

A MESSAGE FROM THE VICE PRESIDENT, ETS

During the production stage of this annual report the design team recalled that ten years ago the topic of the day was the Millennium Bug. Remember that pesky, malicious, undefined, calendar glitch that was going to shut down the world's computers a moment after midnight on January 1, 2000? MCC spent a year preparing for and reprogramming for the Bug. Reflecting on that event reminded us that technology seems to be getting faster, more powerful, and more efficient all the time. We seem to shift our activities to take advantage of the changes to and the changes by technology. We reflected, wouldn't it be great if we could take advantage of the benefits of technology without having to change our behavior.

With the Millennium Bug as a base, we asked ETS staff to reflect on the many changes, inventions and trends that have occurred over the past ten years in the field of technology. From MCC's perspective, the technology megatrends for the first decade of the 21st Century were as follows:

1. Users expectations and demands for online services (seems nobody wants to fill out a paper form or stand in line anymore).
2. Speedy, easy, "always on" and "everywhere" access.
3. From mainframe, to distributed, to wireless and mobile computing.
4. Personalization and interactivity; this worked at two levels - how we want our technology, and what we want to do with our technology.
5. Innovation and invention in hardware (this is the culture of gadgets).

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Dr. Jeffrey P. Bartkovich

ETS MISSION

To facilitate the teaching and learning processes at Monroe Community College through implementation, advancement and support of technology.

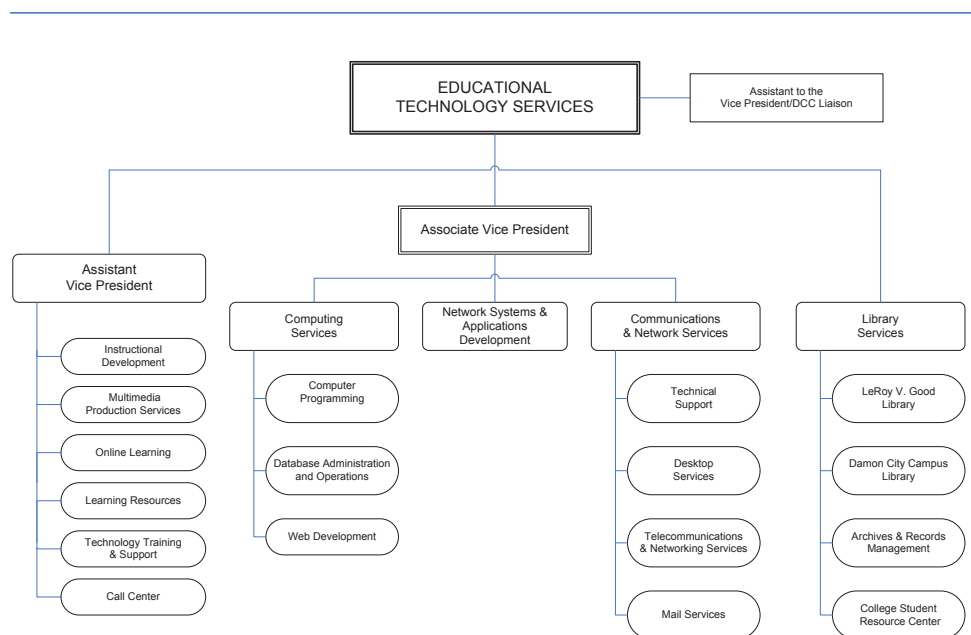
ETS VISION

Your success at MCC will be enhanced by technology.

The ETS division is comprised of five key departments, Communications and Network Services (CNS), Computing Services (CS), Instructional Technologies (IT), Libraries (LB) and the Vice President's Office (VP). The reporting structure of these departments is represented on the following ETS Organization Function Chart. For additional information on services provided by each department, please view the ETS web pages at: <http://www.monroecc.edu/depts/ets/Index.HTM>

ETS ORGANIZATION FUNCTION CHART

MONROE COMMUNITY COLLEGE
 2009 - 2010 EDUCATIONAL TECHNOLOGY SERVICES
 Function Chart



2008-09 ETS FACTOIDS

- Internet bandwidth was upgraded from 75 Mbps to 150 Mbps
- The Damon City Campus phone system was upgraded to a Cisco VoIP communication system, which includes video conferencing, emergency communications and a full-featured telephone system
- During the first year of the MCC Computer Deployment Plan, approximately 350 desktop PCs were purchased and deployed
- Hosting of MCC student email accounts was successfully outsourced to Microsoft's free Outlook.com, saving the College approximately \$200,000 annually; over 53,000 MCC student email accounts were created
- CNS managed over 170 servers at four MCC locations
- The Mail Center sorted and processed over 2,190,000 MCC mail items
- MCC's spam filters blocked over 29 million junk email messages (this represents approximately 90% of all MCC email delivery attempts)
- The College's web site received approximately 8 million visits in 2008-09

ETS: Who We Are and What We Do

EMERGENCY PAGING/BROADCAST SYSTEMS AT THE BRIGHTON AND DAMON CITY CAMPUSES

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.

THIRD ANNUAL ETS SCHOLARSHIP AWARD

At the May 2009 MCC Student Awards Banquet, ETS recognized its third Endowed Scholarship Winner. Christine Cretelle, a student employee working in the LeRoy V. Good Library, was the recipient of the \$1,000 award that will help to defray academic costs.



WHAT DO PEOPLE REALLY SEARCH FOR ON THE MCC WEB?

The ETS Web Team provided a list of the top ten pages which were accessed in the final quarter of 2008-09. These results suggest our students and visitors are task oriented and reinforce the importance of the MCC website as a communication and business tool. The top ten searched items were:

1. The Bookstore, 2. The M:drive (course material), 3. Angel (online learning), 4. Employment Opportunities, 5. Transcripts, 6. Email (Outlook via the Web), 7. Orientation, 8. Brighton Campus Map, 9. Job Listing, 10. Nursing.

TECHNOLOGY PLAN READY FOR DISTRIBUTION

ETS staff members have been working diligently to update and rewrite the ETS Technology Plan. These efforts will shift the Technology Plan from a project driven document to a planning driven process. The Technology Plan will continue to align with the MCC Strategic Plan.

Here is how technology is being defined in the Plan: All aspects of communications software, library and information services, equipment and infrastructure that impacts Monroe Community College.

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MESSAGE FROM THE VP *continued from page 1...*

The specific items upon which these megatrends were drawn are broad and pervasive across our daily life now. Specifics include e-books, social networking, the Internet, laptops, virtual worlds and online learning. These major technology shifts in the past decade are profound. They are changing the way we communicate with each other. They are changing the rules and environments for interactivity. They are changing the way we operate. They are changing the students we serve. In this annual report for 2008-09 we reflect back on these changes and express our thanks for your support, your trust and your patience. Our vision in ETS is that everyone's success at MCC is enhanced by technology.

2008-09 ETS FACTOIDS

- *Maintained over 9 million student records in the Banner system*
- *Student visits to the Brighton Electronic Learning Center totaled 242,477; of these, 94,592 were FTE generating*
- *Student visits to the Damon City Campus Electronic Learning Center totaled 55,964; of these, 32,670 were FTE generating*
- *During the academic year, 210 faculty received some form of Angel Course Management training*
- *Work orders completed by IT included: Printing Services, 11,582; Graphic Services, 987; Multimedia Production, 192; Word Processing, 2,338*
- *Visits by faculty members to the Brighton and Damon Faculty Innovation Centers (FICs) totaled 1,860*
- *MCC's Brighton and DCC campus libraries served over 400,000 patrons in 2008-09*
- *The Library Instruction Program supported academic departments by providing over 165 instructional sessions to over 3,700 MCC students*

WHO WE ARE continued from page 2 ...

Over the next three years, ETS will continue its efforts to advance MCC as a learning college and concentrate its efforts in five strategic areas:

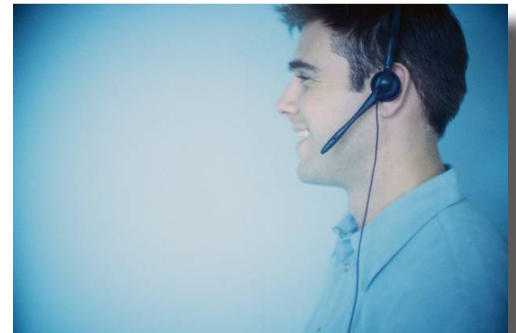
1. Administrative Systems
2. Disaster Recovery and Emergency Preparedness
3. Infrastructure
4. Security
5. Teaching, Learning and Libraries

Implementation of technology planning and action plans will be filtered through four essential principles which will further focus ETS efforts. These four principles are:

1. Access
2. Online Services
3. Green Technology
4. Comprehensive Planning and Support

DAMON CITY CAMPUS VOIP

The transition to VoIP (Voice over Internet Protocol) at the Damon City Campus was completed. MCC is now completely cutover to the Cisco Communications System at the Brighton, Damon City Campus and ATC locations. The legacy PBX and voicemail systems have been removed from service.



ETS CALL CENTER

The ETS Call Center is the contact point for technical assistance for all Monroe Community College employees. The Call Center provides service assistance through one phone number—xHELP (x4357)—or one email address (helpdesk@monroecc.edu). This assistance includes access to ETS service departments for end user help requests and questions related to all manner of technology support, problems and training. The Call Center is familiar with all ETS services, can direct requests to the appropriate service provider and will track requests for quality assurance. The Call Center also handles “password reset” questions and procedures, as well as registering faculty and staff for ETS technical training classes. For more information about the ETS Call Center, or to review a list of Call Center Frequently Asked Questions (FAQs) and answers, please visit: <http://www.monroecc.edu/depts/ets/helpline.htm>.

NOTES TO THE NEW PRESIDENT FROM ETS

At its Spring 2009 retreat, ETS staff participated in a collaborative information gathering session called Brain Writing. The focus of the activity was the question, “What three things do you want President Kress to know about ETS?” Here are just a few of the engaging and profound insights:

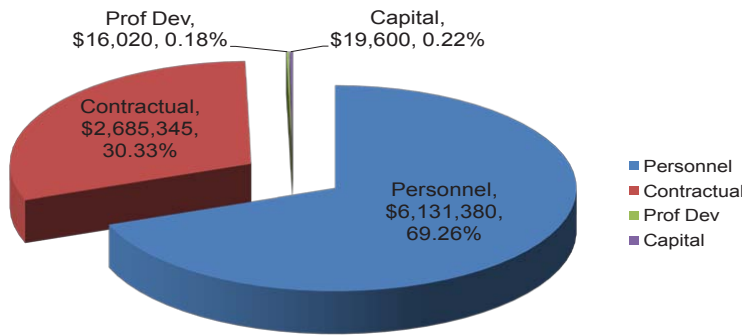
- ETS is a partner in college solutions, not just a provider of technology services.
- ETS believes in and strives to provide equal access to technology.
- ETS is committed to student success and using technology to achieve this success.
- The relationship between technology and the academic purpose of the College must be nurtured.
- ETS's most important contribution may not be implementing technology but rather training people to use the technology.

ETS BUDGET SUMMARY 2008-09

Below is a breakdown of the 2008-09 ETS divisional operating budget by category of expense. The ETS budget represents approximately 8% of MCC's 2008-09 overall operating budget.

	Personnel	Capital	Contractual	Prof Dev	Total
2008-09	\$6,131,380	\$19,600	\$2,685,345	\$16,020	\$8,852,345
	69.26%	0.22%	30.33%	0.18%	100.00%

2008-09 ETS Divisional Operating Budget by Category of Expense - \$8,852,345



ETS 2008-09 ACCOMPLISHMENTS

A listing of some of the ETS accomplishments for 2008-09 is included below. For the full listing of 2008-09 ETS accomplishments, please view the ETS 2008-09 Annual Report at: <http://www.monroecc.edu/depts/ets/ar08-09/index.htm>.

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

OCP AND CNS PARTNERSHIP. This project, funded by a Perkins grant, provided students with hands-on experience that linked classroom education with industry applications through a project funded by a Perkins Grant. In cooperation with the Computer Systems Technology program (Office and Computer Programs, OCP), students were hired as interns and were provided with "hands-on" experience to apply skills they learned in lecture and laboratory instruction toward practical functions.

ENTERPRISE PORTAL - LUMINIS. The implementation of an enterprise portal (Luminis from SunGard Higher Education) was begun. The portal will provide a customizable and personalized view of web-based services at the College. Features will include single sign-on, Banner integration, Angel integration and personalized content based on an end user's role (student, faculty, employee, etc.).

OPERATIONAL DATA STORE. After two years of effort, Computing Services completed the implementation of an operational data store (ODS) to improve reporting from the Banner administrative system.

2008-09 ETS STAFF PARTICIPATION IN ORGANIZATIONS AND ASSOCIATIONS

- *Directors of Online and Distance Learning Environments (DOODLE)*
- *International Association of Administrative Professionals (IAAP) Rochester Chapter – Board Member*
- *ITEC – Board Member*
- *Journal of Asynchronous Learning Networks (JALN) – Editorial Board Member*
- *Multimedia Educational Resource for Learning and Online Teaching (MERLOT) – Reviewer*
- *MCC SUNY Gen Ed Information Management Assessment Team – Chair*
- *MCC Toastmaster's – Vice President for Membership*
- *Quality Matters TM (QM) – Reviewer*
- *Regional Library Instruction Leadership Academy Committee (LILAC)*
- *Rochester Finger Lakes Chapter of Pride at Work – President*
- *Rochester Labor Council*
- *Rochester Regional Library Council – Board Member*
- *Rochester Regional Library Council's Shared Database Committee*
- *SUNY Center for Professional Development Advisory Board*
- *SUNY Council of Chief Information Officers – Secretary/Treasurer*
- *SUNY FACT Advisory Council*
- *SUNY Learning Network (SLN) – Chair*
- *SUNY Librarians' Association (SUNYLA)*

ACCOMPLISHMENTS continued from page 4 ...

STUDENT WITHDRAWAL APPLICATION. Working with college staff, Computing Services implemented an enhancement to Banner that requires all students who withdraw from all of their MCC classes to provide a reason for their withdrawal from the college.

CENTER FOR ACTIVE LEARNING. IT/Learning Resources partnered with the Planning Office and DCC Academic Services to create the Center for Active Learning. The new facility, housed in room 5270 at DCC, provides faculty and students with a very interactive learning environment that incorporates multiple technologies and flexible seating. Numerous open houses and training opportunities were offered throughout the year. IT is working closely with instructors to explore the additional learning opportunities that this facility offers.

REPLACEMENT OF COPIERS IN BRIGHTON COPY CENTER. In January 2009, Printing Services replaced two copiers with Xerox 4112 copiers. These machines met (and in some cases exceeded) stated specifications. New copier features include online punching and increased speed. It is anticipated that the new copiers will be in service at MCC for the next five years.



MULTIMEDIA PRODUCTIONS. IT produced significant video productions and supported numerous events throughout the past year. These included a 30 minute Infomercial, a 3 R's video for DCC Student Services, an ASL-102 video glossary, and two TCC innovative teaching strategy videos. Videotaped/videostreamed events included many internal MCC activities including the introduction of President Kress and external events including the MCC session presented by the former White House Chef, Walter S. Scheib.

ANGEL CMS ADOPTION. IT trained 210 faculty in the use of the Angel Course Management System (CMS) and significantly increased the use of this tool for online, hybrid and web-enhanced courses. In Spring 2009, over 420 classes utilized Angel; in Summer 2009, 158 sections used the Angel CMS. Angel training sessions were held for DCC faculty and for several departments. Courses, including COS 101 and 133, began to use Angel to organize content across all sections.

CAMPUS-WIDE TECHNOLOGY UPGRADES. IT/Learning Resources upgraded and enhanced a significant number of facilities this year including the PAC Human Performance Lab, the HPE Wellness Lab, the Brighton President's Office and Board Room, the DCC President's Office and the DCC Executive Dean conference room, the ATC conference room, HPE classrooms and Diversity Series digital signage. Each project included design, development, installation and support.

LIBRARY LEARNING CENTER. The Library expanded student computer access by adding 18 computers.

FEDERATED SEARCH ENGINE. The 360 Link and 360 Core federated search engines were implemented. This implementation made it possible to search across library databases.

ALEPH SP1871. MCC's Aleph library catalog software was upgraded to version SP1871.

**2008-09 ETS
NEW STAFF HIRES**

*William Archer (LB) Senior
Library Clerk (August 2009)*

*Bailey Burritt (IT) Technical
Assistant (January 2009)*

*Ann Gilbert (IT) Secretary II
(January 2009)*

*Katherine Jenkins (LB)
Assistant Director (July
2009)*

*Philip Juma (IT) Technical
Assistant (March 2009)*

*Daniel Krebs (CNS) Network
Specialist (July 2009)*

*Barbara Malone (CNS)
Secretary II (August 2009)*

ETS 2008-09 STAFF ACCOLADES

Selected 2008-09 ETS staff accolades include:



- MCC Length of Service Recognitions
William Gruhn (IT) – 35 Years
Maria Locurcio (IT) – 25 Years
James Colley (CNS) – 20 Years
Ellen Mancuso (LB) – 20 Years
Brenda Vickers (IT) – 20 Years
Debra Watson (CS) – 20 Years
- ETS Military Veterans
William Archer (LB) United States Army
Jim Colley (CNS) United States Navy (Viet Nam Era)
Pat Martinez (CNS) United States Army (Ret.)
Roger Miles (CNS) United States National Guard
Charlene Rezabek (LB) United States Navy
Randy Rezabek (IT) United States Navy
Steve Silvers (CS) United States Army
Dave Truman (CNS) United States Marine Corps
Bess Watts (LB) United States Army
Tim Williams (CNS) United States Marine Corps
- Dan Bamburoski (CS) – received the MCC Support Staff Award for Distinguished Service
- Jeff Bartkovich (VP), Jeremy Case (IT), Marilyn Christian (CNS), Laura Coriddi (CS), Kristine Ferris (IT), Marie Gibson (IT), Michelle Nau (IT), Deb Smith (CNS), and Peggy VanKirk (IT) – participated in the 2009 Take Our Daughters and Sons to Work Day
- Jeremy Case (IT) – published photos in Community College Week’s special technology supplement in the Community College Times, and had a photo on the cover of the May issue of Chef Educator Today, the official publication of the Foodservice Educators Network International
- Ted Ciambor (LB) and Donna Pogroszewski (CNS) – graduated as members of the first cohort from the MCC Leadership Academy
- Eric Johannisson (LB) – received a Certificate in Public Administration from Monroe Community College
- Terry Keys (IT) – co-authored an article entitled “SUNY LIVE” that was published in the September/October 2008 issue of Educause Reviews
- Ellen Mancuso (LB) – elected as a delegate to the 2010 NYSUT Representative Assembly
- Debbie Mohr (LB) – received the Rochester-Finger Lakes Chapter of Pride at Work, Outstanding Member Award
- Phil Oettinger (IT) – featured in Community College Week’s special technology supplement article entitled “Learning Technologies Embodied in Monroe CC’s Learning Center,” and featured in a Community College Times article about active learning environments in higher education institutions
- Delovis Olaode (IT) – recognized with a Certificate of Appreciation for her work at DCC by the Damon Executive Leadership Team (DELT)
- Bess Watts (LB) – elected President of Monroe County CSEA Local 828; received the Star Volunteer Award from the Empire State Pride Agenda; received the Rochester Labor Council’s Annual Award for Community Solidarity; received the Gay Alliance Equality Leadership Award; was a panelist on the Partnership Inequity Workshop CSEA 1000; volunteered for the Speakers Bureau for the Gay Alliance of Genesee Valley

OBJECTIVES

ETS CRITICAL OBJECTIVES FOR 2009-10

Below is a summary of the Educational Technology Services critical objectives for 2009-10. The goals of the various departments within the division were compiled and are categorized using the framework of the seven Strategic Directions from the 2007-2011 MCC Strategic Plan. A full listing of all ETS objectives for 2009-10 can be found at: <http://www.monroecc.edu/depts/ets/ar08-09/ETSgoals.pdf>.

STRATEGIC DIRECTION ONE: Promoting Excellence in Teaching and Learning

- Implement One-Point (Integrated) service desk (facilities/design issues, personnel issues, training issues)
- Implement the Library Learning Center (facilities/design issues, staffing)
- Design and implement expanded training for faculty that emphasizes student collaboration and course content management

STRATEGIC DIRECTION TWO: Enriching and Broadening the Student Experience

- Improve existing—and develop new—liaison/outreach initiatives and co-curricular activities partnering with other areas of the college, e.g., the Writing Center, Model U.N., HHRC Reading Series
- Expand electronic resources for student research (e-journals, e-books) and to support teaching and learning (Films-On-Demand)

STRATEGIC DIRECTION THREE: Responding to Enrollment, Community and Workforce Needs

- Develop an MCC Online Distance Learning Plan that addresses the college's current and future student needs

STRATEGIC DIRECTION FOUR: Building Upon Human Capital

- Design and implement an ETS Customer Relations Management Program
- Finalize a plan to produce and coordinate communications within the college community for all ETS services

STRATEGIC DIRECTION FIVE: Enhancing Our Physical Environment

- Work with the Banner Management Committee to complete a draft response to the SUNY Information Security Guidelines for Preserving Confidentiality
- Work with the ETS Executive Team to produce a first draft of an ETS Emergency Response to Critical Incidents plan

STRATEGIC DIRECTION SIX: Responding to Fiscal Challenges

- Through a collaboration of IT and MCC libraries, implement a college-wide printing plan to reduce paper usage and minimize waste
- Work with the Vice Presidents' committee to complete the Technology Projects Funding Plan for presidential review

STRATEGIC DIRECTION SEVEN: Enhancing the Learning Environment Through Technology

- Implement a video conferencing bridge to allow for an internal and external enterprise video conferencing system

OBJECTIVES continued from page 7...

- Research and recommend actions to implement a speech-enabled auto attendant to enhance the experience of MCC telephone callers during off hours
- Implement an email archiving solution
- Implement an enterprise portal (Luminis) for the college community and integrate the portal with MCC's web redesign project
- Implement dashboards for executive level reporting utilizing the college's operational data store and data warehouse
- Conduct a review—including consolidation, updating and development—of MCC information security documents to include IT security, laptop and mobile device encryption standards, CNS policies and guidelines, and continuity of the Banner and Angel systems
- Increase utilization of student email as a college-wide communication system
- Promote the use of interactive technologies in classrooms, and actively participate in the design and development of new classrooms in Building 9 and at MCC's downtown campus

UNTIL NEXT YEAR...

Just a few parting comments before putting aside this ETS annual report summary:

- *Welcome Dr. Anne Kress as our fifth president. We look forward to working with you to affirm MCC as a learning college.*
- *This report represents a community effort by all ETS faculty and staff to support learning, to support the College and to advance the benefits of technology.*
- *And what do we have to look forward to next year—an institutional portal, data driven dashboards, security and confidentiality policies, social media as a communication medium, maybe a new Microsoft operating system, and a new look and feel and navigation to the MCC web site.*
- *Thanks to Ellen Gozik for formatting and layout, and to Marie Fetzner for managing and editing.*
- *Remember, I am voice activated, call me at extension 3018.*

--Jeff Bartkovich, VP, ETS