The City College of New York

CCNY STUDENT TECHNOLOGY FEE PLAN

FY 2023

By

Dr. Tony Liss, Provost and Felix Lam, VP - Chairs

Ken Ihrer, VP of Operations and CIO of Information Technology - Co Chair

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Background

In the fall of 2001, CCNY established a Technology Task Force comprised of representatives from the administration, faculty, student body and technology support offices to formulate a set of recommendations to improve technology throughout the College using funds collected through the Student Technology Fee. Its recommendations for educational applications of technology provide the basis for discussions between the members of the *Technology Fee Committee* – the group charged with drafting the annual plans for the investment of the Student Technology Fee (Tech Fee). The 2022-2023 Technology Fee Plan can be viewed at **https://www.ccny.cuny.edu/techfee**.

Introduction

The Technology Fee Committee has agreed on two planning principles:

1. The funds should be invested in ways that directly and positively impact the experience of students at the College

2. In the initial years, at least, the funds should be concentrated on a limited number of projects that are large enough to have significant visibility and effect.

With this agreement in place, the committee identified four goals:

Goal 1: Increase the number of students who are able to use new technology tools competently and creatively

Goal 2: Significantly expand faculty use of new technology tools within the College's classrooms and curricula

Goal 3: Enhance student access to new technology tools

Goal 4: Extend the learning and research resources that the City College libraries make available electronically.

FY 2023 Proposed Activities and Corresponding Budgets

For the coming year, the Technology Fee Committee identified eleven (11) activities to be implemented with a total cost of $3,129,952. The selection of this fiscal year's technology projects is guided by funding initiatives which:

- Impact the broadest number of students across schools/divisions
- Advance e-learning and improve access to higher education
- Promote post-graduate readiness
- Reduce CCNY's carbon footprint.

The projects are as follows:

	Project Title	Cost
1.	University-Wide Initiatives (UWI)	$ 784,692
2.	Library Digital Subscriptions	$ 230,000
3.	OIT – Maintenance Costs	$ 453,205
4.	School of Education Multimedia Center Desktops Upgrade	$ 13,140
5.	School of Education Learning and Technology Resource Center Desktops Upgrade	$ 13,140
6.	CCAPP Summer Program for Entering Freshmen in STEM New Laptop	$ 18,882
7.	School of Archicture Digial Signature System Deployment	$ 22,800
8.	Science and Engineering Library Computer Upgrade	$ 31,502
9.	Electronic Design Media (EDM) Computer Lab Upgrade -Room CG 121	$ 39,604
10.	Implementation of the Experiential Learning Computer Lab Psychology Dept.	$ 48,945
11.	Student Technology Internship Program (STIP) - included fringe benefit	$1,474,042
Grand Total		**$3,129,952**

List of Accomplishments for the end of FY 2022

Since its founding in 2001, the City College Technology Fee Committee has been successful acquiring, deploying, and maintaining information technology for our students. Technology Fee funds are used to provide a wide range of services including upgrading student computer labs, upgrading smart-classrooms, renewing software, maintenance licenses, and deploying wireless access points where is needed. Furthermore, they have secured funding for University Wide Initiatives (UWI), electronic media resources and publications in libraries. They are also used to fund innovative initiatives to meet student needs as specified by departments and special programs from throughout the College.

Enhancing the experience of our students by prudently and effectively investing Technology Fee funds throughout the College are the committee's top priorities. For fiscal year 2023's the Committee selected projects are listed below:

- School of Education Multimedia Center Desktops Upgrade
- School of Education Learning and Technology Resource Center Desktops Upgrade
- CCAPP Summer Program for Entering Freshmen in STEM New Laptop
- School of Archicture Digial Signature System Deployment
- Science and Engineering Library Computer Upgrade
- Upgrading the Electronic Design Multimedia (EDM) Computer Lab Upgrade, Room CG 121
- Implementation of the Experiential Learning Computer Lab Psychology Department

Using this year's Tech Fee funding, we were able to accomplish the following:

1. Office of Information Technology (OIT)

The OIT division was able to continue maintaining essential technology services for students, as well as complete several key projects to enable students to continue to achieve academic success. All general student-related license agreements were renewed, including Booking Point, Digital Signage, Aruba wifi, Paper Cut, LabStats, Jamf Casper Suite, Citrix Xen Desktop, Web Checkout, Nemo-Q/Qless, Bomgar, Symplicity Career Services Management, and ENVI+IDL Academic for students. Projectors and VIA Connect Pro wireless presenation devices have been ordered to upgrade and extend our complement of smart classrooms.

2. Library Subscriptions

We have renewed the college libraries' digital subscriptions to thousands of academic journals, patents, images, books and conference proceedings – including Thomson Reuters Sci, SciFinder, Thieme Package, etc. (online databases). These subscriptions allow students to access an abundance of critical resources to substantiate their academic papers and research, furthering the College's mission to foster informed graduates and researchers who can excel in our global economy.

3. University Wide Initiatives (UWI)

The Office of Information Technology allocated 25 percent of the Technology Fee revenue to CUNY University-Wide Initiatives. This allocation of funds is guided by compliance with CUNY policy. For a listing of current UWI projects, see list on page 15 – 16.

4. Student Technology Internship Program (STIP)

Through the Student Technology Internship Program (STIP), CCNY students are trained to address the daily technology needs of our students, faculty and staff on campus. Over the years, STIP has proved to be essential in helping the Information Technology division deliver essential services to students, faculty and staff, both inside and outside the classroom setting, while providing participating students with robust, 21st century job skills.

STIP has placed 45 of our students in the following divisions of OIT:

- OIT Reservation Desk (for Students and Faculty)
- Service Desk
- College Wide and Divisional Client Services Support
- General OIT and Divisional Computer Labs Support.

Technology Fee Supported OIT Projects

Thanks to the support of the Tech Fee Advisory Committee members at CCNY and the Tech Fee funding this fiscal year (FY 2022), OIT has completed six key projects out of the 12 approved proposals listed above. These projects have improved student life on campus: The other six projects, are in progress. They should be completed by June 30, 2022.

1. School of Education Multimedia Center Student Laptop Replacement

To become state-certified, student teachers need to prepare an online portfolio called edTPA (Teacher Performance Assessment). OIT replaced ten (five MacBook Pro and five Dell laptops) of the 20 laptops available for students to upload materials to theircandidates'edTPAS program.

2. Upgrading the Laptops for Teaching Environmental Science, rooms MR105/107

The EAS Department has a world-class set of rock samples stored in a high-tech rotating carousel in MR 105/107; however, the laptops allocated to teach in these rooms are so can no longer support the software required for these classes. OIT has upgraded 16 of the laptops available to teach in MR 105/107; students will also be able to borrow these laptops when they are are not in use during classes.

3. Upgrading the CWE General Student Computer Lab and Digital Displays

The four (4) obsolete iMacs in the main Student Computer Lab were upgraded to the new iMac model. These computers are used by the Early Childhool Education(ECE) students primarily to edit their self-recording video as part of their online portfolio called edTPA (Teacher Performance Assessment) that is required by New York State to become a certified teacher in NYS. Also, four (4) aging digital displays, and the Video console device (Metric Video Switch) were upgraded. These displays are our most effective form of communication to the CWE community. They are also used for event overflow and stand-by information for open space, students' class presentations.

4. Upgrading the Mechanical Engineering Computer Lab, room ST-226

Thireeen (13) out of 26 Dell OptiPlex 960 computers in ST-226 were replaced with the newest Dell Precision 3640T, i9, 64 GB RAM. 1TB, 24. Students who used this classroom are now able to performance their work without any interruption. The plan is to replace the remaining 13 computers next year.

5. Upgrading the computers in the General Student Lab for the Classical & Modern Languages

In the next few weeks, OIT will replace the 26 aging desktop computers in the lab with new SFF Dell Precision 3450 desktop computer. Additionally, a new multifunction printer/scanner and a

Heavy Duty Paper Shredder will be installed as students need to print documents that contain sensitive students'' information and need to be destroyed.

6. Upgrading the Electronic Design Multimedia (EDM) Computer Lab Upgrade, Room CG 119

OIT already purchased 18 Mac Mini to upgrade the iMacs in this room with the newer and more robust models. We also upgraded the 16-year-old monitors with the newest BenQ Technology. The newest monitors provide a much larger screen environment, much more suitable for graphics work than the previous 21"" iMacs. They also offer students industry-level color printing to use for their portfolios and other work-related projects.

We have also been able to complete several projects funded in fiscal years 2020 and 2021 that were put on hold due to the Pandemic.

1. New Audio Sound for the Student Lounge/Conference room, NAC 5/114D

OIT has purchased a new audio system to be installed in the Student Lounge/Conference room. This new system not only will allow students to make clear and high-quality presentations but they will also use the conference room to show educational films and other activities.

2. School of Education Multimedia Center iPads Replacement for Instruction

OIT upgraded the last 20 iPads of the Multimedia Center in the School of Education. These iPads are used not only for recording in the students' classroom but also to model interactive classroom teaching.

3. Electronic Design & Multimedia (EDM) Lab Technology Upgrades, Room CG-124

OIT upgraded the 16 iMacs in room CG-124 with the newest and more robust processors. This room is mainly used to teach Web Design UX/UI, Animation, and other courses that require robust and up-to-date computers. Also, they replaced three(3) Mac Mini and two (2) 13" MacBook Pro laptops.

4. Photographic Technology Upgrade

In collaboration with the Art Departmenty photography program, OIT replaced six (6) of the aging Apple MacBook with the newest MacBook Air technology, one (1) iMac 24, and six(6) Epson Perfection V850 Pro Photo scanner mainly used for film scanning. These newest scanners will help introduce contemporary industry standard – hybrid technology in at least 14 sections

per semester. These new upgraded is essential for students who completed their degree as they will be ready for graduate school and careers in their field.

5. Technology Update to Improve Student Experience Humanities and the Arts

OIT purchased eight (8) MacBook Pros and five (5) iMacs to facilitate meetings, presentations, and panel discussions. This equipment will be installed in the three Humanities Division advising offices and common student areas so that faculty, staff, and advisors may present vital information more effectively and students may achieve a better overall educational and co-curricular experience.

6. Student Laptop Loan Program Expansion for Center of Worker Education (CWE)

OIT purchased an additional twenty (20) MacBook Pros to add to the existing CWE Loaner Program. The additional laptops will help alleviate the laptop shortage, since many of our students come from low-income families. These laptops will be available for loaning in the next weeks.

7. Photographic Technology Upgrade

We already purchased a MacBook Pro, seven iMac and a photo scanner which will be deployed in the next week. The Epson scanner, will primarily be used for film scanning, to help introduce contemporary industry standard hybrid analog workflows in at least 14 sections per semester. Over 100 students will use these equipment during classes and open lab hours. This equipment will also give all students taking photography hands-on experience using industry standard equipment. This experience is particularly important for Photography concentration students as it is essential for their readiness for graduate school and careers in the field.

List of Projects in Progress/Open

The following projects were put on hold due to COVID-19 necessitatingCCNY's closure. OIT has already started purchased some of the equipment and are ready to resume these projects now that the College has reopened its door at least 70% . We plan to complete all of these projects between now and December 2022.

1. Cohen Library Computer Upgrades

Most of the computers in the Cohen Library are more than eight years old. Students who use these computers are constantly complaining since the computers are very slow. We are working

with the Library Tech Support to upgrade at least 23 of them with new Dell Optiplex 5090. We already purchased two of their scanners.

2. Virtual Labs and the Critical Need for innovative online instruction development in Chemistry and Biochemistry, Rooms MS1009 & MS1011

In collaboration with the Office of Facilities Management, OIT will help built two internet-ready rooms that can be used for virtual lab experiments. The Chemistry Department has already selected suitable labs to replace some of our existing labs in General Chemistry I courses. We decided on several new labs to be introduced and integrated into General Chemistry I and II, including the Gas Laws Virtual Lab, Spectroscopy Virtual Lab, Introduction to Excel Lab, and one problem-solving set. These labs are intellectually engaging and provide students with exposure to inquiry-based and active learning methods of instruction. We anticipate that more than 2,000 undergraduate students, primarily with majors that span the Science and Engineering disciplines, will be impacted each year.

These two rooms will be outfitted with the following equipment: 60 laptops, two network printers and wifi access. Students can loan these laptops to be used off-site execution of assignments. OIT already purchased the laptops which students can loan for off-site execution of assignments once they are ready to be used.

3. Digital Signage System to Broadcast Computer Availability

To provide real-time information on computers' availability throughout the Tech Center and NAC Computer Lab (Fishbowl), Labstats software, which currently provides usage metrics, will be expanded to provide real-time dynamic maps. In collaboration with the Office of Facilities Management, OIT will install four (4) large flat panel displays in strategic locations in these labs to broadcast Labstats digital maps showing computer availability and other useful information. These digital screens will also display essential and valuable information for students.

4. Reducing Carbon Footprints and Increasing Digital Footprints by Using Digital Display

In collaboration with the Office of Facilities, OIT will install 11- 65" 4k digital display screens with Via Connect Pros in multiple locations on various Spitzer School of Architecture floors. In addition, nine (9) additional Via Connect Pros will be installed in student seminar rooms where classes are held. Students will be able to reserve a display for presentations and reviews. Since these displays

will be located on designated wall spaces in corridors, students across campus will have access to engage with these presentation displays, as well. This will accomodate an active learning experience outside the confines of a classroom while reducing the cost of ink and paper usage for students. These digital displays will also support CCNY's green campus initiative.

5. School of Education Multimedia Center Adding Recording Devices in Classrooms

To become state-certified, student teachers are required to prepare an online portfolio called edTPA (Teacher Performance Assessment). This portfolio includes a recording of their teaching in an actual classroom. All students working towards their first certification after spring 2014 must go through that process to teach in NYS public schools. All 2,300 School of Education students will share access to these resources. OIT will purchase additional video recording devices such as camcorders, tripods, tablet/smartphone stands, and microphones. They will also add the Swivel robot and Obsbot AI technology to allow student teachers to submit a better video segment as evidence of their teaching skills. A new Audio System Quantum II will be installed to improve audio recording during class sessions.

7. Development for the Social Science Computer Lounge, NAC 7/120D

NAC 7/120D is a student computer lounge accessible to all CCNY students, undergraduate and graduate. This space was repurposed in recent years to accommodate student's need for a space to work, gather, and socialize. To support the academic progress of psychology majors and other students, the Psychology Department has increased its technology requirements across several quantitative and STEM-based classes. They provide a popular peer-mentoring program and tutoring services to support students and foster success. OIT already purchased six (6) new Dell OptiPlex computers, a wireless access point, and a printer. OIT will purchase new audiovisual equipment, and once it is installed it will allow students to develop their professional presentation skills.

8. Development of wifi for Student Spaces School of Architecture

The School of Architecture's current wifi infrastructure is outdated and insufficient. The building has many wifi zones with weak or no signals throughout each floor, especially in the studios and gallery areas where students spend most of their time. For example, currently only two wireless access points are located on the 1st floor, which provides wifi coverage to two computer labs,

three classrooms, one large lecture hall, and one multipurpose gallery. OIT will install 30 new access points (APs) to upgrade the existing APs on each floor of the building and add new APs in student's populated spaces such as classrooms, study rooms, studios, lecture halls, computer labs and presentation spaces. This access point upgrade will enhance students' learning experience and give students greater access to digital resources. They will be able to use the entire building as their playground for learning.

9. Creative Technology Station in City Art Lab

OIT will help create a technology station in the City Art Lab for students enrolled in the Department of Teaching, Learning, and Culture Art Education and the Art Department. OIT will install two FlashForge 3D Printers. Once the project is completed, students will learn how to create lesson plans incorporating current 3D technology effectively. They will also gain essential hands-on experience using technology in art education as they experiment with sample lessons and develop their assignments and art projects using a 3D printer.

10. A new Space for Environmental Learning - AV Upgrade for Room MR 1128

With the support of the Division of Science, a new classroom space (Marshak 1128) has been secured to create a new environmental learning classroom for EAS Students. In collaboration with the Office of Facilities, OIT will install a new AV system that will allow students to learn about Earth, sustainability, climate and environmental changes. This new room will also impact students across campus, including undergraduates in the School of Engineering and graduate students in Earth science and Sustainability programs.

11. Computer Upgrade for Biology Resource and Teaching Center

The computers in the Biology Resource Center support students enrolled in required science courses, including Bio 10200 (Intro Bio), Bio 24700/24800 (Anatomy & Physiology I & II), and Bio 22800 (Ecology & Evolution. OIT installed five (5) iMac 21.5 and five (5) Dell OptiPlex computers. Its computers were obsolete and often malfunctioned while students were trying to do their work. Besides the computer replacement, theCenter's two aging projectors will also be replaced with the newest AV technology system. The new AV system will include VIA wireless presentation, a Wireless Access Point (AP), a large projection screen, Microsoft Surface Studio 2 laptops, and new network cables.

12. The Tech Center Main Student Lab AV Equipment Replacement

Most of the audiovisual technology within the Tech Center has not been updated since its opening in 2011. While our technical staff has done an outstanding job maintaining the systems, many audiovisual and computer systems have become obsolete, exceeding their warranties and life expectancies. The projectors installed in the three classrooms have reached their end-of-life; furthermore, the large smart classrooms were not equipped speakers. To improve the audiovisual experience in these popular classrooms, OIT will upgrade the current AV Systems, including deploying technology-enhanced podiums with embedded microphones and ceiling-mounted speakers, instructor computers, wireless VIA Connect wirless projection systems, and document cameras. The obsolete projectors will be replaced with lamp-less models that are brighter, clearer, and have a longer life expectancy. These changes will enhance our instructors' and students' teaching and learning experience.

13. City Central One Stop for Students

The City Central One-Stop "one-stop-shop solution" will serve as the primary point of contact for students, faculty, and staff seeking basic enrollment management services, providing a much more convenient and efficient way to address the general inquiries and urgent needs of students and faculty. In collaboration with the Office of Facilities, OIT will relocate the City Central One Stop to the NAC Lobby Area (room NAC 1/205) to expand this outstanding initiative initiated in 2018.

The One Stop will function as a central hub for students to receive concierge services delivered by enrollment management professionals in this new location. It is expected to become a fast-paced, high-volume hub that provides friendly, quality, and in-person information to students and the community. OIT will purchase the following equipment: eight (8) Microsoft Surface Pro laptops, two (2) HP LaserJet Color printers, two (2) digital signage displays, two (2) access points (APs), and furniture, such as computer desks, chairs, file cabinets, etc.

14. School of Architecture Lecture Hall (SSA 107) Audiovisual Upgrade

SSA 107 is the main lecture hall in the Spitzer School of Architecture (SSA) with a capacity of 175. While it is primarily used by Spitzer students, faculty, and staff, it is often used by other departments and programs throughout the College. The audiovisual infrastructure is over ten (10) years old and fails to keep up with the growing production demands of our faculty and staff who continually generate extraordinarly volumes of digital and multimedia content. The goal is to completely redo the AV infrastructure with new state-of-art audiovisual technology that will

allow faculty to show videos and share other educational resources with students, but will also function as an environment to provide opportunities for distance learning and hybrid instruction and lecture capture. These facilities will also allow our faculty and students to use video conferencing technology to collaborate with other universities and organizations in the industry fields.

Proposed Activities and Corresponding Budgets

CCNY Student Technology Fee Plan

1. University-Wide Initiatives (CUNY-UWI) Projects

A. **Please select one Category**: 2 – Continuing
B. **Who Proposed:** IT Steering Committee

Person Responsible for Project(s): Ken Ihrer, VP Office of Operations & CIO Info Tech
Telephone Number: 212-650-7400
Email: kihrer@ccny.cuny.edu

11=K Purchase of Enterprise Solutions

College Department(s) Affected: Entire College

Project Description:

CCNY has reserved 25 percent of the total Technology Fee revenue for paying for University-Wide Initiative projects (CUNY-UWI). I am requesting $784,692 to continue funding the software listed below.

FY 2023 Fiscal Year Budget:

Items	Cost	Recurring Cost
	Year 22 (FY 2023)	Year 23 (FY 2024)
List of Software		
Emarketer	$ 250	
Texthelp - Browsealoud	$ 1,193	
BeyondTrust - Vulnerability detection System	$ 1,704	
Econlit	$ 1,783	
Proquest Ethnic Newswatch	$ 1,868	
Philosphers	$ 2,033	
HPC (High Powered Computing Center)*	$ 3,368	
Maplesoft - Mathematical Analysis	$ 3,732	
Proquest - Bowker - Books In Print	$ 4,052	
NYTimes Digital	$ 6,274	
JAMA	$ 6,383	
SHI - Learning Object	$ 6,390	
ExLibris Primo	$ 7,443	
Nysernet- Colo, ISP and Fiber services	$ 9,495	
IBM - Filenet (doc management Soft)	$ 9,873	
IEEE	$10,000	
ProQuest/Refworks	$10,027	
VMWARE	$10,066	
Lightower 1- ISP Services	$10,547	
IT Training	$11,958	

Artstor Shared Shelf*	$12,196	
CollegeNet- RS 25 -Scheduling Software	$12,566	
MathWorks -MatLab	$13,406	
iParadigms (Turnitin)	$18,625	
DynTek - McAfee	$23,151	
Strategic Technology Initiative -Tax Provision	$25,000	
IBM - SPSS	$34,699	
SHI ADOBE	$35,000	
Annese- CISCO Enterprise Maintenance	$69,610	
Dell Microsoft	$80,000	
Blackboard	$87,000	
Elsevier - Science Direct	$255,000	
Total	**$784,692**	

2. Library Services–Database and Digital Subscriptions

A. **Please select one Category**: 2 – Continuing
B. **Who Proposed:** Acting Associate Dean (Faculty)

Person Responsible for Project(s):	Lon Mendelsohn, Acting Associate Dean and Chief Librarian
Telephone Number:	212-650-7271
Email:	lmend@ccny.cuny.edu

6=F Electronics Information reseources in the Library

College Department(s) Affected: Entire College

Impact on Students:

Students use digital subscriptions for study and research, both on campus and through the internet via web proxy. This content is vital to City College's mission to graduate IT-literate citizens able to function in a global society. Students learn how to effectively use these databases through the information literacy program in our classrooms. They require access to these databases from outside the campus as they do their research.

Federal law requires that assistive technology be made available to students with disabilities who need it to complete required coursework successfully.

Project Description:

The Library is requesting funding from the Technology Fee funds to cover continuing subscription costs for online resources that were funded in the previous years from the Technology Fee funds. Below, please find a brief description of each database/digital subscription:

1. **Thieme e-Journals**

   The Thieme journals are scholarly, peer-reviewed publications oriented toward senior or higher-level researchers. Thieme publishes over 100 scientific and medical journals, of which almost 40 are in English. Full text is available for four of these journals and tables of contents and abstracts are available for the others.

2. **Emerald Engineering and Management**

   The Emerald Engineering e-Journal collection comprises online access to the abstracts and full text of all the journals within Emerald's engineering, materials science and technology portfolio. It also features 120 Business and Management journals, all of which are peer-reviewed and full-text periodicals, plus reviews from the world's top 300 management journals in computer science, marketing, information sciences, and management.

3. SciFinder Scholar

SciFinder Scholar is a comprehensive database indexing the chemistry and related sciences literature. It helps locate articles concerned with specific chemical substances and reactions. This is a cooperative purchasing arrangement between seven CUNY schools.

4. American Chemical Society Online, 2020 subscription

The American Chemical Society (ACS) publishes 38 journals and magazines covering all aspects of the science of chemistry. These ACS journals are scholarly, peer-reviewed publications oriented toward senior or higher-level readers. Full text is available for 33 of them. Index and abstract information are available for all of these publications. We use the CUNY-negotiated pricing arranged through NYSE.

5. e-Books

We have access to 80,000+ eBooks. Almost all of these publications are scholarly and oriented toward seniors or higher-level students and researchers. These databases cover all areas of study with a concentration in the sciences and engineering.

FY 2023 Fiscal Year Budget:

Items	**Cost**	**Recurring Cost**
	Year 22 (FY 2023)	**Year 23 (FY 2024)**
Library Digital Electronic Databases		
1.Thieme e-Journals	$ 4,800	
2. SciFinder Scholar	$ 30,000	
3. Emerald Management and Engineering	$ 35,000	
4. American Chemical Society	$ 60,000	
5. e-Books	$100,200	
Total	**$230,000**	**$241,500 (5%)**

3. Office of Information Technology (OIT) Maintenance and Licenses Cost

A. **Please select one Category**: 2 – Continuing
B. **Who Proposed:** IT Steering Committee

Person Responsible for Project(s): Ken Ihrer, VP Office of Operations & CIO Info Tech
Telephone Number: 212-650-7400
Email: kihrer@ccny.cuny.edu

11=K Purchase of Enterprise Solutions

College Department(s) Affected: Entire College

Impact on Students:

The Office of Information Technology is responsible for maintaining and supporting the operations of the City College networking infrastructure and campus-wide student resources, which include:

- General Students Computer Labs (i.e. Tech Center and NAC "Fishbowl" Computer Lab), Undergraduate and Graduate Student labs, as well as the Science, Architecture, and Music Libraries
- Service Desk, Client Services, Instructional Technology and Media Support Services and campus-wide licenses and hardware for students' use.

Project Description:

The Office of Information Technology (OIT) is requesting $483,076 from the College's Technology Fee Budget to cover recurring costs to pay for campus-wide licenses, hardware, and audio/video for all available smart rooms and general computer labs equipment and supplies.

Some of the essential services, which benefit the entire student population, include:

1. Hardware and peripheral support and maintenance agreements for student-centric devices and annual maintenance for AV equipment/accessories in classrooms, charging stations, etc.
2. Campus-wide license agreement extensions and maintenance dedicated for student use. This includes annual maintenance updates, software releases and security software encryption:

   Deep Freeze, Paper Cut Manager Plus, LabStats, Digital Signage, QLess, Aruba wifi access point license renewals, Citrix Xen Desktop, Comodo SSL Certificate, Jamf Casper, Bomgar, Web-Checkout, SysAid, Chatbot, Booking Point, Smart Learning Suite for smartboards, etc.

3. General student computer labs' supplies (such as toner, paper, printer maintenance kits, etc.), computer lab replacement parts (such as keyboards, mice, printers, etc.) which are located in:
   i. Tech Center, NAC "Fishbowl" Computer Lab, and Center for Worker Edu., Undergraduate and Graduate general use computer labs

ii. Service Desk (Student Support Center)
iii. Kiosks in the Administration and North Academic Center (NAC) buildings
iv. Music and Science Libraries printers for students.
v. Center for Worker Education (CWE)

FY 2023 Fiscal Year Budget:

Items	Qty	Cost	Recurring Cost
		Year 22 (FY 2023)	**Year 23 (FY 2024)**
General Labs Equipment Replacement & Accessories		**$40,000**	
Desktops, laptops, printers, AP, computers accessories for general student labs and Student Laptop Loaner Program, etc.			
AV & Smart classrooms Equipment Replacement and Maintenance		**$71,720**	
Smartboard, charging stations, projectors, projector screens, doc cameras, av accessories, lamps, VIA Connect Pro, etc.			
General Student Computer Labs Supplies & Maintenance			
Supplies, papers, toners, maintenance kits, Book Scanner, etc.		**$100,000**	
Campus-wide Software Licenses Service Renew			
Survey Monkey		$ 420	
Smart Learning Suite		$ 950	
Booking Point		$ 1,048	
Digital Signage		$ 1,500	
ENVI+IDL Academic		$ 1,998	
Deep Freeze		$ 2,000	
Paper-Cut Printer Management Soft		$ 2,142	
Bomgar Remove Access		$ 5,693	
JamF - Apple Management Soft		$ 6,095	
LabStats		$ 6,510	
Comodo SSL UCC Certificates Wifi/Libraries		$ 7,836	
WebCheckout		$ 8,237	
Citrix Xen Deektop		$ 8,500	
SysAid - Ticketing System		$ 9,101	
Career Services Manager (CSM)-Simplicity		$ 15,500	
Qless		$ 18,705	
Chatbot		$ 20,496	
LaNDesk Patch Management		$ 28,581	
Wifi - Licenses		$96,173	
Sub-total		**$241,485**	$253,559 (5%)
Total		**$453,205**	**$ 253,559(5%)**

4. School of Education – Multimedia Center Desktops Upgrade

A. Please select one Category: N. (New Project)
B. Who Proposed: Staff

Person Responsible for Project(s):	Doris Grasserbauer
Telephone Number:	212- 650-5795
E-Mail:	dgrasserbauer@ccny.cuny.edu

1=A Implementing or upgrading **of instructional** computer labs

Department(s)/division Affected: School of Education

Impact on Students:

The pandemic changed many perspectives in our lives. Initiated by the new reality we experience, our technology team started discussions about adjusting our computer labs to reflect the changes in technology use. Considerably more students bring their own devices on campus and are looking for spaces to study during their campus visits. The rooms of the Multimedia Center are used as classrooms as well as open labs.

Currently the Multimedia Center has a traditional computer lab set up for room 4/221 and a more flexible space set up for room 4/216. We envision to transform room 4/221 from thirty (30) desktop workstations to ten (10) desktop workstations. During open lab times this would give students a space to work with their own devices, use the desktops, or borrow one of the available laptops. During classroom sessions the same model could be applied. Instructions could be either on the students' device, a desktop, or one of the laptops from our cart. The room has already tables with wheels which would allow for flexible classroom setups depending on the instructional needs. Teachers teach how they are being taught. By being able to model the different modes of instruction our candidates can apply this knowledge to their own K-12 classrooms. It is imperative that we continue to provide functioning lab equipment that is used by all our 1,200 (1/3 undergraduate, 2/3 graduate) students pursuing for teacher certification. The desktops in 4/221 were purchased before our last accreditation visit in 2016. We are again in a pre-accreditation phase and need to update the desktops in that room to be ready for the visit in spring 2025.

Project Description:

Room 4/221 has thirty (30) desktop computers which are more than seven (7) years old. The computers are heavily used since they are used during classroom sessions and as open lab computers. We want to replace ten (10) of the desktop computers and equip them with webcams to be online session ready. All students working towards their first certification will benefit from training on state-of-the-art technology to teach in NYS public schools. Therefore, all of our 1,200 students will benefit.

2022 - 2023 Fiscal Year Budget

Items	Qty	Cost
Hardware		**Year 22(2022 - 2023)**
Dell 3450 SFF, 16GB, 256 SSD + 22" monitor, $1,274	10	$ 12,740
Sub-total		**$12,740**
Miscellaneous		
Logitech C270 HD Web Camera, $40 each	10	$ 400
Total		**$13,140**

5. School of Education – Learning & Tech Resource Center (LTRC) Desktops Upgrade

A. Please select one Category: N. (New Project)
B. Who Proposed: Staff

Person Responsible for Project(s): Leonard Lewis
Telephone Number: 212- 650-7801
E-Mail: llewis@ccny.cuny.edu

1=A Implementing or upgrading **of instructional** computer labs

Department(s)/division Affected: School of Education

Number of students impacted: about 1,200 (300 undergraduate, 900 graduate).The School of Education has a proud history of leading the way in using technology instruction and preparing our students to use these tools effectively in the classrooms in which they are employed. The School of Education has begun preparing for its accreditation visit in 2025 and will be required to demonstrate that it is meeting established standards for providing our students access to appropriate technology and preparing them with essential competencies in using technologies to impact student learning.

In addition, the LTRC is in the process of redesigning the use of its lab facility to more effectively address the changing needs of our student population who are now functioning in a 'post-pandemic' learning environment. It is imperative that we continue to provide access to all our students in whatever learning platform they engage in, whether face-to-face or online instruction. Concomitantly, preparing our students to function effectively in challenging and unchartered public-school classrooms will also be required.

Project Description:

The LTRC Lab B in the School of Education is an open lab which accommodates students from all School of Education departments. The space currently accommodates forty (40) computer systems. This proposal requests an upgrade of ten (10) of its desktop systems in preparation for the School of Education Accreditation visit. Upgrading these desktops systems will help to ensure that students continue to have access to computer systems that support their in-person and online learning needs. The lab space accessories (10 webcams) will outfit the desktop systems for online learning. In the post-pandemic learning environment, it is anticipated that students will be transitioning from in-person learning to online learning and, hence, accommodation will be required to those who need access to equipment to facilitate this transition. The additional webcams are necessary for the desktops to accommodate the online interaction.

2022 - 2023 Fiscal Year Budget

Items	Qty	Cost
Hardware		**Year 22(2022 - 2023**
Dell 3450 SFF, 16GB, 256 SSD + 22" monitor, $1,274	10	$ 12,740
Sub-total		$12,740
Miscellaneous		
Logitech C270 HD Web Camera, $40 each	10	$ 400
Total		**$13,140**

6. CCAPP Summer Program for Entering Freshmen in STEM

A. Please select one Category: ■ **N (New Project**
B. Please select one - Who proposed 3. Staff

Person Responsible for Project(s):	Nkem Stanley-Mbamelu and Dr. Millicent Roth
Telephone Number:	212- 650-6059 and 212-650-6768
E-Mail:	nstanley@ccny.cuny.edu and mroth@ccny.cuny.edu

8=H **Acquiring Technology tools to support college-sponsored student activities**

Department(s)/division Affected: CCAPP Program, Division of Science, and Grove School of Engineering students

Impact on Students:

This project will serve CCAPP students accepted each summer.

Problem Solving Instruction in Science
Students will be introduced to topics in chemistry and physics, and will be given problems to solve that stress the application of these scientific concepts. Team leaders are trained to ask questions that force their students to think through the problems and develop their problem-solving skills.

Practical Design Activity
For this activity, mathematical solutions are applied to practical design problems. The problems are constructed so that there can be several solutions. Student teams set to work on a problem and prepare a presentation of the solution that may include charts, graphs and models and always a forma write-up.

Team Approach
Students work in teams that are organize by majors. Often teammates become friends for life.

Project Description:

This program will prepare students for their first college level science courses, and will give them a head start in their majors. An intensive four-week problem solving experience that combines the teaching of problem-solving techniques with content in chemistry and physics. The techniques are also applied to projects based upon engineering design problems. Students work in teams led by City College upper classmate. We also need a mobile chargeable storage cart with a lock to store the laptops.

How we plan to use these laptops:

The program requires students to work on projects and put together their presentations while in class. Many of the projects require access to the internet and the use of Microsoft Office.

Accepted students will be divided into five groups. Each group needs at least three laptops to work efficiently.

2022 - 2023 Fiscal Year Budget

Items	Qty	Cost
Hardware		**Year 22(2021 – 2023)**
Dell Lat 5420, i5, 8GB, 256 SSD, $742	10	$ 7,420
MacBook Pro 16", M1, 16GB, 512 SSD+ Apple care, $2,728	4	$10,912
Sub-total		**$18,332**
Miscellaneous		
Mobile Chargeable Storage Cart	1	**$ 550**
Total		**$18,882**

7. Project Title: School of Archicture Digital Signage System Deployment

A. Please select one Category: 1. **N** (New Project)
B. Please select one - Who proposed: Students/Faculty

Person Responsible for Project(s): Muhammad Ahmad
Telephone Number: (212) 650-8819
Email: mahmad@ccny.cuny.edu

8=H **Acquiring Technology tools** to support college-sponsored student activities

Department(s)/division Affected:

470+ Architecture Undergraduate/Graduate Students as well as joint programs between Architecture, Division of Science, Engineering, Colin Powell and student' Clubs (NOMAS, AIAS, GARC, Engineers Without Borders).

Impact on Students:

The Spitzer School of Architecture (SSA) enrolls at least 470 students- 330 undergraduates and 140 graduates- most of whom are full-time and enrolled in required design courses. Unlike a majority of City College students, the Spitzer School of Architecture (SSA) students not only pay a tech fee, but also a material fee every semester. The Spitzer School of Architecture prides itself as being the first public school for architecture in New York City. With this pride there is an inherent sense of responsibility to provide our students with a world class education and facilities to train them for the rigors of the real world. In order for students to be prepared, they need to be armed with the latest technology and tools to succeed in their classes and beyond.

Digital signage is another platform SSA plans to use to expand its digital footprint. There are digital signage displays all over campus, presenting various announcements and keeping the college community informed and together. However, the Spitzer School of Architecture does not have any. SSA is secluded in one corner of the campus and sometimes architecture students are unaware of the events and activities happening across campus. Digital signage displays will help students to stay informed and updated on events, activities, alerts, reminders, etc. This is an important platform of communication utilized in all top schools.

Project Description:

We are requesting 4 digital signage displays to enhance SSA's digital footprint. Not all students check their City College emails and printing out fliers to hang around campus is wasteful and unsightly. These displays will provide real-time important information and alerts to the entire SSA community. The 98” display will be used as a digital signage wall. The screen will be segmented into 3 areas: notifications and alerts, events, and available resources for students.

The other 3 displays will showcase student work and announcements for the entire school. The digital signage will also serve as a way finder and include digital maps. They will be installed strategically throughout the Spitzer School of Architecture.

2022 – 2023 Fiscal Year Budget

Items	Qty	Cost
Hardware		**Year 21 (2021 – 2022**
Digital Signage Installation		
65" Digital Display with media player, $3,700 each	3	$11,100
98" Display with media player	1	$11,700
Total		**$22,800**

8. Science and Engineering Library Computer Upgrade

A. Please select one Category: 1. ■ **N (New Project)**
B. Please select one - Who proposed: Students/Staff

Person Responsible for Project(s): John Carrero
Telephone Number: (212) 650-7271
Email: jcarrero@ccny.cuny.edu

3=C X Implementing or upgrading Student-Servicing Computer Labs

Department(s)/division Affected: All students who use the library, Specially Science and Engieering students.

Impact on Students:

The Science and Engineering library is a space where computer are provided to all student using the facilities. Upgrading the Science and Engineering library student-use computers will improve access to e-learning resources for the hundreds of City College students who use the library facilities. It will also allow for adoption of the Windows 11 operating system.

Project Description:

We are requesting funding to upgrade the computers in the Science and Engineering Library locates in the first floor of the Marshak building. The computers haven't been upgraded in over 8 years. Science and Engineering sstudent's use the library more than any other part of the college. Scanners are desperately needed as a tool for student to digitize high volumes of course work, research material, and other documents to keep up with their academic needs.

2022 - 2023 Fiscal Year Budget

Items	Qty	Cost
Hardware		**Year 22(2021 – 2023)**
Dell Precision 3450 SFF, i7,18GB, 256 SSD, 22" monitor, $1,265	20	$25,300
Sub-total		**$25,300**
Peripherals		
Epson Expression 12000XL Graphic Arts, $3,101 each	2	$ 6,202
Sub-total		**$ 6,202**
Total		**$31,502**

9. Electronic Design & Media(EDM) Computer Lab Upgrade, Room CG 121

A. Please select one Category: 1 – New
B. Who Proposed: Faculty and Staff

Person Responsible for Project(s):	Art Jones, EDM College Lab Technician
Telephone Number:	212- 650-7095
E-Mail:	ajones1@ccny.cuny.edu

1=A Implementing or upgrading of instructional computer labs

Department(s)/division Affected: Department of Art [Electronic Design & Multimedia] Art serves approximately 600 students in their major.

Project Description:

It's essential that students in all areas of digital design work on computers with up-to-date processors that can handle modern software apps, as well as very large files and complex operations. Consistency in technology is important across all of our labs to ensure that all of our students and faculty are able to function creatively, efficiently, and equally. In order to meet industry standards, we need to provide a reasonably up-to-date environment that replicates what students would find in a professional work environment. The primary goal of our EDM program is to help students find employment in multimedia design. The majority of our students are seeking internships and employment opportunities within the design industry.

Our students receive notice within the design industry based on their competitive portfolios, which they would not be able to build if they were required to work with outdated or failing technology. Current EDM students have held internships at Pixar, Facebook, Google, Nickelodeon, Sci-Fi Channel, AOL.com, HBO, Marvel Comics, OUT/The Advocate, Sports Illustrated, Time, Rolling Stone, and Viacom. Recent EDM alumni are employed at NBC Universal/Peacock, Conde Nast, Fast Company, Discovery Channel, Dow Jones, Penguin Random House, Scholastic, United Nations, The Wall Street Journal, and IDEO. EDM is currently partnering with acclaimed design consultancy Pentagram and preeminent designer Paula Scher to offer a portfolio-strengthening practicum course to connect 27 of our current students and alumni with industry connections in wake of the current pandemic. EDM is requesting 18 Mac Mini M1 computers in Lab CG121, five audiovisual amplifiers (one for each classroom) to replace non-and poorly functioning units, and two projectors for labs CG122 and CG124.

STUDENT NEEDS: The iMacs currently in CG-121 are used to teach advanced courses in Web Design, Motion Graphics, 3D Imaging, Print Production, Digital Video, Gaming, and Capstone Portfolio. Currently, they are 7 generations behind 2022 standards for graphics. We consider them to be 2 years past their effective life cycle, as they are struggling to keep up with running newer operating systems and graphic design software such as Adobe CC. They also greatly

struggle with latency during remote connection. We need machines that can process extremely large files generated in reasonable time or without outrageously slow startup times or intermittent bugs and crashes, which directly impact students' ability to do their work and prepare their portfolios. Support for these older machines will soon end, leaving our CG-121 lab currently full of obsolete equipment; this is concerning as we approach academic year 2022/2023 with more in-person course offerings and increased enrollment within our area.

We are currently learning that an inability to perform preventive maintenance during the pandemic has unfortunately resulted in several key pieces of technology breaking down this semester, within weeks of each other. Our audiovisual amplifiers are the the 'heart' of our projection and sound capability in each of our five labs; two are currently in a significant state of disrepair, and the three units are approaching failure. We are requesting funds to replace these items. We also request to replace a malfunctioning projector in CG-122, and we would like to install a projector in CG-124, bringing that room to parity with our other labs, and creating a space where we could offer more classes to meet expanding enrollment.

We are also requesting five audiovisual amplifiers—three close to failure and two in significant disrepair— and two projectors, one to replace a poorly operating unit in CG-122, and one to make CG-124 a fully functioning classroom/lab. Our audiovisual equipment is critical to our classroom teaching environment. Approximately 25 percent of the EDM CLT's duties during class hours for the Spring '22 semester have involved troubleshooting an audio or video projection hardware problem. Currently, 3 out of 5 of our amplifiers are non-functioning (with the remaining two showing signs of imminent decline). Our request for these five amplifiers and two projectors reflects the need to have the audiovisual capabilities of all EDM classrooms functioning properly.

2022 – 2023 Fiscal Year Budget:

Items	Qty	Cost
Hardware		**Year 22(2021 – 2023)**
Mac Mini M1 Chip, 16 GB,256 SSD+ Apple Care $908	18	**$16,344**
Peripherals		
Stereo receiver with Bluetooth, Onkyo TX-8220, $296.20	5	$ 1,481
BenQ HT2050A HD Projector, $753	2	$ 1,506
BenQ SW270C Photographer 27" 16:9 HDR IPS Monitor, $987	18	$17,766
Sub-total		**$20,753**
Miscellaneous		
HDMI Cables, $8 ea	25	$ 200
Lenovo USB-C to 4-port hub, $72 ea	3	$ 216
Kinston 64GB USB Flash Drives, $11	25	$ 275
Thunderbolt 3 (USB-C) Cable (.8m),$38 ea.	18	$ 684
Mac Mini Security Mount with Keyed Alike Upgrade 25 HD, $63	18	$1,132
Sub-total		**$2,507**
Total		**$39,604**

10. Implementation of the Experiential Learning Lab

A. Please select one Category: 1 – New
B. Who Proposed: Faculty

Person Responsible for Project(s): Sophia Barrett
Telephone Number: 212- 650-5900
E-Mail: sbarrett@ccny.cuny.edu

3=C Implementing or upgrading **Student-servicing** computer Labs

Department(s)/division Affected: The Colin Powell School, Biomedical and Social Sciences

Impact on Students:

1. The goal is to implement resource centers for incoming Bridges to the Baccalaureate students, as well as a center for upper classmen who need to plan for their professional next steps.
2. The development of the Experiential Learning Lab will allow students to collaborate with others both within the major and across majors. Such collaboration is key, especially across the sciences, social sciences, and technology fields. The key is to allow students to grow and network, as well as support them from the time they enter the college to the time they graduate.
3. In a post-pandemic academic life, supporting these academic goals involves students feeling a sense of connection to their college community. The goals outline in this proposal speak to that sense of community that research has demonstrated is key to academic persistence towards graduation.

We expected this space to be heavily utilized, with an estimated peak of 30 – 45 students utilizing the space daily for various professional development events.

Project Description

The Department of Psychology has been able to acquire new space on the 8th floor of NAC. The goal is to repurpose this space into two (2) centers to support incoming students, as well as undergraduates who need to consider the next steps in their academic, social, and professional development. Over years, Psychology has been active in addressing students' needs for spaces to work, gather, and socialize.

Towards the goal of supporting incoming students, the Bridges to Baccalaureate program (NAC 8/133A) seeks to expand the number of ethnic minority students in the Biomedical and Social Sciences. This program serves to create a bridge for entry from a minority serving CUNY community college to The City College. This grant will allow incoming Bridge students the opportunity to develop the foundation to succeed in a senior college, without the worry of accessing technical resources.

On the other end, we have students who are preparing for life after CCNY. To support the academic progress of psychology majors and other students, we have increased the technological requirements across several quantitative and method courses, including increasing the number of psychology students being exposed to R and Python. With this, students realized there are new and different professional options available to them. With these new opportunities, we need to support students as they develop into their professional selves. From resume building to grant writing, we intend to convert the space in NAC 8/133 into a professional development space. In this space, students can drop in to utilize computers, printers, and other resources on an as needed basis.

2022 - 2023 Fiscal Year Budget

Items	**Qty**	**Cost**
Hardware		Year 22(2022 - 2023)
MackBook Pro 8GB.512 SSD,	1	$ 1,568
Dell Precision 3450 SFF, i7, 16 GB, 256 SSD + 22",$1,265 ea	25	$31,625
Sub-total		**$33,193**
Peripherals		
HP Network Printer M806+ AIO, $150	2	**$ 300**
Projection device(s) such as AV Equipment, Smartboard, etc		
Lumens DC-W80 Document Camera	1	$ 361
Kramer VIA Connect 2 – Presentation Server	1	$ 754
AV Accessories		$ 978
Panasonic TH-75BQ1W 75"	1	$ 8,359
Sub-total		**$10,452**
Miscellaneous –		
Power Strip/Surge Protector, $ 40 per pair	25	$ 1,000
Wireless APs + Two data lines	2	$ 4,000
Sub-total		**$ 5,000**
Total		**$48,945**

13. Student Technology Internship Program (STIP)

A. **Please select one Category**: 2 – Continuing
B. **Who Proposed:** Staff

Person Responsible for Project:	Otto Marte, Sr. Director of OIT Business Services
Telephone Number:	212-650-6190
Email:	marte@ccny.cuny.edu

7=G Personnel for Installation and maintenance of computer services

College Departments Affected: Entire College

I am requesting funds to continue the implementation of the FY 2023 Student Technology Internship Program. Total funding requested is $1,474,042 which includes, 14 percent for fringe benefits. Below is a brief description of the program.

Project Description:

The Student Technology Internship Program (STIP) was created in the summer of 2002 to provide Service Desk, General Student Computer Labs services, and other technical assistance facilities throughout the college to hundreds of faculty and students on a daily basis. This program creates opportunities for a select group of undergraduate and graduate students to gain advanced skills in the use of computer hardware and software as well as learn effective teaching and client support skills.

STIP supports and advances the technological needs of the College, both in and out of the classroom. By bringing the interns and technology users together as a team, we provide diverse skills and services to create a better teaching and learning environment at the College.

Below are the five major components of the Student Technology Internship Program (STIP) and the requested funding:

Student Tech Interns Program	**No. of Staff**	**Percentage**	**Total Cost/yr.**
1. Reservation Desk	6	12	$ 166,792
2. Service Desk (Tier 1)	5	17	$ 223,803
3. College Wide & Divisional Tech Support	13	35	$ 441,737
3. College Wide & Divisional Computer Labs Support	21	36	$ 460,687
Sub-total	**45**	**100**	**$1,293,019**
Fringe Benefits		14%	$ 181,023
Grand Total			**$1,474,042**

1. iMedia Reservation Desk

The Reservation Desk is, formally known as the Instructional Technology and Media Support Services (ITMSS) provides audiovisual (AV) resources and services in support of academic instruction, scholarly communications, and other activities consistent with CCNY's mission. They manage the students and faculty Laptop Loaner Programs – total of 218 laptops (135 for students and 83 for faculty) to use in/out of classrooms. They are also responsible for supporting and administering the video conferencing services, the Zoom teleconferencing platfrom, classrooms AV Technology Services, Audiovisual resources for loaning equipment, such as projectors, AV cables, and VIA Wireless Presentation devices. They collaborate with other OIT units to test and document remote learning and telecommuting technology, including consolidating and enhancing the availability of training support materials for CUNY/CCNY portals (Zoom and CUNY Device Loaner Portal)

2. OIT Service Desk

The OIT Service Desk was revamped in the summer of 2011. This one-stop-shop for IT solutions has given the CCNY community a convenient of addressing the diverse needs of students, faculty, and staff and a more efficient way of addressing the College's technology needs, particularly for students. It serves as the primary point of contact for students, faculty, and staff seeking help in IT services and equipment (e.g., laptops, mobile devices, software, hardware, and operating systems) that CCNY's Office of Information Technology provides. The Service Desk staff ensures that all possible measures are taken to troubleshoot and resolve any issues. It also acts as the central distribution point for campus-wide site-licensed software to the college community.

The Service Desk also provides technical support in the following areas:

- Provide tier I technical support over the phone, email and Zoom
- Screen, prioritize, and escalate Service Desk IT incidents and requests to the appropriate IT team
- Assist with the download and installation of CUNY applications
- Assist students in resolving basic CUNYfirst, CUNY Portal, and Blackboard issues
- Configure email on the end user's mobile/smart devices (i.e., phone, tablets, laptops)
- Provide Email support - Level I and some Level II

- Create support documentation for problem resolution and instructional materials for users

3. OIT and School/Division Client Services Support

Where technical matters are beyond the purview of the OIT Service Desk, they are often escalated to Client Services School/Division support teams. These IT support analysts provide Tier 2 and 3 hardware and software technical support and other technical assistance to college administrators, faculty, staff, and students. These staff are assigned to the all of our academic divisions as well as administrative offices throughout the college. Our professional IT staff works continuously to ensure that our services are delivered in a manner is both of high quality and customer-friendly. They deploy and maintain computer hardware, software, and peripheral devices (i.e. printers, scanners, displays, etc.). Futhermore they provide intermediate troubleshooting of audiovisual, networking, telecommunication, and server issues, which may be further escalated to the appropriate IT unit for evaluation and resolution.

4. College Wide and School/Division Student Computer Labs Support

OIT employees teams of professional staff and student interns to service the general use student computer labs on campus. The program trains student interns to acquire skills in deploying and maintaining computer hardware, software, audiovisual equipment, presentation resources, and desktop support skills. Along with technical skills, the training emphasizes proactive customer service.

The OIT computer lab support staff maintain two large general computer labs, (1) The North Academic Center Fishbowl General Student Lab (NAC 1/501), which provides 102 PCs computers, and (2) The CITY Tech Center (NAC 1/301)**,** City College's state-of-the-art computing, learning and training resource center, located on the ground floor of the Cohen Library. Re-designed to accommodate student learning in a variety of stimulating configurations, it provides the following services:

- Over 300 workstations
- Two state-of-the-art Active Learning Classrooms (ALCs)

- 10 media study rooms with flat-panel displays that accommodate up to six students each
- 16 two-person study rooms equipped with Windows and Macintosh desktop workstations
- Three smart classrooms with dozens of workstations, high definition projectors and, in the largest classroom, a podium with AV controls and mobile device connections
- Dozens of single-use desktop and wireless workstations in the open bays
- Laptop loans for students to use while using or taking classes in the (ALCs).

Each workstation is configured with the College's full range of campus-wide, site-licensed software, including Adobe Creative Suite, MathWorks, Matlab, Microsoft Office Suite, SAS, and SPSS. The spatial configurations are as necessary as the technological enhancements because they accommodate students who choose to work individually and provide incentives for student collaboration.

At any given moment, the three training rooms are filled with students engaged in technology-enhanced learning supporting a wide-range of instruction of Economics, Engineering, Psychology, and English. This highly successful facility has become the premier hub for student computing needs and a general-purpose learning resource center for the entire City College population. Hundreds of students occupy every available workstation and study space, engrossed in coursework to research to recreational breaks.

Divisional IT staff help to support the computing and printing needs of special programs, including the Education lab (NAC 4/226), Engineering CAD lab (ST-216), Electrical Engineering lab (ST-269), Science Student lab (MR-829), Accessibility Student lab (NAC 1/216), Architecture CAD lab, (SSA-3rd floor), both Science and Music Libraries labs, and both graduate and undergraduate Student Government labs. These labs are open during the college hours of operation.

Below is the Student Technology Interns Program budget breakdown for FY 2023

Position	Pay Rate/Hr	Hrs/Yr	(AL+SL) Hrs/Yr	Total Hrs/Yr	Cost/Position	No. of Position(s)	Total Cost
Reservation Desk							
College Assistant	$15.61	1000	117	1117	$17,436	4	$69,745
Hourly IT Support	$24.08	1560	220	1780	$42,862	1	$42,862
Hourly IT Asst. I	$30.44	1560	220	1780	$54,183	1	$54,183

						6	**$166,791**
		Services Desk					
Hourly IT Support	$24.08	1560	182	1742	$41,947	2	$83,895
Hourly IT Support	$24.08	1560	220	1780	$42,862	2	$85,725
Hourly IT Assit. I	$30.44	1560	220	1780	$54,183	1	$54,183
						5	**$223,803**
		College Wide & Divisional Student's Lab Support					
College Assistant	$15.61	600	70	670	$10,459	6	$62,754
College Assistant	$15.61	920	107	1027	$16,031	2	$32,063
College Assistant	$15.61	1000	117	1117	$17,436	6	$104,618
College Assistant	$15.61	1000	141	1141	$17,811	2	$35,622
Hourly IT Support	$24.08	1560	220	1780	$42,862	4	$171,450
Hourly IT Assit. I	$30.44	1560	220	1780	$54,183	1	$54,183
						21	**$460,690**
		College Wide & Divisional Clients Support					
College Assistant	$15.61	1000	117	1117	$17,436	3	$52,309
College Assistant	$15.61	1040	117	1157	$18,061	1	$18,061
College Assistant	$17.00	1000	117	1117	$18,989	1	$18,989
College Assistant	$18.00	1040	147	1187	$21,366	1	$21,366
Hourly IT Support	$24.08	1560	182	1742	$41,947	2	$83,895
Hourly IT Support	$24.08	1560	220	1780	$42,862	2	$85,724
Hourly IT Assit. I	$30.44	1560	182	1742	$53,026	1	$53,026
Hourly IT Assit. I	$30.44	1560	220	1780	$54,183	2	$108,366
						13	**$441,736**
Total Cost						**45**	$1,293,019
Fringe (14%)							$181,023
Grand Total							**$1,474,042**

Student Technology Fee Advisory Committee Members

The Technology Fee Advisory Committee is the standing college committee that advises the Office of the President on the expenditures of Tech Fee revenue. The Student Technology Fee Advisory Committee comprises 31 members, chaired by the Provost, Vice President & Chief Financial Officer of Finance and Administration, and co-chaired by the VP of Operations & Chief Information Officer of Information Technology. It includes 17 students from both Undergraduate and Graduate Student Governments, 13 undergraduates and seven (4) graduates, seven faculty, two academic representatives, and two ex-official members.

Committee Chairs – Tony Liss, Provost and Felix Lam, VP & CFO of Finance and Administration **(2)**

Co-Chair – Ken Ihrer, VP Office of Operations & CIO Information Technology **(1)**

Student Representatives (17)

Aneesah Saeed, President USG

Adham Morsy, USG VP of Public Affairs

Aila Choudhary, USG Representative

Anjanay Spence, UGS VP of Student Affairs

Asif Sattar, USG Senator

Benjamin Pascal, USG VP for Finance

Coleman Downing, Graduate Student Councilor

Eva Uceta, USG Senator

Hans Owour, USG VP of Academic Affairs

Jennifer Bowen, Graduate Student Councilor

Justin B. Ortiz, USG Senator

Kazi Tejwar, USG VP of Campus Affairs

Nelson Asemota, Executive Vice President Undergraduate Student Affairs

Rachel E. Holliday, USG Secretary

Sabrina Tenteromano, GSG Vice Chair of Community Affairs

Sarah Perez, GSG Treasurer/Secretary

Tyler N. Gomes, USG Executive VP

Faculty Representatives (7)

Prof. Mark Smith, Humanities and Arts

Prof. Ilona Kretzschmar, Grove School of Engineering

Prof. Gordon Gebert, School of Architecture

Prof. Laurent Mars, Division of Science

Prof. Elizabeth Matthews, Center for Worker Education

Prof. Kevin Foster, Colin Powell School

Ms. Doris Grasserbauer, School of Education

Administrative Representatives (2)

Celia Lloyd, VP Student Affairs and Enrollment Management

Loren Mendelsohn, Acting Chief of Technical Services

Ex-officio Member (2)

Leonardo Leo, Deputy CIO of Office of Information Technology (OIT)

Otto Marte, Tech Fee Administrator and Director of OIT Business Services