizabeth Danto of the School of Social Work showed an umbrella web site for the basic Human Behavior course that has served to provide consistency among the many sections of this course, previously taught by many different faculty in many different ways. The site has served to improve the course and make it more consistent.

Faculty and staff hardware replacement

This year the President committed funds to replace all computers used by faculty that are over four-years-old. Faculty were given a choice of a desktop or laptop computer as a replacement, with an emphasis on laptops that could be used in the many new projection-enhanced classrooms. The college is committed to keeping faculty computers up-to-date and this year's faculty computer replacement program, together with faculty and staff computer replacement initiatives of the past two years, has greatly improved the technology available to those who work at Hunter.

Student laptop loan program

Students may borrow laptops in the libraries. There are 50 laptops available, which at times are completely subscribed. The library laptop loan program continues to be popular and we will soon need to purchase more laptops to keep up with demand. We would also like to experiment with three-day loans of laptops to students – at present the laptops go out for three hours and must remain in the library.

Campus Schools

This was a year of tremendous improvements in technology for the Hunter College Campus Schools. We added a higher speed Internet connection, made the whole campus wireless, purchased laptops for all faculty, and installed Smartboards in many rooms. From all reports, it is clear that this technology is making a difference in the teaching and learning at Campus Schools. The faculty have embraced the technology, using the wireless-connected laptop computers all over campus—especially in the classrooms. The Smartboards have been so popular with faculty that the PTA has purchased more, which were installed over the past summer. With the latest installation, nearly every classroom at HCCS is Smartboard equipped. There are several faculty who have become real experts at incorporating Smartboards into instruction, and their use has been contagious – making HCCS truly a technology--enabled school.

Software

While computer hardware is the most visible IT technology on campus, software is what makes it useful. We have undertaken a major initiative to upgrade software around

campus and to leverage existing deals and licenses to make software more affordable for departments and faculty. To that end, the provost's office has called together a faculty committee to advise and recommend software that is needed for instruction and research. We have also surveyed departments and created a comprehensive listing of software currently in use in departmental spaces, public computer labs, and software available for faculty. We are using the listing and the faculty committee to help select and obtain software at the best available price and terms. While we have been able to get faculty newer computers over the past two years, we have not always kept up with their software needs. We must find a way to supply this software to add to the hardware upgrades that are now going on with the faculty hardware replacement policy.

Blackboard

CUNY is moving ahead with a major upgrade to Blackboard version 8.0, using the new "Domain Manager" approach. After a small pilot program in the fall term 2008, full implementation for all courses will follow in spring term 2009. Blackboard 8.0 will eliminate the current separate virtual instances of Blackboard for each campus and create one large CUNY Blackboard instance. This is a new technology for Blackboard, which we hope will eliminate the many system problems. In addition, it should make it much easier for students from any CUNY campus to take part in courses they register for at another CUNY campus. Hunter staff have been very active in helping CUNY prepare this new implementation, which is very important for all Hunter College instruction. A training program for Blackboard 8 is being rolled out to prepare faculty for the upgrade. It is important that Blackboard work flawlessly. It must be considered a mission-critical application, as important as any IT application at CUNY.

Online Course Catalog

The new online course catalog is quickly nearing reality. This catalogue will allow students and potential students to make better long term academic plans and decisions as they compare courses, look at prerequisites, and communicate with departments and faculty electronically concerning courses. With an online catalog, as opposed to the paper or pdf catalog of today, course adjustments and changes can immediately be updated online and publicized online, as soon as they are officially approved and sanctioned. Departmental course catalog subsets would be available for departments to easily list on their websites, which is especially useful for information to potential graduate students. The online catalog has been funded and a vendor chosen. The final details of the procurement contract are being worked out. It is hoped to have the catalog up in time for students to make informed choices for fall term courses.

Informed Registration

While the online catalog will greatly aid longer term planning, students need more up-to-date information on the courses they are planning to register for in a current semester. To meet this need, we are working closely with the provost's office to create "informed registration," an annotated course schedule listing valuable course details for students. This course information could include syllabi, special requirements, information about assignments and special projects, etc.—information that is specific to a course offering

that would not typically be included in the catalog. We hope to have gathered the information and have the informed registration available by fall 2009.

Research computing

The scientific use of high-end computing is rapidly increasing at Hunter. There is more use of remote instrumentation, video transmission, and the creation and retrieval of high-end data sets. Several science department groups in Biology, Chemistry and Physics also operate research “cluster computing” systems purchased on grants. CUNY also has a small test cluster computing facility at the College of Staten Island, which Hunter scientists and their students may want to use. Other areas dealing with large data sets and imaging, include Health Sciences, Geography, Urban Affairs, Psychology, Sociology, and Film and Media. To serve these research needs, ICIT is currently building a stronger network backbone and has completed a vastly improved data center to contain higher end servers. Additional support for research computing will be needed in years to come.

Audio/Video production

There are more and more demands by faculty and students for audio and video to enhance their teaching and learning. ICIT is producing audio and video material for many faculty, and we are working to make more faculty aware of this service. Included in the audio and video production is our podcast service, which has developed podcasts for instruction, the library, and student service functions.

PAC Kiosks

These kiosks are used by many students. We are working on a method to allow printing from them, which should make the PACs more useful. We have also given adjunct faculty access PACs, so that they can conveniently respond to e-mail and use Blackboard between classes. The kiosks have aged over the past years, and today suffer more downtime than we would like. A down kiosk is disappointing to students who need them between classes and, because they are very visible, broken kiosks give a poor impression. We are developing a kiosk replacement plan that will give them more functionality and more up-time. In the meantime, we have increased our monitoring of the kiosks to keep them running longer.

The Library and Technology

The major initiative to create a better library will also greatly improve library technology. I have spoken strongly for improved technology in my role on the selection committee for the library planning firm as well as the search committee for the new director of library facilities and technology. Technology in the library means not only traditional library functions, but also general academic IT services for students and faculty. Overall, we would like to see much better integration of library public computers and library classrooms with overall course needs and software, better use of Blackboard for library functions such as reserve materials, and more integrated faculty support for the use of both library functions and other instructional technologies in teaching and classroom. Steps are being taken to achieve this. To aid this development we replaced 140 of the library’s student computers with new models, using the technology fee. We will replace the remaining 60 student library computers in the course of FY2009. We also upgraded

all photocopiers in the library and will shortly be able to use these same machines for quality computer printing and document scanning, including printing from wireless laptop computers.

Public Computer Labs

The public labs are critical for every student at Hunter College. There they can find standard software to write papers, do spreadsheets and such. More importantly, the labs have special software required for courses. Cataloging our available software and getting labs up-to-date with this special software is an ongoing project. This past year's focus-project for public labs was to make multimedia video creation software and design software available to our students. Large numbers of students take courses that require this kind of software, but the cost to run it on personal computers is generally beyond most student budgets. As an educational institution, we get enormous discounts on software, so we are now offering this software to students on properly equipped public computers. This enhanced multimedia service is extremely popular. It allows students to complete complex projects they need for classes right in our public labs. Overall, we used the technology fee to significantly update six major public labs this year and we are in the process of upgrading an additional six labs in the current year.

Departmental technology

Departmental IT labs -- which are not designated as open labs, but are specialty labs for departmental students -- need regular upgrade and maintenance funding, just as public IT labs do. While some labs rely on special funds for upgrades and improvements, the student technology fee now supports most. Departmental computer labs are found in the following departments (approximate numbers of computers in each lab are in parenthesis):

- a. Anthropology (10)
- b. Art (40)
- c. Biology (Socrates Center) (20)
- d. Computer Science (30)
- e. Economics (10)
- f. Education (60)
- g. Film and Media (40)
- h. Geography (30)
- i. Language Lab (Chanin) (60)
- j. Math and Statistics (Dolciani Center) (85)
- k. Music (20)
- l. Nursing (30)
- m. Physics and Chemistry (10)
- n. Psychology (25)
- o. SEEK (25)
- p. Social Science (30)
- q. Social Work (40)
- r. Urban Affairs (25)

Online course evaluations

Putting course evaluations online is popular with students. A pilot of online course evaluation was completed during the summer session 2008 with approximately 30% of all students doing the evaluations. In the process of doing the pilot, our technical staff learned the needed technology to make these evaluations secure, yet available to those who are entitled to see them. A senate committee that has recommended this project plans to bring the proposal to change course evaluations to online to the senate for a decision. If the senate agrees that this should happen we hope to have online course evaluations available for the fall term 2009.

Eliminating paper in faculty tenure and promotion discussions

Keeping paper information secure, while making it available to people involved with faculty promotion and tenure decisions has been a perplexing problem for some time. We are currently working through a solution using CUNY supported secure IT technology that would allow the evaluators to see the material securely on their computers without the possibility of disseminating or leaking of the material.

- **IT Support**

Helpdesk

The IT helpdesk had been neglected for years. It had been a special service with technicians who dealt with office computer equipment, but there was little direct access for students and faculty to solutions to today's critical IT questions. We are rebuilding the helpdesk to create an all-around service. Thanks to Compact funding, the number of full time helpdesk associates who answer the phone and otherwise deal with faculty and staff has been increased from zero to two. Part time people continue to work at the helpdesk as well. User accounts and software information services have also been added to the helpdesk – both functions that are expected by computer users. In order to make it the first line of support for nearly all IT functions, the helpdesk staff is being trained to answer a broader range of questions. Technicians, who frequently visit faculty and staff offices, are being trained to understand IT needs beyond the equipment they service. They must be able to give help in more areas and understand where to refer people who need other kinds of IT assistance such as instructional support or support for administrative applications. We are also preparing the helpdesk to assist with CUNY First ERP support. Our helpdesk staff will be undergoing specialized training and our helpdesk manager has been actively working with the CUNY First central helpdesk to better integrate our service.

For student support, we have added a full time manager of student support and we are integrating student helpdesk, computer lab, and audio-visual support done by college assistants (CA), so that each CA will be able to help people with all three areas rather than specializing in only one area. We expect this move to eliminate the sending of students from area to area to get help.

Training

ICIT provides faculty and staff IT training programs. These programs are being extended to assist with the new Blackboard and CUNY First ERP implementations. We have also

extended training and user groups to reach more faculty who need assistance in using technology for instruction. In addition, in response to faculty requests, we have added more training for students in the basic software they need for instruction.

- **Technology Infrastructure**

Machine room/Data Center

The machine room/data center on the first floor of the North Building is the heart of our technical operation. For years this center was underpowered and haphazard additions were made. We had the machine room/data center expertly redesigned and we have completed the implementation of the plan. The years of unplanned expansion lead to power and cooling problems and the new design attacked these issues head on. The new data center design emphasizes increased, orderly expandability, new reliable power, and much better airflow. To realize the new design we had electrical work done and installed new cabinets. A critical component is the increased server capacity, which will allow not only ICIT, but also other departments to keep their servers in a power and temperature controlled, monitored environment. The machine room improvements will give faculty, staff and students a more reliable technology foundation for many facets of the technology they need to be successful. A desirable future upgrade: creating an off-site mirrored environment for our systems and storage that would give us disaster recovery capability and obviate the current need for downtime for system maintenance and upgrades.

Network planning

The current Hunter College network was planned and installed approximately 7 years ago. That design was generous, but not well-coordinated and is now out-of-date. In addition, the equipment from that time is still mostly in place and it is experiencing more failures than in the past. It is well beyond its normal lifespan. We had a network plan drawn up by our vendors and consultants and their estimate of the equipment replacement costs to preserve the status quo (with some speed upgrades) came to \$3 million. In addition, much of the network wiring in the East and West building comes from the 1980s and is totally outdated. Our estimate for replacing the wiring is approximately \$4 million. Because \$7 million for such a project is out of line with today's realities, we sought to come up with a less expensive but still effective solution using the latest technology. As we were planning the necessary infrastructure upgrade for the Hunter network, it became clear that we could use that same infrastructure to provide the kind of excellent wireless connectivity that our community deserves and needs. When the upgrade is completed, the Hunter college community will "see" the difference through the wireless. What they will not see is the solid, easy to maintain infrastructure that we are building behind it.

Our guidelines in coming up with the network plan are as follows:

- Create a solid, high-speed backbone for all network activity.
- Provide quality wireless service for 100% of all Hunter campuses.
- Provide high speed networking for the most intense scientific, data intensive and multimedia network applications.
- Provide student labs, faculty offices and administrative areas with a higher

speed network to take advantage of the latest in technology. (Advances in highly secure, high speed wireless technology make this possible without the need to replace most of the existing wire.)

- Provide excellent Internet connectivity to all Hunter campuses, allowing all to access video and data over the Internet without slowdowns.
- Provide a solution that will be easy to update, low on maintenance and long lasting.

We have developed a phased plan to accomplish these goals by building a solid, 10 GB, backbone and making secure, high-speed wireless a standard way to achieve connectivity in all but the most intense usage cases. The total cost of approximately \$1.3 million is considerably less than the \$3 million conventional replacement plan. The standard use of wireless will also save cost of rewiring. The actual maintenance and replacement costs should also be budgeted over the long term. Because these items were not budgeted in the past, the network infrastructure has deteriorated to the current difficult state.

Status: the first phase of the infrastructure has been installed using funds made available by President Raab. The next phase will be the installation of a major part of the high-speed, secure wireless in about half the 68th Street campus. All of the equipment for phase 2 has been ordered, with much already received, using technology fee funding. The installation is proceeding during FY2009. It is expected that the equipment for the final phase will be ordered in the summer of 2009, with final realization of the plan completed some time early in the year of FY2010.

The CUNY Network

Hunter College's network connection to the world goes through CUNY and the CUNY Internet connection has been underpowered over the past few years. This led to some network slowdowns. CUNY has recently made network upgrades that has improved the overall network connectivity that Hunter experiences. Regardless of the improvements we make internally, we cannot have good network service without good service to the world through CUNY. We continue to lobby CUNY to keep improving Internet connectivity to keep up with the demands at all CUNY schools. In addition, CUNY has agreed to connect a secondary independent network to our network, giving us backup in case the CUNY network goes down.

Website development -- CMS/Plone

Recently, we kicked off our new Hunter Content Management System (CMS), using Plone open-source technology, and we put up over 40 new websites using the CMS. The new sites include administrative and academic departments. With the first set of websites completed, we have now been receiving regular requests to do many more Hunter websites. The advantage of the new Hunter CMS is that website updates can be made by office personnel, without the need for technical expertise. Our approach has been to identify individuals in each department who will be responsible for the website content and help them create an "information architecture," a map of the information for the site. We then train the individuals in the use of the new CMS and provide some help to them in creating and maintaining the site. In this way we have been able to deploy many sites without the need for additional IT staff. With departmental staff maintaining websites, we solve one of the major problems with our legacy websites – out of date information.

Departments will be able to make changes without need technical assistance. For several highly public websites – the main Hunter website, the president’s site, etc – we plan to employ outside website designers to use our CMS with their designs.

Disaster recovery

We are working on disaster recovery plans, as required by the CUNY and NY State. The first step is to store our backup tapes away from our data center. We are working on moving those backup tapes to our heavy safe at Brookdale. An additional step will be to arrange for off-site backup of administrative desktop systems. We are evaluating vendors who provide that service. CUNY is working with consultants to help provide disaster recovery services for CUNY schools, and we at Hunter College are part of that process.

Telephone system

The installation of the new telephone system has been completed. The new system will improve telephone interactions with the registrar and oasis, admissions, the bursar, the library, theaters, the ICIT helpdesks and many other phone-related call centers. Because the system is digital, it will be easy to move lines, and there will be many more lines available than under the old system. Overall, we expect the phone system to provide much better service to the Hunter Community. At present, the new system is for 68th Street only. We are also looking at ways to expand the system to the other Hunter campuses in such a way that the system will move as campuses move.

Student E-mail

The student e-mail system needs updating. Student e-mail addresses, even when students forward mail, remain a critical way that faculty and administration communicate with students. Problems with the e-mail system in the past have hindered this communication. CUNY has recently contracted with Microsoft to provide e-mail for all students at CUNY. All CUNY schools must comply and pass student e-mail to Microsoft’s Live.edu free e-mail service. Hunter e-mail addresses will be preserved and we are currently working out ways of adapting to this directive from CUNY. Per CUNY policy, the Microsoft Live.edu service will not provide for automatic e-mail forwarding, which is a desired feature by much of the Hunter community.

Here are some statistics that give a sense of how students use e-mail and the work ahead needed to make this transition:

- Approximately 38% of Hunter students have enabled auto-forwarding and will receive e-mail on other systems.
- Approximately 73% of Hunter students do not use their email accounts for storage of email. They are either forwarding their mail (see bullet above) or automatically or otherwise not actively using their account.
- Only about 27% of our users appear to be using their Hunter email account as a primary account.

The results noted above are not surprising in the college world. Students enter college with established email presence and do not want to change when they get here. Our email

addresses are either a conduit to other addresses through auto-forwarding or a secondary address students use only for receiving official communication from Hunter.

Since we also use student e-mail address data for important authentication access to wireless networks, library databases, and other areas, we are working out a new method for authentication address creation and password change that will work for the new CUNY Microsoft Live.edu e-mail service. We hope that with this method we can also preserve some kind of auto-forwarding of email that is so popular with students and has been frequently mentioned by faculty as important for communicating with students. Another feature of the combination of our new authentication method and the CUNY Microsoft Live.edu solution is that we will be able to provide alumni with Hunter-labeled email addresses without additional cost.

- **Administrative IT**

Administrative IT applications for students

More and more of our administrative services for students are being outsourced. Through economies of scale, outsourcing companies are able to provide software solutions at a fraction of the cost of in-house development. We are in the process of outsourcing career services, scholarship selections, and admissions software applications for both undergraduate and graduate applicants. These new applications will be supported by ICIT staff, and we feel the functionality and ease of use of the applications will be well received by students and our admissions applicants.

CUNY First

CUNY First will cover central financial applications, HR and registrarial activity. Hunter College staff have had considerable input into the project and we are preparing to implement ERP as soon as it is ready. Hunter College has a number of shadow systems that make it much easier for departments to track financial and other activity. We expect these systems to feed and be fed by the new ERP applications. Our administrative IT staff is preparing for the expected changes.

The Hunter College CUNY First team has been very active in preparing Hunter for CUNY First. The new financial systems are up already. These systems primarily impact the Hunter business office. The next application due to go live in 2009 is "Human Capital Management" (aka HR). This implementation will impact the majority of those on campus in some way. We are currently working with CUNY to prepare training and implementation plans for this major rollout.

Availability and use of academic data

General data concerning student course choice, student test scores, course use of electronic tools, trends in instruction, student advisement, and much more are necessary to make important decisions concerning course offerings, assessment, faculty assignments, etc. It is currently difficult to access such data, since the systems that hold them are archaic (SIMS, CUPS, etc) and are not in Hunter hands. We recognize the importance of providing this data and will continue to work with CUNY central to make it available to the people who need it, as the ERP implementation progresses.

Degree audit

The degree audit program continues to be expanded and updated. It has become an important tool for students and advisers.

Student portal

The idea of the student portal remains alive and we continue to explore what can be done. The project continues to be hindered because CUNY has preempted the features on the CUNY portal. At this point, with the CUNY portal taking on eSims, DIG and other useful applications, the functionality of a Hunter student portal would be greatly diminished.

OneCard and student dining plan

The use of OneCard ID has been expanded to add library photocopying, laundry cash collection, athletics fee collection, library fines, bursar fees, and an effective student dining plan. We installed new cash registers in the student dining facilities, which together with the fast payment provided by OneCard, are helping to reduce the lines in the cafeteria. The OneCard will be the card of record in the new building security project. That functionality is being tested with the new library access turnstiles.

CUNY Alert/Emergency Messaging

CUNY's State of New York emergency messaging service, CUNY alert, is currently available to send emergency notices to those who sign up at <http://www.cuny.edu/alert>. Notices may be sent to home phones, mobile phones, and/or e-mail addresses. Users of the system have a complete choice as to where such messages should be sent. Only emergency messages will be sent through this system and it is recommended that all members of the Hunter community sign up for this important service. At present, after months of availability, Hunter and other CUNY use of program is disappointingly low. The system has been tested and CUNY is working with the State to deal with various bugs that have been found.

Electronic Signage

We have placed large screen monitors in four strategic locations on campus. These monitors provide campus information and are capable of also providing campus emergency information. The information on the signs is under the control of the Hunter news office. The system is highly expandable and plans are being formulated for adding electronic signs to many additional locations on campus.

Institutional Advancement

We have assigned some of our best staff to work closely with Institutional Advancement (IA) staff to help make the Millennium software program more effective in gathering data and providing the types of reports that will be useful for fund-raising. We have the aim of making it possible for the IA staff to consistently provide these reports without the need of outside help.

IT Security

After too many security breaches, CUNY is focusing on changes to enhance IT security

at CUNY campuses. We sponsored a CUNY IT security presentation at Hunter which helped raise security awareness. We are in the process of distributing two CUNY tools to the community: one to encrypt digital communications, the other to provide more privacy for email correspondence. We are organizing training for administrative staff in the use of these tools. CUNY is also eliminating the sending and receiving of social security numbers wherever possible. We have also placed additional security on our wireless network as part of the ongoing wireless project.