

## **Minutes of IT Steering Group Meeting, November 14, 2005 10 AM**

Present: Gail Carberry, Ray Blair, Steve Keller, Louisa Davis-Freeman, Joan Thomas, Mike Suzor, Tom Goodrow, Janet Wanczyk, Dave Ferry, Eileen Cusick, Kevin Mallett

Minutes of the October 17, 2005 meeting were emailed on 11/3/05; no changes received.

### **I. Follow-up items discussed:**

- a) Marketing – spread the word: The IT Steering Group has not yet been mentioned to the campus community. IT will not mention it in any campus community correspondence until after Ira has mentioned it.
- b) Status of IT Policy and Planning Proposal Forms received:

#### **FY06-002      Software Policy**

After Ira announces to the Campus Community of the creation of the IT Steering Group, an email will be sent out for faculty and staff, to review the policy draft, and to comment on its contents. The intent is to get local discussions with those who will be impacted by such a policy. Faculty and staff comments will be gathered by Eileen and Dave, and then sent to the IT Steering Group.

#### **FY06-003 Effective/Timely Access to a 'Complete' Management Information (Data Mart)**

Eileen will set up a kick-off meeting for this initiative. It was suggested that Leona Ittleman and Terri Burr be invited to join this sub-group, as representatives for the Deans. Deb Carpenter will be invited to join this sub-group, as a representative for Enrollment Management. Others to be invited include Lucie Lewis, Jim Meehan, Richard Parkin, one or two deans, Steve Budd, Chris Tigue, Debbie Bellucci, Ray Blair, Louisa Davis-Freeman, Ann Pandolfi, Mike Korzec, and possibly Cathy Olson (she should be asked).

It was decided that the IT Steering Group should determine the chairpersons for this initiative. Deb Carpenter and Leona Ittleman will be asked to co-chair. Eileen will contact both of them. The sub-group will be asked to report to the IT Steering Group at the February 2006 meeting. Sub-group Charter statement was mailed to the IT Steering Group on 11/3/05, and is reproduced below:

#### ***FY06-003 Effective/Timely Access to a 'Complete' Management Information (Data Mart)***

*This proposal was presented to the IT Steering Group in September 2005, by Lucie Lewis, Director of IT, and sponsored by Steve Keller, Vice President, Academic Affairs.*

*The Business Problem at hand: The Datatel application is currently being used to generate management reporting. This requires a great deal of effort because the Datatel system was not designed for this purpose. The IT Organization Audit, completed April 26, 2005, cited the issue of management information a number of times; please refer to pages 6, 16, 17, and 27 of the IT Organization Audit for details.*

*The proposed solution from Lucie Lewis is to create an information system that is designed exclusively and specifically to meet the institution's management needs, as well as strategic decision-making.*

*In order to proceed with this proposal, the IT Steering Group has recommended that a Sub-group be formed, and has determined the sub-group's charter to be:*

- 1. To identify the sub-group membership, including a chairperson. Membership should represent a cross-section of each area on campus requiring effective/timely access to data.*
- 2. To document the needs and expectations of constituents on Campus. This listing should include specifics, by office.*
- 3. To conduct an assessment of the ASG Product, Safari, currently in production, to determine what needs can/cannot be met with this product. ASG does have add-on components, but this initial charter is to assess the Safari product as it currently exists on Campus.*

*This sub-group should report its findings to the IT Steering Group at the February 2006 meeting.*

Gail indicated that she had recently gathered literature on this subject, and will forward to Eileen, who will forward to the sub-group.

A suggestion will be forwarded to the sub-group to consider surveying other schools to gather information on how they collect information. Middlesex Community College and Cape Cod Community College were named as examples.

#### **FY06-004 Clarify website ownership**

Joan Thomas spoke on the issue of Website ownership. For the time being, web changes should be sent to Webmaster Tony Silvestri and cc'd to Joan.

She indicated that the model that FEC presented to the College whereby a number of writers and publishers would all be trained in Contribute software in order to make changes to their respective web sites was unnecessary at the current time.

Tony Silvestri does not see an overwhelming number of changes, and he feels that he can handle the volume. The writers identified will continue to be responsible for those web pages, but most will not need the Contribute training. Joan cited Lori Rys-Bielinski, by reason of her curriculum changes for the web, as an example of someone who would benefit by having the Contribute training.

Concerning web content management:

Larry Slezak has been brought back to the web team, as the graphic designer. Joan indicated that one of the first projects she'd like to get going was to develop a faculty template, so that the faculty pages would have some consistency.

Steve suggested that Shared Governance somehow take on this task, although the actual group under Shared Governance where this would fall was in question (Administrative Services? Academic Affairs?) In particular, this group should consider rules for faculty web pages.

Kevin reasoned that STCC is in a competitive business, to attract and retain "customers". As such, the information on the web pages is there for the customer to make informed decisions. He re-iterated that the web site holds two separate business needs: that of running the institution, and that of academic freedom. The faculty pages should have the organization's message (i.e., be customer-driven), and suggests that links to the "creative" pages could fall from those pages. From an institutional point of view, the initial faculty pages should display visual consistency. Some initial suggestions include name, department, office-hours, credentials; basically, any information already contained in the catalog.

Concerning Public Disclosure - for accreditation requirements, information (such as financial statements) must be posted on the web. Joan indicated that there was an area on the web ready for that information. (from the main web page, College Overview, About Our College, Statement and Disclosures).

#### **FY06-005 Student Email**

Ray Blair and Louisa Davis-Freeman have had some meetings already, and are formulating a student survey and a faculty/staff survey based on those meetings. It is their hope to have the survey out and returned by the Holiday break. Based on their timeline, the RFP should go out over the break. Kevin should review the RFP before it is finalized. Janet requests that the RFP be sent to UMASS.

The Budget Committee Process starts on 11/14/05. Janet requests a dollar figure for this project by the end of this month. Kevin felt that we could provide her with a decent figure, based on prior information gathered.

Louisa gave some historical information on Mascot (the student email system used many years ago on Campus; she was the administrator). There was a problem getting faculty to use the Mascot system. Students had other accounts,

and so were less inclined to use this system. Louisa had scavenger hunts to keep students' interest, but it was a tough sell. Mascot did go out of business.

Concerning the College's liability due to improper use of student email, our current policy on the Use of STCC IT Resources adequately covers this topic.

Louisa and Ray will update the IT Steering Group at the February 2006 meeting.

### **FY06-006 Data Entry Standards**

This initiative has already begun. Admissions and CBT have met with the IT Staff to review their screens. IT Staff will continue to meet with staff office personnel to review currently-used screens.

## **II New Items**

- a) IT Policy and Planning Proposal Forms received:

### **FY06-007 Hardware & Equipment Policy**

There is a concern for "who" needs state-of-the-art equipment. To save the College money, consideration should be given toward ordering PC's without flat-screens for faculty and staff. This could save \$300-\$400 per unit ordered. The group consensus was that labs should be updated on a regular cycle, and should have flat-screens. It was agreed to continue with the 4-year replacement cycle for the instructional labs, and a separate statement be made for administrative use.

There was a discussion on considering two bulk purchases instead of one. One would be for "lower end" PC's for staff, and the other would be for academic labs and "high end" faculty. Defining low-end versus high-end users could lead to more headaches. And, in a pinch, having one standard would facilitate replacement, especially in a lab environment where all the units should be the same.

Kevin suggested that we consider outsourcing software changes. This would leave the STCC IT Staff to handle the other tasks at hand. Software costs are high. STCC has in the past purchased the PC's. Perhaps STCC IT should look further into leasing as a more cost-effective option.

- b) Other - Kevin Mallet will replace Steve Dawson, as the Executive Alliance consultant for the student email project. Eileen will forward to parties involved the contact information.

Next meeting: (tentative) Monday, December 12, 2005 at 10 AM, President's Conference Room. The IT Steering Group adjourned.