

**Administration Operations and Information Technology Services
Roundtable
December 14, 2011**

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

Information Technology

First Year Experience Meeting

Information Technology Services staff met with Counseling/Advising and Design and Production representatives to discuss the First Year Experience (FYE) program in relation to the web site redesign. Counseling expressed concerns that the program is not getting enough traction and would like to make sure that a prominent website presence is available for prospective students. As part of the website redesign process, it will be necessary to define internal and external content. The following ideas emerged about how to leverage existing FYE Portal Community features to increase student participation:

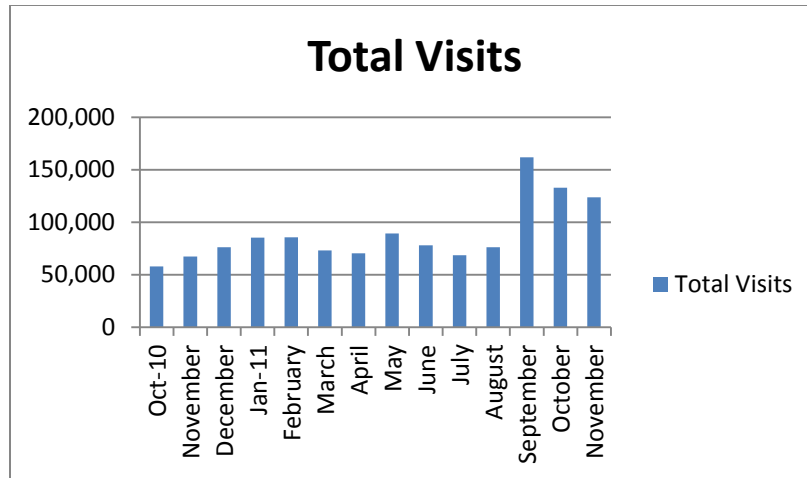
1. Provide assignments that integrate technology into the curriculum. Some examples that were shared included posting to the Jubilee Plan blog, updating student profiles with pictures, polling to address topic specific questions, scavenger hunting questions on content located with the FYE community.
2. Create a pilot HUDV online course for the fall semester; expand based on results.
3. Provide strategies on the Jubilee Plan that relate specifically to the FYE community.

Portal updates

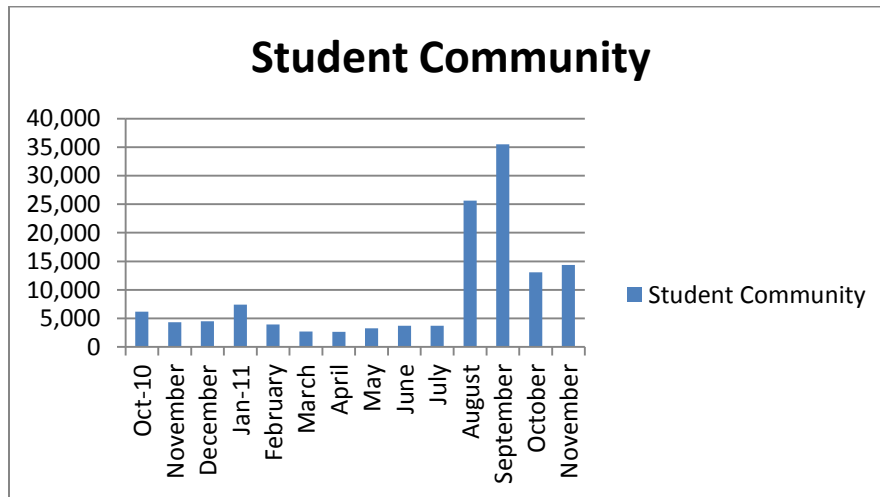
The ability to send messages to a group of users on the portal were successfully tested. OIT's technical trainer will work with institutional research so they can use the portal to send a survey to graduating students. The students will receive the link in their email as well as a pop-up upon login.

Patty and OIT spoke with CampusEAI in order to get further clarification on steps they have been taking to mitigate portal outages. CampusEAI has put in place various infrastructure upgrades in order to address network failures and connectivity problems. Patty has requested a summary of these upgrades, which she will share in a subsequent roundtable. In addition, CampusEAI will provide technical details for OIT to review.

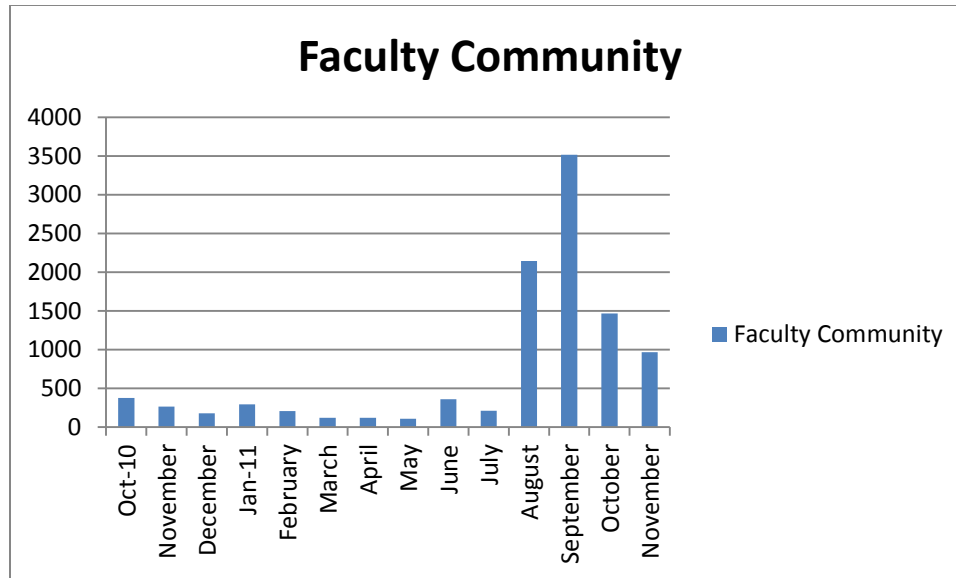
The following charts detail portal usage for total visits and student, faculty, and staff community visits including a brief analysis for each graph. It is expected that portal usage will increase over the next several months now that Brookdale has additional support with the hiring of OIT's technical trainer.



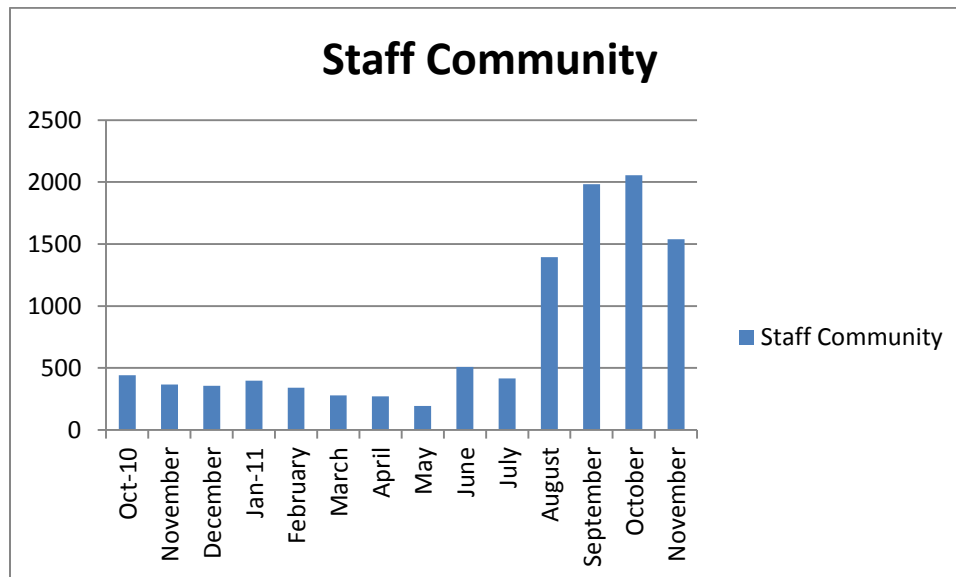
Approximately 124,000 users visited the portal. The above chart depicts a decline from September due to fewer users visiting the portal with new semester orientations and workshops no longer being offered. It is anticipated that December will show an increase as students will be accessing WebAdvisor to register for classes and check their grades.



14,371 students accessed the portal student community. This has been a slight increase since October (13,089) and we anticipate growth in December. This assumption is based on students accessing the portal to check grades and register for courses. Portal workshops and orientations account for the spike in usage during August and September.



968 faculty users accessed the portal faculty community. The heavy usage in August and September can be attributed to new semester logins and faculty orientations. The portal outage Brookdale experienced in November could account for the decrease in usage for that month. CampusEAI has addressed these problems and will provide details in their infrastructure update.



1538 staff users accessed the staff community. It is presumed that the decrease in usage from October is attributed to the portal outage that occurred in November. Recent projects requested by procurement and institutional research should increase portal usage. Finally, Linda Bernabeu has resumed working with Governance committee chairs in order leverage the portal.

Affinity Groups Vice Chair of the New Jersey Council of County Colleges CIO Affinity Group Patty Kahn is working with the Chair, Evan Kobolakakis from Bergen Community College, on a mobile learning initiative. The initiatives that the group are currently working on include the distribution of a mobile readiness [survey](#) to be completed by the 19 community college CIO's. Their responses will be incorporated into a [Campuses technology Infrastructure](#) survey that has already been completed. Next steps include the development of a common "sand box" as described in the Big Ideas document with the aim of developing common skills.

Training Updates

Project/Description	Requested by	Status
Web UI Training	Lynn Tirado	Web UI Training for various departments is still ongoing
Outlook Calendar Training	Patty Kahn/Barbara Brennan	Completed two training sessions for Cabinet administrative assistants. Topics included setting appointments/meetings and using invites and calendar sharing features and options.
Assisted with portal configuration for the student development governance pages	Rosemary Kochman/Dianna Glynn	Created new portlets, demonstrated web and document library for archiving, sharing, and uploading documents amongst committee members.
Purchasing: Vendor Portal Web Form	Kim Van Lew/Chic Raimondi	Made some modifications to the procurement web form, which will be used by vendors to submit proposals in response to bids based on feedback from Kim. Kim ran some tests to confirm that the process is working as desired. Next steps will include a meeting with Kim and Chic to review process and post the portal link to website.
My Message	Patty	Meeting with Arnie Gelfman and his staff in order to review the process for posting messages to targeted constituents on the portal.
Student Ambassador Meeting	Patty	Met with student ambassador, Samantha Goldberg, who requested permission to moderate the Blog on FYE portal pages. Linda is will be asking Rob Quinones about the process and permissions/control.

Training Offerings/December 15, 2011

[Portal Profile Management - Faculty/Staff/Students \(BAC - IT Training Room\)](#)

9am - 10:15am

Disaster Recovery Update

OIT is defining the requirements for co-location services to be included in the Request for Proposal to host Brookdale's disaster recovery equipment.

In addition, OIT is working with two Internet Service Providers (ISPs), who have an infrastructure completely separate from Verizon, to provide a redundant Internet connection to the Lincroft campus. OIT has received pricing from Comcast and is working with Level3 on an additional quote. Redundant Internet connectivity will minimize the impact of a Verizon outage as was experienced during the week of November 21, 2011.

Patch Management

OIT is developing the annual patch maintenance schedule for Network Services and User Services. Initially, OIT categorized all systems based on the time that the system needs to be available and on the criticality of the system's service. OIT will create an annual patch maintenance schedule that will be shared with ITAC.

Brookdale's Private Cloud

OIT has taken another step in implementing Brookdale's private cloud computing system this week by rolling out a two node VMware cluster. This cluster will provide a level of resiliency to the systems hosted in this cluster against hardware failure of one or two nodes. OIT will continue to build upon this infrastructure to implement a private cloud computing system that will allow all students, faculty and staff members the ability to work from anywhere, anytime without interruption.

Software Updates – Datatel Colleague

- Software updates for September and October were installed into production on Sunday, December 4, 2011.
- Test accounts were cloned on Tuesday, December 6, 2011.
- All accounts now contain the same software updates.

Web UI - Datatel Colleague

- This week OIT staff trained approximately 30 Colleague users to use Web UI.
- Programmers continue to convert custom reports for use in Web UI.
- OIT have completed customization of the course sections resolution screen.

E-Commerce – Datatel Colleague

- Core Web Services and Payment Gateway virtual servers have been setup.
- The staff has also installed wild card certificates.
- New Datatel Colleague environment has been created and software updates installed.
- OIT will complete final testing and verification of server setup by next week.
- User testing and customizations are planned to begin next week.

WebAdvisor 3.1.6 Upgrade - Datatel Colleague

- Updates have been installed in a test account for OIT testing.
- Users will begin testing next week.
- Estimates are for an upgrade to be completed before holiday break.

Gainful Employment Reporting – Datatel Colleague

Modifications to the data extract file were submitted to meet the federal regulation November 15, 2011 due date.

Labeling Units in Labs

This project has begun in Freehold. The third floor labs have been completed so far. The estimated time to completion in Freehold is the week of December 16, 2011. In addition, the BIOS settings will be adjusted to support Wake-On-Lan which will be an integral part of the KACE desktop management process in the future. Wake-On-Lan is a network message that turns on a system remotely and allows desktop management software to turn on lab PCs during off hours and install scheduled updates without the need for a physical visit.

BIOS Settings Project

The BIOS settings – those at the base level of the PC – are being calibrated to Wake-On-Lan in preparation for KACE, and the ability to “wake” units in labs for the purpose of performing software updates. The Rapid Response Team is configuring Brookdale’s branch campus and the higher education centers first. This will not interfere with the “wellness” visits, which the technicians will continue on a weekly basis. These visits are OIT’s approach to ensuring the operability of the teaching labs.

Facilities Planning and Construction

Western Monmouth Parking Lot

The contractor has two lighting related punch list items to resolve. Vollers provided much of the necessary close-out documentation and Yu and Associates (design engineers) provided an outstanding compilation of progress pictures and project documentation electronically.

Student Activities Office Relocations and the Bookstore Pre-Order Pick Up Window

Ongoing design work has begun to clarify the scope of a minor project to relocate functions for the student activities organization. Facilities staff visited the bookstore to assess the functional requirements for a project to build a new pick up window for pre-ordered books.

Solar Energy Feasibility Study

Facilities staff members are collaborating on a renewable energy program or plan for Brookdale that would place its greatest emphasis on solar energy alternatives. Solutions might take the form of panels on building roofs, solar farms, parking lot enhancements or even a parking facility with solar panels on its roof. A primary consideration is whether the college would do better to lease or own structures or facilities it may set up to capture and utilize solar energy. That question has been asked and answered as the staff is concentrating on power purchase agreements as the most feasible route to pursue. These mechanisms have grown more appealing over the past two years as the federal government has made funding subsidies for PPA’s especially attractive. However, the financial rewards of PPA’s become reduced after this calendar year, although it would still be more feasible for the college to lease as

opposed to building and owning its own solar facilities. The facilities staff has been meeting with a series of vendors to entertain proposals and consider the prospects for solar energy initiatives at Brookdale. President Toms participated in one session with an independent expert who is helping the staff determine the possibilities for moving ahead in the near future Brookdale will submit an application under the Local Government Energy Auditing Program to commission a firm that will provide a free energy audit (up to \$50,000 fee).

Finding conservation opportunities must be the first step toward a meaningful energy initiative. Unused energy does not cost money and furnished greater benefits than finding cheaper sources of energy. So, preventing waste will be a pillar of Brookdale's renewable energy initiative in addition to whatever solar options we may seek.

The Central Utility Plant (CUP) Upgrade

The college continues to press for completion of its punch list for the renovation of the CUP. The most outstanding item is the need to perform testing and balancing in the tunnels before the winter weather hits. Completion of this work will allow us to operationalize the new boilers that were installed earlier this year and do a better job of regulating heat in all the buildings on the Lincroft campus. This matter has become the subject of mediation between the college and the vendor responsible for the outstanding work.

Holocaust Genocide Human Rights Education Center (HGHREC)

The college held a mandatory pre-bid conference on December 6, 2011. A total of 25 construction companies were represented on the occasion. Some participants were sub-contractors who will submit their prices to the general contractors who were present. The next milestone for the project is meeting the deadline for submitting Requests for Information. That deadline is Tuesday, December 13, 2011 at 4pm.

The Performing Arts Center (PAC) Rigging

Five firms responded to the college's invitation for price quotations. The facilities staff will review them with staff members from the PAC and later collaboratively select the appropriate design team for the project.

Wall HEC/Communiversity

Soil erosion on the west side of building has been corrected. The erosion trench was leveled out, landscaping fabric was installed, and a 3/8" blue stone was placed atop the fabric. New PVC gutters replaced the existing crushed gutters to ensure that water drains away from building and into storm drains.

New Jersey City University (NJCU) at Wall

We await results from the post-cleaning tests that will indicate readiness to move into the mold-affected classrooms. One classroom is without the needed replacement duct but that should be replaced over the holiday break.

A partnership agreement featuring subsidiary provisions that address space and program use is being developed.

Digital Archiving

Converting the vast hardcopy archives of Brookdale's entire building inventory has been a perennial task, but facilities is making relentless progress. The Big Four projects generated hundreds of drawings and large-format submissions along with more than 20 boxes of files. Having ready access to this information makes ongoing maintenance easier to schedule and assists design teams on future projects with ready access to accurate renditions of existing conditions. We are working chronologically backwards to scan the information at hand. We do interrupt the schedule when project information is immediately required as in the case of Gorman Hall renovation and the Library (HGHREC).

Museum Drive

Shrubs and trees were pruned and cut back approximately 10 feet beyond the guard rail along Museum Drive. Facilities worked with the county highway department in performing this work.

Bankier Library

More than one hundred ceiling tiles were replaced in the high areas outside Library Rooms 117 and 125.

High Tech High School (HTHS)

A new four yard trash container was installed at High Tech High School to replace the extant Rubbermaid container. The new container can be picked up directly by Waste Management. The old Rubbermaid container had to be delivered to the PAC for use on the loading dock.

Maintenance

Preparations are underway for snow removal services this season. Two (2) skids of urea (ice melt) are in storage. More material is being delivered to each higher education center for staff members to have available for use. Fuel for snow removal equipment is stored at the maintenance yard. Two front end loaders, two trucks with plows and sanders are on site and ready to be deployed in the event of snow. Delineators are scheduled to be installed.

CVA / LAH Siding / Facia

The outstanding work to repair the siding on Larrison Hall was completed by B&B Construction on December 5, 2011. This ugly sight leftover from recent turbulence had been a source of complaint and frustration for quite some time. The contractors worked Saturday, Sunday and Monday to replace the items blown off during a spate of bad weather.

Storm Water Management

- Annual training for the facilities personnel was held on December 7, 2011.
- Hammer Engineering inspected the storm drains and outfalls on December 9, 2011.
- Administrative work is in progress in anticipation of the annual visit of DEP inspector, which is likely to occur on December 16, 2011.

Assistance to Monmouth Museum

Facilities personnel assisted the Monmouth Museum staff in troubleshooting their plumbing system on Friday, December 2, 2011 and Monday, December 5, 2011 prior to a visit from the Dodge Foundation, a major benefactor.

High Tech High School

Thanks to our contractor, Waste Management, we have been successful in scheduling the new four-yard compactor located at the High Technology High School for weekly pick-ups. [This was a major concern to Dan Simon, the principal, and other officials at HTHS.] The weekly pick-up will occur every Friday before 8:00 am, which will avoid the student traffic. HTHS representatives indicate that they are pleased with the process. Everyone appreciates the quick manner in which Waste Management resolved the outstanding issues.

Central Utility Plant Update

- **Emergency Sewage Ejector Repairs (serving CVA & LAH):** This system will be returned to service this afternoon. Rebuilt pumps and motors are scheduled for installation today.
 - **Background:** On Sunday afternoon (12/04/2011) the lift station alarm was activated and both pumps were found to be totally non-functional. It was essential to act immediately. The liquid level in the pit had risen well above the inlet pipe from CVA and raw sewage began to back up above some floor drains in CVA. Contractor pulled the pumps/motors and sent out for rebuilding. A sewage tanker truck was used to remove raw sewage from pit and transfer to a gravity sanitary sewer on a continuous basis.
 - **Recommendation for future:** 1.) Keep a spare pump and motor in stock. 2.) Periodically survey all lift stations to determine if both pumps are operational.
- **Parking Lot Lighting Schedules Revised for Energy Savings:** Only Lots 6 & 7 will be lit during the hours of 0500 to 0700 to allow safe passage for food service workers (SLC) and Fitness Center members. (Bill gets credit for this cost savings).
- **Automotive Technology Facility:** Modifying AHU serving bay area from 100% outside air to 10% for energy cost savings.
- **Neptune – Eastern Monmouth:** Student Services Center - additional work station installation will be completed 12/09/2011 by landlord at no cost to BCC.
- **CAR:** A wall mounted water cooler is OOO (combo unit ADA compliant); replacement unit on order.