Introduction & Executive Summary

LIS Recommendations and Progress from Long Range Plan

Academic
Library Learning Commons
Finding Library Materials
Library Collections-General
Special Emphasis on Collection Improvement: Catholic Identity
Science@Canisius
Instructional Technology Improvements
Improved Instructional and Assessment Support for Faculty
Information Literacy
Archives

Administrative
Increase Organizational Efficiency and Effectiveness
Challenges

Student Life
Student Email
Campus Portal
Improved Collection for Recreational Viewing and Reading
Migrate to Industry Standard Solutions
Improved Technology Support for Mobile Computer and Library Users
Night Access to Services

Best Practices
Additional Technology Renewal
ITS Planning
Leadership Training

Additional Noteworthy Initiatives

Administrative Computing
Campus Printing
Library
Academic Computing
Software
Angel
Web Page Improvements
Online Instruction Support
Archives
Archives Speaker Series
Other Events
Networking and Technology Infrastructure
Grants
Appendix 1- Service Profiles and Logs ................................................................. 12
  Academic Computing Activity Statistics ......................................................... 12
  Library ............................................................................................................. 12
    Library Materials Budget ................................................................. 12
    Library Attendance & Circulation ......................................................... 13
    Library Laptops ...................................................................................... 14
    Interlibrary Loan & Document Delivery ........................................... 14
    Library Instruction .............................................................................. 14
    Database Usage ................................................................................. 14
    Archives .......................................................................................... 15
    Media Center .................................................................................. 15
  Instructional Technology Classrooms .................................................. 18
  Trends .................................................................................................. 18

Appendix 2-Administrative Processes Ripe for Streamlining .............................. 22

Summary of Plans for 2009-2010 ..................................................................... 24
  Academic Computing ........................................................................... 24
  Administrative Computing .................................................................. 24
  Archives ........................................................................................... 24
  Library ............................................................................................... 25
  Media Center .................................................................................. 25
  Network Services ............................................................................... 25
  Technology Infrastructure ................................................................. 25
Introduction & Executive Summary

This Annual Report will review Library and Information Services (LIS) progress in 2008-2009 and plans for 2009-2010. Plans and accomplishments are consistent with the LIS Long Range Plan, the Plan for Academic Excellence, and the College’s Long Range Strategic Plan.

The recommendations from the LIS Long Range Plan are presented along with the progress toward achieving the recommendation. Following that are fuller discussions of additional noteworthy accomplishments of the year.

LIS has achieved many of its stated goals. For example, DARS is implemented, information literacy is incorporated into the new core curriculum, Angel was adopted, and the availability of classroom technology grew. Aided by the adoption of the cell phone based "Canisius Alert" system, Canisius College is a safer and more secure place. The mutual aid agreement with Niagara University offers more resiliency to ITS operations in case of unforeseen events.

With the addition of Tim Hortons, more comfortable seating, and extended service hours, the Library is a far more frequent campus destination. Yet the Library Learning Commons, an integrated suite of learning and technology resources in a renovated building, continues to be an elusive goal. Nevertheless, LIS continues to move in this direction as budget and space allows.

LIS is meeting the challenges of the current budget climate by reevaluating its services. In some cases, services are being discontinued (e.g. resident student telephone service and paper campus telephone directories). In more cases services are being added (e.g. online telephone directory, online parking registration) to make the campus more efficient.
LIS Recommendations and Progress from Long Range Plan

Academic

Library Learning Commons

Recommendations

- Renovate the Library to:
  - provide better service and increase hours.
  - improve space for information literacy instruction.
  - provide space for academic partners such as the Tutoring Center, Center for Teaching Excellence (CTE), and Faculty Technology Support Center (FaCTs).
  - provide informal learning and social space, including a new campus coffee shop.
  - provide additional space for small group study.
  - update technology to provide a modern, digital environment.
  - concentrate most widely used services on the first floor.
  - enable the creation of digital content by students and faculty.

Progress in 2008-2009

- The project is in the capital campaign portfolio, but no donor has yet stepped forward with a cash gift.
- The Tim Hortons coffee shop opened in the Library in the Spring 2009 semester.
- Services have been concentrated on the first floor. Collections such as popular reading and DVDs have relocated near the coffee shop. Video circulation has increased 20%.
- Some of the first floor book collection, particularly in the reference area, has been shifted to other floors of the library. This has resulted in more seating that may be configured by library patrons as well as more natural light.
- A “sandbox” to experiment with furniture types and seating arrangements has been established near the coffee shop.
- Subsequent to these changes, library attendance increased by over 40%.

Finding Library Materials

Recommendations

- Obtain better software for finding library materials that will have the following Amazon.com, and Google.com-like characteristics:
  - patron queries will be filled in relevancy order.
  - patrons will be able to "tag" and review items. These tags will supplement the standardized library cataloging.
  - patron queries will span the library collection in intelligent ways. Patrons will not need to know to look in a particular database or for a book rather than a journal article.
Progress in 2008-2009

- Canisius incorporated links to Google Books full text from the Canisius online catalog. Canisius led a Connect New York project to do the same for the union catalog.
- The Library is using LibGuides (http://libguides.canisius.edu/) to provide focused student research help for specific disciplines. The product has some Web 2.0 features such as user comments.
- The online catalog/website now includes RSS feeds for new books, bestsellers, and DVDs.

Library Collections-General
Recommendations

- Provide resources for increased emphasis on scholarship such as:
  - facilitated access to primary source materials through membership in the Center for Research Libraries and similar associations.
  - additional full text databases in support of the curriculum and research.
  - support for the College’s effort to increase its graduate programs.
- Add additional funding to hasten acquisition of electronic materials.
- Actively collaborate with other institutions to facilitate faculty and student access to collections outside of Canisius College.

Progress in 2008-2009

- Connect NY introduced Rapid Interlibrary Loan (ILL). In addition to books, member libraries are committed to expedited services for journal articles in print, and ILL requests are often satisfied in one day.
- The following databases were added:
  - Education Full Text via Wilson Web

Special Emphasis on Collection Improvement: Catholic Identity
Recommendation

- Strengthen the Catholic Identity portion of the collection that will be emphasized as part of the Canisius College Strategic Plan.

Progress in 2008-2009

- With an increase in base spending dedicated to this, this part of the Long Range Plan was largely complete as of 2007-2008. Improvements will continue as the budget permits.

Science@Canisius
Recommendation

- Incorporate state-of-the-art-technology into Science Hall.

Progress 2008-2009

- Other than putting a skeletal infrastructure in place for parking lot emergency phone and environmental monitoring, Information Technology Services (ITS), like the rest of the campus, is in standby mode and waiting for the success of the capital campaign.
**Instructional Technology Improvements**

**Recommendation**
- Incorporate additional video content for instruction.
- Provide for digital content creation in select classrooms.
- Provide capabilities for online meeting tools.

**Progress 2008-2009**
- FacTS has worked with faculty to provide “screencasts” using Jing, freely available software, that provides online support for students.
- As part of the graduate education online program initiatives, the FacTS center has purchased a Webex-type conferencing tool (Elluminate) to train a small number of faculty remotely.
- Podcasting equipment is installed and running in the FacTS Center. It can be used by any full-time or part-time faculty.

**Improved Instructional and Assessment Support for Faculty**

**Recommendations**
- Move FacTS and CTE to the Library to provide larger accessible space.
- Investigate and implement technologies to support academic programs.
- Recruit an Instructional Designer.

**Progress in 2008-2009**
- Space identified and cleared for the FacTS and CTE move to the Library was used instead to fulfill the pressing need for housing FRP and Emeriti faculty. The new location for faculty has been characterized as temporary.
- To support the new graduate education programs and additional new online programs to come, an Instructional Designer will be hired in summer 2009.
- Training for faculty who will teach online for the first time was coordinated and the FacTS Center is providing ongoing support.
- The Media Center upgraded many instructional technology classrooms (ITC’s) (see p. 17).
- Administrative Computing developed an Assessment System for faculty use.

**Information Literacy**

**Recommendations**
- Increase librarian staffing by .5 FTE to support an expanded information literacy role for the Library.
- Collaborate with Faculty Senate and Academic Affairs to incorporate information literacy objectives into the core curriculum and major programs.

**Progress in 2008-2009**
- Faculty/librarian collaboration continues with the roll-out of the new core for Fall 2009.
- Within the Library, librarians changed the way they are teaching library sessions with students to make them more interactive and responsive to learning goals.
Archives

Recommendation

- Increase digital collections.

Progress in 2008-2009

- Canisius was awarded a grant to digitize and make electronically accessible the Canisius College student newspaper, *The Griffin*, from the ten-year period of 1933-1943 reporting regional, as well as collegial news in the World War II era. Because of economies realized in the execution of the grant, the period of digitization was extended through 1958. The work may be viewed at http://canisiusarchives.cdmhost.com/cdm4/browse.php?CISOROOT=%2Fp124801coll0 . The collection is also viewable on the Western New York Library Resources Council (WNYLRC) WNY Legacy site http://www.wnylegacy.org/ .

Administrative

*Increase Organizational Efficiency and Effectiveness*

Recommendations

- Increase the number of web applications that tie directly into Banner.
- Implement a campus intranet.
- Automate the distribution of reports in electronic form (web, spreadsheet, etc.).
- Automate communication and reminders triggered by transaction events in administrative departments.
- Implement secure processing of electronic signatures.
- Develop a data repository that is optimized for reporting of administrative data.

Progress in 2008-2009

- Web applications implemented
  - Degree Audit Replacement System (DARS)
  - Human Resources Total Compensation web-based reporting for faculty and staff
  - Student assessment
  - Enhancement of the Financial Aid Estimator web application for students
  - Online telephone directory replacing a published paper directory
  - Financial management upgrades for grant holders and for the Athletics department
  - Credit card deposits to ID card balances for Golden Choice account
  - Online selection of meal plans for students
  - Application to capture Student Concerns directly from advisement faculty along with a communication module that automatically keeps the faculty member and appropriate advisors informed.
  - Staff parking application
  - Telephone option (for pay) for residence students

Challenges

Administrative Computing also spends a great deal of time handling support calls. While central to our mission as a service unit of the College, and critical to the
efficient operation of various departments on campus, it is easily overlooked in a report of this nature. Last year we spent approximately 48% of an available 10,000 hours of programmer time on these projects. Examples range from technical assistance with annual roll processes, setting up interfaces with new vendors, printing problems and data loads, to involvement in more functional areas such as reconciling reports, defining the resolution to error messages and investigating erroneous process results. As a result, a decreasing proportion of time is spent in developing productivity enhancing applications.

Deferred applications include:

- Integration of the Common Web Application into Banner. (Integration is manual)
- New web modules for faculty recruitment, room requests, course withdrawal request, major change, diploma request, MBA membership directory and Certificate of Finance.

In addition, the applications listed in Appendix 2, “Administrative Processes Ripe for Streamlining,” cannot be scheduled at this time.

**Student Life**

**Student Email**

- **Recommendation**
  - Outsource student email to Google

- **Progress in 2008-2009**
  - Opt-in to Google’s Gmail was available for Fall 2008. New students for Fall 2009 were provisioned for Gmail.
  - Plans are in progress to “pull the plug” on Mirapoint (Griffmail) by Summer 2010.

**Campus Portal**

- **Recommendation**
  - Stage 1: implement the Google home page for students (over the next 2-3 years).
  - Stage 2: implement a full-scale portal for the campus (starting in year 4 of this plan).

- **Progress in 2008-2009**
  - Students have a default home page and Google Apps available to them.

**Improved Collection for Recreational Viewing and Reading**

- **Recommendation**
  - Increase the Library collection for recreational reading (e.g. best-sellers in both fiction and non-fiction).
  - Increase the Library collection for theatrical release of DVD.

- **Progress in 2008-2009**
  - The recreational reading and viewing area has been enlarged and moved into the traffic area frequented by visitors to the Tim Hortons coffee shop. As a result, this part of the collection is circulating more frequently.
Migrate to Industry Standard Solutions

Recommendation
- Adapt systems for faculty and staff that are more prevalently used outside the College. Examples (systems to be replaced in parenthesis) include Microsoft Windows/Active Directory (Novell Netware/eDirectory); Microsoft Outlook/Exchange (Mirapoint email).

Progress in 2008-2009
- Active Directory (AD) is being activated through the Canisius-developed provisioning system; the same provisioning system that allocates most computer-based resources on campus.

Improved Technology Support for Mobile Computer and Library Users

Recommendation
- Provide improved support for mobile technology users. Mobile technologies include laptops and smartphones.
- Increase the external Internet capacity as demand warrants.

Progress in 2008-2009
- The mobile technology group in ITS has agreed to standards for the smartphone: Blackberry Enterprise server and Microsoft Active Sync. These standards will be used in the new Exchange environment.
- A Library home page has been developed for smartphone users.
- Wireless access was improved in many campus areas.

Night Access to Services

Recommendations
- Extend Help Desk schedule to 24 hours, five days per week.
- Extend Library schedule to 24 hours, five days per week.

Progress in 2008-2009
- Following the extension of hours until 2:00 am in 2007-2008, there were no further improvements.

Best Practices

Additional Technology Renewal

Recommendations
- Provide funding for purchasing/replacing desktop computers on a four to five-year cycle.
- Provide funding for purchasing/replacing server and networking equipment on a four to five-year cycle.
Progress in 2008-2009

- In 2008-2009, bandwidth to the Internet was increased by 100 million bits per second (Mbits/s) to 179 Mbits/s. Use has grown to fill the capacity.
- In 2007-2008, ITS took over the responsibility for faculty and staff desktop computer replacement. Computers are now being replaced based on the age of the equipment and other support criteria. The system would be improved by relieving the replacement fund of the “software tax” that is bundled into prices for new computers.

ITS Planning

Recommendations

- Implement a mutual aid information technology disaster plan with Niagara University.
- Provide email backup for all.

Progress in 2008-2009

- The Niagara University disaster backup site is operational. It could be activated within 48 hours.
- ITS established and tested a separate disaster backup for email.
- ITS developed a Help Desk Contingency Plan that will come into play in the event of an unexpected loss of the Help Desk location.

Leadership Training

Recommendation

- Target at least one person in the Library and ITS for leadership training.

Progress in 2008-2009

- Leadership training was postponed due to budget considerations.
Additional Noteworthy Initiatives

Administrative Computing

- Organization and reporting of information for upcoming NCATE visitation.
- Transition point system for School of Education. This involved the development of an online module to enter common assignment results and the integration of data from student teaching evaluations, standardized tests and course work to automatically determine whether or not a student has passed various transition points. Automated emails to the successful students are also generated.
- Conversion to the current version of Banner.
- Upgraded Business Objects to current version.
- Creation of data security reports that inform campus officials of what access individuals have.
- Provisioning enhancements that will be necessary for adoption of Active Directory and Exchange substituting for Mirapoint (Griffmail) and Novell.
- Attendance tracking application for the Tutoring Center.
- Changing procedure to maximize online student bill payment and reduce the mailing of paper bills.
- Integration of Banner with an externally provided Student Health Scheduling System.
- Integration of Angel with Banner and resource provisioning.
- Successful pilot of online Course Evaluations

Campus Printing

Along several fronts, ITS is taking a leadership position toward making Canisius greener and more efficient.

For students, ITS talked to student government about planned “pay for print,” in which students would get a printing allowance, but get charged after the allowance was depleted. Students were eager to save paper printing, but less eager to build in charging. Nevertheless, the project moved forward; it was tested in Summer 2009 and will go live for Fall 2009.

For faculty and staff, a Print Steering Committee has been formed and the campus printing/copying environment is being reviewed. Outside vendors will be conducting a campus study of printing, and the Committee will make recommendations in time for the 2010-2011 budget process.

Library

The Library introduced Rapid Interlibrary Loan through Connect NY. Just as Connect NY brings a large book collection to Canisius faculty and students through direct borrowing, Rapid ILL hastens the loan of periodical articles. Same day service is often possible.

Courtesy notices were implemented that notifies patrons three days before their items are due. Google book links were added to the catalog.
Academic Computing

**Software**
- Office 2007 rollout completed
- New antivirus software (Eset NOD32) was deployed campus-wide

**Angel**
- Improved documentation – short videos (via Jing) which illustrate how to use features
- Three minute ANGEL Orientation video posted in each course
- A student self-paced training module posted in all courses

**Web Page Improvements**
- The ITS News Feed: announcements that are sent to Under the Dome are also now available via RSS feed on the ITS main page.
- The ITS documentation page has been changed from an unwieldy list of documentation to a searchable database. For example, a user can search for Excel or for wireless, and retrieve a list of all the relevant handouts.

**Online Instruction Support**
The FacTS Center is providing ANGEL and on-site course design support for the eight faculty who will teach in the three new online SEHS graduate degree programs in Fall 2009. Consultants were hired to work with faculty and were aided by the FacTS Center. The consultants designed and taught an Online Course Workshop in ANGEL. The course included readings in teaching online and active discussion forums. Suggestions from the course forums led to introducing participants to new tools (such as Jing for creating short videos) and new training materials for both the faculty and for all our students. Support for these programs will be ongoing.

With the oversight of the campus Online Education Committee, five undergraduate courses were launched in the Summer 2008. FacTS Center staff provided technology support, offering workshops and regular meetings for the faculty who would be teaching. Evaluations by students were, in general, positive. The courses did not capture any non-Canisius students as anticipated, but it did give instructors their first taste of online teaching. For them, it was a positive experience, and all have offered their online courses again.

**Archives**

**Archives Speaker Series**
This series is in its second year, and, in fond remembrance of Joseph P. Lovering, Ph. D. Professor of English whose support reestablished the Archives as a place of scholarship. The series showcases scholars with a special understanding of archival research based on their own experience. The event is comprised of a talk (formal or informal), an accompanying exhibit curated by Archives student assistants, and light refreshments.

- Robert J. Butler, Ph.D., Professor of English and Co-Author The Richard Wright Encyclopedia.

- Mark Castner, Director, Braun-Ruddick Seismograph Station Earthquakes, Jesuits and Seismograph Stations: 100 Years of Shaking (see Grants, below).
Other Events

- **Centennial Celebration & Rededication of the Braun Seismograph Station** (see Grants, below).
- **Second Annual Ignatian Scholarship Day, April 17, 2009.** The Archives aggressively pursued papers, presentations and posters from student presenters to archive. The Program Committee inserted a “donation of materials” check box on the student applications so that materials could be kept electronically for the Library.
- **Alumni Reunion.** Video production: Archives staff met with Alumni Relations staff to prepare a video presentation for the 2009 Alumni Weekend. In addition, the workflow was changed to ensure timely preparation for such events.

Networking and Technology Infrastructure

Students prefer their cell phones over college provided land line service. As a result, ITS initiated significant cost savings by reducing residential student telephone service. Hall phones will be available, and students can ask for a room phone as a chargeable option. Both calling and maintenance savings (over $30,000) were built into the 2009-2010 budget.

Required by the new Tim Hortons, new smart cash registers were introduced on campus. The new system will provide better reporting tools to our food service operation.

Data and voice communication to Canisius@Amherst was improved by installing direct radio communication to the main campus. This has resulted in substantial improvements to both telephone and data communication service as well as lower operating costs.

More convenient guest networking for wireless was introduced.

Grants

Canisius College Archives applied for and received two competitive grants during the fiscal year 2007-2008 that were completed in 2008-2009.

- **American Institute of Physics Archives Collection Grant**
  This competitive grant of $5900 was awarded to the Archives to fully inventory, appraise, arrange, describe and preserve historic records of the Canisius College Braun Seismographic Station; historic records of the Jesuit Seismological Association, the primary reporting group in the US for worldwide earthquakes in the 1930s, 40s and early 50s; and the papers of the late Rev. James J. Ruddick, S.J., longtime director of the seismograph station. Some of the new collection was featured at a rededication of the Braun Seismograph Station, an event organized by the Archives.

- **Western New York Library Resource Council Regional Bibliographic Data Bases and Interlibrary Resources Sharing Program**
  This competitive grant of $4346 enabled Archives to digitize and make electronically accessible the Canisius College student newspaper, *The Griffin*. Initially, the grant was to cover digitization of the Griffin over the 10 year period of 1933-1943, reporting regional as well as collegial news in the World War II era, to complement —WWII and Canisius—a digital memory project that focuses on the home front. From the time the grant was awarded to initiation of the project, the costs had decreased through the outsourcing vendor. As a result, the Archives was able to get an extension on the grant, and subsequently digitize student newspapers through 1958.
Appendix 1- Service Profiles and Logs

Academic Computing Activity Statistics

Help Desk

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<th>Help Desk Statistics</th>
<th>2007-8</th>
<th>2008-9</th>
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<tr>
<td>Calls to x2299</td>
<td>10895</td>
<td>15625</td>
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<tr>
<td>Online provisioning</td>
<td>4250</td>
<td>4020</td>
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<tr>
<td>Closed footprint calls</td>
<td>4334</td>
<td>5654</td>
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</table>

Computer Installs by Academic Computing Staff

- Faculty and Staff: 155 (125 Windows PC, 30 Macintosh)
- Lab and ITC: 213 (127 Windows PC, 86 Macintosh)

ANGEL Statistics

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<tr>
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<th>Fall 2007</th>
<th>Spring 2008</th>
<th>Fall 2008</th>
<th>Spring 2009</th>
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<tr>
<td>Courses enabled</td>
<td>207</td>
<td>390</td>
<td>521</td>
<td>583</td>
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<tr>
<td>Active students</td>
<td>3291</td>
<td>3994</td>
<td>4624</td>
<td>4800</td>
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</table>

All Workshops

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<th>Workshop</th>
<th>Period</th>
<th>Attendance</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to Microsoft Office 2007</td>
<td>Fall 2008</td>
<td>82</td>
<td></td>
</tr>
<tr>
<td>Introduction to Microsoft Office 2007</td>
<td>Spring 2009</td>
<td>70</td>
<td>152</td>
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<tr>
<td>Introduction to Mail Merge</td>
<td>Spring 2009</td>
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<td></td>
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<td>Introduction to Mail Merge</td>
<td>Summer 2009</td>
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<td>ANGEL Workshops</td>
<td>2008/2009</td>
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<td></td>
</tr>
<tr>
<td>Total All Workshops</td>
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<td></td>
<td>217</td>
</tr>
</tbody>
</table>

Library

Library Materials Budget

Figure 1 shows a relatively flat library materials budget and a continued shift toward electronic information this year from decreased standing orders. Given the library materials inflation rate of 2% for books and 10% on everything else, the constant amount means, in effect, fewer purchases.
Figure 1: Library Materials Budget

Library Attendance & Circulation

Figure 2: Library Attendance and Circulation

Figure 2 shows Library attendance for the last several years. Due to the opening of Tim Hortons, the Spring 2009 semester this year had a 44% increase over the previous
spring semester. Circulation of library materials was also up, though the increase was a more modest 4%.

**Library Laptops**

The 54 laptops circulated 25,067 times during the 2008-2009 academic year. This was a 19% increase over the previous year. This is likely due to the extended library hours until 2:00 am.

**Interlibrary Loan & Document Delivery**

Figure 3 depicts non-Connect NY Interlibrary Loan (ILL) activity. Our users are finding more books through Connect NY and journal articles through our large collection of online databases. The lending of our materials to other libraries has decreased 9%. However, lending of our materials to other libraries using Connect NY increased 69%.

![Figure 3: Interlibrary Loan](image)

**Reference Department**

There were 9,799 recorded reference sessions with patrons at the single service desk. The AskUs 24x7 virtual reference service continues to be used, though modestly compared to face-to-face service. Our patrons asked 216 questions from the service and our librarians answered 156 questions.

**Library Instruction**

There were 130 library instruction classes which was similar to last year. Those classes were held for 2,194 students which was a slight increase over last year.

**Database Usage**

Scholarly database statistics (Figure 4) show a decrease in 2008-2009, but this is likely due to several vendors changing their statistics collection methodology. Ebscohost, JStor, and Proquest account for 84% of the database searches. Lexis-Nexis use continued to decline and will be canceled for 2009-2010, as well as several other low-use databases.
Figure 4: Database Searches

**Archives**

*Annual total of email, telephone, and visitor reference*

Visitors - 89

Emails – 294

Telephone-420

Physical numbers appear to have decreased compared to last year. Yet, increased web presence leads us to believe more visitors are contacting us virtually.

**Media Center**

*Service Profiles*

Audio Visual Equipment Sign-out – 1,453

Video/multimedia projects – 44

Video recording of events – 10

ITC Service/Support Calls- service calls - 348 (205 in Old Main)

Event Technical Support - 857 events - Laptop requests-109

Satellite Teleconferences – 1

Video Conferences – 3 Dr. Rivas’s class w/Univ. of Chile-, NESA w/Georgetown Univ.

Staci Carney Studesville’s class w/ Denver Broncos Marketing Dept.

Skype – 3 Classes for Dr. Rivas, 1 Class Dr. Weinstein

Web Conference Support – 13

DVD Production – 760
iTunesU – 43 audio and video files sent

**New Technology**

- Conducted Smartboard training sessions for faculty
- Visited UB, RIT and Univ. of Rochester to see classroom environments
- Wrote HD video equipment/TV studio capital project for COM/DMA

**Instructional Technology Classroom Upgrades in Place by Fall 2009**

- OM-308 Upgrade to Level 3, Crestron control, TP, 2- LCD projectors & Smartboard
- OM-110 Upgrade to Level 3, Crestron control, touch panel
- LY-312 Upgrade control processor & add TPS2000 color touch panel
- LY-313 Upgrade control processor & add TPS2000 color touch panel
- OM-414 Install SmartTech Sympodium interactive tablet
- KAC-G18 Install SmartTech Sympodium interactive tablet
- OM-203, OM-223, OM-403, OM-423 & LY-311 Program new Lutron lighting presets
- Amherst Center - Set-up Smartboard and train faculty
- OM-111 Financial Classroom – Install data tracker, ticker, 46” & 40” LCD panels
- CT-207 – Upgrade to Level 3, Crestron control, TP, 3- 52” LCD panels
- OM-301- Installed Motorola codec via I2 in DL classroom
- LY-315 -Installed 46” LCD panel/laptop connection DVD/VCR/Blu ray player
- CT-205 -Upgraded from a Level 1 to a Level 3 classroom, CT 205 now features a Smartboard Interactive Whiteboard 680i with built-in projector, resident PC computer, laptop connectivity and DVD/VCR combo unit.
- LY-418 - Upgraded from a Level 2 to a Level 3 classroom, LY 418 now features a high definition projector, Crestron color touch panel with video preview, resident Mac computer, laptop connectivity, Blu-ray player, DVD player, VCR, auxiliary video/audio inputs (composite and component) and 7.1 Surround Sound.
- OM-210 - Upgraded control system and added a new Crestron color touch panel with video preview. In addition, a wide screen DLP projector, Blu-ray player, and wide screen document camera and auxiliary video/audio inputs (composite and component) were installed.
- OM-303 -Upgraded from a Level 2 to a Level 3 classroom, OM 303 now features a resident PC computer.
- OM-314 - Upgraded control system and added a new Crestron color touch panel with video preview. In addition, a wide screen DLP projector, Blu-ray player, a wide screen document camera and auxiliary video/audio inputs (composite and component) were installed. This room also features a corner mounted projection screen, allowing faculty the ability to utilize both the projector and chalkboard simultaneously.
- OM 417 - Upgraded from a Level 1 to a Level 2 classroom, OM 417 now features a 42” LCD panel for display of an instructor's laptop and the pre-existing DVD/VCR combo unit.
Other Technology Upgrades

- LY-118 – Upgraded LCD projector to HD level and hung 16:10 projection screen
- KAC Basketball Men’s & Women’s film screening/locker room renovations LCD proj./LCD panel Extron control, DVD/VCR & audio system for locker rooms
- LCD panels 15 installed in Bosch, Frisch lounges, Griffin Hall- LL, Commuter Lounge
- Library-Tim Hortons install 2 LCD panels & 46” digital sign/controller for displaying Art/Photo/COM/DMA projects
- Upgrade Polycom video conference mobile system to HDX-7002 HD level system
- Library conf room- Upgraded LCD projector, screen, amp, Airliner tablet, PC
- Library conf room- Upgraded LCD projector, screen, amp, Airliner tablet, PC
Instructional Technology Classrooms

Trends

Figure 5 shows a continued trend toward more technology in the classroom stock. Upgrades continue in consultation with faculty, the Office of Student Records, and as the budget allows. Detail that follows on the next pages shows that Smartboards are making inroads at the College, with four systems in place in classrooms.
### Instructional Technology Classrooms
**as of August 2009**

**NOT FOR GENERAL CIRCULATION**

#### Level 1: Video Playback Classroom

<table>
<thead>
<tr>
<th>Classroom</th>
<th># Seats (T=Tables)</th>
<th>Instructor’s Computer</th>
<th>VCR</th>
<th>DVD</th>
<th>Document Camera (ELMO)</th>
<th>Media Control System</th>
<th>Chalk/White Boards</th>
<th>Other Notes</th>
<th>Primary Dept.</th>
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#### Level 2: Plug and Go Projection Classroom

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<th>Instructor’s Computer</th>
<th>VCR</th>
<th>DVD</th>
<th>Document Camera (ELMO)</th>
<th>Media Control System</th>
<th>Chalk/White Boards</th>
<th>Other Notes</th>
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<td>W x3</td>
<td>HHP</td>
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<td></td>
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<td>HB C x2</td>
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<td>HB C &amp; W</td>
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<td>HB C x2</td>
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#### Level 1: 25” to 36” Color Television VCR and DVD player

Media Control Systems are Hard Button (HB), Touch Panel (TP), Compact Panel (CP) or Color Touch Panel (CTP).
<table>
<thead>
<tr>
<th>Level 3</th>
<th>Permanent Computer Projection Classroom</th>
<th># Seats Document Camera (ELMO)</th>
<th>Media Control System</th>
<th>Chalk/White Boards</th>
<th>Other Notes</th>
<th>LCD Projector &amp; Screen</th>
<th>Instructor Computer</th>
<th>Primary Dept.</th>
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<tbody>
<tr>
<td>Amberly E</td>
<td>50 T Windows x x x HB C x1 Extron HB Control System</td>
<td>C x1 SMART Board Interactive Whiteboard</td>
<td>CTP Password Required, SMART Board, Figure Remote, LCD Panels, Wireless Mics, Audio Tape Deck, Wireless Microphone, Laser Disc Player</td>
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<td>WSB</td>
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<td>Audio Tape Deck, Wireless Microphone, Laser Disc Player</td>
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**NOT FOR GENERAL CIRCULATION**

Media Control Systems are Hard Button (HB), Touch Panel (TP), Compact Panel (CP) or Color Touch Panel (CTP).
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<th>Level 4</th>
<th># Seats</th>
<th>Instructor(^a) Computer VCR DVD</th>
<th>Document Camera (ELMO)</th>
<th>Media Control System</th>
<th>Chalk/ White Board</th>
<th>Other Notes</th>
<th>Primary Dept.</th>
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<td>Amherst(^a)</td>
<td>24</td>
<td>Windows x x</td>
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<td>W x1</td>
<td>24 Windows Stations</td>
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<tr>
<td>HO 204</td>
<td>10</td>
<td>Your laptop x x</td>
<td>W x1</td>
<td>W x1</td>
<td>8 Windows Stations &amp; 2 Mac Stations, no instructor computer, formerly 202</td>
<td>CHM</td>
<td></td>
</tr>
<tr>
<td>HS 301(^b)</td>
<td>36</td>
<td>Windows</td>
<td></td>
<td>W x1</td>
<td>36 Windows Stations with screen sharing software for presentations</td>
<td>BIO / PSY</td>
<td></td>
</tr>
<tr>
<td>Library Instruc Rm(^d)</td>
<td>30</td>
<td>Laptop x x</td>
<td>HB W x1</td>
<td>HB C x1</td>
<td>Wireless PC laptops (from Library stock), Extron HB Control System</td>
<td>DMA / FAM</td>
<td></td>
</tr>
<tr>
<td>LY 122</td>
<td>14</td>
<td>Macintosh x x</td>
<td>HB C x1</td>
<td>C x1</td>
<td>14 Mac Stations</td>
<td>DMA / FAM</td>
<td></td>
</tr>
<tr>
<td>LY 307</td>
<td>9</td>
<td>Macintosh x x</td>
<td>HB C x1</td>
<td>C x1</td>
<td>CD &amp; Tape Deck, 9 Mac Stations w/Piano &amp; Multi Connection</td>
<td>FAM</td>
<td></td>
</tr>
<tr>
<td>LY 311(^c)</td>
<td>26</td>
<td>Macintosh x x x</td>
<td>CTP x1</td>
<td>C x1</td>
<td>CTP Password Required, 26 Mac Stations, Laser Disc player</td>
<td>DMA / COM</td>
<td></td>
</tr>
<tr>
<td>OM 111</td>
<td>11</td>
<td>Windows x x</td>
<td>C x1</td>
<td>C x1</td>
<td>11 Windows PCs, LCD projector for Laptop &amp; Bloomberg display, Data &amp; Ticker Panels</td>
<td>Financial Mkt Lab</td>
<td></td>
</tr>
<tr>
<td>OM 115</td>
<td>26</td>
<td>Macintosh x x x</td>
<td>TP C x2</td>
<td>TP C x2</td>
<td>TP Password Required, 26 Mac Stations, Laser Disc player</td>
<td>Financial Mkt Lab</td>
<td></td>
</tr>
<tr>
<td>OM 119</td>
<td>30</td>
<td>Windows x x</td>
<td>TP C x3</td>
<td>TP C x3</td>
<td>TP Password Required, 30 Windows Stations, Laser Disc player</td>
<td>Financial Mkt Lab</td>
<td></td>
</tr>
<tr>
<td>OM 315</td>
<td>30</td>
<td>Macintosh x x</td>
<td>TP C x1</td>
<td>TP C x1</td>
<td>TP Password Required, 30 Mac Stations, Laser Disc player</td>
<td>MOD LANGs</td>
<td></td>
</tr>
<tr>
<td>WTC 305(^b)</td>
<td>24</td>
<td>Windows x x</td>
<td>C &amp; W 24 Windows Stations, Laser Disc player</td>
<td></td>
<td>WSB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\(^a\) Scheduled by the Center (c): Amherst  
\(^b\) No regularly scheduled classes; ad hoc usage only  
\(^c\) Priority scheduling for Communications Studies (COM)  
\(^d\) Scheduled by the Wehle School of Business (WSB)  
\(^e\) Scheduled by Biology and Psychology (BIO / PSY)  

Media Control Systems are Hard Button (HB), Touch Panel (TP), Compact Panel (CP) or Color Touch Panel (CTP).
Appendix 2-Administrative Processes Ripe for Streamlining

The following is a list of capabilities that need to be addressed. Nevertheless, the ability to meet these in a timely fashion is dependent on staffing resources, both in ITS and in the client departments. These are items not already listed as needs in the LIS long range plan, and are listed in no particular order. These have been generated within ITS, and would need to be vetted with client departments.

- **Timesheets**
  
The process for timesheets is archaic and should be replaced by web application. People should be able to prepare their own timesheets, by exception, and the data submitted. Supervisors would also approve in a web application.

- **Canisius Care**
  
The process should be outsourced, and participants should have a debit card. Since the paper based forms are often completed and copied by employees during work hours, they negatively impact productivity. Furthermore, the paper based system is a risk to confidentiality. The system should be outsourced to Independent Health, and employees will use a debit card to charge off purchases against their balance.

- **Financial Aid Award Letters**
  
The current system involves too much paper handling and copying. It can be replaced by an online system that enables authorized access.

- **Employment Contracts**
  
The current system involves too much paper handling and copying. It can be replaced by an online system that enables authorized access.

- **Admissions Data**
  
Admissions is the point of first contact for institutional data that will be needed by other departments, for example, Advisement. More data should be entered online at this point, if it is not otherwise transmitted to Canisius (e.g. test scores and high school record of AP courses) –even if it is not directly useful to Admissions. This will reduce paper handling of this information.

- **Flexible and Easy Reporting**
  
There are over 1200 standing reports that ITS has written. Standing reports could be largely replaced by a flexible reporting system that did not require so much programmer mediation.

- **Replace Paper Forms in Student Records Office**
  
There are several forms in the Student Records area that could be replaced, for example room changes, major changes, and advisor assignment.

- **Credit Card Reconciliation**
  
This is another process that requires too much paper handling. Aside from the weekly signing off on paper, there are monthly lists sent to each supervisor of all purchases in their department.

- **Better Rationale for Purchasing Printers and Copiers**
  
To avoid waste and lower costs, there needs to be more of an engineering approach to campus printing and copying. There is too much equipment and too much money spent on supplies.
• Better Professional Development Opportunities
  Supervisors have been reluctant to release their subordinates for IT training.
• Better Document Sharing
  The campus needs to share documents online with rules based access.
Summary of Plans for 2009-2010

Academic Computing

- Help establish new online degree and certificate programs.
- Hire an Instructional Designer to support instruction.
- Deliver “bite-sized” piece (15-20 minute) online workshops to faculty and staff on the use of technology appropriate to them.
- Using existing furniture, the ITS Help Desk Tier 1 support will be moved in Summer 2009 to the Library to give better service to students and faculty.
- Adapt the Help Desk in its new location to what is likely to be a major new audience: students using technology for their academic work. With Library staff, evaluate the Help Desk move to the Library.
- Provide extended student staff hours for Help Desk to midnight Sunday-Thursday.

Administrative Computing

- Further development of a college-wide Decision Support System. The first set of performance tracking indicators will be defined and automatic data collection and reporting will be put in place. A dashboard/score card approach will be used.
- Implementation of DARS for Graduate students.
- Automating more data collection for NCATE.
- Review and enhance data collection and reporting systems from cooperating teachers for the School of Education and Human Services.
- Optimize processes regarding the employment contract system.
- With the Faculty Senate, refine the faculty evaluation process.
- Automate linked processes (workflows) including web interfaces for course withdrawal request, major change, and diploma requests.
- Integrate the Common Web Application and Banner.
- Pursue the implementation of the R25Live to enhance the presentation of the College Events Calendar.
- Complete the web-based Co-curricular Transcript Project.
- Integrate the new Student Judicial system with Banner by Fall 2009.
- Support activities related to the developing Responsibility Centered Management.
- With Network Services, implement medical history web-based system for student health.

Archives

- Explore feasibility and external funding of other digitization projects, particularly for at-risk Canisius Collections.
- Pursue collaborative additional digitization projects with WNYLegacy and AJCU.
- Migrate archival records into the Library catalog to make the collection more accessible.
- Continue outreach and teaching programs based on the new Core Curriculum and Information Literacy, and produce subject guides and wiki’s of relevance.
- Continue Archives Speaker Series.
Library

- Continue to shift collection to increase study space and opportunities for group work on the first floor.
- Using existing furniture, the ITS Help Desk Tier 1 support will be moved in Summer 2009 to the Library to give better service to students and faculty.
- Staff Help Desk hours for students in the new Library location until midnight Sunday-Thursday.
- Experiment with 24 hour access to the Library during finals study periods.
- With used furniture make the Library more laptop friendly.
- To help create more useful subject-specific study and research guides, adopt the new Libguides software (http://libguides.canisius.edu/) for Canisius use.
- Follow the developments of the Google electronic collection with an eye toward providing greatly expanded access to Canisius scholars to scanned books.
- With Connect New York, explore additional opportunities to acquire electronic books.
- Promote the new speedy Rapid Interlibrary Loan service to faculty and students.
- Analyze and use data to reprioritize collection purchases.
- Continue training for teaching librarians.
- Promote individual reference appointments for Library patrons.
- Develop an instructional approach to reference services.

Media Center

- With Academic Computing, develop procedures and implement technologies that put video on the web at Canisius under the Teach Act.
- Upgrade select classrooms and replace classroom technology equipment as budget allows.
- Introduce and promote Smartboard technology in select classrooms.

Network Services

- Deploy Active Directory to replace Novell for faculty and staff during the 2009-2010 academic year. Follow this with the migration from Mirapoint to Exchange so that the Mirapoint server is no longer in use by August 2010.
- Develop a disaster backup plan for Exchange.
- Roll out a web-based replacement for Listproc list processing.
- Trial of real time data replication for Niagara University backup site.
- Upgrade to Banner 8.
- Create the alumni.canisius.edu google domain and design an initial google start page

Technology Infrastructure

- Work with Cannon Design on detail planning for the building in anticipation of construction work in 2010.
- Upgrade campus internet connection.
- Test activation of the Niagara University backup site.
- Roll out “pay for print” in the library and other student computer labs.
- Play a leading role in the campus print/copier initiative.