

Executive Committee, College Council

Minutes

March 13, 2013

Attendance: Senior Vice President Sadie Bragg, Dean Michael Hutmaker, Mr. Tom Lew, Professor Suzanne Schick.

- I. Senior Vice President Bragg called the meeting to order at 3:45 PM.
- II. The Minutes of the February 13, 2013 meeting were unanimously approved.
- III. Agenda items for the April 24, 2013 College Council meeting.
 - A. Agenda Items for April 24, 2013 College Council meeting will be finalized at the April 10, 2013 Executive Committee meeting.
 - B. The Technology Committee presented minutes from the March meeting. (See Attachment # 1.)
- IV. Old Business
 - A. Professor Schick previewed a prototype of the College Council web page.
 - B. Senior Vice President Bragg suggested that Professor Schick send the link to all Executive Committee members for comments and suggestions.
- V. New Business
 - A. Senior Vice President Bragg explained that oral reports would no longer be acceptable either in the Executive Committee meetings or the College council meetings.
 - B. Committee Chairs must present the minutes of their monthly meetings, submitted in electronic form, both at the Executive Committee meetings and the College Council meetings.
- VI. Senior Vice President Bragg adjourned the meeting at 4:15.

Technology Committee

Minutes for the March 6, 2013 meeting

Present: Yakov Genis, William Guttenplan , Alyse Hachey, Thomas Lew

Absent: Rajin Suruj

The meeting was called to order at 2:00pm.

Minutes from the 2/6 meeting were distributed and approved.

Old Business: None

CUNY First training experiences:

- 1) Customer Relationship Management (CRM) was conducted by Nadia Sandy-Bruce to existing blackboard support personnel which will consisted of a mixture of both ELearning and Instructional technology personnel. This training was primarily a demonstration on how to use the CUNY First helpdesk ticketing system (CRM). Discussion items included:
 - a. Differentiating BMCC vs. CUNY problems as the local helpdesk system will coexist with the CUNY system.
 - b. Who will initially screen the incoming requests.
 - c. Complexity of the interface.
 - d. Paperwork for obtaining access to CRM was completed.

The group agreed to reconvene the first week of summer session 1 for additional training (if needed) and to review the utility of the CRM program and adjust procedures to better suit our needs.

- 2) CUNY first liaison training was conducted by Ruru Rusmin in the E-learning Center. She showed the group how to search the student catalog, search open classes all in real-time. We were also shown how to access the student database. She also demonstrated how advisors will release the 'HOLD' on a student after he/she was advised permitting the student to register.
- 3) Prof. Hachey also attended a CunyFirst training session for faculty. Her impression was that it was a bit cumbersome and that it will take a while until faculty are fully

learned in using the program efficiently. What was also noted that “rights” or privileges on the CunyFirst system were given out according to rank. CLTs present were not able to search the school catalog or open class listing. Prof. Hachey also noted that the faculty personal HR data is available on CunyFirst.

The next meeting of the committee is scheduled for April 3rd 2013.

Respectfully submitted,

William Guttenplan