Library Technology and Telecommunications Committee Meeting Minutes

Meeting Date: February 22, 2023

Next Meeting: March 29, 2023 @ 11 AM

Location: ZOOM

Attendance: Stephen Castellano, Sherry Deckman, Michelle Ehrenpris. Joseph Mohorcich, Edi Ruiz, Jennifer Van Allen

Student Senator: Benedicta.Osei

Excused: John DeLooper, Donna McGregor and Jennifer McCabe, Kenneth Schlesinger

Library

- Library is pleased to announce patrons (Students, Staff and Faculty) may borrow materials for 8 weeks and renew the materials up to 4 – times. Patrons may borrow materials for a total of 40 – weeks. Materials that are not returned on-time accrue a fine of $1.00 per day
- Library, School of Education, Speech-Language-Hearing Sciences invite you to in-person Reading with children's book author and bilingual speech pathologist Karina Gonzalez, Wednesday, March 22nd, 5:30 – 7:00 PM, Library Classroom A on Concourse level. Registration on Library Homepage.

Information Technology

- As you know, the Help Desk assists the College community through many channels: e-mail, chat, phone and in-person. Often the same user reaches out via all channels resulting in inefficiencies and delays in the IT service delivery. Most issues can be resolved through these channels with the exception of requesting access or resetting a password through e-mail because an user's identity must be verified to reset a password. We have set up an auto-reply email asking users who email the Help Desk with password issues to join the IT Virtual LehmanQ. We have introduced a change to this system to ask the user to let us know whether they want to get a Zoom meeting or phone call when they join the LehmanQ virtual line. O**r** the user can set up set up an appointment for another day/time. Because of these modifications, there is now a separate Help Desk link in the Lehman 360 App. In-person visits is also available through the LehmanQ.
- IT will be rolling out ServiceNow in the Spring to replace our current TrackIT system. ServiceNow is an enterprise IT Service Management platform which allows users to submit their own tickets and be automatically routed to the appropriate Lehman IT areas.

This self-service will streamline the turnaround time and improve customer service. Our IT Division has been using the platform for several months and will begin marketing and training the College community in April, beginning with non-academic areas first. We seek everyone's cooperation in using ServiceNow for IT support. CUNY has already transitioned to ServiceNow which replaced CUNYfirst CRM. Many of you are already familiar.

- Lehman College has been recognized by CUNY Central as a leader in automating business processes. Processes built and developed by Lehman are being used at other colleges throughout CUNY. An example of this is CUNY Transfer Explorer (TREX), a homegrown application that is now offered as a shared-service and used CUNY-wide. Among several features, TREX (https://explorer.cuny.edu/) shows how courses transfer in all directions across CUNY and non-CUNY colleges. Since its released, TREX has had 86K+ unique visitors

- The Lehman website continues to go through transformations, a redesign, and updates. The newest "in-progress" update to the Lehman website is our Events Calendar and Campus Directory. These new solutions bring a modern design, a complete mobile responsive look and feel, and an easy-to-use TerminalFour (CMS) application where departments can enter their own events or directory changes. We are happy to report that we are about to complete the User Acceptance Testing (UAT) phase of this project. The next phase is planning a campus-wide rollout which includes trainings, how-to short videos and step-by-step guides.

- Our Student Evaluation of Teaching and Learning (SETL) platform (ClassClimate) is being upgraded with a version that brings enhanced analytics, single sign-on, dashboards for administrators and instructors, integration with BB to make it easier for students to complete the survey and more. The upgraded version will be in place for the Spring 2023 SETL period.

Blackboard

- Blackboard ALLY – the platform to assist instructors in creating accessible courses for all – is now available in all Bb courses. Faculty Training will be offered during the spring semester. Please keep an eye on your email to register for ALLY Faculty Training

- The Bronx Ed Tech Showcase is will be held on Friday, May 5th 2023. The Showcase will be celebrating its 10th Year. The Showcase is a collaborative event between the three Bronx CUNY colleges and is open to the CUNY Community. Please consider submitting a proposal to present at the showcase. Submission Deadline is March 5th. Google: Bronx Ed Tech Showcase and click LEARN MORE

- CUNY is still working on the contract to move from Bb to Desire2Learn. We have no other news on the change in LMS.

Online Education

- Preparation for Teaching Online: A Foundational Workshop for Faculty, will be offered twice in the upcoming months from April 7th to the April 30th and then from August 7th to the August 20th.
- Enhancing Your Online of Hybrid Course Through the Use of Open Educational Resources (OER) Workshop, will be offered from March 13th to March 26th.
- Course Design Institute is being offered between March 15th and August 20th. For More Information, please contact the Office of Online Education