

**Minutes of
IT Steering Group Meeting, October 15, 2007 10:30 AM**

Present: Steve Keller, Mike Suzor, Pat Tigue, Janet Wanczyk, Myra Smith, Eric Ness, Bob Rodgers, Dave Ferry, Eileen Cusick

The June 11, 2007 meeting minutes were emailed on June 12, 2007; no changes received.

I. Follow-up items discussed:

- a) Status of IT Policy and Planning Proposal Forms received:

FY06-005 Email – see information below; New Items, a)

FY06-003 Effective/Timely Access to 'Complete' Management Information
Currently on hold; IT staff unavailable to work on this project due to email project (FY06-005).

FY06-006 Data Entry Standards
This initiative continues between the IT Staff and user offices; not discussed at today's meeting.

FY06-010 Develop Wireless Policy
This initiative is currently in research mode; not discussed at today's meeting.

FY07-001 Remote Access Policy
This initiative is currently being re-worked, per IT Steering Group recommendations; not discussed at today's meeting.

FY07-002 Maximize use of Technology in IR
This initiative is currently in research mode. Funding currently on hold; IT staff unavailable to work on this project due to email project (FY06-005).

II New Items

- a) Electronic Communications – Google Apps
Eileen introduced to the attendees the Google Apps for Education edition. Included in the staff packet was a two-page chart describing the three editions of Google Apps offered by Google. Concentration was on the Education edition. This edition is “free” (i.e., no cost for STCC to Google Corporation), includes 2 GB storage per account, and includes gmail, Google Talk, Google calendar, documents and spreadsheets, page creator and start page, and 24/7 assistance. Text-based ads are optional for students and full-time non-profit staff. Other services are included in the Education Edition; please refer to http://www.google.com/a/help/intl/en/admins/editions_spe.html.

Eileen indicated that the IT Staff had begun testing Google Apps and gmail over the summer. She has been in contact with Pat Ainsworth, CIO at Mt. Wachusett Community College (MWCC), who was the first College in the State system to convert student emails to gmail accounts. Their students were utilizing Communicate email system, and those accounts were converted to gmail in the late Spring, 2007. To date there have been no real issues with gmail at MWCC, other than those of the "I forgot my password" variety; MWCC to date is very pleased with the gmail solution.

At the 9/21/07 CIO Council meeting, a webinar was presented on Google Apps to the entire audience.

The IST Group, at its 10/3/07 meeting, asked that a sub-group be created to serve as the Administrative team for student email. That group would determine a number of decisions, including the naming convention for email accounts, the timing of the account creations/ deactivations, training, and marketing. The sub-group met on 10/11/07, and are very excited about the project. The individual offices are going to review their mailings, and determine what items can be converted to email. The IT Staff will deal with the technical aspects of creating/maintaining the email accounts. Joe DaSilva will deal with Counsel on the legal aspects of the project. The sub-group will deal with the business/ adoption aspect of the project, including marketing.

The attendees discussed the issue of email policy. Eileen read a statement derived from policies at colleague institutions.... "having a reliable web-based email solution for students as an official method for communication at STCC will allow constituents to deliver information in a convenient, timely, cost-effective, and environmentally aware manner. This policy would ensure that students have access to a college-sanctioned form of communication. It ensures that students can be reached through a standardized channel by faculty and staff of the college as needed. Mail sent to the college email address may include notification of college-related actions." It was agreed that the catalog should be modified to include policy about college-provided email, presumed to have been received, and that students are required to read.

Eileen emphasized that Google Apps has not yet been determined to be a total email solution for the College. Students are constituents, not just "customers", as such the College will continue to search for a single solution for all. In the meantime, Google Apps is a good tool to get the student email process in place. As the product is rolled out, the IT Staff and others will study student email to determine gmail success. If viable as a solution for all, the College will move in that direction; else, the IT Staff will keep looking.

Kevin Mallett was unable to attend today's meeting, but Eileen had discussed with him at length on Thursday, 10/11/07, about the Google Apps solution.

Kevin re-iterated on that phone call that the College should strive for one email solution. He suggested that the College move faculty/staff off of the current system and onto Google Apps first, and then introduce Google Apps to the students. He agreed that the price was right. Kevin suggested branding the actual emails with a message at the bottom, such as "... confidential to STCC; if seen in error, please delete". This would be a formality, but would create a sense of official communication, and help to brand the email.

The group felt that the immediate issue with following Kevin's course of action would be timing; there is no "good" time to make a change to faculty/staff, but when it happens, it should be during the summer break to minimize headaches for all. So, changing faculty/staff first would push back even further the timeline for getting email for students up and running.

Other issues discussed related to gmail:

- o Faculty will need to have lists created for them;
- o No additional projects by IT staff until gmail is up and running
- o Spam issue – how to avoid "spam" emails
- o Janet would consider that postal budget, if decreased, could be given back to departments that "saved" on postage; currently have a \$400,000 budget, and are \$75,000 in the red, so this may take time.
- o Training
- o Who can release/approve emails

The administrative email group should consider these issues as they move forward.

- b) Other – The mission of the IT Steering Group will be modified as follows: In the Membership clause, Vice President, Administration/ CFO (chair) will be replaced by Vice President, Development / CFO (chair); Vice President, Grants and Development will be replaced by Vice President, Facilities. This change is to reflect change in leadership/ responsibilities of the College's Vice Presidents.

Next meeting: Monday, December 10, 2007 at 10:30 AM, President's Conference Room. The IT Steering Group adjourned, 11:45 AM