

Queensborough Community College
The City University of New York
MEMORANDUM

Academic Senate Committee on Computer Resources

To: Academic Senate
From: Wendy Ford, Chair of the Committee on Computer Resources
Date: August 28, 2014
Subject: Annual Report of the Committee on Computer Resources for 2013-2014

Members 2013-2014

Kimberly Banks, PhD, English
Wendy Ford, PhD, Business
Kenneth Golden, Art & Design
Wenli Guo, PhD Physics
Peijun (Jeffrey) Jia, Library
Hamid Namdar, Engineering Technology
Paul Sideris, PhD, Chemistry
Stephen Jones – Student Member
Luis Hernandez – Student Member (Left QCC in Fall 2013)

Edward Volchok, PhD, Business – COC Liaison
William Faulkner, - Interim VP for Finance & Administration - President's Designee

Members 2014-2015

Michael Cesarano, Speech Communication
Merlinda Drini, PhD, Engineering Technology
Wendy Ford, PhD, Business
Wenli Guo, PhD, Physics
Lucian, Makalanda, Mathematics and Computer Science
Anissa Moody, PhD, Social Sciences
Barbara Rome, Nursing
Jed Shahrar, PhD, Academic Literacy
Kathleen Wentrack, PhD, Art and Design

Student Members: Rong Lin, Kyle Enriquez, Chanele Rodriguez

Dr. Wendy Ford served as Chair of the Committee on Computer Resources and Dr. Wenli Guo served as Secretary during the 2013-2014 academic year. Dr. Wendy Ford was unanimously re-elected Chair of the Committee on Computer Resources and Dr. Kathleen Wentrack was unanimously elected as Secretary for academic year 2014-2015.

The Committee on Computer Resources met six times during academic year 2013-2014:

- October 29, 2013
- November 5, 2013
- December 3, 2013
- February 25, 2014
- March 27, 2014
- May 22, 2014

Following is a summary of the actions and efforts of the Committee on Computer Resources for academic year 2013-2014:

- Under the guidance of Professor Jeffrey Jia and Professor Hamid Namdar, the Committee on Computer Resources reviewed the Guide for Committee on Computer Resources Members, which was last updated in 2007. Mr. Namdar’s attention to detail was valuable in this effort. The Committee recommends the following changes:
 - (1) Section 2 – Committee Composition
 - (a) Change the number of committee members from seven to nine.
 - (b) Include the VP for Finance & Administration as the President’s Designee, as this VP has been attending the meetings for the past three years.
 - (2) Attachment 1 – Academic Senate Bylaws Relating to the Computer Resources Committee
 - (a) Update the attachment to indicate that the number of committee members has increased from seven to nine.
 - (3) Section 5 – New Member Preparation
 - (a) Remove bullet #4 which begins “ask their department chair not to schedule classes . . .”. By the time a person is appointed to the committee, their Fall class schedule has already been established. This request may be valid for attendance at the Academic Senate meetings however, the Computer Resource Committee meeting times vary based upon the member schedules.
 - (4) Attachment 5 – Pertinent CUNY Documents
 - (a) Consider removing the actual attachments and instead include a linked reference to the QCC IT Policies webpage, which can be found at <http://www.qcc.cuny.edu/it/policies.html>. This page is updated regularly and includes links to all relevant CUNY digital technology policies.
 - (5) Attachment 6 – Pertinent QCC Documents
 - (a) Consider removing the actual attachments and instead include a linked reference to the QCC IT Policies webpage, which can be found at <http://www.qcc.cuny.edu/it/policies.html>. This page is updated regularly and includes links to all relevant QCC digital technology policies.
- With the direction of Dr. Kimberly Banks, the Committee on Computer Resources completed a review of the 2010 Tech Plan Survey. Dr. Banks was instrumental in obtaining input from VP William Faulkner, Bruce Naples, and Denis Bejar. In addition, Dr. Bank’s analysis skills and time commitment to this effort was extremely helpful. The Committee also reached out to Mark Chropufka and VP Michael Reiner. The Committee’s suggestions for consideration for the next survey are below:
 - (1) **Number of Questions** - The 2010 survey had 70 questions. Consider reducing the number of questions as this may increase the response rate.
 - (2) **Respondents** – Consider including student feedback.
 - (3) **Frequency** – Considering the rapid pace of technology changes, we suggest conducting the survey every 3 years instead of every 5 years.
 - (4) **Question Structure** – Consider asking short and focused questions formatted as in the diagram below. See image below:

1. Indicate how strongly you agree or disagree with the following statements					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Blackboard has created new teaching opportunities for me and new learning opportunities for my student:					
Using Blackboard has improved the communication I am able to achieve with my students					
2. Which Blackboard features do use?					
Announcements	Never	Very rarely	Rarely	Often	Very Often
Collaborate					
Blogs					
Wikis					
3. I need:					
More training to use technology	Less Urgent				More Urgent
More support from administration when it comes to my technology needs					
More opportunities to collaborate with colleagues on how to use technology in my discipline					

- (5) **Question Impact** – In regards to the question: "Which blackboard features currently exist but are not available at Queensborough that you would like to see offered?"

The Technology Survey may not be the most effective way to collect information on faculty needs regarding Blackboard. We understand how important it would be to have a list of features that our faculty would like to use. However, the current configuration and policies established by CUNY makes the installation of a new feature an extensive process that may take 2 – 4 semesters.

- With the guidance of Dr. Paul Sideris, the Committee on Computer Resources reviewed the Academic Computing Center's (ACC) course offerings. Working within a short timeframe, Dr. Sideris effectively gathered the following information. The ACC provides 6 different Blackboard courses and 1 course on using Classroom Podiums. The Blackboard course topics include:
 - Introduction to Blackboard
 - New Enhanced Blackboard
 - Multimedia and Blackboard
 - Blackboard Potpourri
 - Blackboard Grade Center, SAFE Assign, and More
 - Using Collaborate

Between the months of January and April, the ACC offered 8 Blackboard classes and 5 podium classes. To effectively meet faculty needs, the ACC also offered Blackboard Potpourri and Using Collaborate fully online.

- Under the direction of Ken Golden and Dr. Wendy Ford, the Committee on Computer Resources continued to work with CETL Director, Dr. Jane Hindman, regarding the technology grant proposal. Dr. Hindman made valuable suggestions regarding the contents of faculty submitted proposals and how those proposals should be evaluated. After a final review from Dr. Hindman, this proposal will be ready for presentation to the Academic Senate.
- Dr. Ford led the Committee in brainstorming newsletter topics. Mr. George Sherman provided valuable insight as the Committee developed the newsletter topics and he identified ways in which the IT Department would be able to provide assistance. Mr. Stephen Di Dio, Executive Director, Communications and Marketing, also discussed possible newsletter distribution options with the Committee. Below are the topics the Committee decided upon for an upcoming issue:
 - Administrative Software
 - CRM Ticketing System
 - Pharos Printing System
 - Academic Software
 - Network News – information about QCC's wireless network
 - Technology Statistics
 - IT Department statistics
 - ACC Department statistics
 - Training – brief review of an IT or ACC training course
 - Student News – contribution from the Committee's student members.
- Dr. Wenli Guo took detailed minutes at all meetings and kept the Committee website up-to-date.
- Dr. Ford actively represented the QCC faculty on the college's Tech Fee committee.

Following is a summary of the intended actions and efforts of the Committee on Computer Resources for academic year 2014-2015:

- Develop a Committee newsletter based on the outline established by the Committee last year.
- Work with Mr. Sherman and Information Technology and the Academic Computing Center staff to ensure that

IT and ACC technology course offerings meet the needs of faculty and staff.

- Work with CETL Director, Dr. Jane Hindman, to advance the proposed QCC Faculty Teaching with Technology Grant.

As Chair, I would like to close this report by thanking Dr. Guo, Dr. Banks, Professor Golden, Professor Jia, Professor Namdar, and Dr. for their dedication to the Computer Resources Committee this academic year. I would also like to thank Steven Jones and Luis Hernandez, our Student Members, for their active participation in committee activities.

I am enormously grateful to Mr. Sherman, VP Newcomb and VP Faulkner for their commitment to information sharing and their consistent support of the Computer Resources Committee. Finally, I would also like to recognize the assistance and collegiality of Mr. Dennis Bejar, Dr. Hindman, and Mr. Di Dio.

Respectfully Submitted,

W. Ford