

# Community College *of* Philadelphia

## Community College of Philadelphia MEETING MINUTES

### Technology Coordinating Committee January 20, 2010 B2-26

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#### **Committee Members Present:**

Faculty: Arnold DiBlasi, Ruth Baker; Melissa St. Pierre; Noelia Rivera-Matos; David Freeman; Steve Jones; Heidi Braunschweig; Frank Bartell; Karen Schermerhorn

Administration: Jody Bauer; SK Calkins; Gary Bixby; Tom Hawk; Sam Hirsch; Bhavesh Bambhrolia; Peter Margolis; Luke Kasim; William Bromley; Ellen Fernberger

#### **Alternates and Delegates Present:**

Faculty: Ted Wong

Administration: Jermaine Williams; Aimee Hagedorn

#### **Guests Present:**

#### **I. Call to Order**

Bauer called the meeting to order at 2:40 PM

#### **II. Approval of Minutes**

Minutes of December 16 approved with spelling correction for "Hiedi"

#### **III. Unfinished Business:**

##### **Update on technology for new construction:**

**Bixby** informed the committee that the NERC has added "N" wireless" capacity to all three floors. A site survey has been completed with the results forwarded to our architects. This will allow wireless connectivity throughout the building.

**Bromley** asked for the name of the access point vendor but this was not available at this time.

**Bixby** reported on the specs for the new electronic podium to be installed at NERC and also on the Main campus. The TECOM has been selected as the standard podium for the College and has been modified as per our requests. A new price quote (attached) has been received with these changes. Twenty (20) will be purchased and installed on Main campus and seventeen (17) will be installed into the new classrooms and Community rooms at NERC. A change to the standard wall plugs will allow for only two (2) connections to the wall instead of the multiple connections usually needed.

**Hawk** stated that the Main campus installation will hopefully be completed in time for the Fall, 2010 semester with some perhaps even available during Summer. This is

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contingent upon other alterations to the existing rooms such as electricity and lighting changes.

**Bauer** stated that advanced notice of installation is necessary to allow for ordering the PCs that are to be installed inside the units on Main campus.

**Bixby** stated that size constraints of the unit need to be considered when ordering the PC since the user needs access to the DVD player and that he expects delivery of the podiums about mid-April, 2010.

**Hawk** asked that since no electric screens will be installed at the Main campus how does this affect the podium panel button re-configuration that allows for screen control from the podium?

**Bixby** stated the screen module comes with the podium and that it will simply be non-functional at the present time but can be energized at any time in the future.

**Jones** asked if we should discuss the scheduling of these rooms to maximize their utilization or if that should be discussed elsewhere.

**Hawk** stated Academic Affairs, specifically Dr. Thompson and Dr. Celenza, are working with the Scheduler's office and this may be a function of using the new Resource25 and Schedule25 software.

**Bauer** stated that since the Fall, 2010 master schedule has already been created, only minor changes will probably be possible for the first semester of the podium installation.

**Hawk** added that we hope to use these podiums and see if they meet the needs of the College community and, assuming they do and additional funding becomes available, we may be able to purchase and install more units in the future.

#### **Update from Distance Education sub-committee:**

**Margolis** stated that the sub-committee has not met formally since their initial meeting on December 17 but will have another meeting soon. Members have solicited feedback from people outside of the sub-committee to help inform the editing of the guidelines. He stated that **St Pierre** has received a lot of good input from her contacts and that this should aid the sub-committee in their task. **Margolis** reiterated that his office is open to changing the document to make it more effective and looks forward to the sub-committee working together. He believes the purpose of the document is intended to create excellence in online courses and is not and should not be a barrier to anyone.

#### **Update on new MyCCP portal implementation:**

**Calkins** reported that the new portal went 'live' on schedule and, since it is a "work in progress" ITS is seeking feedback about the new look and operation. The goal of the new portal was to allow users to find information quickly and efficiently. There is a form at the bottom of the login page requesting feedback and there has been positive feedback

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both through this form as well as informal comments from polling student users at the various kiosks on Main campus. She stated that there will probably be slight changes as we move forward based on the feedback received. There is a known issue with the MyCourses section of the portal for students using Internet Explorer (IE) version 6—they cannot open documents uploaded to their course by their instructor. This is a software conflict and the users are being asked to upgrade to version 7. At this time, Banner does not claim to support version 8 so, if users have already upgraded their software to version 8 and have difficulties, they must switch to another browser, i.e., Mozilla Firefox. IE Version 8 may, in fact, work for various users and they can continue to use it but no formal support for version 8 is offered at this time by Banner.

**Bartell** stated that the Google Chrome browser also seems to work fine.

**Rivera-Matos** asked if the portal can incorporate a GPA calculator as we move forward. She stated that many of other institutions have such a calculator and she has been asked by many students if we have one available on the portal.

**Bambhrolia** stated that Students Affairs is currently working on this type of calculator and this may be available on the portal in the future.

**Bauer** wanted to state for the record that the ITS staff involved with the switch to the new MyCCP and new student e-mail worked tirelessly over the semester break and did a tremendous job implementing the new services.

**Hawk** asked if there were any strategies to help encourage people to switch from their use of the Staff page to using the new portal pages as this represents a major cultural shift.

**Bauer** offered that better communication policies around announcements and e-mail may help to effect the change. If particular announcements are no longer permitted via e-mail and are only offered via the Announcement channel on the portal, more people will log into the portal to stay abreast of the information.

**Calkins** believes that only a small cohort of employees currently use the portal and perhaps a decision could be made to eliminate it in favor of the portal only. She also would like to see each area of the College have their own “approvers” so that announcements were edited for grammar and spelling and a priority level could be set for distribution, e.g., 1<sup>st</sup> page announcement channel versus e-mail distribution.

**Fernberger** stated that the portal must be used for e-mail. It was pointed out that the portal is only used for the web-access client of GroupWise e-mail and there is a client-access version also installed on most College PCs.

**Schermerhorn** stated that the portal is necessary for faculty functions such as course lists and grading.

**Calkins** informed the committee that an addition to the official College home page is inclusion of the Faculty/Staff telephone directory. Although it is not evident on the home page it is accessible a few layers into the web site.

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**Bixby** inquired about his office needing to send multiple communications regarding the current construction projects and wondered how to best achieve that goal with regards to form and format of communication.

**Calkins** stated that sending it as a Word document is fine because they can edit that easily but sending PDF (Acrobat) files causes them to need to be re-typed. If there are graphics or maps included then a PDF will be created and attached to the announcement. If necessary, ITS will sit with major players and train them how to properly submit announcements.

**Hawk** said that certain issues (e.g., street closings, etc.) are still “e-mail worthy” meaning that they should be sent to all e-mail accounts in addition to the Announcement channel since they are important and timely.

**Bauer** commented on the Library database issues requiring an additional password entry as probably a browser configuration issue and ITS will visit the Library to evaluate.

**Calkins** reported that, for the time being, all Admin rights to the portal have been removed from previous holders until further notice. Any messages that need to be sent should be forwarded to BanTasks and they will send them out in an appropriate manner.

#### **Update on Accountable Printing implementation:**

**Bauer** reported that there are still hardware issues with the servers and the system will not be implemented until ITS is reasonably assured that the system works smoothly and effectively.

#### **Question re: unfinished business not on agenda:**

**Jones** inquired about the status of the current Technology Plan.

**Bauer** stated that she will be updating the matrix of activities associated with the plan and can report on progress to date at the next meeting.

**Jones** commented that, since the plan is a group responsibility of our Committee, we should share in the work of this updating process and **Bauer** agreed and thanked the Committee for their offer.

**Hawk** stated that he would like to re-visit the Business continuity portion of the plan to add updated material.

#### **IV. New Business**

##### **Social Networking:**

**Bauer** offered that she and Jill Weitz (College legal counsel) had created and presented a session during Professional Development week around the topic of Social Networking.

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There was a larger audience than anticipated and the session was well received. Faculty present at the session asked if the TCC should offer any guiding principles around the use of social networking either in their classes or in their personal life. The session mentioned that caution should be used when mixing professional and personal uses of this type of communication. The College Acceptable Use policy applies to any work-related information, e.g., use of College logo or publishing any confidential information even when using a social networking site for personal use. No Banner information may be published to sites outside of Banner. Anything written on these sites is discoverable and once placed “in the cloud” it is there, essentially, forever. The PowerPoint file used for this presentation has been uploaded to the TCC group for anyone who wishes to view it.

**Freeman** stated that some faculty use social networking sites to ‘manage’ their courses and inquired if there has been a change to any College policy.

**Bauer** replied that there has not been a change. If employees follow the Acceptable Use policy and portray the College according to the ‘party line’ there are no issues.

**Fernberger** stated the potential for liability when using these sites for personal reasons but publishing information pertaining to a person’s professional life at the College.

#### **Question re: new business not on agenda:**

**Bartell** mentioned that the Internet access response time is very slow during certain periods of the day and asked if there was any particular reason

**Bauer** stated that the goal of the hardware upgrade eight years ago was to handle Banner traffic. Since then the IP phone system was added and there have also been increases in general Internet use by students and staff. ITS is aware and has been planning the needed hardware upgrade for the coming budget year.

**St. Pierre** inquired if any student Internet activity, e.g. Facebook and other social sites are restricted or banned in any way.

**Bauer** replied that the College cannot do that since there is no way to know if the student is visiting the sites at the request of faculty for class-related purposes or just for personal reasons. The Library does restrict activity because they have agreed to a set of rules and banned sites for that specific area.

**Calkins** stated that the Google Apps portion of the student Google e-mail system has been inactivated temporarily due to a problem with a few faculty members who were previously using Google for their classes. This needs to be addressed as soon as possible so that the full functionality can be active.

## V. Adjournment

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**Bixby** made a motion to adjourn—seconded by Braunschweig and the meeting was adjourned at 3:55 PM.

Respectfully submitted,

Arnold DiBlasi  
Co-chair  
TCC