



JOHN JAY COLLEGE  
THE CITY UNIVERSITY OF NEW YORK  
OF CRIMINAL JUSTICE

**STUDENT TECHNOLOGY  
FEE  
2010-2011**

JOHN JAY IS 



JOHN JAY COLLEGE  
THE CITY UNIVERSITY OF NEW YORK  
OF CRIMINAL JUSTICE

Student Technology Fee  
Department of Information Technology

# Student Technology Fee Advisory Board Committee Members

## **COMMITTEE CHAIR**

Robert Pignatello  
*Senior Vice President and Chief Operating Officer*  
Office of Finance and Administration

## **STAFF**

Berenecea Johnson Eanes  
*Vice President*  
Office of Student Development

Wayne Edwards  
*Dean of Students*  
Office of Student Development

Katherine Killoran  
*Academic Director*  
Office of Undergraduate Studies

## **FACULTY**

Louis Guinta  
*Professor*  
Communication Skills

Bonnie Nelson  
*Professor*  
Library

Peter Shenkin  
*Professor/Department Chair*  
Math

## **STUDENT REPRESENTATIVES**

Sebastien Auguste  
Chandra Hanke  
Michelle Joaquin

## **EX OFFICIO/ TECHNICAL ADVISORS**

Praveen Panchal  
*Chief Information Officer*  
Department of Information Technology

## **ADMINISTRATOR**

Bill Pangburn  
*Director*  
Information Technology Support Services

## **PROJECT COORDINATOR**

Yvette Fibleuil



JOHN JAY COLLEGE  
THE CITY UNIVERSITY OF NEW YORK  
OF CRIMINAL JUSTICE

Information Technology Support Services

**John Jay College of Criminal Justice  
CUNY Student Technology Fee Plan FY 2011**

**Recurring OTPS:       \$       1,084,087                   Personnel: \$   1,195,100   New Allocations:   \$       754,577**

<b>EXPENSES</b>	<b>Academic Calendar Year</b>		
	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
<b>Staff Costs</b>			
<i>(List each position, title, salary and fringes)</i>			
Computer Lab Assistants	\$ 220,436	\$ 220,436	\$ 220,436
Computer Technicians (ITSS)	\$ 152,500	\$ 152,500	\$ 152,500
Electronic Librarian (LIB)	\$ 105,392	\$ 105,392	\$ 105,392
Library Network Manager (LIB)	\$ 98,597	\$ 98,597	\$ 98,597
Student Technology Fee Project Coordinator (DoIT)	\$ 98,597	\$ 98,597	\$ 98,597
Systems Administrator (ITSS)	\$ 88,664	\$ 88,664	\$ 88,664
Classroom Technology Support Staff (CTS)	\$ 27,250	\$ 27,250	\$ 27,250
Evening Tech. Coordinator (ITSS)	\$ 61,882	\$ 61,882	\$ 61,882
16x7 Network Support (DoIT)	\$ 61,300	\$ 61,300	\$ 61,300
Electronic Reserve Assistant (LIB)	\$ 10,750	\$ 10,750	\$ 10,750
Adjunct Librarian - Improving Electronic Documents	\$ 6,150	\$ 6,150	\$ 6,150
Lead Technical Support Personnel (Math)	\$ 20,280	\$ 20,280	\$ 20,280
Help Desk Personnel for Students (DoIT)	\$ 30,000	\$ 30,000	\$ 30,000
Laptop Loan Assistant (ITSS)	\$ 26,720	\$ 26,720	\$ 26,720
Portal, Blackboard Helpdesk Support (DoIT)	\$ 100,000	\$ 100,000	\$ 100,000
Blackboard Systems Coordinator (Academic Affairs)	\$ 61,582	\$ 61,582	\$ 61,582
Student Services Web Developer (DoIT)	\$ 25,000	\$ -	\$ -

**Consulting**

**Hardware, Software, Peripherals**

	<i>Quantity</i>			
<i>Personal Computers/Servers/Laptops</i>				
Computer Replacement	500	\$ 300,000	\$ 300,000	\$ 300,000
Classroom Technology Enhancements	106	\$ 110,000	\$ -	\$ -
Classroom Technology Enhancement Supplement		\$ 50,000	\$ -	\$ -
Call Center/College Contact Center		\$ 7,000	\$ 7,000	\$ 7,000
Call Center Maintenance Increase		\$ 6,000	\$ -	\$ -
Anti-Spam Hardware Upgrade (DoIT)		\$ 25,000	\$ -	\$ -
Updating FCM Lab (Soc)		\$ 8,235	\$ -	\$ -
iPad/Slate Pilot (ITSS)		\$ 3,500	\$ -	\$ -
Communication Skills Lab Enhancement		\$ 3,146		
Computer Replacement Parts (ITSS)		\$ 12,000	\$ -	\$ -
 <i>Printers/Scanners</i>				
			\$ -	\$ -
			\$ -	\$ -
 <i>Routers/Hubs/Wiring</i>				
Wireless Network Enhancement (DoIT)		\$ 16,951	\$ -	\$ -
Student Lab Switch Upgrade (DoIT)		\$ 42,932	\$ -	\$ -
Redundant Internet Equip't (DoIT)		\$ 17,068	\$ -	\$ -
 <i>Peripherals</i>				
Media Tools for Undergrad Research (Sci)		\$ 8,024	\$ -	\$ -
Video Editing Players (Comm)		\$ 5,276	\$ -	\$ -
Video Production (Comm)		\$ 5,951	\$ -	\$ -
			\$ -	\$ -

**Software***(Provide product name and estimated cost, if known)*

Plato (SEEK)		\$ 2,531	\$ 2,531	\$ 2,531
Misc. Software (ITSS)		\$ 30,000	\$ 30,000	\$ 30,000
SPSS (ITSS)		\$ 44,220	\$ 44,220	\$ 44,220
SIGI Plus (CarDev)		\$ 1,095	\$ 1,095	\$ 1,095
TutorTrac (LEC)		\$ 3,020	\$ 3,020	\$ 3,020
E-Training Licenses (ITSS)	200	\$ 6,000	\$ 6,000	\$ 6,000
Pre-Orientation & E-Portfolios/RedRover (FYE)		\$ 10,000	\$ -	\$ -
Virtual Advisor (Couns)		\$ 17,000	\$ -	\$ -
Judicial Educator (StuDev)		\$ 1,150	\$ -	\$ -
Deep Freeze (ITSS)		\$ 1,000	\$ 1,000	\$ 1,000
Computrace for Laptops		\$ 4,500	\$ -	\$ -
Verdiem (ITSS)		\$ 2,340	\$ 2,340	\$ 2,340
Digital Signage Software Maintenance		\$ 2,000	\$ -	\$ -

**Library Electronic Databases**

Electronic Resource Subscriptions		\$ 185,000	\$ 185,000	\$ 185,000
Reading Collection Digitized		\$ 5,058	\$ 5,058	\$ 5,058
Electronic Resources - additional funding		\$ 50,000	\$ -	\$ -

**Furniture****Construction****Faculty Development and Training**

Faculty Development - Library		\$ 5,000	\$ 5,000	\$ 5,000
-------------------------------	--	----------	----------	----------

**Miscellaneous**

Misc. Supplies		\$ 50,000	\$ 50,000	\$ 50,000
Print Management		\$ 40,000	\$ 60,000	\$ 60,000
Print Management Supplement		\$ 20,000	\$ -	\$ -
Video Collection - Library		\$ 14,000	\$ 14,000	\$ 14,000
Video Database Subscriptions		\$ 6,000	\$ -	\$ -
Projector Bulb Replacements (CTS)		\$ 7,633	\$ 7,633	\$ 7,633
Student Service Maintenance & Upgrades (DoIT)		\$ 130,000	\$ -	\$ -
Student Help Center		\$ 30,000	\$ -	\$ -
Newspaper & News Site Equipment (Eng)		\$ 23,544	\$ -	\$ -
OneSTOP Services Queuing System		\$ 31,301	\$ -	\$ -
Distance Learning Infrastructure & Blackboard Enhancement		\$ 200,000	\$ -	\$ -
Student Handbook Catalogue CD		\$ 2,500	\$ 2,500	\$ 2,500

**ETI (Blackboard, Email, Etc.)**

Internet <sup>2</sup>		\$ 3,929	\$ 3,929	\$ 3,929
Microsoft Campus Agreement		\$ 20,721	\$ 20,721	\$ 20,721
Network Security (Symantec)		\$ 15,318	\$ 15,318	\$ 15,318
Enterprise Security Initiatives		\$ 36,156	\$ 36,156	\$ 36,156
JJC Portion of Blackboard		\$ 50,623	\$ 50,623	\$ 50,623
On-line Support Knowledge Database		\$ 2,149	\$ 2,149	\$ 2,149
Blackboard Add-on		\$ 1,630	\$ 1,630	\$ 1,630
UsableNet		\$ 8,923	\$ 8,923	\$ 8,923
RefShare		\$ 2,297	\$ 2,297	\$ 2,297
Research Computing		\$ 6,496	\$ 6,496	\$ 6,496
Add. ETI Set-Aside		\$ 119,448	\$ -	\$ -

**TOTALS**

<b>\$ 3,008,764</b>	<b>\$ 2,044,739</b>	<b>\$ 2,044,739</b>
---------------------	---------------------	---------------------



## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Communication Skills Lab Enhancement

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Sandra Lanzone

Proposed Budget: \$3,145.50

### Description of Project

During the Spring 2010 semester, the Communication and Theater Arts Department has begun to incorporate the Communications Lab into classes from both its Speech and Media Studies components, while continuing to assist students who need improvement in reading, study skills, informational literacy, and computing (Word, Excel, PowerPoint, etc). The faculty of this developing department envisions that the lab will become an integral component of all present and future curricular innovation. We remain committed to providing students with the necessary technological skills in both an academic and work setting. In this regard, the faculty has worked collectively and assiduously to make decisions regarding the lab's direction. This has included the maintenance of an open dialogue among students, faculty and staff. In this regard, we are requesting funds for software and staff development to foster this enterprise. Specifically we are requesting the purchase of Natural Reader, a software designed to holistically enhance a student's speaking, pronunciation, reading, listening, and proofreading skills. Additionally with the inception of Speech and Media Studies now being introduced in the lab, we are requesting staff development money to ensure expanded use of the lab and appropriate software innovation. Lastly, we are again requesting a Benchmark 3000 Test and Assessment Scoring Machine for data gathering and evaluation needed to assess the assortment of specializations within our Department.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Reading & Skills Center: Video Editing Players

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Lyell Davies

Proposed Budget: \$5,276.00

### Description of Project

This request is for five video cassette players for use by students working in the Reading and Skills Center computer lab, RM 438-439, T- building. The Reading and Skills Center was recently outfitted with Apple computers to enable greater student access to multi-media computer software, including the Apple-based Final Cut Pro video editing software. This request is for five portable DV/DVCAM/HDTV video cassette players, to be used by students to input video footage into the computers so it can be edited using Final Cut Pro or other video editing software. As the Department of Communication and Theater Arts expands its course offerings to provide students with robust media-making and media-analysis skills, the Reading and Skills Center is being developed as a hub for a variety of digital technology-based speech and media-making activities. The requested video players will support the creation of electronic media productions, including fiction and non-fiction videotapes, blogs/vlogs, or video content for integration into PowerPoint speech presentations. The requested machines are small, clamshell-style players used to playback the footage recorded by common consumer or professional grade Mini-DV, DVCAM, or HDTV video cameras, including those now being used by students enrolled in the college's video-making class, DRA261 Video Production Basics. Each player features a fold-out screen that allows students to review their video footage, and firewire connections for the direct importing of video content into the lab's computers for editing. These machines also feature a digital conversion function and can be used to digitize analog moving image content such as VHS videotapes. The request also includes five Pelican cases for the safe storage of the video players and additional firewire cables to connect them to computers. The players are needed only during the footage importing stage of the editing process, and not when students are actually editing their videos. Therefore, these small players can be moved from computer to computer as needed by students. These video players will replace the two clamshell video players we currently have: these machines were purchased in 2005 for use by students enrolled in DRA261; they are reaching the end of their lifespan, and they do not play the HDTV format our newest cameras can record.



## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Communication & Theatre Arts: Video Production

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Lyell Davies

Proposed Budget: \$5,951.00

### Description of Project

The requested equipment is for use by students enrolled in media classes offered by the Department of Communication and Theater Arts (CTA). Immediate use is needed by students enrolled in DRA261 Video Production Basics. This course offers students an opportunity to learn all the skills needed for basic video production. Over the course of the semester students make their own short videos while expanding their understanding of how media messages are constructed. This course is a key component of the Department of Communication and Theater Arts expanding media course offerings and a feature of the film minor now being developed by the English department and CTA. These cameras will also be used to support video assignments in future CTA media, speech, and theater classes, including the production assignment featured in DRA240 Contemporary Media in Everyday Life, to be offered in Fall 2010. This request is for two video cameras, two camera tripods with cases, and assorted accessories. The two requested cameras will compliment two identical cameras that were purchased recently with money from the Student Technology Fee and two earlier model cameras which were purchased in 2005. These earlier cameras are now technically obsolete and are rapidly reaching the end of their lifespan. The purchase of these two new cameras will ensure that four up-to-date cameras are available to students in DRA261 Video Production Basics and other courses: an acceptable student to camera ratio. The request also includes four additional camera batteries for the cameras, two battery chargers for the rapid simultaneous charging of many camera batteries, two lighting reflectors (which are a fun way for students to learn about lighting for video/photographic images), and additional cables needed to attach microphones to these cameras.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Virtual Advisor

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Ma'at Lewis-Coles

Proposed Budget: \$17,000.00

### Description of Project

Undergraduate freshmen and transfer students made up 22% and 8% respectively of the 13,346 John Jay students in 2009. The one-year retention rate for first-time full-time bachelor degree students is 76.4%. This is below the CUNY senior college average of 80%. In addition, despite academic advising being a vital resource for retention, Institutional Research data indicates that 56% of our bachelor degree students report that they do not have an advisor. In response to these types of data and the College's recent retention assessment initiative, the Keeling & Associates Final Report and Recommendations for strategic retention indicates that we need to increase resources (funding and positions) for student academic and personal support services as academic advising and registration are important parts of orienting new freshmen and transfer students to the college and improving retention. Given the current budget crisis resulting in a hiring freeze, securing additional advising personnel is uncertain. Therefore, we are submitting this proposal with the aim to capitalize on technology as a retention resource by requesting funds to support development and maintenance of an interactive web-based virtual advisement tool.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Student Service Maintenance & Upgrades

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Praveen Panchal

Proposed Budget: \$130,000.00

### Description of Project

This project seeks funding to cover FY2010-11 maintenance, training and expansion costs for a number of existing student related services. This proposal also seeks to partially fund FY2010-11 Instructional Technology staff costs that provide lab, laptop loan and training support. All students who make use of email, critical library and university network services, labs, the laptop loan program, Helpdesk or Enrollment Management Call Centers and the Right Answers self service student portal hosted on JSTOP currently utilize these services.

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Redundant Internet Equipment

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Joseph Laub

Proposed Budget: \$17,068.20

Description of Project

A CUNY initiative will soon provide a redundant Time Warner Internet connection in Haaren Hall. Even though this connection is running into Haaren Hall, it will be connected to the network equipment in BMW via spare inter-building fiber cable. To make the connection fully redundant additional network equipment is required in the Haaren Hall library cage. If funded, this project will ensure that Internet traffic for students will recover automatically during any event that affects the network equipment housed in the BMW 6th floor location (DoIT).

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Call Center Maintenance Increase

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Joseph Laub

Proposed Budget: \$6,000.00

Description of Project

This proposal requests additional funding to cover increased maintenance costs of the student call center system. The expansion of the call center to include Admissions, additional licenses for OneSTOP, the Blackboard support group and an increase in phone circuit licenses has resulted in an increase from the originally proposed maintenance costs of \$7000.

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Anti-Spam Hardware Upgrade

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Joseph Laub

Proposed Budget: \$25,000.00

Description of Project

The college wide anti-spam and virus filtering system has become less effective over the last few months. This project seeks to provide replacement hardware for the present ProofPoint servers that are over 7 years old. This new hardware will allow the Department of Information Technology to deploy the latest spam filtering software and improve the level of email filtering protection provided to students.

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Student Lab Switch Upgrade

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: O'Neil Hinds

Proposed Budget: \$42,931.80

Description of Project

Over the past two years we have deployed a state-of-the-art network throughout the campus. As far-reaching as this endeavor was, it did not cover five of our student computer labs. We would like to replace outdated switches and hubs with new Cisco switches.

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Wireless Network Enhancement

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: O'Neil Hinds

Proposed Budget: \$16,950.60

Description of Project

John Jay College currently has a state-of-the-art wireless access network system. We have 100% wireless coverage but some areas of the campus have relative weak signals. We have additional access point to be deployed, however, we are impeded by the 150 access point maximum count on the wireless controller system (WCS). We would like to purchase an additional 100 access point licenses so that we can continue to enhance our campus-wide wireless coverage. In conjunction we would like to put in place a secondary network appliance that authenticates students logging into the wireless system. This device will enhance the resilience and redundancy of the wireless system.



## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Student Services Web Development

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Juan Baez

Proposed Budget: \$25,000

### Description of Project

Funds are requested to extend the services of a part-time programmer previously funded by Student Tech Fee. This programmer will continue to be a critical part of the web application development team. Our team is responsible for development and maintenance of all applications under Jay Stop. Currently, this programmer is in the process of developing a password reset addition to Jay Stop along with several other high profile projects. We developed Jay Stop, a student portal that centralized all vital student information in a single location. The main focus of this portal was to provide self-service tools to mitigate the need of standing in line at the different offices during registration. In the last year and a half, we have developed over 45 self-service web applications for students. Some of these include: My Course Schedule, My Transcript, Graduation Application, Financial Aid Budget Letter, Certificate of Enrollment, My Stops, Student Clearinghouse, NJ Transit Monthly Pass, Change of Major, Change of Address. In the first six months since the launch of Jay Stop, 8,185 students accessed My Enrollment, 7,453 My Transcript, 6,886 Change My Info, 6,286 My Course Schedule, 6,032 My Financial Aid Budget Letter, 4,318 Change of Major, 4,533 Graduation Application, 2,422 National Student Clearinghouse, 1,575 NJ Transit Monthly Pass, and 1,236 changed their address online. These services greatly enhance the student experience at John Jay and increase the administration's productivity as they can focus their time on more critical issues. Based on the great success of this portal and the self-service tools and to keep the momentum going, as well as provide excellent customer service to our students, continued funding for a part-time programmer is requested.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Newspaper & News Site Equipment

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Alexa Capeloto

Proposed Budget: \$23,544.00

### Description of Project

We are working to build a journalism program at John Jay College, not only in the curriculum (our proposal for a Journalism Minor is pending before the college Curriculum Committee) but also through consistent publication of The John Jay Sentinel and the creation of a Sentinel website. A student newspaper like the Sentinel helps create a shared experience, a collective identity as a campus community, and we want this iteration of the paper to be a lasting, reliable showcase for student writing and editing. Right now, we have one computer equipped with the software needed to produce the print newspaper, and the faculty adviser does much of the layout and production, with students emailing their stories. This is not lasting, reliable or student-driven, and it doesn't match the newsroom experience provided at other colleges within CUNY and beyond. The equipment will be especially important once the Journalism Minor is in place. Three of the four core courses require students to work on the newspaper and a proposed news website during a designated lab hour, and a newsroom would be the best pre-professional learning environment. The computers, scanner, printer and Adobe software would create that newsroom. The digital cameras and funding for a contractor to build a website would help establish and populate a Sentinel website, which is the work portal for the Minor's Online Journalism course. A designated space with the proper journalism equipment and software will be a necessity under the Minor, but frankly we could put a newsroom to use right now. We are already teaching journalism as an elective and requiring Sentinel writing and editing as part of class, and we are inviting students throughout the college to submit their own stories or photos. But it's all done through email and individual meetings with the adviser. We have a student newspaper without a student newsroom, and we'd like to correct that.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Red Rover

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Katalin Szur

Proposed Budget: \$10,000.00

### Description of Project

First Year Experience (FYE) is requesting continued funding for a one-year license for Red Rover, an online social media aggregator that bridges the gap between the college and the student, beginning with acceptance and continuing into the first year and beyond. The program achieves this via deep integration with social networking and media sites, such as Facebook or Wordpress (blogging). The system automatically analyzes user-created self-interest tags and matches the results with college programs, students and student groups, providing opportunities for multifaceted engagement between the student and the college community. Red Rover will allow prospective students and enrolled freshmen to explore the college community, and the social and academic offerings prior to matriculation. This feature is particularly useful during the O-to-O process when facilitating deeper engagement is critical since students are making decisions about choosing their college. The self-interest tags also allow for targeted outreach by student groups or academic programs. Integrating Red Rover into communicating with our incoming students and also into the academic courses offered in the first year will achieve the following goals:

- Improve retention by increasing student comfort, engagement and sense of community
- Increase communication between students, and the school and the students
- Increase faculty, staff and student awareness of current we-tools and their use for increasing academic success.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Updating FCM Lab

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Richard Lovely

Proposed Budget: \$8,234.97

### Description of Project

Current demands have outpaced our capacity to provide support for teaching in the Forensic Computing & Math (FCM) Lab, which is the most essential material resource for the program. First, we need additional external disk storage for our 3 servers in the forensic computing lab: (i) for user Linux directories, (ii) for VMs and disk images, and (iii) for user Windows directories. The present servers are at 98%, 95%, and 98% utilization, respectively. They are integral to student courses and master's theses, and present utilization levels are making it difficult to carry out existing teaching activities within the program. Ancillary to that request we need cables to connect the hard drives. Second, we need to replace the printer that serves the FCM lab. The current HP 4100 is not supported by the helpdesk, and printer cartridges are no longer provided for it. The printer required will service the needs of approximately thirty students and faculty members located in room 4107N and 4109N. This printer must be network ready, Linux compatible and handle the stated usage above. A printer is necessary as FCM graduate students utilize an isolated network segment and require the ability to print assignments and projects during late hours. We will defer to ITSS to select the printer, however, something similar to the HP LaserJet P4015n is needed. Third, we need to equip the lab with a capacity for mobile forensics. At present, we suffer a total lack of any special equipment for forensics of handheld devices such as mobile phones. As mobile forensics become ever more important with more and more cases involving such devices it is essential that our students and faculty have access to the special equipment and software required for this work. Fourth, we need to increase the number of forensic software packages we have available. At present, students have to share the software packages we have which makes it difficult to use them for simulated casework. Please be advised that the Provost has agreed to cover the recurring costs of the forensics packages requested (a fraction of the original cost) if the FCM program was able to procure initial funding.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Digital Signage Software Maintenance

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$2,000.00

### Description of Project

Digital signage has become a significant factor on campus. Not only is it used for general notifications and news items, but also the need for more advanced delivery options has become pressing. Through previous STF funding, a comprehensive digital signage delivery system has been purchased, albeit not the solution originally proposed. Given the growth of usage of video streaming and playback, a solution that offered greater growth potential was deemed necessary. CoolSign<sup>®</sup> was selected as the solution of choice. There is an additional expense, however. Annual maintenance fees occur. Even with these fees, CoolSign<sup>®</sup> offered significant benefits over its competitors and, over time, should prove to be less expensive overall as the deployment expands. This proposal is a request for the annual maintenance fee.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Classroom Technology Enhancements Supplement

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$50,000.00

### Description of Project

Since the approval of the Classroom Technologies Enhancements proposal, new factors have come into play that have affected the technological solutions as proposed. The AV consultants for Phase II have specified a different smart classroom solution than that which was selected for the STF proposal. Since the Phase II solutions are already in the bid phase and will not be altered, it was deemed prudent to adapt the Classroom Technologies Enhancements proposal so that the technological solutions are the same in order to ensure seamless interoperability and integration. To not do so would build in a level of administrative bureaucracy and complexity that would run counter to the benefits of the project. There is an increase in expense, however, and the number of classrooms that can be upgraded is less than originally proposed. This proposal represents a request for the additional funding needed to outfit all classrooms in Haaren Hall. The present funding is sufficient to upgrade 30 of the existing 35 classrooms in this facility.

Original Classroom Technologies Enhancements proposal's rationale:

The rationale for this request is comprised of two parts: to simplify and improve end user experience and to provide better management and maintenance capabilities. Currently all Smart Classrooms are equipped with remote controls for the operation of the projectors and separate remote controls for other A/V equipment such as DVD/VCR components and volume control. Replacing this remote system with a single, integrated console to control all Smart Classroom equipment would greatly simplify the operation of the equipment, thereby alleviating such issues as lost/misplaced remote controls, missing batteries and the confusion caused by having multiple control devices. The selected AMX console system also incorporates networked, centralized management capabilities, which would enhance maintenance and support. For instance, a projector can be started or turned off centrally, equipment diagnostics can be gathered from a single management terminal, and alerts can be sent in the event of the unauthorized removal of the equipment. Incorporating this technology would lead to greater efficiency and improved quality of support.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Student Help Center

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$30,000.00

### Description of Project

This proposal is a request for funding for a Student Help Center. Currently, ITSS provides help services to students primarily in an informal fashion. Students at John Jay do not have a central location where they can go for a variety of services related to computing and education. Be it a password reset, a question about wireless configuration, or a step-by-step directive on a specific aspect of a software application, John Jay students must search across the campus for whatever resources they can find. They do not have a central location to which to turn such as they do for administrative needs in One Stop. This proposal intends to address this situation by establishing such a center. The Student Help Center would also address other burgeoning issues within the services that ITSS offers. Specifically, the Laptop Loaner Program has expanded both in its initial purpose. The size of the program has grown physically to the point that the current location is inadequate. Coupled with this is the need for other academic departments' need for a similar lending service for the equipment they have for student use. Rather than duplicate a lending service across these areas, it would be more efficient to have all lending administered through ITSS. The need for more self-service printers as well as scanners is also apparent. The existing service in North Hall could be augmented with a similar service within the Student Help Center, space permitting. This proposal is a request for personnel, computer hardware, and furniture.

Student Technology Fee Plan FY11

College: John Jay College

Project Name: Computer Replacement Parts

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$12,000.00

Description of Project

The purpose of this proposal is to request funding for computer replacement parts and other computer hardware items. Due to the expansion of the computing facilities and computer services that are funded through the Student Technology Fee, as well as the need to adapt to changing technological needs throughout the fiscal year, overall expenses for such items has increased. This proposal seeks to address this issue.



## Student Technology Fee Plan FY11

College: John Jay College

Project Name: CompuTrace Complete for Laptops

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$4,500.00

### Description of Project

The Laptop Loaner Program has experienced a significant increase in lending and utilization. No doubt, this is due in part to a widespread awareness of the program, but also, and perhaps more significantly, to those services which the laptops are poised to exploit: wireless access and the EZ Print centers. Wireless services have greatly improved over the years at John Jay, both in terms of blanket coverage and speed. Laptops and many other personal mobile devices are manufactured with built-in WIFI access, and, as such, are tools to the Internet. John Jay's infrastructure provides mobile devices a level of access that heretofore was simply not available. The EZ Print service has also freed students from having to visit a computer lab in order to print. Using borrowed laptops means that a student can complete an assignment and print it without any impediments. This increase use of the Laptop Loaner Program is exactly what is desired, but as the usage has increased, so too has the number of lost or stolen laptops. The cost of the replacement is to be borne by the student who borrowed the laptop. As this is an expensive proposition and our goal is to provide both the lending service and properly maintain the inventory, this proposal seeks funding for a security program, CompuTrace Complete, which will aid in the recovery of missing laptops. Funding for 60 licenses for a three-year period is sought, as this would cover the existing inventory. All future laptop purchases through the computer replacement program would simply include this application as part of the purchase price and would not require separate or additional funding.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: iPad/Slate Pilot

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$4,500.00

### Description of Project

Recent developments in personal computing have positioned cloud computing as a viable and potentially mainstream means of data storage, processing, collaboration, and access. Cloud computing leverages the universal availability of the Internet for its services, of course. The ramifications for higher education are vast and are already in play in many colleges, utilizing a myriad of technologies and solutions. No matter which platform or application is chosen by a specific institution, the stored information can be accessed through a web browser. Emailing attachments or carrying USB drives become obsolete, provided one has easy access to the Internet. This proposal is a request for funding for a pilot project involving iPad/Slate and cloud computing. The purpose of this project is two-fold. First, this pilot will assess the viability of the iPad or Slate as a replacement or supplement to the laptop loan inventory. Is the combination of the iPad/Slate and cloud computing sufficient to realize academic work? Since the iPad is approximately one half of the cost of a laptop, the possibility of utilizing iPads or Slates in lieu of laptops is very attractive. Second, the use of the iPad for targeted collaborative initiatives will be explored. In conjunction with Public Management and CAT, the potential for this technology for faculty development and student academic work will be investigated.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Print Management Supplement

Expected Start Date: 7/1/10

Expected End Date: Recurring

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$20,000.00

### Description of Project

The Student Technology Fee Committee has allocated funds for the print management service that is utilized by all John Jay students. This funding provides for the OCS Print Management System licenses, paper and toner for printing, replacement parts for the printers, and new printers as needed. This is a well-known, established, and successful project. Over time the quantity of printing, numbers of printers, and the associated costs have risen. The current allocation is insufficient to meet the expenses that are incurred. Student payments help to offset the expenses, but printing remains a subsidized expense. In other words, the additional payments made by students once they have exhausted their semester allocation do not fully cover the expenses of printing. This request is submitted to address this shortfall.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Electronic Resources Supplement

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Ellen Sexton

Proposed Budget: \$50,000.00

### Description of Project

In 2009, CUNY Central ceased to fund the Sage Premier Journal collection. Sage publishes key journals in criminal justice, sociology and related areas. This is a critical source for John Jay. This bundle of Sage journals currently ranks as the 5th most highly used database at John Jay. Sage journals include Crime & Delinquency, Criminology and Criminal Justice, Criminal Justice and Behavior, Criminal Justice Policy Review, Criminal Justice Review, International Criminal Justice Review, International Journal of Offender Therapy and Comparative Criminology, Journal of Contemporary Criminal Justice, Journal of Interpersonal Violence, Journal of Research in Crime and Delinquency, Police Quarterly, The Prison Journal, Probation Journal, Punishment & Society and many more titles vital to our mission. We must take on the costs for this collection. Without the additional \$50,000 in 2010/11 we will have to drop our subscription to Sage. This would be a devastating blow to our users, students and faculty.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Video Database Subscriptions

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Nancy Egan

Proposed Budget: \$6,000.00

### Description of Project

Database vendors have recently developed databases of videos with educational broadcasting rights. A few of the databases have been examined by library faculty, and some of these have been offered on a trial basis throughout the college. Of the various databases examined so far, many contain great classic television series from PBS (i.e. Ken Burn's Civil War and New York); the BBC's Shakespeare series, Frontline and 20/20 episodes, as well as classic films from anthropology, sociology, and psychology. Others contain original content like simulated therapy sessions. All feedback from librarians and classroom faculty thus far has been extremely positive. These databases will allow the unlimited access to materials on or off campus that was previously not available because of licensing restrictions.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Judicial Educator

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Paul Wyatt

Proposed Budget: \$1,150.00

### Description of Project

The issue and incidence of cheating and plagiarism have increased radically over the last 40 years. Recent studies have indicated that 70 percent of college students admit to cheating on one or more tests, and 84 percent admit to having cheated at least once on written work. John Jay's Academic Integrity Officer handles approximately fifty (50) of such cases per academic year. Moreover, colleges across the country are grappling with an increase in the number of cases of incivility in the classroom and the blatant disrespect of peers, faculty and administrators. At John Jay College peer-to-peer confrontation, in-class disruptions and harassment accounted for 69% of all 2008-2009 student conduct disciplinary cases. Therefore, in an effort to meet these behavioral and educational challenges head on, the Office of the Dean of Students plans to implement The Judicial Educator. The Judicial Educator is an online service that enables colleges to add an educational component to campus discipline sanctions. Since the launch of the service in April 2002, 186 institutions nationally have signed on and are using this new and innovative approach to combining student discipline and education. The Judicial Educator consists of 25 Flash Animation modules (some with Voice Over) that educate students who are involved in disciplinary problems. The educational topics that are provided are extensive, including academic integrity, civility and respect, understanding and managing conflict, anger management, alcohol and marijuana education, and peer harassment.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: OneSTOP Services Queuing System

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Marisol Marrero

Proposed Budget: \$31,301.00

### Description of Project

The Office of ONE STOP Services within the Enrollment Management Division at John Jay College is a student-centered area where we strive to provide excellent customer service. Our students are a priority and we strive to provide fast and accurate services in as a professional a manner as possible. We provide essential services for both our graduate and undergraduate students for the following Offices: Registrar, Financial Aid, Testing, Admissions (Graduate and Undergraduate), Academic Advisement and Bursar's. Our office is open Monday to Thursday from 9 am to 7 pm and Friday from 9 am to 12 pm. We are also opened 10 am to 2 pm the first Saturday of every month during the spring and fall semesters to better service our weekend only students. We are trying to obtain funding for an easy to use queuing system that will improve customer satisfaction/retention and staff performance with a comprehensive reporting system allowing us to review key performance indicators in order to tweak and improve services. This is a onetime investment that will go a long way in improving our services and customer services relations. Customers, in this case our students; tend to judge the efficiency of an organization by the speed with which the length of the queues is reduced. Queues are a necessary evil of service provision in both the public and the private sectors. The fact that large numbers of people require the same service or set of services simultaneously makes it necessary for people to wait their turn. How a queue is managed, however, is a huge reflection on the institution and or organization. A queuing system will allow the ONE STOP operation to better assist our students by offering them a professional and efficient queue with real time wait information. Customers will be provided with a number that assures their place on line, which at times is critical especially during fire drills where students at times refuse to leave the ONE STOP line because they do not want to lose their place.

## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Distance Learning Infrastructure & Blackboard Enhancement

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Kathy Killoran

Proposed Budget: \$200,000.00

### Description of Project

In order to provide continued support for the John Jay College Distance Learning program, the expansion in the use of Blackboard in conjunction with this program, and the anticipated support needs, funds are requested again for the Distance Learning and Blackboard Enhancement Project as detailed herewith. This project will allow the John Jay College to continue to pursue its goals in Distance Learning for the coming year.

- Provide technical training to the faculty for the development of online course content.
- Provide nominal compensation for the development of online content.
- Resource funding for the train the trainer model for the Blackboard 8 Professional Development program.
- Providing funding for “off-hours” training sessions and workshops to meet the needs of those faculty whose schedules do allow for training during normal business hours.
- Provide funding for the enhancement of the Distance Learning conversion project for Inspector General Program. The MPA-Inspector General program prepares students to apply core disciplines and perspective of public administration from an oversight perspective.
- Provide funding for web-based learning technologies and software

This project is in keeping with the overall strategic plan of the college wherein it is clearly outlined as an objective in the IT Strategic Plan in meeting Goal A, Fostering Excellence in Teaching, Learning, and Research; Objective 1, Supporting the Integration of Technology within the Curriculum. Further, the Report of the Task Force on Distance Learning Policy and Practice clearly states the need for such student and faculty support.



## Student Technology Fee Plan FY11

College: John Jay College

Project Name: Media Tools to Support Undergraduate Research

Expected Start Date: 7/1/10

Expected End Date: 6/30/11

Person Responsible for Project: Anthony Carpi

Proposed Budget: \$8,024.00

### Description of Project

This request is for media tools for North Hall rooms 4243, and 4400 to provide undergraduate students in science access to advanced technology for conducting research and making research presentations as part of our PRISM research program. The goal of the PRISM program is to ensure that historically underrepresented and economically disadvantaged students complete their undergraduate studies and are capable of successfully undertaking graduate and professional studies in law, science, and health-related fields. To that end, the program provides advisement and counseling, workshops, mentoring, tutoring, research training and lab work, special events, GRE preparation, and science and career workshops to students enrolled in the program. One objective of PRISM is to ensure that students are fluent users of the tools and techniques required to properly conduct and present research – a necessary skill for a career in any of the STEM disciplines. The materials requested in this proposal will help us to meet that objective by providing the media tools students need for analysis and presentation – which they may otherwise have restricted access to – as well as tools to help our program staff provide better services (e.g. workshops, GRE preparation).