

**SUNY Broome Community College
Technology Committee
Meeting Minutes**

**Technology Committee
Meeting Minutes
October 19, 2016
1:30 pm - 3:00 pm**

Present: Jason Detrani, Martin Guzzi, David Isabella, Gary Kohut, Ciara Cable, Jennifer Musa, John Petkash, Fermin Romero, Carine Surdey, Denisa Talovic, Nathan Walz, Kristen Yetter

Not Present: Robin Petrus, Mark Ryan.

UPDATES:

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| 1. Review of 9/28/16 minutes | Minutes approved. Kristen Yetter, standing in for Colleen Donahue, introduced. |
| 2. Multi-Media Subcommittee formation and role - (Fermin) | Following strategy as stated in Sept. 28, 2016 meeting. |
| 3. Distance Learning Committee, other Committee updates (Carine) | Following strategy as stated in Sept. 28, 2016 meeting. |
| 4. Campus Security Awareness training discussion | John gave overview and updated Vice President's. Options were discussed on how to implement awareness. |
| 5. Student Technology Survey | Overall consensus of report was positive. Q2 - SUNY Broome Web site: Ease of Use - Have Marcom follow-up. Ciara didn't see anything in counts to actually focus on. John asked Ciara if Marcom had a focus group to |

rely on. Answer: no not really. John asked what committee can do. Answer: Ciara will talk to Jesse

Q5 - Remote Services (CITRIX-apps.sunybroome.edu) - Ability to Access: 22% not aware which all agreed this isn't a bad thing. John gave an example on how a student didn't know. Dave: have 145 client licenses that we can support right now - we should be okay.

All agreed to let it go.

Q7 Remote services (CITRIX-apps.sunybroome.edu) - Applications Available: Office 16 & 13. Possible issue: number of licenses.

Q8 Blackboard - Ability to Access through the MyCollege portal: Carine - not required to access through MyCollege. Rather go directly to link. It's clunky - timeouts are different. John: Portal-defeats the purpose of the Portal if you give direct link.

Q9 Blackboard - Ability to Access directly through <http://broome.open.suny.edu> : Same % as access through My College portal

Q10 Blackboard - Ease of Use: Carine to take to DLSC because of comments at end of report.

Q11 SUNY Broome email - Ability to Access through MyCollege portal: this is about the ability to access through Portal. Unsatisfied 9.35, 14.55% Do Not Use, 5.22% Not aware

Recommendations:

Q12 SUNY Broome Email - Ability to Access directly through gmail.com: Not sure if anything can be done about this other than give instructions. Ciara suggested a link directly to Gmail sign-on page. John said how about having a Website/Portal enhancement sub-committee - with some students on it. Ciara will talk to Jesse Wells. Tech. committee would support this subcommittee with some of our committee members on it. Will need to be brought to COI for discussion.

Q13 SUNY Broome Email - Ability to Forward SUNY Broome email to a personal email of choice: Ciara will send to John the "Update your information" pamphlet/document. Committee can then review and discussion further if need be.

Marty says that students cannot update in the systems.

Q14 SUNY Broome's Rave Alert System: Only issue or complaint was the number of multiple phone calls and emails that a student receives. Student feels it is too many notifications. Solution: don't choose multiple notifications.

Q15 - Common **Comments** about any of above items from Tech. Services section:

- GET RID OF CENGAGE! - Gary says some of faculty also do not like Cengage
- Increase SUNY Broome Broadband:
- Blackboard complaints

Q16 Availability of Wi-Fi service (not including Student Village): UNSATISFIED 21.72%, VERY UNSATISFIED 14.61%

John - we have some maximum capability. We need between \$75,000 - \$100,000 more for funds. Very few access points. We need to try to find funding, put a request in to the County and in the Budget. Possible look into grants. John will take to the higher ups, again.

Marty: Can this committee allocate a request for Tech Fee funds?

Dave: Poor building radio frequency, interference from rogue access points. Not enough access points.

Q18 SUNY Broome Help Desk - Access through website: DO NOT USE 48.09%; NOT AWARE 5.34%; this is a pleasant surprise. Not a bad thing. Seems to be more of a need it issue.

Q19 SUNY Broome Help Desk - Access through telephone: 45.08% DO NOT USE

Q20 & Q21 SUNY Broome Help Desk: 50.94% DO NOT USE and around 21% are

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| | <p>satisfied.</p> <p>Q22: Command Comments about Tech Functions section of survey:</p> <ul style="list-style-type: none"> • Various WIFI problems and comments: John will pull them and give to President Drumm. <p>Q23: How many different computer labs on campus do you use regularly?</p> <p>All committee members agreed that this question was worded brilliantly and committee was able to receive very useful responses.</p> <p>Possible solutions: map of lab's (open labs) handouts. Have Chairs, Dean's and student Assembly pass out information. Make list, put in package and give out through faculty, Marcom at Orientation.</p> <p>Faculty do complain that too much time is taken from lecture time.</p> <p>When Technology Committee is finished reviewing the results of the Technology Survey, they will generate a summary document to be distributed back to students addressing concerns</p> |
| <p>6. Password/Computer access protection</p> | <p>John talked to Joe O'Connor. Joe said that Public Safety has had occurrences of computers being left on with someone signed in be it faculty or students. Joe supports having a 30 minute delay.</p> <p>Jen - stated Blackboard not save usernames and passwords.</p> <p>Fermin/David - computer labs will be hard to do. Could exclude classrooms/dental labs. Possible poll departments.</p> |

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| | Committee discussed - will this be a mandatory policy. John will give to Executive Council. |
| 7. Other | |
| <u>New Items:</u> | |
| 1. | Do we need to add adjunct representative(s) to committee? |
| 2. | |
| 3. | |
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| <u>Open Discussion:</u> | |