

**Administration Operations and Information Technology Services
Roundtable
November 30, 2011**

Information Technology Services

ACTION ITEMS: None
DISCUSSION ITEMS: None
INFORMATION:

ITAC

ITAC met on Tuesday, November 15, 2011. Copies of the roles and responsibilities that had been identified by OIT, ETS, and the TLC were distributed for ITAC's review and comments. A preliminary discussion included comments around communication, project management, and strategic planning as well as a consideration of a formalized process for requesting projects and services. The handouts were posted on the ITAC portal community for additional comments to assist with clarifying areas of overlap in regards to services and functionality.

Perceptive Consulting

Patty Kahn is questioning recent charges for the Image Now consulting services performed by Perceptive. Despite previously submitting a payment for a business process tune up, Perceptive charged Brookdale for these services subsequent to their visit. After further investigation, Perceptive indicated that this invoice was sent in error and Brookdale will not be held responsible. Patty addressed concerns regarding additional consulting fees that were not budgeted for. Perceptive submitted an itemized time sheet that reflected these charges.

Perceptive has been scheduled to perform additional consulting for "light work flow" applications. Patty has requested a meeting with them in order to confirm the schedule and pricing.

Counseling and Web Conferencing

Patty Kahn met with Herb Cohen, Linda Bernabeu, Cathy Goode, and Marlena Frank to discuss the use of Adobe Connect to facilitate remote counseling. Linda has provided training for the counselors and it appears that Adobe is meeting the counselor's needs based on its usability and features. Linda will be creating a portal community for students, which will house the link to access the counseling session.

Labeling Computers in Labs

The labeling project continues at the Higher Education Centers. Both the Long Branch and Neptune sites are complete, and Northern Monmouth and Wall are approximately 80% done. Western Monmouth labeling will begin the week of November 28, 2011. The purpose of this project is to ensure that any caller contacting the Help Desk for a PC issue has a clear and distinct identification by which to report the troubled unit.

ETS/PAC Support

The Rapid Response Team area has assigned two loaner laptops to ETS in an effort to provide them with tools to provide support for an upcoming PAC need.

Eastern Monmouth HEC

PCs have been readied for the Student Success Center (SSC) area and Room 102, and will be installed once the electrical work has been completed. Three additional PCs will be added to Room 102. OIT is waiting for installation of the whips (which carry the electricity from the wall to the desks), and other work to be done. This was scheduled to happen last week, but the electrical work was not completed. The technician servicing the area helped move furniture around in anticipation of this happening as soon as this week. The Director will inform us when the work has been completed, so that the additional machines for the room and SSC can be installed.

Web Services

SunGard Web Services completed their interview process speaking with high school counselors. Web Services will submit their discovery to Brookdale by November 30, 2011.

At NJEdge Conference on November 17th and 18th

Using iPads to Promote Active Learning in the Classroom

Speaker Shelley Kurland, Instructional Designer at The County College of Morris, believes not only that technology can enhance the richness of a course, it can target many learning styles simultaneously, thus increasing the motivation and retention of the students. When developing a curriculum with faculty members, Shelley encourages the focus of curriculum design on not just active learning, but interactive, life- long learning.

Brookdale staff members participated in this workshop, in a group activity, using an iPad to simulate a student-centered approach in a face-to-face classroom. The County College of Morris began using the iPads in the classroom in 2010. The iPad activities were designed with the student-centered, active, and deep learning approaches in mind. The use of technology and multimedia is encouraged and implemented centered on the needs of the faculty member, students, and the nature of the course.

Engage Students with Mobile Devices and Social Network

Speaker Shelly Nice of Berkeley College engaged her students in classrooms by utilizing text messaging (www.wiffiti.com) and instant polling (www.poll Everywhere.com). She found that students became more involved in discussions especially those who are shy or reluctant to speak up publicly. Instead of using PowerPoint, she presented how she would use Prezi (www.prezi.com), which is more visually stimulant, to present her lecture materials during the class. In addition, she showed how she would give assignments via Facebook to engage students outside of classroom. These assignments were optional due to Facebook is not an officially sanctioned teaching tool at the college.

Her approaches are to utilize the tools that students are most comfortable with. She found that students who do not participate actively in classes are often prolific bloggers in Facebook or other blog sites she would use such as Wikispaces (www.wikispaces.com).

Verizon Internet Outage – November 21, 2011

Brookdale experienced a Verizon Transparent LAN (Local Area Network) Service (TLS) circuit outage at the Lincroft campus which provided Internet and inter-campus connectivity. The outage began shortly after 7pm on Monday, November 21, 2011 and lasted through Tuesday, November 22, 2011 at approximately 6:15pm. We fully recognize that all Brookdale campuses rely on Internet and inter-campus connectivity to deliver course content, process business transactions and engage in communications, and we take it very seriously when there's a problem with the Verizon service.

This outage is a very serious matter, and we are treating it as such. I would like to share with you our existing disaster recovery (DR) plan created this year to protect Brookdale from such an outage in the future. OIT's 2011 plan includes providing redundant Internet connectivity beginning with the Lincroft campus and then moving to the Higher Education Centers. This effort is in progress as initial quotes were received by Comcast and additional quotes were requested by other vendors. Once the requisition is processed through the Purchasing Department, there is a three month lead time on having the service implemented. The target timeframe to have in place is by Q1 of 2012.

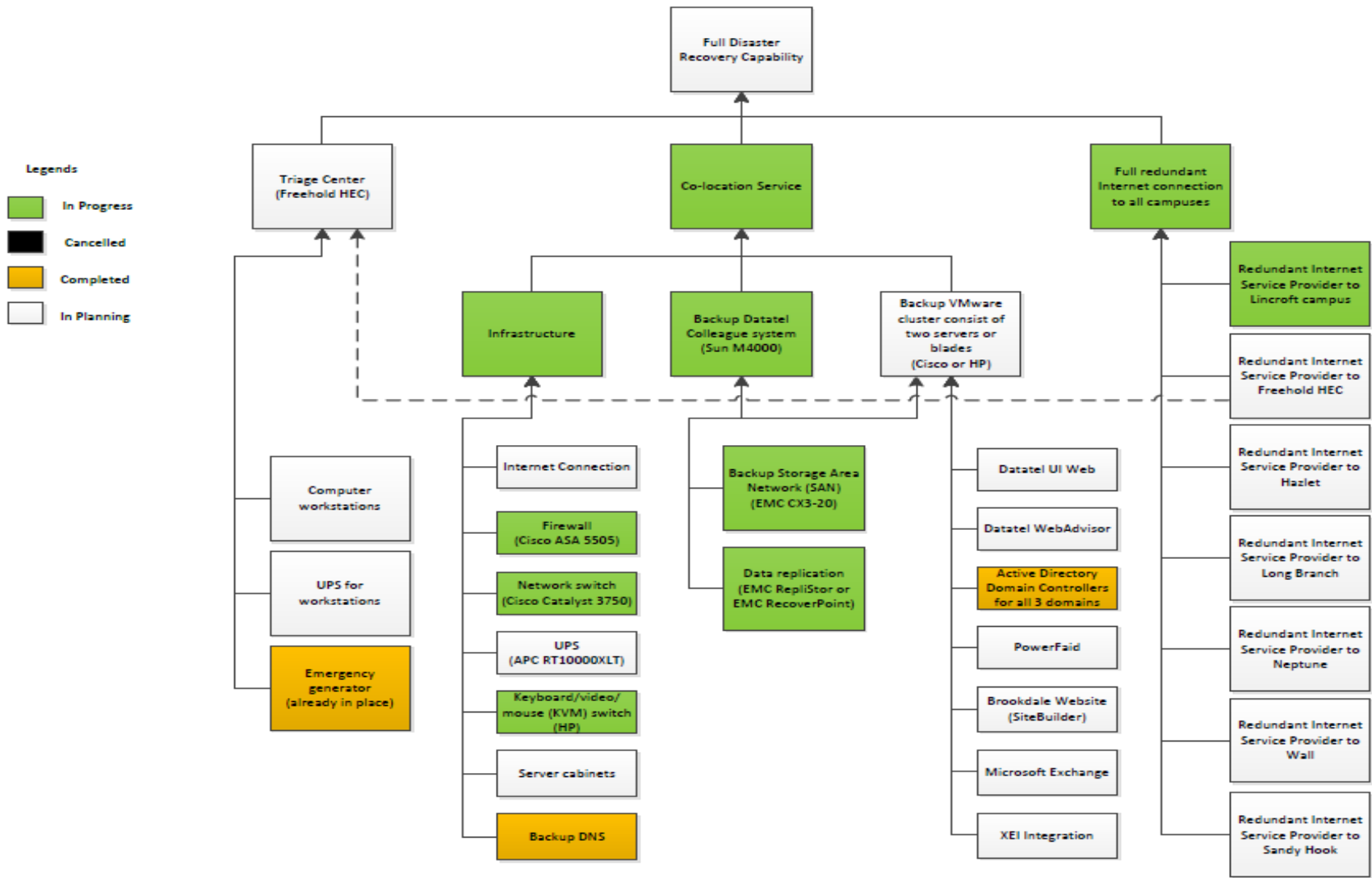
Another important DR effort underway is the securing of a co-location. A co-location site will provide redundancy of business critical systems including Datatel, Active Directory, PowerFunds (Financial Aid), Brookdale's website, and Exchange (email). OIT has received quotes from various vendors and is in the process of creating the RFP. The target timeframe to have the co-location in place is Q1 of 2012.

Please refer to the accompanying diagram below illustrating OIT's DR plan with the status of each item.

Internet Outage – November 24, 2011

OIT was notified by Brookdale's Intrusion Protection System (IPS) via email that the system was not scanning network traffic for security attacks on the morning of Thursday, November 24, 2011. Based on this message, OIT attempted to correct the issue remotely. However, the IPS stopped network traffic at this time and rendered the Brookdale network and web unreachable. OIT dispatched someone to the campus to restart the IPS device and network connectivity was restored.

Brookdale's IPS device, Tipping Point, was recently installed in October 2011 and OIT is contacting Hewlett Packard (HP) to ensure the system is working properly as the device should not disable the network in the manner which occurred on Thanksgiving Day.



Facilities Planning and Construction

ACTION ITEMS: See Below

DISCUSSION ITEMS: None

INFORMATION:

Western Monmouth Water Intrusion

Last week some of the surface mounted electrical devices that hinder the removal of the moldy sheetrock were removed in house. The moldy sheetrock should not be removed unless it is done following a “remediation procedure”. The procedure will include but not be limited to worker protective gear, air sampling criteria, disposal procedure, wipe down method and negative air pressure containment of the work area. We will need to have the procedure specified for us by Air Consulting, our industrial hygienists. We need to have the sheetrock removed to expose the foundation wall to visually inspect that the water intrusion has stopped.

When the water stops entering the building the interior repairs can begin. Rich Frank is spearheading the interior remedial effort. This work will entail bringing in an industrial hygienist to prescribe the methods and procedures for removing the mold affected materials.

We will request quotes to implement some of the exterior remedial actions within the next couple of weeks including removal of foundation plantings and additional leader repairs.

Gorman Hall Renovation

A follow up meeting was held to clarify all the spatial needs with the architects. The dialog also brought about some clarifications about people in different departments who work among other departments, information that would not have been communicated otherwise. The architects will submit a draft “space program” documenting their understanding of what was discussed. As soon as we approve their understanding, the design work may commence. It is anticipated that schematic level drawings may arrive before the winter break.

Central Utility Plant Upgrade (CUP)

Non-binding mediation is now being advised by our attorneys and Framan’s attorney. It is not known what duration of time is required to conclude the settlement.

A work-around to operate the heating system in a semi-automatic mode has been devised. It will not be as energy efficient as the fully automatic mode but will provide comfort from cold weather throughout the buildings served by the Central Plant. Without the help of a testing/balancing service, we are unable to ascertain where the worst by-pass conditions occur. Our controls vendor provided the sequence and training for our operators.

Energy Management

Attorney Bill Linton suggested that the cost of additional testing and balancing could probably be offset by energy savings and suggested that we proceed with a 7-day notice to contractor for not complying and then proceed to hire a testing and balancing firm to execute the work.

FMP 2020

The December 15, 2011 board of trustee meeting will include a presentation of the Facilities Master Plan 2020. The first volume of the draft plan contains many visionary concepts for land use but no detail for programs to be supported. There is hope that a new strategic plan for credit and non-credit offerings will be forthcoming. The new plan would lay out a timeline for expanding current programs, elimination of programs or when new programming would start. This information would help to provide a little substantiation for the timing and extent of this visionary growth.

Western Monmouth Food Concession

It looks like we will be able to get a concessionaire in place without undergoing the extensive public bid process. A meeting was held with the Freehold Health Department two weeks ago. A detailed list of the College's equipment is needed to include in the contract and subsequent RFP. The vendor we have been working with has substantial issues with a six month engagement since it doesn't give much time to recover startup costs of vendor provided equipment, materials, insurances etc.

Bill Golubinski has been putting together quotes for the work required to open. Quotes have been received for electrical work, plumbing work and flooring. Using in-house staff for some of the work is a money saver that is being explored. The vendor has provided a menu of items that he would like to sell which is part of the Board of Health submission process. Information regarding potential vending conflicts is inconsistent (you can sell coffee, but not soft-drinks). It would be good to review this contract in detail as a team.

Action Item: The College needs to clarify what the expectations for a food concessionaire should be. This requires people from Administration, Food Services, Business and Finance and Facilities to collaborate and form a clear set of guiding principles for the RFP.

Action Item: We need to confirm what budget allocation amount, if any, is available for this initiative. Preliminary discussions on this indicated that \$10,000 is the maximum college expenditure to include sink, electric and flooring. If so, what is the account number and who is ultimately responsible for that account's oversight.

As long as we look to keep the contract short, it is unreasonable to ask a vendor to provide excessive build-out costs without an ample contract term (time) to recoup on the investment.

- Clarification of the scope of work (subject to Freehold Health Department)
- For the short term contract, a list of college-provided equipment is required, who is responsible for repairs/replacement.
- Clarification with vending machine beverage conflicts. Coffee? Water? This information needs to be clear in both the Vending and Food Service Concessionaire contracts.

Holocaust Genocide Human Rights Education Center (HGHREC)

The bid packages for the REBID of the project were available for contractor pick up on Thursday November 17, 2011. A mandatory pre-bid conference is set for December 6, 2011. Only contractors who attend the conference will be able to bid on the project.

Action Item: A determination of the method of agreement that certifies the amount of the over-budget contribution needs to be established between the time that bids are received and the Board of Trustee award of the project to a contractor. The agreement would include the amounts of the base bid and selected alternates.

PAC Rigging

A draft scope letter has been created to hire a design firm to document the scope of work to remedy safety concerns outlined in the rigging study by Pook Diemont & Ohl. It was reviewed by the PAC Theater expert and was sent to some of our B&G short listed firms that exhibited experience in performing arts venues in their qualification packages.

Lincroft Snow Guards

A package of quotations is being created to get “apples-to-apples” comparisons for the installation of snow guards around critical areas of the Lincroft campus. The scope of the project is such that the award will not exceed the pay-to-play threshold and will not require full public bid proceedings. In order to ensure that the project is awarded, unit costs are being incorporated into the request for quotes so that the scope of work can be predictably increased or reduced. This also keeps the project within our planned infrastructure budget. A “snow guard phase-two” for this project will be in next year’s infrastructure budget.

Alterations to Human Resources Offices

Preliminary work has gone on to ascertain the costs of certain trade work but was not inclusive of the complete project scope. Modifications to the HVAC system, fire protection (sprinklers) and fire alarms are among the items still to be determined. Flooring quotes to utilize the College standard carpet-tile need to be sought as well. A complete schematic design package should be assembled by December 9. From this package, we will be able to get comparable quotes for the work.

Long Branch Fire Inspection

Brookdale requested and received an extension until November 21, 2011 for discrepancy correction from an inspection conducted on September 20, 2011. The extension was required for the fire door and the fire alarm inspections. Both were conducted on November 18, 2011. Facilities Management and Engineering will forward reports to the Long Branch Fire Marshal’s office by the end of the month.

Wall Fire Inspection

Facilities Management and Engineering received an inspection report for the Wall campus this past week. Four emergency lights and a site plan for our new parcel are required by November 30, 2011. The inspector is also requiring us to disconnect all utilities from the abandoned buildings, cut brush away from the abandoned buildings and board up building openings by January 9, 2011. We are working with Electro Maintenance, Greenleaf Landscaping and Middletown Custom Interiors for proposals regarding the aforementioned work. The work will likely take place over the holiday period.

Wall Mold Remediation

Remediation will take place beginning November 25, 2011. Contractor will likely stage necessary equipment the evening of November 23, 2011. Rooms 125, 128, 129 and 130 will be usable on

November 28, 2011. Rooms 123 and 124 will be without ductwork until December 26, 2011 when duct board removed on November 25, 2011 will be replaced with insulated sheet metal. Replacement is recommended by our industrial health and safety contractor.

Larrison Hall Siding

Facilities Management and Engineering just received W-9 from the contractor this afternoon. Work originally planned for November 25, 2011 could not be scheduled due to the contractor's commitments. Work is now scheduled for Sunday, December 4, 2011.

Arena

Facilities recently learned from the project construction manager, Torcon, that Brookdale is nearing its first ever LEED certification for a building on campus. Torcon heard from the U.S. Green Building Council that the paper work required certifying the Collins Arena as LEED qualified has been submitted and is nearing approval. Revised paper work has also been submitted to qualify the arena for certification in the enviable silver category. We await word on whether the college will meet that mark.