

# Community College *of* Philadelphia

MEETING MINUTES  
Technology Coordinating Committee  
June 15, 2011 2:30 p.m.  
B2-26

## Committee Members Present:

### Federation Delegates

Ruth Baker	P
Frank Bartell	P
Heidi Braunschweig	A
Steve Jones	P
Noelia Rivera-Matos	A
Craig Nelson	P
Melissa St. Pierre	P
Karen Schermerhorn	A
Ted Wong	A

### Administrative Appointees

Bhavesh Bambhrolia	A
Jody Bauer	P
Gary Bixby	A
Bill Bromley	A
SK Calkins	A
Arnold Di Blasi	P
Ellen Fernberger	A
Tom Hawk	A
Sam Hirsch	A
Allan Kobernick	P

## Alternates Present:

### Administrative Alternates

Aimee Hagedorn	
Linda Konicky	
Maryann Lyons	P
Peter Margolis	P
Jim Spiewak	

### Federation Alternates

Emile D'Amico

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- I. **Call to Order**  
Meeting co-chair **St. Pierre** called the meeting to order at 2:40 pm
- II. **Attendance**  
Sign in sheet used for attendance, noted on pg 1 as P (present) and A (absent)
- III. **Approval of minutes**
  - a. May 18, 2011 minutes approved with minor corrections
- IV. **Old Business**
  - a. Updates on sub-committee reports
    - i. Learning Spaces of the Future Faculty Focus Group
      1. **Baker & St. Pierre** provided notes from the focus group summarizing the results (see attached Appendix A)
      2. Discussion ensued about these results, including:
        - a. Difficulty getting faculty thinking 10 years from now for various reasons (speed at which technology changes, some current needs unmet, lack of knowledge of what's even possible.) It was suggested that our goal for 10 years from now be to simply catch us up
        - b. Challenge at meeting everyone's different needs in a "one size fits all" solution
        - c. Resource 25 (scheduling solution) will help with some concerns
        - d. Decision made to hold another faculty focus group during PD week and create an online survey with IR - **DiBlasi, St. Pierre, Baker, and Kobernik** to coordinate
        - e. Question: what is done with all this info. from the focus group? Answer: will be passed on to Tom Hawk for use with the Facilities Master Planning and by the hired consultants
    - ii. AUP #307 Social Networking – IWC questions
      1. **DiBlasi** disused the presentation of the revised policy to IWC, who sent it back with the follow questions:
        - a. At some points in the document the term "employees" is used versus "users" in other sections of the document. An example is p. 4 under "Unacceptable use." Other groups mentioned are: Board members, students,

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advisory committee members, groups like student clubs.

- b. If question #1 applies to employees only, is there language that is needed for Board members?
- c. Should the term "users" be updated to members of the College community since "users" seems to be somewhat limited.
- d. Is there any expectation that the College police or enforce the policy (esp. when individuals are using their own systems)?
- e. Could the College get the same benefit by posting something on our web page to cover general members of the College community?
- f. Should there be a separate policy versus adding to the current policy?

2. **Bauer** will bring the policy back to Jill Garfinkle-Weitz

iii. ~~Online/Hybrid Conversion Guidelines (S. Jones)~~ Deleted from Agenda

iv. CMS selection

1. Discussion noted that we are just under 2 years into our 3-year contract with WebStudy, indicating a need to quickly set a timeline into place for reviewing CMS options
2. Concern was noted about how the decision is made with what seems to be no input from the users of the CMS
3. **Margolis and Kobernik** will take lead on developing a timeline and implementation process for selecting a CMS
4. **Margolis** shared the site [www.edutools.info](http://www.edutools.info), which compares various CMS options.

## V. New Business

- a. **Bauer** noted that FY11 Technology Plan Updates are on TCC Website
- b. **Bauer** noted that the FY12 ITS Goals are on the <http://4ITSupport.ccp.edu> site under About Us-Goals & Accomplishments

## VI. Adjournment

Adjourned at 4:20 pm

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## Appendix A - TCC Focus Group: Learning Spaces of the Future June 2, 2011

### Moderators:

Ruth Baker  
Melissa St. Pierre

### In Attendance:

Jackie Bryant (Library)	Fran Lukacik (Allied Health)
Kelly Connelly (English)	Megan Fuller (Learning Lab)
Eva Agbada (Library)	Kristi Shuda-McGuire (Biology)

### CLASSROOM ISSUES & CONCERNS

- Placement of door can create interruptions when students late; in computer labs door locks, problem for lateness or students who leave
- Placement of podium pushes instructor in corner - problematic if students upset in relation to placement of door
- In library: Problems with how room is set up - faces wall/windows, not front
- Library computer room too small for classes of 36 so you can't bring these sections there
- In CBI: computers around walls or in modules: students face away from instructor or are behind PC and students nor screens visible to instructors
- Rooms (in general) are too small to allow instructors to move down aisles (especially when pregnant); both for classes of 36 or less enrollment
- W3-27: Instructor PC in center with students in u-shape around edges but traps instructor in the U:
- Classrooms not ideal for group work; when there are tables, they are good for collaboration but not ideal for test-taking
- Instructor stuck being near PC to control project or change screen
- Projector screen in front of board - have to choose either board or screen or use very small space
- Not enough space to write (i.e., chalk boards) – have to erase to keep going but sometimes you want to go back OR no multiple writing space for students in groups
- White board paint not working out (ie, BR-50)
- Basic infrastructure issues: affects how students see college and how much effort they expend in class (i.e., campus dirty, trash everywhere)
  - Not enough lighting or either on or off (need to be able to dim or select)
  - Not enough chairs & desks in rooms
  - Temperature in rooms inconsistent: one too hot, the other too cold
  - Sometimes smell or overflowing trash
  - Instructors not provided with basics: markers, chalk, erasers

- Poor quality of seating- dirty, not big enough for larger or pregnant individuals (student comments “why can’t we have a *real* classroom?”)
- Clocks don’t work or set differently – can’t hold students accountable for timeliness
- Faculty workspaces in classrooms sometimes not present or inadequate
- Printer problems - either don't work or out of paper; can't cancel jobs from computer so some print jobs are stored from other classes
- Emergency phone placement - near faculty member would be better

#### **SMART CARTS**

- frequent problems
- Jolting in moving them around
- Problems getting carts into space while bringing other materials, elevators may not work
- Difficult to use & problems of where to place when room full – wires create a hazard
- Inadequate availability of smart carts-often have to wait in line, especially early morning classes (problem is when instructor wants to start class on time; also, the Student Evaluation of Teaching asks if instructors do start class on time)
- Some carts right facing, others left
- Document readers difficult to use, no where to place it on cart, too heavy to lift
- Software upgrades very lacking
- Viruses an issue (when you put in a flash drive, then take home, virus protection software reports a virus)

#### **REGIONAL CENTERS:**

- Smart podium often not functioning at NWRC
- No College-wide wi-fi; unable to connect laptops on network with network cable (one person purchased own projector & laptop)
- Disparity of conditions at regional centers:
  - At West-copying for faculty, lack of support - lab aides unresponsive
  - One PC in Learning Lab at NWRC has less RAM than user’s cell phone
  - Can't open lab for students to print in class assignment b/c no lab aide available
- Working on Teleconferencing between campuses through Learning Lab for student support- IT claiming not enough bandwidth - definite limitation
- NOTES:
  - Students staying on campus longer at NERC with new facilities-have hired more tutors to meet demand
  - More evidence of study groups forming in collaborative spaces outside classroom

#### **SERVICE & SUPPORT**

- New faculty want more support & technology options:
  - Don't like MyCCP so use open source systems,

- Request for more advanced training in technology (i.e., more in-depth training on smart podiums)
- Training for new technology beyond Word and Excel basics – someone to seek out and offer trainings on new technologies (i.e, media specialist)
- Improved faculty technology literacy: some don't check email
- More responsive facilities team: lights, chairs, clocks (emails and calls go unanswered; request for more desks took 3 contacts and a week)
- Need more responsive A/V support: sometimes they leave or are late in West substation
- Distance Ed:
  - WebStudy limited (doesn't offer Wikis, blogs), not always user friendly (i.e, must submit test grades one at a time)
  - More support from DE office (i.e, that extends beyond Mon. to Thurs. 9 to 5:30 when office is open during summer hours)
  - Greater online support for students (i.e., tutoring, advising, counseling, etc... – the library is developing an info literacy module in WebStudy for online students)
  - Increased number of courses offered online
- Need reliable support for technology problems
- No College-wide wifi: one faculty member goes to Starbucks to get it, NOT CCP
- Faculty office technology outdated & insufficient: slow (teaching online impossible from offices)
- Faculty need access to adequate computers (To have access to faculty space in CBI requires permission & unnecessary process)
- Equity issues with teaching tools - not everyone has access to WebStudy or PC classrooms; Scheduler won't assign reading classes to computer classroom – faculty are forced to go to different room; hearing back about computer lab or room change requests unreliable
- 20 pg limit in SACC problematic - needs to be exceptions
- Issue of single sign on-currently different logins for MyCCP and WebStudy
- WebStudy & My CCP aren't compatible
- No Mac support
- In general, better (and more pleasant) customer service needed

#### **IDEAS/WANTS**

- Ideal setup for computer labs:
  - More mobile stations/chairs, more flexibility - ability to move keyboard and monitor so students can have desk space to write or work in groups when needed and computers when needed (Bucks County monitors fold into desk to stow away when not needed).
  - Want to be able to see student screens - wider classroom better than long ones for viewing what students are doing; likes a U-shape where longer side is the “front” of room (i.e., W3-47) (Net-Op not useful when activity is hands on but software that toggles more easily from teacher-controlled to student-controlled might work)

- Place to put coats like CBI (not enough)
- Need for laser pointers or control projector with remote
- Useful to have database of what is in classroom: materials, whiteboard vs. Chalk board , position of desk for teacher, etc...
- Card swipe for all classrooms
- Clickers
- Place to display posters for student presentations
- Need more collaborative spaces for students after classes & make students more aware of group study rooms/areas for group work
- Technology/media specialist for students: someone to help students learn technology before or beyond CIS 103 (Word, PowerPoint, Excel, etc..)
- Every classroom should be computer classroom
- More sophisticated course supplement software (more than My Courses [no gradebook or quizzing available] and WebStudy has it's own issues
- Lecture Capture: helps with absenteeism & hybrids/online courses
- Podcasts
- Test administration center, especially for evening classes, make up exams, COD (we rent a testing space to ACT)
  - Problems arise when COD closes at 5 – no accommodations for evening or Saturday students
  - Memo from Dr. Gays says not to place in hallway but offices small if 2 people are in the space
- In general:
  - Making sure we provide quality customer service that is pleasant – for students, faculty and staff
  - Providing support and services to students that we say we do (i.e., computer lab closed during intersession)
  - Having our current technology work correctly and more than adequately