



JOHN JAY COLLEGE
THE CITY UNIVERSITY OF NEW YORK
OF CRIMINAL JUSTICE



STUDENT TECHNOLOGY FEE PLAN 2011-2012

SUBMITTED BY: STUDENT TECHNOLOGY FEE ADVISORY COMMITTEE

March 2011

JOHN JAY IS 



JOHN JAY COLLEGE
THE CITY UNIVERSITY OF NEW YORK
OF CRIMINAL JUSTICE

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**John Jay College of Criminal Justice
CUNY Student Technology Fee Plan FY 2012**

Recurring OTPS: \$ 847,473 **Personnel:** \$ 1,353,867 **New Allocations:** \$ 480,613

EXPENSES	Academic Calendar Year		
	2011/2012	2012/2013	2013/2014
Staff Costs			
<i>(List each position, title, salary and fringes)</i>			
Computer Lab Assistants	\$ 370,515	\$ 221,586	\$ 221,586
Computer Technicians (ITSS)	\$ 152,500	\$ 152,500	\$ 152,500
Electronic Librarian (LIB)	\$ 105,392	\$ 105,392	\$ 105,392
Library Network Manager (LIB)	\$ 98,597	\$ 98,597	\$ 98,597
Student Technology Fee Project Coordinator (DoIT)	\$ 98,597	\$ 98,597	\$ 98,597
Systems Administrator (ITSS)	\$ 88,664	\$ 88,664	\$ 88,664
Classroom Technology Support Staff (CTS)	\$ 27,250	\$ 27,250	\$ 27,250
Evening Tech. Coordinator (ITSS)	\$ 61,882	\$ 61,882	\$ 61,882
16x7 Network Support (DoIT)	\$ 61,300	\$ 61,300	\$ 61,300
Adjunct Librarian - Improving Electronic Documents	\$ 6,150	\$ 6,150	\$ 6,150
Lead Technical Support Personnel (Math)	\$ 20,280	\$ 20,280	\$ 20,280
Help Desk Personnel for Students (DoIT)	\$ 30,000	\$ 30,000	\$ 30,000
Laptop Loan Assistant (ITSS)	\$ 26,720	\$ 26,720	\$ 26,720
Portal, Blackboard Helpdesk Support (DoIT)	\$ 100,000	\$ 100,000	\$ 100,000
Blackboard Systems Coordinator (Academic Affairs)	\$ 61,582	\$ 61,582	\$ 61,582
Student Services Web Developer (DoIT)	\$ 44,438	\$ -	\$ -
Consulting			
Hardware, Software, Peripherals			
<i>Personal Computers/Servers/Laptops</i>	<i>Quantity</i>		
Computer Replacement	250	\$ 150,000	\$ 300,000
Call Center Maintenance		\$ 13,000	\$ 13,000
FCM Lab Upgrade (SOC)		\$ 1,360	\$ -
SMART Classroom Enhancement Expansion (ITSS)		\$ 24,000	\$ -
Teaching Labs (ITSS)		\$ 10,000	\$ -
		\$ -	\$ -
<i>Printers/Scanners</i>			
Duplex Printing		\$ 14,200	\$ -
BookScan Stations (LIB)		\$ 6,000	\$ 1,200
Accessibility Hardware (OAS)		\$ 12,263	\$ -
<i>Routers/Hubs/Wiring</i>			
Wireless Network Enhancement (DoIT)		\$ 10,000	\$ -
<i>Peripherals</i>			
Digital Journalism (Eng)		\$ 1,400	\$ -
Digital Microform Scanners (LIB)		\$ 5,000	\$ -
Software			
<i>(Provide product name and estimated cost, if known)</i>			
Plato (SEEK)		\$ 2,531	\$ 2,531
Misc. Software (ITSS)		\$ 30,000	\$ 30,000
SPSS (ITSS)		\$ 44,220	\$ 44,220
SIGI Plus (CarDev)		\$ 1,095	\$ 1,095
TutorTrac (LEC)		\$ 1,050	\$ 1,050
E-Training Licenses (ITSS)	200	\$ 6,000	\$ 6,000
Deep Freeze (ITSS)		\$ 2,400	\$ 2,400
Verdiem (ITSS)		\$ 2,340	\$ 2,340
Digital Signage Software Maintenance (ITSS)		\$ 2,000	\$ 2,000
Library Electronic Databases			
Electronic Resource Subscriptions		\$ 185,000	\$ 185,000
Reading Collection Digitized		\$ 5,058	\$ 5,058
Electronic Resources - additional funding		\$ 50,000	\$ -
Furniture			
Construction			

Faculty Development and Training

Faculty Development - Library	\$ 5,000	\$ 5,000	\$ 5,000
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Miscellaneous

Misc. Supplies	\$ 50,000	\$ 50,000	\$ 50,000
Print Management	\$ 60,000	\$ 60,000	\$ 60,000
Video Collection - Library	\$ 14,000	\$ 14,000	\$ 14,000
Streaming Video Database	\$ 25,000	\$ -	\$ -
Projector Bulb Replacements (CTS)	\$ 7,633	\$ 7,633	\$ 7,633
Student Service Maintenance Extension (DoIT)	\$ 37,000	\$ -	\$ -
Online Support Services (OneStop)	\$ 2,737	\$ -	\$ -
Queuing System - Bursar's Office	\$ 5,224	\$ -	\$ -
Queuing System Expansion (OneStop)	\$ 17,361	\$ -	\$ -
Distance Learning Initiative	\$ 200,000	\$ -	\$ -
Student Check-In System (CarDev)	\$ 8,630		
Cataloguing Project (LIB)	\$ 6,000		

ETI (Blackboard, Email, Etc.)

Internet ²	\$ 3,929	\$ 3,929	\$ 3,929
Microsoft Campus Agreement	\$ 52,479	\$ 52,479	\$ 52,479
Network Security (Symantec)	\$ 14,816	\$ 14,816	\$ 14,816
Enterprise Security Initiatives	\$ 37,460	\$ 37,460	\$ 37,460
JJC Portion of Blackboard	\$ 50,523	\$ 50,523	\$ 50,523
UsableNet	\$ 5,034	\$ 5,034	\$ 5,034
RefShare	\$ 7,015	\$ 7,015	\$ 7,015
Research Computing	\$ 5,552	\$ 5,552	\$ 5,552
Oracle License	\$ 34,962	\$ 34,962	\$ 34,962
Stellant	\$ 6,211	\$ 6,211	\$ 6,211
CollegeNet (R25 & S25)	\$ 5,456	\$ 5,456	\$ 5,456
ProofPoint	\$ 16,276	\$ 16,276	\$ 16,276
Gartner Research Tools	\$ 4,170	\$ 4,170	\$ 4,170
Oracle License (Additional)	\$ 10,530	\$ 10,530	\$ 10,530
Enterprise Training Solutions	\$ 9,232	\$ 9,232	\$ 9,232
HPC Connectivity	\$ 3,963	\$ 3,963	\$ 3,963
Resume Builder	\$ 6,681	\$ 6,681	\$ 6,681

TOTALS	\$ 2,645,660	\$ 2,167,317	\$ 2,167,317
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Student Technology Fee Plan FY12

College: John Jay College

Project Name: Queuing System – Bursar’s Office

Department: Office of the Bursar

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Gerald Garvey

Proposed Budget: \$5,224.00

Description of Project

The Bursar’s office is currently located in Haaren Hall and it strives to provide excellent customer service to the students and the entire College community. We provide essential services for both current and former students in both the Undergraduate and Graduate programs. In addition, we provide services to the various offices within the College Community. Our office is open from 9am to 5pm Monday through Thursday and 9am to 3pm on Fridays. We are seeking to acquire the additional hardware needed to integrate with the existing queuing system at One Stop, since we will be adjacent to them in the new building. Many times a student thinks his/her particular issue can be resolved at the Bursar’s Office, when in fact it has to do with another department such as Financial Aid, Registrar or the Admissions Offices. At the new location this system, once integrated, will allow our office to refer (on an expedited basis) the student to the appropriate department without extending or adding to his/her wait time.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Student Check-in System

Department: Career Development

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Will Simpkins

Proposed Budget: \$8,630.00

Description of Project

Career Development Services is the college's department serving the career planning needs of all undergraduate and alumni. The department offers counseling services and a daily schedule of workshops and events tailored to the John Jay community. We see, on average, several dozen students each day. Only through careful data collection are we able to continue to provide pertinent resources that fit students' interests. While we currently utilize career management software - John Jay Careers Online - so that students may view job and internship listings, request counseling appointments, and register to attend events, the department's intake process is paper-dependent. Our department proposes to use funds from the Student Technology Fee to update the John Jay Careers Online system with the Student Tracking System and Kiosk module. This involves updating our annual contract as well as purchasing stationary and mobile equipment that we will use to "check in" students when they visit our department as well as attend events on or off campus.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Student Services Maintenance Extension

Department: Department of Information Technology

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Praveen Panchal

Proposed Budget: \$37,000.00

Description of Project

Last year as part of the “Student Services Maintenance and Upgrades” project, DoIT was able to update and maintain a number of critical student services. This year DoIT is requesting an extension of that funding to continue operation of such services. First, we are requesting monies to extend the maintenance contract on the Student Call Center System in use by the Enrollment Management call center, the DoIT helpdesk and the Blackboard Support Group. Second, we are requesting that monies be allocated to continue providing virus and spyware protection for the student email system to help keep students safe. Third, we are requesting continued support be provided for the device that ensures during peak periods of internet usage, bandwidth priority is given to critical academic sites and services (i.e. classroom traffic; library proxy, book check out, and web services traffic; JSTOP student self-service applications, etc...). Finally, we are requesting that the E-training software subscription available to students be continued for another year.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Web Development – Student Services
Department: Department of Information Technology

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Juan Baez
Proposed Budget: \$44,438.00

Description of Project

To extend the services of a part-time programmer previously funded by Student Tech Fee. This programmer will continue to be a critical part of the web application development team. Our team is responsible for development and maintenance of all applications under Jay Stop. Currently, this programmer is in the process of developing a course substitution application for Jay Stop along with several other high profile projects. We developed Jay Stop, a student portal that centralized all vital student information in a single location. The main focus of this portal was to provide self-service tools to mitigate the need of standing in line at the different offices during registration. In the last year and a half, we've developed over 45 self-service web applications for students. Some of these include: My Course Schedule, My Transcript, Graduation Application, Financial Aid Budget Letter, Certificate of Enrollment, My Stops, Student Clearinghouse, NJ Transit Monthly Pass, Change of Major, Change of Address, Password Reset, Readmission Form, Graduate Specialization Form, among others. Since its launch in 2009, more than 600k students have visited Jay Stop and 121k accessed My Course Schedule Online, 18k students accessed My Enrollment, 42k My Transcript, 27k Change My Info, 9k Change of Major, 23k Graduation Application, 8k National Student Clearinghouse, 6k NJ Transit Monthly Pass, and 19k viewed their stops online. These services greatly enhance the student experience at John Jay and increase the administration's productivity as they can focus their time on more critical issues. Based on the great success of this portal and the self-service tools, is to keep the momentum going, and continue to provide excellent customer service to our students.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Wireless Network Enhancement

Department: Department of Information Technology

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: O'Neil Hinds

Proposed Budget: \$10,000.00

Description of Project

Wireless access has moved from a “nice to have” to a necessity for Faculty, staff and students John Jay College. Student usage of the wireless service has grown exponentially from approximately 700 users in 2009 to over 900 students using the wireless daily. In order to not only maintain but improve wireless access especially for smart mobile phones, we are requesting money for 16 Cisco AiroNet 1142 Series Access Point. These wireless access points support the fastest speed and enhanced security.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Digital Journalism

Department: English

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Alexa Capeloto

Proposed Budget: \$1,400.00

Description of Project

This is a follow-up to our successful student tech fee request from last year, which secured computers, cameras, a printer, a scanner, software and funding for a website in order to build up the journalism curriculum and student newspaper at John Jay. We have come a long way since then, thanks in no small part to the equipment secured with tech fee money. We have a functioning student newsroom in 1535N, regular publication of The John Jay Sentinel, a Sentinel website in development, and a new Journalism Minor. In fact, our first group of Minors will take the final course of the sequence, Digital Journalism, in Spring 2011. Now, in order to support the growing digital journalism work for that class and for the pending Sentinel website, we need digital audio recorders and portable video cameras. That is the purpose of this request.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Duplex Printing

Department: Instructional Technology Support Services (ITSS)

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$14,200.00

Description of Project

In order to increase the amount of pages for printing allocated to students and to save resources, this proposal is requesting that all OCS printers be upgraded to accommodate duplex printing. This is an expressed wish of the student body as voiced at Town Hall Meetings and through comments received in ITSS.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: SMART Classroom Enhancement Expansion

Department: Instructional Technology Support Services (ITSS)

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$24,000.00

Description of Project

There are several facilities in Haaren Hall that are used for teaching and presenting that are not part of the official classroom list and as a consequence were omitted from the previous classroom enhancement project. Given that these rooms have the first generation of smart classroom equipment, are heavily used, but cannot be folded into the smart classroom management system, it is requested that funding be allocated for the enhancement of these facilities as well.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Teaching Labs

Department: Instructional Technology Support Services (ITSS)

Expected Start Date: 7/1/11

Expected End Date: 6/30/12

Person Responsible for Project: Bill Pangburn

Proposed Budget: \$10,000.00

Description of Project

In order to meet the needs of the instructors using the teaching labs in ITSS, funds are requested to purchase classroom management software, document cameras, lecture capture, and smart boards. In so doing, ITSS will be able to provide a complete smart classroom experience for those who are accustomed to using such resources, as well as introduce these technologies to faculty who have not yet leveraged the advantages of such items. The intention is to install these products in two of the new computer labs in ITSS that will be available for instruction and professional development.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Additional Electronic Resources Funding
Department: Library

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Nancy Egan
Proposed Budget: \$50,000.00

Description of Project

The reliance on electronic resources is continually growing and the ability to access library resources from home or anywhere off-campus has become an expectation, not a novelty. Here at John Jay, students and faculty are accessing these resources more and more. The number of electronic articles viewed rose from 277,868 in FY2005 to 806,912 in FY2010, or nearly 300% in 5 years. Recognizing this patron commitment to new resources, the Library has, over the years, increased its purchases and subscriptions of electronic resources, yet the base technology fee budget has increased only \$20,000 since 2005. As the John Jay population expands and the College makes further inroads into e-Learning and distance learning, there is every expectation that the demand for these resources will continue to grow. Also, prices continue to rise. For example, in 2009, Sage repackaged its journal subscriptions into one bundle—Sage Premier—precluding libraries from subscribing to individual journals or subject collections. Because of the increase in price, CUNY Central ceased to fund the collection and the Library, cognizant of the College's reliance on social science resources, submitted an application to the Technology Fee committee, which was approved to fund the increased cost each year for 2009/2010 and 2010/2011. The Library is requesting that this additional money be made recurring so that we are assured of being able to subscribe to this and other databases and collections on an ongoing basis. For depth and breadth of coverage in the Social Sciences, Sage is unparalleled. In addition to containing many of the top academic journals in criminal justice, the collection contains top titles in Communications, Education, the Health Sciences, Political Science, Management and Organization Studies, Sociology, and Psychology. At 26,293 full text articles viewed in fy 2010, the collection was the 7th most accessed full-text journal database. Individual Sage journal titles can also be accessed through the library's a to z list of electronic journals. Last year, by two different measures, 4 of the top 10 electronic journals accessed were from the Sage collection.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: BookScan Stations

Department: Library

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Bonnie Nelson

Proposed Budget: \$6,000.00

Description of Project

Last year ITSS requested \$12,000 for “Self Service Copiers” that was ultimately used to purchase two BookScan machines that were placed in the Library—one in the Library Reserve Room and the other on the upper level of the Library near the OCS printers. These are special scanners with dedicated processor units and software that quickly and easily scan pages of printed books or other paper material. The resulting PDF files can be copied onto a flash drive or emailed. They have been enormously popular with students who have repeatedly looked at the long lines and asked us to get more machines.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Digital Microform Scanners
Department: Library

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Bonnie Nelson
Proposed Budget: \$5,000.00

Description of Project

The Library would like to replace our motley collection of 8 broken or half-broken microfilm reader printers, the newest of which are over 15 years old, with two new digital microfilm readers. Although most of the journals that students need to access are available electronically over the Internet, there is still a sizable amount of literature that is only available in microform. Our old microform machines are in very bad shape and it would be very expensive to fix them. The students get very frustrated and then have to pay to print copies of pages. The new digital microform readers can scan the film and transmit the copies to a PC, from which they can be sent to the OCS print system or copied to a flash drive. One of the two machines will have added features for ADA compliance.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Streaming Video Database
Department: Library

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Nancy Egan
Proposed Budget: \$25,000.00

Description of Project

Last year, the Library subscribed to 3 Alexander Street Press video databases (\$6,000) with money from the technology fee fund. This year the Library would like to subscribe again to those collections and to other video database collections (i.e. Master Academic Collection from Films Media Group costs \$19,500). These collections of streaming videos of commercial documentaries, classic newsreel footage and dramatizations have proved to be very popular and as they require no equipment outside of a computer and no additional licensing requirements, their ease of use and cost effectiveness make these databases highly desirable. So far, use of the videos in the Alexander Street Press collections has been very encouraging. We subscribed to them in early September and from then through January there have been 182 sessions in Counseling and Therapy in Video, 63 sessions in Ethnographic Video Online, and 61 sessions in American History in Video (it was expected that the counseling database would be the most popular as we received a tremendous amount of positive feedback from patrons during its initial trial period in Spring/2010). Given that these numbers represent videos viewed and not articles downloaded, they represent a tremendous amount of use for one semester. Also, average session-times for these collections are also high (32 min., 2 hours, and 54 min. respectively) making it clear that users are watching the videos, not just skimming content. These videos can be used in and out of class, and can be viewed from any computer on or off campus (accessed via the proxy server like any other Library database) by faculty or students, thereby making it easy for faculty to assign videos to students out-of-class—saving valuable class time. All the videos have unique URLs and so links can be put in webpages, blackboard accounts, and electronic reserve—further facilitating ease of use. Smaller segments of videos have also been given their own URLs, making it possible to link to shorter videos in the same way. In expanding our video database collection, we have various options. Films Media Group has come out with a collection that can be subscribed to in modules or in total. The full collection, price-based on our FTE count, would come to \$19,500. This collection would be attractive to John Jay as it contains over 6,000 videos from distributors that we have purchased many videos from in the past—Films for the Humanities & Sciences, Cambridge Educational, and Meridian Education Corporation. Alexander Street Press also offers this, in partnership with Filmmakers Inc. Pricing, and content is not yet available but is promised by early spring of 2011.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Cataloguing Project

Department: Library

Expected Start Date: 7/1/11 Expected End Date: 6/30/12

Person Responsible for Project: Nancy Egan

Proposed Budget: \$6,000.00

Description of Project

Cataloging of John Jay produced videos for inclusion in the Library's Online Public Access Catalog (CUNY+). This project was in place for a few years when the Library first acquired the media collection from the College's audio-visual services department. It was suspended for personnel and budget considerations. At this time, we would like to revive that project. Currently, videos of John Jay events (except those cataloged in the original project) are kept in a Library cabinet in chronological order. The Media Librarian usually gets requests for these videos from people who know that an event took place. They are not always easy to find if they are not cataloged and the interested person does not know the approximate date of the event. Many of these event videos, however, represent a wealth of valuable research and educational material that people should be able to access. Preparing cataloging records for select videos (i.e. Book and Author Series lectures, Prisoner Reentry Institute lectures, episodes of Criminal Justice Matters) insures that all researchers looking for materials on a given subject find these events much like they would any other Library materials.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Reasonable Access

Department: Office of Accessibility Services

Expected Start Date: 7/1/11

Expected End Date: 6/30/12

Person Responsible for Project: Danielle Officer

Proposed Budget: \$12,263.00

Description of Project

The Office of Accessibility Services (OAS) is requesting resources to better serve students with disabilities at John Jay College. The materials requested will aid in providing reasonable accommodations to students with learning disabilities which is the largest and fastest growing population among offices nationwide. Other disabilities benefitting from the proposal are students with a visual impairment, medical, neurological and psychological to name a few. The Office of Accessibility Services is requesting the following: Braille Embosser Juliet Classic Juliet Classic's standard features include regular Braille graphics, high-resolution Braille graphics, and Dynamic Braille Scaling. With Dynamic Braille Scaling, you can turn on different Braille sizes, even within the same document. Built-in Braille sizes include Library of Congress Braille with or without increased line spacing, California sign Braille, Jumbo Braille, or the smaller Braille often preferred by Japanese customers. Regular or high-resolution Braille graphics make maps, simple line drawings, or math more accessible. An impact control on the rear panel allows you to select perfect Braille heights for different paper grades. Sixteen menus allow you to customize your embosser just once for every task you need and call all the settings into action with a few keystrokes. Adjust for 6 or 8-dot Braille, even print sideways. Use a variety of paper sizes. Laptops New light weight laptops for the Laptop loaner program outfitted with software specific for the needs of OAS students. The OAS has the rights to the software, and is requesting five new laptops with space available to load ZoomText and Jaws software. New Laptops will afford the OAS to utilize the old IBM T43 Thinkpads as backups instead of the primary loaners. To use ZoomText Magnifier/Reader, your computer must have the following hardware and software: 450 MHz Pentium® III processor or equivalent; 1.5 GHz for Windows Vista One of the following operating systems: Windows 7(both 32 and 64 bit OS are supported) Windows Vista (both 32 and 64 bit OS are supported) Windows XP (32 bit OS only, 64 bit XP is not supported) Windows 2000 Internet Explorer 5.0 or later Minimum 256 MB RAM; Minimum 1 GB required for Windows Vista Minimum 25 MB free hard disk space (additional 60 MB required for each NeoSpeech synthesizer) Sound card To use JAWS for Windows, you need a personal computer running Microsoft® Windows® with the following: A processor capable of handling the requirements of the operating system in addition to any other programs you want to use with JAWS. Enough memory to run the operating system and any programs you want to use with JAWS. Additional memory will improve system performance while JAWS is running.

JAWS software requires less than 200 MB of hard disk space for program and settings files. Additional space is required for the operating system, other programs, and the Windows swap file. (A display adapter capable of at least 800 x 600 screen resolution with 16-bit color (1024 x 768 screen resolution with 32-bit color is recommended). If you intend to use the Eloquence for JAWS software synthesizer, you need a sound card compatible with the version of Windows you are running. If you choose not to use Eloquence for JAWS, then you must have a JAWS compatible software or hardware speech synthesizer, or a refreshable braille display. Live Scribe Pens with Live Scribe Notebooks The LiveScribe smart-pens provide all students with unlimited access to teacher instruction any time, anywhere and provides specific student populations and educational programs with a more customized learning experience. Students can speed up, slow down or replay a lecture's audio to more effectively develop both oral and written skills. Students have limitless access to teacher instruction plus the ability to utilize multiple modalities, engage in tactile experiences, and self-monitor by recording their own voice for fluency exams and oral reports. WYNN™ Literacy Software Solution WYNN is the innovative literacy software tool designed to enhance success for individuals with reading challenges and writing difficulties. WYNN was developed with the help of special educators and individuals with learning difficulties such as dyslexia, dysgraphia and aphasia. By using a bi-modal approach - simultaneous highlighting of the text as it is spoken – WYNN transforms printed text into understandable information that benefits readers of all ages including English Language Learners (ELL), struggling readers and children with ADD (attention deficit disorder) or ADHD (attention deficit hyperactive disorder). Dragon Naturally Speaking headsets (4) and desktop microphone (1) Microphones for use with Nuance's Dragon Naturally Speaking software as well as JAWS and ZoomTech. Dragon helps people with physical disabilities do things they never thought possible. More than a tool of convenience, Dragon provides a lifeline that allows them to connect to the world via the computer. By allowing users to completely command and control their computers by voice, Dragon delivers independence and freedom, as well as a new level of confidence.

- Create documents and email hands-free.
- Command and control your computer by voice.
- Level the playing field for students with disabilities.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Queuing System Expansion for Enrollment Management
Department: Enrollment Management/OneStop

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Marisol Marrero
Proposed Budget: \$17,361.00

Description of Project

The ONE STOP Services area is the customer service area representing all the offices within the Division of Enrollment Management. We are a high volume, fast paced, student centered area. Our mission is not only the college's mission, but we also strive to create an environment of teamwork that stimulates improvement, growth and a commitment to a never ending search for better ways to do things. We endeavor to further the College's retention efforts through participation in a variety of workshops, open houses and other events involving students, families, faculty, staff and members of the community. We facilitate and deliver equal access to all services provided by ONE STOP for the Division of Enrollment Management. As we look towards fall 2011 and our move to the new building, ONE STOP will be renamed Jay Express Services Center, and our never ending mission to provide the best services possible to the John Jay community will continue. We will be housed in a bigger area with expanded facilities and our service counter will have eight stations as opposed to the current five stations. The NEMO – Q CRM product purchased with 2010 Technology Fee has proven effective in a variety of areas. Through our self-assessment we have collected data that indicates increased student satisfaction with services and wait time, improved staff performance time as well as the obvious elimination of the lines that congested the lobby of the North Hall building. The expanded Jay Express Services Center will be a beacon for fast, friendly and accurate information in one central location. Therefore, we need additional funding to relocate our existing CRM system and add the necessary hardware to accommodate the growth of our offices.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Online Support for Enrollment Management
Department: Enrollment Management/OneStop

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Nilsa Lam
Proposed Budget: \$2,737.00

Description of Project

The Office of ONE STOP and Enrollment Management Call Center Services provides a variety of services to students in the areas of Registrar, Financial Aid, Testing, Admissions, and Bursar. As part of our departmental goal, we endeavor to always improve, simplify, and be transparent with our processes. We believe that by providing services in this manner, students will be more receptive to us, be better prepared in navigating the college environment, and in turn make our job easier. Along with providing a myriad of in-person, telephone, and email assistance, we also proactively participate in joint efforts to reach out to our students. Our office is involved with special events like Freshmen Registration, Readmission Day, and Open House where we conduct workshops and create handouts on financial aid, admissions, and registration. In recognizing the common questions asked by our students, we devised an e-SIMS print screen instructions booklet – a handout of print screens to guide students how to register and look up classes online. We also created or offer our insight to produce PowerPoint presentations geared towards these events. Our office is in a unique position where we experience students' inquiries, frustrations, suggestions, and comments firsthand. To not do anything with these valuable student input is a waste. Therefore, we collect the student input and tailor the presentations to formats that students understand. Sometimes people tend to forget even the best presentation or best handout. However, people can always refer to a podcast or a recording if they need guidance and when they need it. Creating podcasts and vodcasts, therefore, will help in that effort. Podcasts are audio only recordings and vodcasts are audio and visual presentations. Vodcasts are visually stimulating and, coupled with narrative, is a better learning tool than text. We have seen success with the Financial Aid TV, which is a website that students can access to find out financial aid information made as short video clips. Along with the success of the Jay Stop, a John Jay student intranet, we have a high traffic in visiting key information like applying for graduation, registration information, finding downloadable forms, etc. With vodcasts and podcasts, we are taking it one step further by providing video and voice informational and how-to instructions on topics that students must be acclimated to as John Jay students. In the advent of the Jay Express, our new name at the new building this summer, podcasts and vodcasts will be a new tool for us to reach out to students. Accompanied with resources like FaceBook and Twitter, we can directly link students to useful vodcast through these social media.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: FCM Lab Upgrade
Department: Sociology (Soc)

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Richard Lovely
Proposed Budget: \$1,360.00

Description of Project

There are two main server(s) in the Forensic Computing Laboratory. These serve the core Linux and Windows OS to the student lab machines. Faculty have started to use the lab much more extensively, and so the number of concurrent student users has grown (often as high as 12), placing significant burden on the centralized servers in terms of memory. It is necessary to upgrade the RAM on the servers to 16G each, so that the client workstations (used by students to do hands-on lab assignments in classes) will be responsive enough to support the demands of digital forensics. The request is for four (4) units of 4G DIMMs, of which 2 will go to the Linux server and 2 to the Windows 2003 server. ITEM 2. The Forensic Computing Laboratory servers presently support about 45 user accounts, of which approximately 90% are student accounts, and 10% are staff accounts. These users' home directories occupy 2TB on the Linux side, and 2TB on the Windows side. Unfortunately, no archival or backup mechanisms are presently in effect, due to lack of disk resources. Thus, in the event of catastrophic hard drives failure (e.g. mid semester), all faculty and student accounts would be rendered inoperative. This exposure to risk is unacceptable, especially given the growth in the program and its shift to a more hands-on paradigm. Towards mediating risks this proposal seeks to acquire four (4) 2TB drives, for the purpose of both daily and weekly backups of the two main servers.

Student Technology Fee Plan FY12

College: John Jay College

Project Name: Distance Learning Initiative
Department: Undergraduate Studies (UGS)

Expected Start Date: 7/1/11 Expected End Date: 6/30/12
Person Responsible for Project: Jane Bowers, *Provost*
Proposed Budget: \$200,000.00

Description of Project

The President's Task Force for John Jay Online will shortly issue its recommendations for a strategic, three phase approach to the development of distance learning programming at our college. In short, distance learning will allow the college to serve its current student population better because it would meet the scheduling and flexibility needs of many of our graduate and undergraduate students. Institutional research at CUNY shows that our students commute further and work more than any other students enrolled in the university. By increasing section availability, particularly in gateway and capstone courses, distance learning options would facilitate a student's ability to persist and complete his or her degree in a timely manner. Distance learning also would allow the college to enter new markets, particularly (and initially) at the masters and certificate program levels, which would increase revenue to the College over time. The continual infusion of new revenue streams is critical to the fiscal health of the College as it moves forward through the recession, through anticipated NYS and CUNY budget cuts, and through what is projected to be a long and uneven recovery.