Academic Senate
Technology and Library Committee
Queens College of CUNY

Minutes of the Meeting: May 17, 2006

ATTENDANCE

Members: E. Fernández

Ex Officio: S. Kaufmann, K. Lord

Guests: J. Barnes (OCT), J. Bearak (Student)

CALL TO ORDER, APPROVAL OF MINUTES AND AGENDA

Fernández called the meeting to order at approximately 12:30 p.m. in the Chief Librarian's conference room.

The minutes of the meeting of May 1, 2006 were not available for approval. They will be distributed electronically.

The agenda was approved.

ANNOUNCEMENTS

Fernández conveyed two messages from Jason Tougaw (WAC):

Honors College has been using Word Press blogging software in 20 classes run by writing fellows. The Committee may want to ask the writing fellows about their experience with the implementation of this technology;

College Now wants to do a project involving on-going faculty development series on education, involving QC faculty and high school teachers.

Lord announced the availability of a blogging plugin for Blackboard.

Lord announced that the search committee for an instructional technologist—a full-time position—is on-going: a subset of approximately 3 candidates will be selected from the pool of 16 applicants, by August or September.

GUEST REPORT

Bearak reported on the student perspective of existing issues with Lotus, including forwarding to non-Lotus email accounts, the life cycle of existing Queens College accounts, problems with Macintosh systems and the Lotus clients.

Discussion on this report included conversation regarding actions taken by OCT to solve these issues (FAQs and online tutorials, a table at new student orientation),

considerations regarding timing and avenues for communication between OCT and users, and staffing issues related to some of these problems.

COMMITTEE REPORTS

Barnes reported on OCT's distribution of labor, which includes a 70% time commitment to projects, 30% to operation. OCT will undertake no new projects until existing ones are firmed up, with the necessary support and infrastructure.

The Help Desk continues to improve its services, by directing its resources locationally, by training customer support staff, and by adopting top-of-the-line software for telephone and web-based support that can be booked and tracked by users, combined with FAQs that can be used independently of human help. The biggest impediment to the Help Desk's services stems from staffing issues, and OCT is looking to free up Technology Fee funds for this purpose, though those funds are most likely already disbursed for other projects.

Fernández reported on an on-going pilot project that involves designing a blueprint for a digital classroom for Queens College, extendable to CUNY, and that addresses the question of whether the cost of a laptop for students can be justified through reductions in other costly course components.

OLD BUSINESS

None.

NEW BUSINESS

None.

ADJOURNMENT

The meeting was adjourned at approximately 2:00 p.m.

Respectfully submitted,
Eva Fernández
Chair