



SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ONE ARMORY SQUARE, P.O. BOX 9000, SPRINGFIELD, MASSACHUSETTS 01101

Information Systems Team

Wednesday, June 3, 2009

9:00am - Bld. 15, Financial Aid Conference Room

MINUTES

Attending:

Terry McGuigan	Theresa Remillard	Pat Tigue	Matt Gravel
Mary Breeding	Mike Korzec	Marion Cronin	Dave Ferry
Eileen Cusick	Kathy Muller	Richard Parkin	Veena Dhankher
Chris Tigue	Louisa Davis-Freeman	Lucie Lewis	Ray Blair
David Czech	Steve Keller	Ann Pandolfi	Fran Clinton
Jon Tudryn	Marilyn Sutin	Debbie Bellucci	

I. New Items for Review

a. Switchboard operator/helpdesk.

There has been a concern about the college no longer having a switchboard operator to answer incoming calls. Pat Tigue stated that it is an item on the next VP meeting. He said that a "menu" type system was going to be discussed. Eileen Cusick said that Eric Ness has asked Mark Curto and Liz Lizotte to create a phone "tree" and menu. This will be shared with the VPs and others and any input will be helpful. Liz has offered to come in during the summer to work on the "tree". Matt Gravel asked if there will be helpdesk support particularly for WebAdvisor on certain busy weekends. Ann said that there are many email requests to the helpdesk on busy weekends and someone should monitor them. Matt can identify what weekends support will be needed. Eileen said that helpdesk procedures are being reviewed and there could be changes.

b. Security issues.

Eileen said that all college laptops that are used off campus will be checked out for the latest Windows patches and brought up to date. More security will also be added to them. Dave Ferry said that there are approximately 100 laptops in use and the users will be contacted to bring in their laptops to be updated. Eileen said that there may be data on laptops that could be considered security risks and the user may not know this. Theresa Remillard asked if there was a policy on data on laptops and how were users being told about it. Matt asked about the policy and Dave Ferry said there are new state regulations that require the College to provide training for employees. Matt then suggested that there should be a training session to discuss FERPA and other data security issues. It was suggested that a professional development day could be used for this purpose and that a lawyer from the MA Community College Executive Office could possibly make the presentation. Since this is a college-wide issue, such training would need to be coordinated through the HR Office and Fran Clinton agreed to bring this issue up to Myra Smith

c. Gradebook demo

A demo on the Datatel gradebook module will be given on June 8, 2009 in building 2 room 114. Chris Tigue said that 30 people have said they will be attending.

II. Conversion of Datatel to SQL.



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Eileen said that she is in the process of looking at quotes for the hardware and the software that will be needed for this project. She is also trying to schedule an IT Steering Group meeting this month and would like to begin the project in July. Ann said that the query cleaning process went very well and that there are now about 3,000 queries down from over 8,000. She said that many of the 3000 queries are duplicates. Steve Keller said that he would like more information about the ODS process and how it will feed into Institutional Research files. Eileen Cusick agreed to set up a meeting w/Steve Keller, Pat Tighe and Executive Alliance representative. The College also access to a Datatel webinar on Data Orchestrator and ODS.

III. Research/Analysis

Ann said that a document was sent to her from Lucie Lewis that lists all of the data elements that are needed to build a longitudinal file. There are many questions on how this data will be collected, where it will reside etc. A sub-committee will need to be created to discuss this file. Steve asked how ODS will fit into the process.

Next Meeting: Wednesday, July 1, 2009