

# Vice President's Office

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## Overview

The purpose of the ETS Office of the Vice President is to manage the technology resources of the College and ensure their security for the college community. Primary responsibilities include planning for and managing the human, fiscal and physical resources of the division; implementing new information systems; and advocating technology services to the College. The ETS VP Office is committed to integrating current and emerging technologies into services provided to students, the community and the faculty and staff; to facilitate the teaching and learning process; and to support the framework of the College's Strategic Plan and MCC Technology Plan.

## Vice President's Office

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### Facts

- NY-Alert (a state-wide emergency notification system) was implemented for employees and students at MCC.
- Internet bandwidth was upgraded from 75 Mbps to 150 Mbps.
- The Damon City Campus phone system was upgraded to a Cisco VoIP (Voice over Internet Protocol) communication system, which includes video conferencing, emergency communications and a full-featured telephone system.
- Consulting services were obtained for classroom computer imaging, Internet bandwidth, Library modernization and laptop disc encryption.
- An internal paging system was deployed at the Damon City Campus.
- An internal and external paging system was deployed at the Brighton campus.
- During the first year of the MCC Computer Deployment Plan (CDP), approximately 350 desktop PCs were purchased and deployed.
- The hosting of MCC student email accounts was successfully outsourced to Microsoft's free Outlook.com, saving the College approximately \$200,000 annually.
- ETS staff provided five presentations at the 2008 League for Innovation CIT Conference, and conducted ten presentations at SUNY-based conferences (ITEC, CIT, STC, WIZARD).
- ETS staff attendance at on-campus professional development activities, including ETS divisional retreats, training classes and online webinars by ETS staff, totaled approximately 450.

# Vice President's Office

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## Projects

- **Banner Programming**

The relational database and unified record characteristics of the Banner System were used to support several major college initiatives including a new student email system, integration with SUNY's implementation of the New York State emergency notification system (NY-Alert), and identity management for ID cards and swipe/security cards.

- **Management of Computers**

MCC implemented a college-wide computer purchasing deployment plan to manage the life-cycle of computers. By centralizing the procurement of computers, and planning their deployment across all campuses and sites, ETS expects to realize a six year utilization plan.

- **Integration of Green IT into MCC Sustainability Planning**

An ETS divisional representative serves on MCC's Sustainability Planning team to promote the integration of Green IT efforts into MCC's Sustainability planning processes and initiatives. The ETS Green IT Wiki was enhanced and was featured in several national presentations.

- **Infrastructure**

ETS expanded and diversified the College's connectivity between the Brighton and Damon campuses. Previously, the linkage between the campuses was provided by six strands of fiber. Working with Monroe County, an additional six strands of fiber via a second route were added. These additional six strands of fiber and the two diverse paths will provide redundancy and resiliency for the Brighton/Damon data connection.

- **Emergency Paging**

A new external paging system will be operational on the Brighton Campus by Fall 2009. This system will be used to communicate with the college community during building evacuations, fire alarms, etc. Additionally, large internal gathering areas on the Brighton campus, including the Gym, Pool, Field House, Human Performance Labs, locker rooms, etc., will be equipped with paging capabilities. Internal paging speakers were installed at the Damon City Campus on the 4th and 5th floor atriums, in the 5th floor Student Services waiting area, in the DCC Library and in the DCC Electronic Learning Center (ELC). Both the external and internal paging systems are integrated with MCC's VoIP (Voice over Internet Protocol) system.

# Vice President's Office

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## Accomplishments

### 1 Promoting Excellence in Teaching and Learning

#### **VP1-1 Implement the Educational Technology Services Metrics Model**

85% A three-phase IT Metrics Model is under development by ETS. This includes: 1) an ETS statistical profile, 2) key ETS performance indicators, and 3) ETS benchmarks and thresholds for major services. The model will be implemented in 2009-10.

### 4 Building Upon Human Capital

#### **VP2-4 Encourage ETS staff in all departments to participate in professional development activities**

100% ETS's professional development fund was used to support faculty and staff attendance and presentations at numerous national and state conferences. Training opportunities on technical systems and leadership programs were supported and ETS staff participated in several on-campus retreats, vendor presentations and numerous online webinars.

VP staff members presented at the League CIT conference, the AASHE conference, the SUNY Wizard conference and the SUNY Technology conference. AVP staff have provided Brown Bag sessions on MCC's VoIP system and have provided various webinars on topics including: Parlance, Infoblox and Netscout. AVP staff attended the Berbee InformaCast User Group meeting and participated in the Diversity Council Best Hiring Practices grant workshops and informational meetings.

AVP staff attended The Commonsense Guide Double-Header presentation at RIT focusing on Business Continuity/Disaster Recovery and Increasing IT Security Measures, Strengthening Leadership for a Diverse Campus seminar, presentations by Dox Electronics at RIT on IT security and disaster recovery, and a presentation by Xerox on current and future Xerox technology applicable to higher education.

# Vice President's Office

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## Accomplishments

### 5 Enhancing Our Physical Environment

**VP3-5 Fully integrate ETS's Green IT framework and initiatives with MCC's campus sustainability planning efforts**

100% A Green IT Campus Model framework and Green IT wiki was developed by ETS to support the integration of IT in campus sustainability efforts. Information on MCC's Green IT Campus Model was published in the League's inaugural issue of the "Leaflets" publication. Two national presentations on MCC's Green IT Campus Model were presented in 2008 at the League CIT and AASHE (Association for the Advancement of Sustainability in Higher Education) conferences. A webinar presentation on the Role of IT in Sustainability Planning was presented at the SUNY Technology conference. An ETS VP staff member serves on the MCC Sustainability Planning Team to support the integration of Green IT efforts in MCC's Sustainability initiatives, and also participates on the League's Community College Sustainability group's monthly phone meetings coordinated by Lane Community College.

**VP4-5 Implement the Monroe Community College Green IT Campus Model website**

100% MCC's Green IT Campus wiki has been developed and implemented--the site includes research, resources and presentations on Green IT. It is promoted to various interest groups to encourage additional online input on MCC's Green IT Campus model framework and best practices.

### 6 Responding to Fiscal Challenges

**VP5-6 Seek funding for the procurement and the installation of internal and external paging speakers to be utilized with the Berbee InformaCast emergency communications system**

100% Funding was found to implement 100% of the external and 50% of the internal speakers. The paging speakers at both the Damon City Campus and the Brighton campus were installed and tested.

A new external paging system will be operational on the Brighton campus by Fall 2009. This will be used to communicate with the college community during building evacuations, fire alarms, etc. Additionally, large gathering areas including the Campus Center, Gym, Pool and Field House have new paging capabilities. Both the external and internal paging systems are integrated with the MCC's VoIP telephone system.

# Vice President's Office

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## Accomplishments

**VP6-6      Research, identify funding and implement enterprise-class file encryption systems**

50%    The AVP office researched a number of vendors' product offerings and is conducting product evaluation.

**VP7-6      Develop grant proposals and obtain funding for fiber optic infrastructure gear**

100%    As part of the Brighton campus renovations, an optical time-domain reflectometer (OTDR) was obtained for fiber infrastructure testing. ETS also purchased a fiber fusion splicer.

**VP8-6      Seek and obtain funding for the planning and installation of external conduits from the Building 9 data closet to Brighton-Henrietta Town Line Road**

5%    The specifications for this project are complete. Implementation has been deferred until funding can be obtained.

## 7      Enhancing the Learning Environment Through Technology

**VP9-7      Implement the MCC Computer Deployment Plan**

100%    The goal of MCC's three-phase Computer Deployment Plan (CDP) is to procure 550 computers annually. Phases I and II were completed and resulted in the procurement of 350 computers. Phase III was deferred due to budget constraints.

# Vice President's Office

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## Accomplishments

### **VP10-7    Develop the first draft of the comprehensive Educational Technology Services Disaster Recovery Plan**

80%    AVP staff attended a training session on business continuity and disaster recovery and began the development of "best practices" documents. The technical infrastructure for implementing a redundant system is near completion and includes hosting a second Banner server and replicated data at another MCC location. Policy decisions and responsibility assignments for monitoring disaster recovery need to be reviewed. ETS deferred sections of this project until the Bonadio IT Audit report was approved by the Board of Trustees.

ETS also upgraded the infrastructure at PSTF. This involved locating a new Banner server at PSTF, acquiring a new IBM Blade Center with new server Blades, and adding a new disc array. ETS used two Monroe County fibers to connect to the MCC Brighton/DCC fiber optic SAN (Storage Area Network). As a result of these upgrades ETS can back-up current Banner data to these discs nightly and restore Banner with day-old data.

A new Cisco core router was procured and all IDF closet routers were replaced. ETS will add two Monroe County dark fibers to connect to the MCC data network to provide additional bandwidth.

### **VP11-7    Ensure the security of MCC's systems and applications and review ETS processes to ensure redundancy for mission critical information**

100%    The MCC password policy was implemented to require a password change after 180 days to ensure the security of MCC's systems. AVP staff worked with the Luminis team to design appropriate levels of protection for access to the Luminis system and its applications. AVP staff also worked with the Library staff to ensure the security of the ALEPH and ILLiad systems and with SUNY Central and SLN to ensure secure access to SLN/Angel and NY-Alert. MCC continues to work with ITEC to provide off-campus hosting for emergency web services.

The infrastructure at PSTF was upgraded to support Banner disaster recovery. As a result, ETS can back-up current Banner data nightly and restore Banner with day-old data.

# Vice President's Office

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## Accomplishments

- VP12-7 Conduct periodic assessments to ensure that College hardware and applications support MCC's teaching, learning and operational needs**
- 100% ETS conducted a year-long review of three major system applications: storage area network, Banner servers and web infrastructure. Upgrades to all three systems were researched to address new technology and operational needs. Enhancements or replacements within the three applications were implemented.
- To enhance registration performance, updates were made to the IBM NetApps Storage Area Network appliance (SAN) to provide dual paths to the Banner server. ETS is in the process of implementing the Oracle Snapshot Manager to reduce disc paging and back-up times. During the budgeting process funds were identified to enhance the capabilities of the Banner server for Fall 2009.
- VP13-7 Implement coordinated ETS responsibilities at the Damon City Campus**
- 100% An ETS VP office staff member was reassigned on a full-time basis to the Damon City Campus. This individual serves on the DCC Executive Leadership Team (DELT), acts as the liaison between ETS and DCC and provides a coordination point for ETS DCC operations and communications.
- VP14-7 Oversee ETS-managed College-wide systems, applications and programs to include: Banner 8.0, Aleph 18.01, VoIP, and Vista/Office 2007**
- 100% The AVP office was involved in the design, planning and implementation of MCC's major administrative and academic systems.
- VP15-7 Implement, as appropriate, project recommendations from the MCC Technology Plan**
- 100% AVP staff developed a comprehensive spreadsheet for MCC's technology that includes four major areas: computer deployment, classroom equipment, infrastructure replacement and new initiatives. This plan was presented to the VPs for future funding considerations. The VPs also are reviewing the tenets of what is (or is not) fundable from Technology Plan dollars.

# Vice President's Office

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## Accomplishments

**VP16-7    Seek Research and Development (R & D) funds to support podcasting, Second Life integration and options for managing student printing**

100%    ETS funds for research and development were accessed throughout the year. Specific projects included: the assessment of Netbook technology, assessment of SmartBoard technology, IT benchmarking metrics, Web 2.0 and social networking applications for academic research, classroom technology for active learning, new technology in copying and printing, and network security programs.

AVP staff participated on a Print Management team that investigated and researched print quotas and other Green initiatives. Network printing statistics were recorded, and technology to record desktop and office device printing statistics were investigated.

The Print Management team evaluated the PaperCut product and recommended that it replace the Library Pharos printing system. The PaperCut product will be pilot tested at the Brighton campus in Fall 2009.

## Vice President's Office

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### Staff Listing

Bartkovich, Jeffrey

Braselton, Joy

Fetzner, Marie

Giblin, Patty

Mallory, Dale

Wagoner, William

Wilkinson, Carol