



ETS Guide to Evaluating Information Technology on Campus



A Guide For Prospective Students

As information technology becomes more and more a vital element in people's daily lives, prospective students are looking more closely at the way colleges and universities provide and support technology resources for their students. To assist in this process, EDUCAUSE has developed a Consumers Guide to evaluating information technology on campus.

Written in cooperation with the National Association for College Admission Counseling and the American Association of Collegiate Registrars and Admissions Officers, the EDUCAUSE Guide provides a series of questions that prospective students and their parents might want to ask in order to understand how a particular institution uses information technology in its day-to-day life.

Monroe Community College is pleased to cooperate in this effort to provide information to students by publishing our responses to the questions in the EDUCAUSE Guide. We hope this information will help students interested in MCC evaluate our use of information technology and how our approach might fit their needs and interests. Click below for questions and answers about MCC.

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For information about the EDUCAUSE Guide, see www.educause.edu/consumerguide

MCC'S RESPONSE TO EDUCAUSE SURVEY

(Updated June 2008)

I. Academic Experience

Active learning with technology: bringing students, faculty, and information together

You will be joining a community of people devoted to creating and sharing information—activities that can be enhanced by information technology. Finding answers to the following questions can help you understand how technology is used to support learning and collaboration in your areas of interest or possible major(s).

Coursework—in and out of class

1.1 How does the campus use technology to enhance teaching, learning, and access to information in your areas of interest? Examples include online syllabi, web-based discussion groups and project teams, and electronic portfolios.

Monroe Community College (MCC) uses technology to enhance teaching, learning and access to information in numerous ways. The College offers an extensive array of online courses in a variety of academic disciplines, including science and technology, dental assisting and communication.

The College provides e-mail accounts for all students, faculty and staff as an effective medium for communication. Each class has an e-mail distribution list which can be utilized by students and faculty.

Most faculty members use the Web for a variety of classroom activities. Students can access course documents, compose and submit assignments, take quizzes and tests, participate in group activities, discuss issues, interact via Bulletin Boards and ask questions of the instructor and other students online.

MCC also has a team of instructional designers who work closely with faculty to develop and enhance their online offerings, resulting in up-to-date technology being utilized.

Distance Learning: <http://www.monroecc.edu/depts/distlearn/index.htm>

Instructional Technology: <http://www.monroecc.edu/depts/instech/index.htm>

1.2 Are classrooms technology-enhanced?

Yes. MCC offers 110 “smart classrooms” which utilize an instructor station equipped with computer and audiovisual equipment. This allows the instructor to teach using a wide variety of media such as DVD/VHS playback and PowerPoint presentations (many faculty make these instructional resources available to students in classrooms

and learning centers). In addition, the same equipment is available on carts that can be utilized in classrooms without the built-in technology.

Smart Classrooms: <http://www.monroecc.edu/depts/instech/SmartClass.htm>

Instructional Technology: <http://www.monroecc.edu/depts/instech/index.htm>

1.3 In both introductory and specialized courses, what opportunities are there for you to collaborate with other students using technology on project teams?

MCC students in online courses can communicate in small group discussion based on specific teams or as an entire class. MCC's online courses include: bulletin boards for open communication, class discussions, areas for personal communication to the instructor, question areas, and other interactive components.

1.4 Does the school give credit for courses taken electronically (online/at a distance) from other institutions and sources of instruction?

Electronic courses taken from accredited institutions are evaluated in the same manner as traditional courses.

Admissions: <http://www.monroecc.edu/depts/admiss/index.htm>

Support services

1.5 How does the campus provide access for students to work with multimedia (audio and video)?

MCC provides access for students to work with multimedia in a variety of ways, such as:

- The library and the Electronic Learning Centers (ELC) have viewing stations for videotapes and DVD's offering students computer access to view video-streamed events or projects.
- The College's video production courses have studios for students to use for producing and editing.
- Students can borrow camcorders and cameras for coursework.
- The Educational Technology Services staff can videotape student presentations (i.e. for a student in a distance learning course who is required to send in a videotaped assignment).
- The Student Innovation Centers within the Brighton and Damon City Campus Learning Centers provide access to computers equipped to view and edit multimedia.
- The Visual and Performing Arts Department (VAPA) has a Learning Center consisting of two computer graphics labs.

Electronic Learning Center Locations:
<http://www.monroecc.edu/depts/elc/ELCMap.htm>

1.6 Are library collections and resources—such as catalogs, research databases, special collections, course reserves, full-text electronic journals, books, and streaming media—available online and accessible off-campus?

Yes, the MCC Libraries provide a new Library Management System (Aleph/ Ex Libris) with access to the database of MCC's collection as well as to the collections of all State University of New York (SUNY) institutions, regional libraries, the Monroe County Public Library System, and to OCLC WorldCat, a database of collection catalogs from numerous institutions around the world. Most materials can be accessed via interlibrary loan and delivered to the college. College reserves are available online and all the resources are accessible 24/7 through an authenticated server on campus, at the workspace, or from off campus.

Libraries: <http://www.monroecc.edu/depts/library/lvg.htm>

Search for Books: <http://www.monroecc.edu/depts/library/books.htm>

Database materials: <http://www.monroecc.edu/depts/library/article.htm>

1.7 Can the library deliver documents to you electronically, either via e-mail or through Web posting? Does the library charge a fee when information resources that you need are not available in its collections?

Yes. The libraries can deliver documents to you electronically. This summer (2008) a web interface for electronic delivery of articles (Odyssey) is being implemented. There is no fee charged when information resources are not available in MCC's collections.

Libraries: <http://www.monroecc.edu/depts/library/lvg.htm>

1.8 Does the library provide research assistance in a variety of ways, such as in person, by phone, by e-mail, and through Web services? When are these forms of assistance available?

Yes. The libraries provide research assistance in person, by phone, by e-mail and through Web services. These services are available from 8am-9pm M-F and 11am-4pm Sat. during Fall and Spring semesters, and 8am-8pm M-TH and 8am-4pm Fri. during the Summer months.



Looking toward graduation and a career

1.9 Does the campus offer general or profession-specific training programs that will ensure you are fluent in current information technologies when you graduate?

The Electronic Learning Center (ELC) offers non-credit computer skills courses, as well as individual one-on-one assistance to students. In addition to offering non-credit options, many academic disciplines build computer competency requirements into their curriculum. The College also offers basic level computer technology courses.

Administrative Experience

Taking care of business online

Your campus experience will include some time spent taking care of practical matters, such as registering for classes, requesting transcripts, and paying tuition. Find out which transactions and the services that support them can be handled online and at a distance.

Managing your personal information

2.1 What personal information can you view online—your contact information, grades, degree progress, financial status, or other information?

Students may view unofficial transcripts, program and degree requirements, grades, student account balance, and student loans received. All of this can be accessed online through a secure system.

https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin

Official transcripts may be requested online at:

<http://www.monroecc.edu/depts/recreg/transcri.htm>

Admissions: <http://www.monroecc.edu/depts/admiss/index.htm>

Financial Aid: <http://www.monroecc.edu/depts/finaid/index.htm>

2.2 Can you update any of this information online yourself?

No. At this time, this information is read-only. To update information, students should contact the office of Registration and Records at:

<http://www.monroecc.edu/depts/recreg/index.htm>

2.3 Which of the following can you do online?

Monroe Community College students can do all of the following online:

- check admissions status <http://www.monroecc.edu/depts/admiss/index.htm>
- pay bills https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin
- apply for and view financial aid awards
<http://www.monroecc.edu/depts/finaid/index.htm>
- register for, add, and drop courses
https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin
- learn course grades
https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin
- view and print unofficial transcripts
https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin
- check progress toward completion of degree requirements
https://secure.monroecc.edu/pls/bpr1/twbkwbis.P_WWWLogin
- make campus bookstore purchases
<http://www.monroecc.edu/depts/stucenter/bookstore.htm>
- other – Student Tribune – online “newspaper”
<http://www.monroecc.edu/webdbs/studtrib.nsf/StudentWeb?OpenView>

2.4 What campus and community services are covered by debit-card, smart-card, or one-card systems?

The student ID card is used to conduct transactions with the Bursar’s Office, Registration and Records, Financial Aid, and other campus offices. The ID card also allows a student to check out materials at the library and gain access to the Human Performance Lab. Students may establish an account with the on-campus dining vendor. This account can be used to purchase food at various vendors in the food court. The student ID card is also used for security purposes in the residence halls.

Campus Dining Services: <http://www.monroecc.edu/depts/stucenter/food.htm>

Residence halls: <http://www.monroecc.edu/depts/reshalls/>

2.5 Are the school catalog—including course descriptions, degree requirements, and academic policies—and the semester/term schedule of classes available on the Web?

Yes. The college catalog and schedules are available on the web.

College catalog: <http://www.monroecc.edu/depts/mcchome/catalogtoc.htm>.

College policies: <http://www.monroecc.edu/depts/stuserv/index.htm>

2.6 What security and privacy policies are in place to protect student information?

Access to Student Records requires User ID and PIN. Firewalls are in place to help block access to MCC data by unauthorized individuals.

Standard Family Educational Rights and Privacy Act (FERPA) regulations are used to protect students' privacy. No non-directory information can be released without the written permission of the student. For additional information on FERPA go to:

<http://www.monroecc.edu/depts/recreg/Confiden.htm>

2.7 How does the campus protect students from identity theft?

Social Security numbers (SSN) are not printed on documents provided to instructors, such as class rosters or grade forms. Instead of the SSN, a generated ID is listed to identify students. Administrative offices shred documents that list SSN's.

2.8 How does the campus notify students of their rights under the federal Family Educational Rights and Privacy Act (FERPA)?

Students are made aware of FERPA in the Student Handbook and on the MCC website. FERPA is also discussed individually with students when necessary.

2.9 Is network bandwidth limited for peer-to-peer software, gaming, Web cams, or other programs requiring high levels of network resources? Are web pages filtered?

Yes, bandwidth is limited and web pages are filtered.

2.10 Is there a campus code of behavior about using computer resources?

The Code of Conduct for Users of College Computer Systems, as well as college policies regarding academic honesty and plagiarism can be found in the MCC Catalog and Student Handbook. The MCC libraries provide information regarding proper citations for research papers.

Code of Conduct for Users of College Computer Systems:

<http://www.monroecc.edu/depts/elc/Code.htm>

College catalog: <http://www.monroecc.edu/depts/mcchome/catalogtoc.htm>

Library guide to research papers: <http://www.monroecc.edu/depts/library/cover.htm>

2.11 Does the campus have policies addressing peer-to-peer file sharing, virus software, and copyright?

The computer code of conduct addresses playing games, music downloading, and copyrights (related to computers).

Code of Conduct: <http://www.monroecc.edu/depts/stuserv/pdf/Conduct.pdf>

College Policies: <http://www.monroecc.edu/depts/stuserv/index.htm>

2.12 How does the campus manage e-mail spam?

Currently, the college uses standard and enhanced automated tools to block unwanted e-mail including spam and advertisements.

Student Life

Enriching your extracurricular experiences with technology

Whether you will be a full- or part-time student, living on campus or commuting, the school's social, extracurricular, and career services activities will be an important part of your educational experience. Find out about the technology tools that facilitate different communities on campus, allowing for communication, personal development, and getting together (in person and virtually).

Accessing computer services

3.1 What public access for computing is available to students? Examples include computing labs, cyber cafés, residence hall computers, and wireless access.

MCC operates two large Electronic Learning Centers (ELCs) and 17 smaller computer labs that are department specific. The R. Thomas Flynn Campus Center also has e-mail stations available that include wired ports and wireless access. The residence halls have wired access, and the library offers wireless access as well as an in-house library loaner laptop program for students.

ELCs: <http://www.monroecc.edu/depts/elc/index.htm>

R. Thomas Flynn Campus Center:
<http://www.monroecc.edu/depts/stucenter/index.htm>

3.2 Does the campus provide institutional e-mail accounts for all students and use e-mail as an official medium of communication?

Yes. All students, faculty and staff are issued a college e-mail account. Each class has an e-mail distribution list, which can be utilized by students and faculty.

3.3 Does the campus provide and support electronic space for personal student web pages?

No. Individual students may not host personal web pages at the College.

Connecting with others

3.4 Is contact information for students, faculty, and staff readily accessible electronically?

Faculty and staff e-mail addresses, office locations, and telephone numbers are available on the website. Students with an e-mail account can look up another student's e-mail address; no other student contact information is available on the MCC website.

Faculty/Staff directory: <http://www.monroecc.edu/etsdbs/staffdir.nsf/CollegeDir-People?OpenView&Letter=A>

Student e-mail: <http://www.monroecc.edu/Students/>

3.5 What social activities and services are available online?

Students can go online to access a centralized event calendar for on-campus events, including speakers, athletic events, activities, and other events.

Calendar:

<http://www.monroecc.edu/webdbs/MCCCal.nsf/EventsMainPage?OpenView>

Athletic events: <http://www.monroecc.edu/webdbs/MCCCal.nsf/Athletics?OpenView>

Campus-wide events: <http://www.monroecc.edu/webdbs/MCCCal.nsf/Web-CampusWideEvents?OpenView>

Speakers and artists: <http://www.monroecc.edu/webdbs/MCCCal.nsf/Web-SpeakersArtists?OpenView>

The MCC student radio station, WMCC, broadcasts over the Internet through their website at: web.monroecc.edu/wmcc

3.6 Are there websites for student organizations and clubs?

Yes. Clubs and organizations may create their own web pages, which are linked to the R. Thomas Flynn Campus Center home page.

Clubs and Organizations: <http://www.monroecc.edu/depts/stucenter/clubs.htm>

R. Thomas Flynn Campus Center:
<http://www.monroecc.edu/depts/stucenter/index.htm>

3.7 Does the campus make available online discussion forums or bulletin boards for un-moderated use?

No, online discussion forums or bulletin boards are not made available for un-moderated use.

3.8 What technology-supported career-planning services are available to students?

Numerous technology-supported career-planning services are available to students at MCC's Career Center including: computer-based career assessments and educational planning tools; job search planning tools, including an on-line resume writing system, educational program audit systems; web-based self and career assessment links; transfer college planning links; career profiles; and local and national employment links. All of these services are accessible online or in person.

Career Center: <http://www.monroecc.edu/go/careercenter>

Employer Services: <http://www.monroecc.edu/go/employers>

Services and Fees

What you pay for and what you get

There is a strong connection between the quality of technology services and the associated costs. There is also a wide variation in the ways campuses charge for these services. To evaluate the benefits you will receive and to compare costs, you'll need answers to these questions.

Fees and expenses

4.1 What, if any, technology fee is charged by the campus? What does it cover?

In 2007-08, MCC full-time students are required to pay a \$60 technology fee per semester; the fee is prorated for part-time students. This fee helps ensure students will have the latest technological resources available to them on campus. MCC's technology fee is well under those fees mandated by other colleges.

4.2 Will you be required to purchase your own computer?

Students are not required to purchase their own computer. Students may bring their own laptop computers on campus; wired network access is provided in the R. Thomas Flynn Campus Center and the Brighton Campus Electronic Learning Center. Wireless networking for student-owned laptops is available throughout MCC.

4.3 Does the campus make computing and network access financially accessible? Is special student pricing offered for computers and peripheral equipment?

Students are able to use public access computers without any additional technology fees. The campus bookstore offers computer software at educational discounts to MCC students. The bookstore also sells laptop and desktop computers through a local vendor, Seneca Data.

Bookstore: <http://www.monroecc.edu/depts/stucenter/bookstore.htm>

Seneca Data Computers: <http://www.senecadata.com>

4.4 Does the campus assess extra fees for network connections in residence hall rooms or for off-campus access?

Each residence hall student has an Ethernet network connection in his or her room. Residents are not charged any additional fees for this service. Off-campus students must obtain their own Internet connection through an Internet Service Provider; MCC does not provide any kind of off-campus connection to the Internet.

Technical support

4.5 What hardware and software standards, if any, does the campus require, recommend, and/or support?

MCC recommends and purchases departmental and lab computers using the latest industry standards. MCC utilizes Microsoft products, such as Microsoft Office Professional Suite and Outlook. Additionally, over 400 individual software applications that are needed to support specific department curricula are available in the Electronic Learning Centers.

There are no mandated minimum computer standards for residence hall students. It is recommended that students who wish to use the Internet from the residence halls use a minimum of an IBM compatible PC running Windows 98, Windows 2000, or Windows XP operating system.

4.6 What kinds of services (help desk, training, troubleshooting) are provided by the campus, and when are they available?

The Student Help Desk provides assistance with the student e-mail system and residence hall connectivity issues. The Student Help Desk hours of operation are Monday-Friday from 8:00am-4:00pm. Residence hall students may make an appointment with a student technician, should they need to have someone troubleshoot a connectivity issue.

4.7 Does the campus have a plan for keeping its hardware and software current, and if so, what is the replacement cycle?

Yes. The College is committed to placing the most up-to-date computers in the Electronic Learning Centers. These computers are upgraded every two years through the Monroe Community College Technology Plan. The academic classrooms and laboratories are upgraded every three years. Printers are replaced every three to five years. Smart classroom technology is upgraded every four years.

4.8 If you bring your own computer to school, what kind of technical support can you expect from the campus?

Students may contact the student help desk for assistance with wired/wireless network connectivity, student e-mail, access to student file storage space and college shared file access. College staff does not provide support for hardware upgrades or software on student-owned computers. Residence Hall students may schedule appointments with a student technician to assist with troubleshooting specific connectivity issues. Electronic Learning Center staff will provide one-on-one assistance in computer labs with software questions.

Other services

4.9 How does the campus support printing for students, and is there a charge for this service?

MCC students print free of charge from all Electronic Learning Centers and departmental computer labs. Students printing from the MCC libraries are charged \$0.10 per page and can utilize their debit card for that fee.

4.10 Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?

Yes. The college is 99% wireless.