Queensborough Community College
The City University of New York
MEMORANDUM

Academic Senate Committee on Computer Resources

To: Academic Senate
From: Amy Traver, Chair of the Committee on Computer Resources
Date: 7/25/12
Subject: Annual Report of the Committee on Computer Resources for 2011-2012

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Members 2011-2012
Tina Bayer, Nursing
Nidhi Gadura, Biology and Geology
Wendy Ford, Business
Amy Traver, Social Sciences
Michael Guy, Mathematics and Computer Science
Peijun Jia, Library
Vazgen Shekoyan, Physics
Mayur Y. Pathak, Student Member
Sherri Newcomb, President's Designee

Members 2012-2013
Nidhi Gadura, Biology and Geology
Wendy Ford, Business
Amy Traver, Social Sciences
Michael Guy, Mathematics and Computer Science
Peijun Jia, Library
Vazgen Shekoyan, Physics
Namdar Hamid, ECET
Sherri Newcomb, President's Designee

Dr. Amy Traver served as Chair of the Committee on Computer Resources, and Dr. Nidhi Gadura served as Secretary of the Committee on Computer Resources, during the 2011-2012 academic year. Dr. Wendy Ford was elected Chair of the Committee on Computer Resources, and Dr. Nidhi Gadura was re-elected as Secretary of the Committee on Computer Resources, for Academic Year 2012-2013.

The Committee on Computer Resources met five times during academic year 2011-2012: 10/24/11; 12/14/11; 2/22/12; 4/25/12; and 5/16/12.

Following is a summary of the actions and efforts of the Committee on Computer Resources for academic year 2011-2012:
- During academic year 2010-2011, the Committee on Computer Resources worked with the Office of Information Technology to create written instructions for

students on how to access Tigermail via smart phones. At the beginning of academic year 2011-2012, these instructions were provided to Ms. Ellen Hartigan, VP for Student Affairs, for distribution via the weekly student email digest. This material has also been posted online: http://www.qcc.cuny.edu/qccOnline/androidInst.html and http://www.qcc.cuny.edu/qccOnline/iphoneInst.html

- The Committee on Computer Resources worked with Mr. Tony Hong from the Office of Information Technology to resolve the issue of faculty members who did not receive their course email rosters and listservs in the spring 2012 semester.

- The Committee on Computer Resources worked with Mr. George Sherman, Executive Director of the Office of Information Technology, to resolve issues related to the slow speed and poor reliability of the student network, This is of great concern to faculty given that it is the network on which the faculty podia run. The Office of Information Technology has since initiated port configurations on network switches and firewalls, replaced copper cable connections with fiber optic connections, and conducted router maintenance to improve the speed and reliability of this network.

- The Committee on Computer Resources approached Dr. Meg Tarafdar, Associate Director of CETL, and Dr. Paul Marchese, Assistant Dean for Academic Operations, with an opportunity to both support faculty efforts to teach with technology and the college's efforts to better understand faculty's use of technology: a QCC Faculty Teaching with Technology Awards program. Modeled after the CETL Pedagogical Research Challenge Awards, these competitive grants could provide faculty interested in introducing/enhancing technology in QCC classrooms with up to $5,000 of support for the purchase of technology, software, and related release time. This program is currently under discussion.

- The Committee on Computer Resources developed two new webpages to encourage and support faculty use of technology in the classroom (http://www.qcc.cuny.edu/faculty-staff/reserve-mobile-carts.html) and research (http://www.qcc.cuny.edu/faculty-staff/software-resources-available.html).

- The Committee on Computer Resources worked with Mr. David Moretti, IT Senior Associate and College Webmaster, to develop a standard template for faculty to use in designing and publishing their college webpages.

- The Chair of the Committee on Computer Resources actively represented the QCC faculty on the college's Tech Fee committee and at a variety of ACC workshops, including but not limited to the demonstration of the Academic Commons in November 2011 and the Introduction to Blackboard 9.1 sessions in May 2012.

- Following an incident of Gmail SPAM sent to the QCC Community Dialogue listserv, the Committee on Computer Resources worked with the Office of Information Technology to ensure the security of that listserv. The Office of Information Technology has since reconfigured the QCC Community Dialogue to accept email only from authenticated QCC users.

- The Committee on Computer Resources held a focus group with the College's CLTs to gather data on the state of technology at the department level.

- The Committee on Computer Resources met with the Chairpersons of various departments to gather data on the state of technology implementation and use at the department level.
- The Committee on Computer Resources advised the Office of Information Technology regarding the content of the QCC Internet Security Course and the course invitation. The course invitation has since been revised.
- The Committee on Computer Resources advised the Steering Committee about proposed changes to the University's Computer Use Policy.
- In response to a UFS invitation, the Committee on Computer Resources advised the Steering Committee on the University's technology needs and initiatives.
- The Committee on Computer Resources encouraged the Academic Computing Center to post contact/help info on all college podia. This information has since been posted.
- The Committee on Computer Resources worked with the eLearning Committee to locate and understand the College's policy on the use of Tigermail by students.
- The Chair of the Committee on Computer Resources reached out to past Committee Chairs and Secretaries regarding the Committee's archives. Relevant and missing minutes, agendas, annual reports, and memos were posted to the Committee's website.

Following is a summary of recommended actions, for the College, based on these actions and efforts:
- Consider running the faculty podia on a unique network – not on the student network.
- Consider hosting a campus conversation or colloquium on technology and education and/or online learning initiatives.
- Consider providing the campus bookstore with access to the textbook adoption information that faculty post to the "textbook" tab in CUNY First's Faculty Center. This would streamline the process of faculty textbook ordering and compliance with federal law (Higher Education Opportunity Act).
- Verify that all general college email listservs (QCC Community Dialogue, ALLFaculty, etc.) have been reconfigured to accept only email from authenticated QCC users.
- Consider drafting a confidentiality notice that faculty can include on course social networking sites and/or below their email signature.
- Encourage CLT representation on the Computer Resources Committee.
- Institutionalize a process where CLTs are notified of any changes made to the technology orders that they place through ACC.
- Institutionalize the meeting of CLTs, at least once a semester. This meeting could help CLTs problem solve across departments and share resources, skills, best practices, and insight.
- Consider initiating CUNY First and Blackboard maintenance at moments of convenience to faculty. The current practice of maintaining both systems during the beginning and at the end of the semester is often a hindrance to faculty preparation and grading.

- Create, in CUNY First, a function whereby faculty can download course email rosters and/or listservs.
- Consider a shorter domain name for QCC email addresses.
- Create a second computer/Internet security course for those members of the College faculty/staff who have completed the first course or who are more advanced tech users.

Following is a summary of the intended actions and efforts of the Committee on Computer Resources for academic year 2012-2013:
- Work with Mr. Sherman and Information Technology, as well as Mr. Naples and the Academic Computing Center, to improve the communication channels between both offices and the College's faculty/students. Such efforts could include: the creation of web-based forms for faculty to register technology problems, make technology requests, and offer technology feedback; teaching with technology workshops; and faculty websites.
- Support the college's transition to Blackboard 9.1, Blackboard Mobile, and the new student ID card system.
- Engage in the College's contemplation of blade computing.
- Engage in the College's consideration of online faculty evaluations.
- Review the questions and results of the 2010 Tech plan survey. Consider construction and administration of a new survey.
- Monitor the college's disaster recovery plans.
- Develop a set of tech resources, which could be shared with the faculty at the beginning of every semester. These resources could include: instructions on how to manage the QCC Community dialogue; instructions on how to use a mobile phone to access QCC email; links to relevant tech pages; and instructions on how to download attendance rosters from CUNY First.
- Review and revise the Computer Resources Committee's Committee guide.
- Review the results of the Office of Student Affairs' study of tech/software on campus.
- Encourage faculty's use of the CRM ticketing system to register technology problems.
- Create a technology checklist for new faculty.
- Consider hosting a focus group with members of the faculty who are early adopters and/or tech innovators.
- Consider creation of research software user groups or listservs to support faculty research.
- Consider contacting other CUNY campuses to ascertain how technology is used to support faculty governance (i.e., distribution of iPads to committee members, etc.).

As Chair, I would like to close this report by thanking Professor Bayer, Dr. Gadura, Dr. Ford, Dr. Guy, Professor Jia, Dr. Shekoyan, and VP Newcomb for their dedication to the Computer Resources Committee this academic year. I would also like to recognize the help and collegiality of Mr. Sherman, Mr. Naples, and Mr. Moretti.

Respectfully submitted,
Amy Traver