

**ROUNDTABLE**  
**Administration, Operations and ITS**  
**August 11, 2010**

## **Information Technology**

### **Portal**

After encountering some hurdles on the LDAP side of the portal, we seem to be on track again. We encountered tremendous frustration in overcoming many of these challenges. For example, all of the permissions assigned to the content managers had to be reapplied and the content and design on some of the portal pages had to be redone. CampusEAI is now performing daily backups in order to avoid the loss of content from occurring again. (Note: because we are still in test mode, it was not CampusEAI's policy to perform these daily backups). Special thanks goes to the OIT team who worked with CampusEAI to overcome some of the LDAP issues we were experiencing.

On the positive side, we did meet our first deadline by opening the portal to a group of users for our first beta test. We provided a check list to be used as a guide outlining specific functionality and portal areas for testing to the group. Results from the beta test are due back on August 10. Also, end user documentation is progressing nicely and due to be completed by August 6 for internal review. These documents will be available to faculty and staff when we open the portal to these groups of users on August 13.

Despite the portal related challenges, we've been moving along with training. A group of faculty and student portal implementers were trained by Patty Kahn on how to add content. In addition, several one-on-one sessions were provided by Patty to those individuals who could not make the group session.

As for the front end design of the Portal, we are making huge leaps! The staff side is pretty much completed and it is looking awesome! A special thanks to Helen Loori for all of her assistance. She has been extremely instrumental in moving this project along. In addition, Kevin Burkitt has been very helpful in providing assistance with his technical guidance. On this front, a CampusEAI representative will be on campus August 17 to provide further technical assistance and final touches for the portal design.

Moving forward, there are concerns in regards to gaining more widespread acceptance. There has to be a sense of ownership across departments in order to make this portal a success. Departments who want a dynamic presence on the portal need to be willing to delegate responsibility to individual(s) to maintain their content. Once training is received, they will see that adding content to the portal is not a time consuming process and will make a world of difference to the faculty and student community we support.

In addition to accepting responsibility, some Brookdale departments need to review their current process for scheduling events. In order for events to appear through the portal, Brookdale needs to move away from a paper based calendar towards using an online calendar with specific

functionality that feeds into the portal. Obviously, this is something that cannot happen overnight, but we need to seriously consider it for the future.

In regards to the enterprise license, the kickoff meeting is scheduled for Monday, August 6<sup>th</sup> at which time a project timeline will be provided.

### **Datatel and SunGard Assessment**

Datatel provided their revised summary in preparation for their Cabinet presentation on the 18<sup>th</sup>. In addition, Datatel conducted follow-up phone calls with some of our Brookdale staff for additional clarity in relation to some of the recommendations that were provided. SunGard is adding their finishing touches to their summary and will be providing their findings to me and Patty prior to the Cabinet's meeting as well.

### **Instructional Designer/Trainer Position**

We received a new batch of resumes for this position and have begun the interview process once again. We are desperate for this position, as Patty has assumed all of the responsibilities associated with this role (i.e. training, portal administration, one-on-ones, documentation, troubleshooting, etc.) This reflects poor planning on Brookdale's part as we wish this position had been established when the portal initiative began. Even when this individual is hired, a transition to broader or more widespread participation in training and professional development will need to occur. If not, it will definitely hamper the success of this huge initiative. In the meantime, SunGard has provided an offsite instructional designer who has been assisting with the documentation and online tutorials. In addition, this individual will be assisting with several of the faculty/student fall orientations.

### **Office of Information Technology**

#### **SunGard Higher Education Assessment**

Continuing to work with the SunGard Assessment Team this week compiling notes and answering additional questions in preparation for the **August 18** meeting with Brookdale's President and his Cabinet.

#### **Networking Team**

##### ***New McAfee Server!***

The newest version of McAfee's EPO 4.5 server is installed. Installing this server will allow OIT to centrally monitor and control the newest version of McAfee's antivirus program which is designed to work with Microsoft Windows 7 software, which is being installed on new PC's that are being deployed at Brookdale this summer. This will allow us to respond to any virus outbreaks and reduce the security threats they may pose to Brookdale.

#### **Administrative Applications Support Meeting**

The Datatel programming support team met this past Thursday. Main topic of discussion is the next round of Datatel software updates. The list of software updates (patches) was provided by the system admin to the programmers. Next steps and current statuses are as follows:

1. Programmers review list of patches – *in progress*

2. Programmers review custom impact report – *in progress*  
This report will identify custom programs that are impacted by a new patch
3. Programmers begin reengineering customizations touched by a patch – *to begin after 8/13 or 8/26 based on analysis*

The patch plan identifies the following dates for the patch cycle:

August 26 – patches loaded into TEST – *on target*.

October 3 – patches loaded into Production – weekend activity with user validation – *on target*.

### **Datatel – Contracted Systems Analysis – Second follow-up**

In preparation of the Fall Term, OIT contracted with Datatel to perform a service titled ‘Registration Health Check’ which analyzed the setup of our Datatel and WebAdvisor setup.

Datatel is unable to definitively provide Brookdale with the number of UniData licenses that our new system will support. Datatel and OIT are confident, based on system testing, that the new server is able to handle an additional 50 with ease. OIT will provide necessary information to Patty Kahn to support this purchase. In addition, Datatel will be performing an additional test on Brookdale’s Datatel Server the week of August 9 to ensure configuration changes made to the server are working properly.

The Rapid Response Team has been busy with labs and pc rollouts at the following locations:

Western Monmouth HEC  
MAS108  
CVA106

### **Imaging for Writing Labs**

Final verification for the Writing lab images is expected this week. This will then allow for movement on getting the following labs readied for the fall semester: LAH118, 211, 229, and ATEC019.

### **Telephone Projects**

#### **Contact Center Express**

Telecommunications manager met with student services department managers to discuss the Contact Center Express (CCE) pop-up feature. This is to allow the phone system to integrate with Colleague and PowerFails. Currently we only have 10 CCE licenses. Accounts Receivable Department felt they would benefit from this feature. We are currently looking into cost to purchase more licenses.

Counseling Department requested that the implementation of this application be placed on hold until there is proper support in place. The programming is ready when the Counseling Department is ready to implement.

#### **Telephone Trunk-Line Transition Issue – EC500 Feature**

The College telephone trunks were transferred from McGraw to Cooperative. A detailed schedule was communicated to the Brookdale community.

Due to this transition, there was an interruption of EC500 feature. Telecommunications is continuing to work with Cooperative Communications and Empire Technologies in returning to a fully functional.

**Police News**

Mr. Gabriel Campan of Howell Township was sworn in as a Probationary Police Officer for Brookdale Police Department on July 16. Mr. Campan is currently attending the Monmouth County Basic Recruit Training program at the Monmouth County Police Academy and is scheduled to graduate in December 2010.

During the month of July, the Brookdale Police Department responded to 455 calls for service including two motor vehicle accidents, five first aid calls, two fire alarms, one criminal mischief and one arrest.

The Campus Police completed the semi-annual firearms training held at the Middletown Township Police Pistol Range.

Chief Sandford and college officials met with members of the Monmouth County Chapter of the Red Cross and County OEM to discuss ways that Brookdale Community College could be utilized in emergency situations in Monmouth County.

**Emergency Preparedness**

Although the Emergency Preparedness Task Force Committee has not officially been meeting over the summer, there has been much progress. We have been meeting with Ernie Overseen from Disability Services and the college Police to bring forward revised guidelines on how to manage persons with special needs during an evacuation of a building. Currently we are still seeking input and hope to bring these guidelines forward to the Cabinet in the near future.

As part of the evacuation planning, emergency red phones have been installed in the several areas of rescue throughout the Lincroft campus. The purpose of these special phones is to allow people during an emergency to have direct access to the police. A person can push the silver button and it automatically connects to the police dispatcher. The following emergency phones have been numbered and have been installed in the following locations:

LOCATION	AREA OF RESCUE ASSISTANCE (ARA)	ARA – EMERGENCY PHONES LOCATIONS & #S
<b>Larrison Hall</b>	Area between stairs and elevator on 2 <sup>nd</sup> and 3 <sup>rd</sup> Floors Area near stairways on 2 <sup>nd</sup> and 3 <sup>rd</sup> Floors at wing ends	<b>2<sup>nd</sup> floor # 1</b> <b>3<sup>rd</sup> floor # 2</b> <b>2<sup>nd</sup> floor wing # 3 - West</b> <b>3<sup>rd</sup> floor wing #4 – West</b>

LOCATION	AREA OF RESCUE ASSISTANCE (ARA)	ARA – EMERGENCY PHONES LOCATIONS & #S
		<b>2<sup>nd</sup> floor wing #5 – East</b> <b>3<sup>rd</sup> floor wing # 6 – East</b>
<b>Center for Visual Arts</b>	Area between lobby stairs and elevator on 2 <sup>nd</sup> Floor Lower level hallway near elevator	Area between lobby stairs and elevator on <b>2<sup>nd</sup> Floor # 7</b> Lower level hallway near elevator <b># 8</b>
<b>Library</b>	Staircase near the Special Collections desk and MAN 2 <sup>nd</sup> Floor Area adjacent to elevator in basement classroom suite	Staircase near the Special Collections desk and MAN 2 <sup>nd</sup> Floor <b># 9</b>
<b>Main Academic North (MAN)</b>	The main staircase near the Special Collections Desk Area opposite elevator at stairs at north end 2 <sup>nd</sup> Floor and basement	The main staircase between LIB and MAN <b># 11</b>
<b>Main Academic Central (MAC)</b>	Lobby between MAC and CAR on 2 <sup>nd</sup> Floor and basement	Lobby between MAC and CAR on 2 <sup>nd</sup> Floor and basement <b># 13</b>
<b>Center for Counseling, Admissions and Registration (CAR)</b>	Lobby between MAC and CAR on 2 <sup>nd</sup> Floor and basement	Lobby between MAC and CAR on 2 <sup>nd</sup> Floor <b>#13</b>
<b>Main Academic South (MAS)</b>	Area outside circular shaped restrooms on 2 <sup>nd</sup> Floors Staircase between MAS and MAC 2 <sup>nd</sup> floor.	Area outside circular shaped restrooms on 2 <sup>nd</sup> Floors <b># 16</b> Staircase between MAS and MAC 2 <sup>nd</sup> floor - <b>#17</b>
<b>ATeC</b>	<b>2<sup>nd</sup> floor bathrooms are located.</b>	Near pay phones and 2 <sup>nd</sup> fl bathrooms <b># 18</b>

Another ongoing effort is seeking information for staff to be CPR trained. This effort comes directly from the tabletop exercise performed in 2009. It was identified as a recommendation to have the HEC security guards and encourage staff to be trained in Red Cross CPR and basic first aid. The following is information supplied by the Red Cross on the classes they offer.

- ADULT CPR/AED – 4 hr. class at a flat fee of \$450.00 for up to 10 students and \$40.00 per student thereafter. This is a full class, targeted for individuals who have not had previous training, or whose previous certification has expired.
- ADULT/CHILD/INFANT CPR & AED – 6 hr. class at a flat fee of \$600.00 for up to 10 students and \$55.00 per student thereafter. Again, this is a full class.
- STANDARD FIRST AID – can be combined to either of the above classes for an additional \$100.00 (\$10.00 per after the first ten). The instruction time is extended by 2 hours.

Please note: All classes can be offered at Brookdale.