

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