

**Administration Operations and Information Technology
Roundtable
December 21, 2011**

Information Technology

Password Expiration Policy Suspended

Patty Kahn communicated to the user community that the password expiration policy currently set for every 120 days has been suspended EXCEPT for online credit students. This institutional decision was based on OIT's report that the system being used to manage the passwords had intrinsic bugs that could not be resolved by the company. Note that individuals may still change their passwords if they elect to do so. However, due to identified bugs in the system, it would be overwhelming for staff to enforce the current expiration policy college-wide. In addition, from an end user's perspective, faculty, staff, and students would inevitably experience frustration that would be highly disruptive to accessing critical applications needed to perform their daily activities. OIT realizes the critical nature of changing passwords and will continue to work with ManageEngine to resolve the system bugs. OIT has begun to research alternative systems to facilitate the password management process.

Portal Updates

OIT and CampusEAI collaborated on changes to the portal, which will go into effect at the start of the spring semester. Major changes include:

- Removing **#1 logo** from all the portal pages
- Changing the picture on the login page
- Changing the quick launch directory structure as follows

FOLDER NAME	ANGEL, email, and online resources	Student Information	Faculty Rosters and Monitoring	Personnel, Facilities, and Help Desk
CONTENT	ANGEL, WebAdvisor, Library, NJVID, Gmail, Outlook	AdvisorTrac, My Class Schedule, My Grades, My Account Balance, NJ Transit, Monitoring Codes	Final Grading Roster, My Class Roster, Monitoring Roster	Employee Leave Request, Pay advices, Request for Travel Approval, Daily and Travel Expense report, HelpDesk, School Dude

Patty Kahn has requested that these changes be applied to Brookdale's test environment for proper testing. Based on these results, CampusEAI will apply these changes to Brookdale's production environment as tentatively scheduled for December 29, 2011 at 3:00 AM to avoid major impact to the end users. Communications will go to all users about these changes once Patty receives a confirmation from CampusEAI.

Institutional Research successfully distributed a survey to all graduating students using the Portal *mymessages* tool. OIT's technical trainer plans to meet with the registrar to provide training on how to use the messaging tool to facilitate student communication.

OIT technical trainer Linda Bernabeu is working with the director of Student Life and Activities regarding the process and permissions associated with the First Year Experience portal blog. Based on this meeting, student ambassadors will be granted permission to post new topics to the FYE portal blog. Linda will attend the next student ambassador meeting to review the process with the students.

A conference call was held with CampusEAI, OIT, and the TLC to address the challenges some of our Brookdale students have experienced when accessing ANGEL through the portal. Unfortunately, during the phone call, the login challenges could not be simulated. As a follow up, CampusEAI provided a root cause analysis detailing possible error conditions with suggested fixes. A phone call will be scheduled in January to review this information with all concerned parties.

Possible Regional Event

AO&T is considering a request from SunGard Higher Education to host a regional event at the college, possibly as early as next spring. This event would be similar to one that SGHE held at Raritan Valley Community College last year, which was moderated by Ron Lang, CEO of SGHE. That symposium was held under the title "Achieving Student Success" and attracted participants from around the state. It is hoped that this proposed symposium would prove similarly attractive to colleagues from sister institutions. Discussions thus far have recognized the possible need to involve Datatel in the planning and support of such an event in light of the pending combination of the two companies. People who usually participate in NJRUG conferences are thus likely to want to attend the event. Having Burlington County College, Georgian Court University, Raritan Valley Community College, Ocean County College and possibly other SunGard user institutions involved in the event could also be a real plus. The current outlook is for the event to occur during March, 2012.

ITAC

During the December 13, 2011 ITAC meeting, Patty summarized the group's discussion posts on the roles and responsibilities provided by OIT, TLC, and ETS. This activity followed ITAC reviewing the documents provided at the previous meeting. A recommendation was made to create a central online resource that would include frequently asked questions and contact information to route callers to the proper area without interruption. For example, this would be particularly helpful when OIT or the TLC receive calls from students about registration. For next steps, Patty will create a discussion forum where ITAC can compose a list of questions and contact information.

During the second half of the meeting, a presentation was given by DocSoft AVS, a company who provides ADA compliance technology for lecture capture. The demonstration made the product seem very similar to Dragon Naturally Speaking and there were concerns regarding the cost and the potential

value of such an investment. It was also surprising to learn how a user would need to perform quite a few edits in order to correct the transcription.

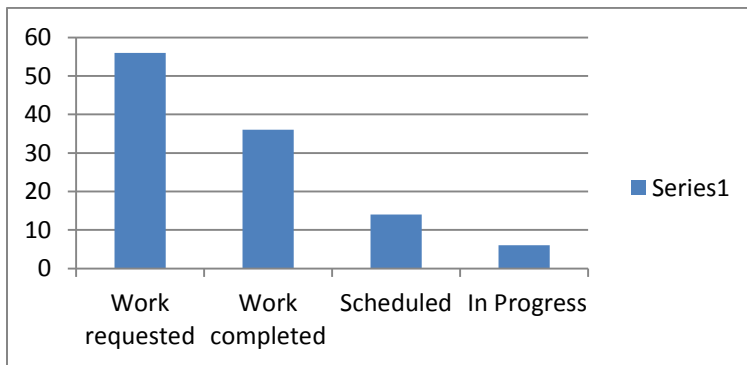
Training Updates

OIT's technical trainer continues to provide Web UI training for the campus community. In addition, training has been provided on basic portal features for staff members and student participants. A training schedule has been developed for the next round of computer upgrades for faculty and staff. Workshops will be offered on Window 7 and Office 2010 functionality.

Facilities Planning and Construction

Work Orders

Building and Grounds received 56 work requests the week of 12/10/11 through 12/16/11. Of those 56 work requests, 36 were completed, 14 are scheduled to be done at a later date and six are in progress.



Athletic Fields

The water was turned off for the athletic fields and the sprinklers were bled and winterized.

Snow Preparations

Delineator posts were installed campus wide as markers for snow plows. The delineator posts were installed by our snow removal contractor for best placement to prevent damage to sidewalks and curbs.

FMP 2020

The Board of Trustees received a presentation on Volume 1 of the Facilities Master Plan 2020 during its regular monthly meeting on December 15, 2011. This futuristic outlook for the college's buildings and grounds followed a presentation of the institutional strategy for the near term future known widely now as the Jubilee Plan. These plans considered in tandem charted a new direction in strategic planning at Brookdale. The Jubilee Plan lays the foundation for all the strategic planning at the college. The facilities plan follows the academic strategy for the college as laid out in the Educational Services Operational Plan (ESOP). Closely correlated with the Jubilee Plan also are the Information Technology Strategic Plan (ITSP) and the Emergency Management Plan. During his presentation of the Jubilee Plan President Toms informed the board that a new era in strategic planning at the college has begun by virtue of which the institutional strategic plan provides the forecast for all essential areas of college administration.

In that vein, Volume 1 of the FMP 2020 presented a conceptual strategy for the next five to ten years. Trustees were advised not to find the dollar amounts associated with the costs of new construction and maintenance outlined in the plan to disarm them because it was necessary to understand that futuristic planning should not be constrained by current economic circumstances. Total costs estimated by the first volume of the plan were more than \$96 million. Yet, the features illustrated by the presentation were quite attractive. They included improved vehicular traffic flow that would be accomplished by building a new loop road to serve the interior campus at Lincroft, a vastly enhanced campus at Freehold which would reflect that area as the growth node for student enrollment growth in the county, sorely needed maintenance improvements at Long Branch, ongoing upkeep of the still new campus at Hazlet and grounds upkeep as well as expansion at Wall. Sandy Hook was mentioned more as a decision point than a growth node.

The trustees did not have many questions about the presentation. They will undoubtedly revisit the subject matter as other plans are presented serially to them in the near future.