

**QCC Academic Senate
COMMITTEE On COMPUTER RESOURCES
ANNUAL REPORT**

To: Ken Pearl, Secretary, Steering Committee, Academic Senate

From: Philip Pecorino, Chairperson

Date: July 28, 2004

Subject: Annual report of the Committee on Computer Resources for 2003/2004

Members:

Anthony Kolios, Business
Robert Kueper, Electrical and Computer Engineering Technology
Sandra Marcus, Library
Dwight Meyer, Biology
Philip Pecorino, Social Sciences, Committee Chairperson 2003-2004
Robert Rogers, Art and Photography
Patrick Wallach, Mathematics and Computer Sciences

Ex officio: George Sherman, Director, Office of Information Technology (IT)

Regular Guest: Bruce Naples, Director, Academic Computing Center (ACC)

The committee met seven times. As part of its regular agenda it receives reports from the Director of IT and from the Director of ACC whenever they are present and by this means the committee thus receives information concerning computer resources and their uses. Some of this was reported in the newsletter produced by the committee.

The committee also met with the QCC Website Committee several times to review policy and to view designs for the QCC website.

The committee created a sub committee on Distance Education that submitted its final report and recommendations to the committee in April, 2004. Its term has expired and it was not renewed as the Academic Senate is considering the recommendation of the committee to create a Standing Committee on Distance Education.

OIT REPORTS

George Sherman, Director, Office of Information Technology (IT), attended the meeting regularly and made his reports which included the following:

- Infrastructure- maintenance and upgrading
- Infrastructure-security
- Wireless Network- expansion
- Major Administrative Programs- registration, advisement, Testing, Room Reservation, Purchasing, B&G orders
- Upgrading of email system
- Upgrading of Administrative Computers-memory nad Operating systems
- Testing of Power Saver software on campus

- Offering anti virus software to wireless network users via library
- Refurbishing and distribution of old computers

Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

[http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report to Senate 3-24-04.pdf](http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report%20to%20Senate%203-24-04.pdf)

ACC REPORTS

Bruce Naples, Director of the Academic Computing Center (ACC), attended most meetings and made reports on the operations and services of the ACC which included information on:

- Smart Carts
- Smart Rooms
- Software access
- Expansion of ACC capacity
- Workshops
- Website development- New Design
- QCC Online- upgrading to BB 6.1 Enterprise Edition by CUNY
- QCC Online –migration to CUNY 57th street servers
- Website personnel should be employed shortly-one HEA (Web Designer) and one IT Associate Level I (Web Programmer)
- ACC will be available for summer session classes in June and July
- ACC will not be available for students in August.
- ACC will be available from the start of classes in the Fall of 2004.
- Assessment of the Perkins Grant activities will call for faculty to be surveyed and to supply anecdotes concerning their experiences with their students and with their instruction as it relates to whatever they may have learned in workshops sponsored by the Perkins grants.

Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

[http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report to Senate 3-24-04.pdf](http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report%20to%20Senate%203-24-04.pdf)

NEWSLETTER

Much of the Committee's work has been devoted to communications regarding technology on campus. This has involved issuing reports and publishing a newsletter each semester. The newsletter was presented to the community in an email with a pdf file attached. Dissemination of information is now part of the committee charge. The committee produced one newsletter with the assistance of Anthny Kolios as the newsletter editor.

<http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/e-newsletter.pdf>

ADVISORY FUNCTION

At the suggestion of Bruce Naples the Committee voted in the spring of 2001 to serve as an advisory group to the Academic Computing Center; this role has not been actively set in motion.

EMAIL SYSTEM

There remain issues relating to support for the email system. As the college comes to utilize the email system more and particularly within the instructional program the importance of keeping the system available both on and off campus continues to grow as well. There is a need for weekend coverage to provide for managing and maintaining its operation given a variety of events that cause interruptions in availability to users.

If the college is to require use of this email system by students and continue to encourage use by faculty there will be a need to provide for a full time email administrator for the student email system. In addition to an administrator IT is in need of staff for a student Help Desk that would cover email problems.

Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report_to_Senate_3-24-04.pdf

CODE of USER RESPONSIBILITY

There was no action on this matter during the past year. CUNY has created a Task Force to examine the need for a new code and for guidelines concerning a number of issues including privacy and confidentiality. The committee will be kept informed of CUNY developments as they may bear QCC.

MAINTAINENCE and UPGRADING of COMPUTER RESOURCES

The committee took up the maintenance and upgrading of computer resources and sent a recommendation on a policy to the Academic Senate which was revised and then approved. The committee has attempted to monitor the implementation of this policy and has included its findings in its comprehensive report on Computer Resources that was received by the Senate in May of 2004.

http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report_to_Senate_3-24-04.pdf

The committee has learned that the College will develop an implementation plan. This planning will be headed by the Office of Finance and Administration and involve the Technology Committee and the Student Technology Fee Committee and the Senate Committee on Computer Resources. The chairperson of the Committee has been made a member of both technology committees.

OBTAINING HARDWARE and SOFTWARE

The Committee researched and reported in its newsletter on the current procedures for Departments and Faculty obtaining hardware and software.

ACCESS to COMPUTER RESOURCES FOR PERSONS WITH SPECIAL NEEDS

The Committee has been examining the question of access for students and faculty with special needs and the compliance of the College with the ADA. Some progress has been made recently. Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report_to_Senate_3-24-04.pdf

QCC WEBSITE

The committee examined the QCC website in order to serve as advisory to the QCC website Committee concerning the design and functioning of the website. The committee attended several meetings where designs and ideas were presented. The College is moving forward with the development and installation of a new website design and functions. The College has announced that there will be two full time employees hired to work on the website. They should be on staff by Fall of 2004.

There are several problems with the website being examined. Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004. http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report_to_Senate_3-24-04.pdf

LB-14

The committee recommended that the meeting room for the Academic Senate be equipped with a smart podium or other such measures as to support the presentation of information using the latest technologies. The recommendation was passed by the Academic Senate. The Committee was informed on progress to upgrade 4 meeting rooms. LB -14 was the first and is now in use with the new technologies. M-136 was second and its renovation was completed in June and July of 2004. Similar installations will take place in the large meeting rooms on campus such as Science Building, rooms 111 and 112 in the Fall and Spring of the next academic year. This is being funded through use of Student Technology Fee funds.

COMPUTER LABS / SMART ROOMS

The number, location and equipping of these facilities is being examined by the committee. Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

[http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report to Senate 3-24-04.pdf](http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report%20to%20Senate%203-24-04.pdf)

COMMITTEE GUIDEBOOK

The committee chairperson has updated the GUIDEBOOK for the committee as aid to new committee members. It was reviewed by the committee and email copies were sent to members and a copy was sent to the committee website to be made available to all new members.

[http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/CCR Committee Guidebook.pdf](http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/CCR%20Committee%20Guidebook.pdf)

REVIEW of TECHNOLOGY PLANS

The committee began examinations of both the QCC Technology "Plan" and the QCC Student Technology Fee plan. Specifics and comments on these matters were part of the Committee's comprehensive report on Computer Resources received by the Academic Senate in May of 2004.

[http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report to Senate 3-24-04.pdf](http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/Docs/Report%20to%20Senate%203-24-04.pdf)

TECHNICAL MATTERS

The committee looked into the matter of the use of the network for audio video transmission to those who are in the HOMEBOUND program. There are unresolved issues that inhibit such a use so that there continues to be a need for the use of separate telephone lines for audio transmission. The Committee will continue to monitor the development of the network for instructional use and problems related to it and make appropriate recommendations.

As the use of the wireless network expands there may be a need to develop the capacity for an instructor to control the laptops in the classroom by means of a program such as NetOps. There are issues related to IP address that will need to be considered in any projects that expect to have such a capacity available. The Committee will continue to monitor the development of the wireless network for instructional use and problems related to it and make appropriate recommendations.

STRATEGIC PLAN

Previous concerns and recommendations by the committee have lead to the inclusion of the following item in the Strategic Plan for 2004-2005 and it will be included in the charge of the committee for 2004-2005.

1. The Office of Academic Affairs, in consultation with the Computer Resources Committee of the Academic Senate, will determine a process for studying the effectiveness of integrating technology into instruction.
2. Complete the project to make digitized reserve and AV materials available for wireless and off-campus accessibility.
3. Explore ways to utilize wireless technology infrastructure.

DISTANCE EDUCATION

The last Middle States review recommended that there be a committee of faculty and administration involved with distance education. The Committee recommended that a Standing Committee of the Senate be created for this. The Steering Committee of the Senate advised the Committee to create a subcommittee to begin a study of this matter. This was done.

The Sub Committee was created. It consisted of :

Azrak, Paul, Economics, Social Sciences

Darcy, Jean, English

Ellis, Lorena, Chair of Senate Committee on Curriculum, Foreign Languages

Meyer, Dwight H.; Biology

Naples, Bruce R.: ACC, ex officio, Administration

Pecorino, Philip; Chair of Senate Committee on Computer Resources, Philosophy, Social Sciences,

Treue, Jannette A.; Counselling

Villani, Kathleen; Business

Student member; with some DE experience, nominated by the Office of Student Affairs

CHARGE:

- a.) to report and make recommendations to the Academic Senate on all matters related to Distance Education, in particular, concerning policies and procedures related to the development of, support for and offering of programs, degrees and classes,
- b.) to prepare a report on what type of Distance Education Program , if any, would best serve the college and its mission, including:
 - purpose(s)
 - resources
 - training program
 - support services
 - assessment
- c.) to serve as an advisory body for all matters related to Distance Education.

This sub committee conducted research and surveys and its report was received and adopted by the Committee on Computer Resources and was accepted by the Academic Senate in April of 2004. The Academic Senate has directed the Committee on Bylaws to prepare the proposal for the creation of a standing committee of the Academic Senate on Distance Education. Such proposal is expected in the fall of 2004.

<http://www.qcc.cuny.edu/Governance/AcademicSenate/CCR/DESubComm/DEReportFinal-4-15-2004.pdf>

COMMITTEE CHARGE 2004-2005

- . Technology Plan:
 - > monitor the development of the plan to insure that, among other things, it includes a plan to put all computers on a 4 or 5 year cycle for replacement, following the Academic Senate recommendation
- . Student Technology Fee Plan
 - > monitor the plan and its revisions and extensions
- . Strategic Plan

- “The Office of Academic Affairs, in consultation with the Computer Resources Committee of the Academic Senate, will determine a process for studying the effectiveness of integrating technology into instruction.”
 - make suggestions and recommendations concerning:
 - information infrastructure
 - use of the ACC
 - greater use of wireless environment
 - greater use of email by students and faculty
 - security for infrastructure
 - security for faculty and student computers
 - distance education as needed
 - the College website
 - computer related issues in the CUNY Student Experience Survey
- [refer to items 23 – 27 of the QCC Strategic Plan]

COMMITTEE COMPOSITION

For 2004-2005 the Committee will have the following faculty members:

Kolios, A.	Business
Kueper, R.	ECET
Kutnowski, M.	Music
Marcos, S.	Library
Meyer, D.	Biology and Geology
Rogers, R.	Art and Photography
Wallach, P. (chair)	Mathematics and Computer Science
Sherman, G.	OIT, Director, ex officio (Admin.)
Naples, B.	ACC Director, Guest
	Liaison/Steering Committee

Patrick Wallach was elected chairperson for the 2004-2005 academic year. Martin Kutnowski will serve as secretary. Tony Kolios has served as co-editor of the newsletter. The current chairperson thanks all those on the committee who contributed in various ways to make the committee most productive over the last year.