

QUEENSBOROUGH COMMUNITY COLLEGE
COMMITTEE on COMPUTER RESOURCES
COMMITTEE MEETING MINUTES
WEDNESDAY, October 26th, 2005, at 2 PM

Committee members in attendance: Chair Thorsen, Vice President Call, Professors Altimari, Burleson, Grant, Moh, and (briefly) Prof. Pecorino

- I. VP Call presented clarifications and rationales regarding extended warranties for computers purchased by QCC.
 - A. All decisions regarding extended warranties are made by the Tech Fee Committee.
 - B. A lack of extended warranties creates an open question of who will repair computers when hardware problems arise, and what entities will pay for such repairs
 - C. Extended warranties often expedite repair.
 - D. CUNY has been able to purchase computers at substantially lower prices than what is found in the majority of state contracts.
 - E. QCC's non-participation in "big buy" packages would weaken CUNY's overall leverage in bargaining for computer equipment.
 - F. Dell was chosen by CUNY as a long-term preferred provider.
 - G. CLT's are overworked and sometimes ill-qualified to deal with major repairs. Also, some departments and divisions, like CLIP, don't even have CLT's on staff.

- II. Chair Thorsen articulated several concerns shared by the CCR.
 - A. Extended warranties seem to principally provide benefits through new parts, not service.
 - B. New computers are increasingly becoming obsolete more quickly, and therefore could be viewed as disposable items, thus arguably obviating the need for warranties.
 - C. The CCR will request information regarding the exact cost of warranties resulting from the next round of purchasing.

- III. Additional perspectives were offered by members of the CCR, including a proposal for implementing 3-year warranties, as opposed to the current customary 4-year warranties.

- IV. Prof. Pecorino asked that the committee discuss the following proposal: that Professors Emeriti be able to maintain QCC email accounts after their retirements. Currently, this is not mandated, and there is no current mechanism for allowing retired professors to continue having access to QCC email accounts.

- V. The minutes for the CCR meeting of 9/28/05 were approved.

- VI. Various issues regarding Tigermail were discussed.
- A. Successful elements of the current Tigermail system were enumerated.
 1. It provides systemic uniformity.
 2. It sets the stage for secure online voting.
 3. Overdue notices from the library can be sent out fluidly and efficiently through Tigermail.
 - B. One critical element was articulated: Tigermail currently only allows for 20 megs of storage. However, students can always try to build habits of cleaning out their email files on a periodic basis. It was also noted that the server automatically cleans out the accounts once each semester. Some individual students have had their storage limits upgraded to 40 megs, at the request of faculty who are working with them on particular projects.
 - C. The appropriateness of notifying students of their grades via Tigermail was discussed.
 - D. Chair Thorsen noted that the only mandate for the CCR was to weigh in on whether Tigermail should be the only approved method of communications between students and faculty at QCC.
- VII. There was some discussion regarding crafting a formal response to the Tech Fee Committee regarding the Tech Fee Plan Draft XIII. The response will address the question of extended warranties.
- VIII. The following proposals were later put forth and unanimously approved by the CCR by email vote:

PROPOSAL 1

We send a letter to VP Call asking that the wording of the Technology Plan Draft XIII be changed from its original form to a modified form:

Original

Although it can add, sometimes significantly, to the cost of an item, it has been our practice to purchase extended warranties wherever possible. For basic equipment that is out of warranty, we purchase maintenance contracts for which we are billed for time and materials. More complicated equipment necessitates a maintenance contract with its stream of updates and access to a Help Desk.

Modified

Although it can add, sometimes significantly, to the cost of an item, it has been our practice to purchase extended warranties wherever possible. For some equipment, buying extended warranties might not be cost-effective and purchasing warranties is subject to review and change. The coordinator of the Tech Fee Plan will make the cost of extended warranties and/or price quotes available to members of the Tech Fee Plan Committee when such matters are discussed so that the cost of warranties is understood. For some basic equipment that is out of warranty, we purchase maintenance contracts for which we are billed for time and materials. More complicated equipment necessitates a maintenance contract with its stream of updates and access to a Help Desk.

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PROPOSAL 2

We accept the wording of recommendations contained in the memo below that we have already voted on and approved at our 10/26 meeting in simpler language so that the resolutions become "actionable" by the Academic Senate.

TO: Academic Senate Steering Committee
FROM: Committee on Computer Resources, George Thorsen, Chairperson
SUBJECT: Monthly report : Two proposals regarding email

Proposal 1. TIGERMAIL

Whereas, there are a number of benefits that come to students from the use of their college supplied email system,

whereas, there are a number of benefits that come to faculty from the students using the college supplied email system,

whereas, there are a number of benefits for the college administration that come from the students using the college supplied email system,

Be it resolved that: all students of the College use Tigermail exclusively for school related business and

be it further resolved that: faculty so inform students of this requirement and attempt to enforce it if they have email communications with their students.

NOTE: There is nothing in this policy that requires that faculty use email but they are encouraged to do so.

Proposal 2. FACULTY E-MAIL

Whereas , there are a number of benefits that come to faculty use of the college supplied email system,

whereas, faculty often continue many of their academic activities after they have retired from teaching,

Be it resolved that: all retired faculty members who worked full-time be allowed to maintain their Queensborough e-mail accounts.

Respectfully submitted,

Geoffrey Burleson, Secretary, Committee on Computer Resources