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Annual
Report
July
2008

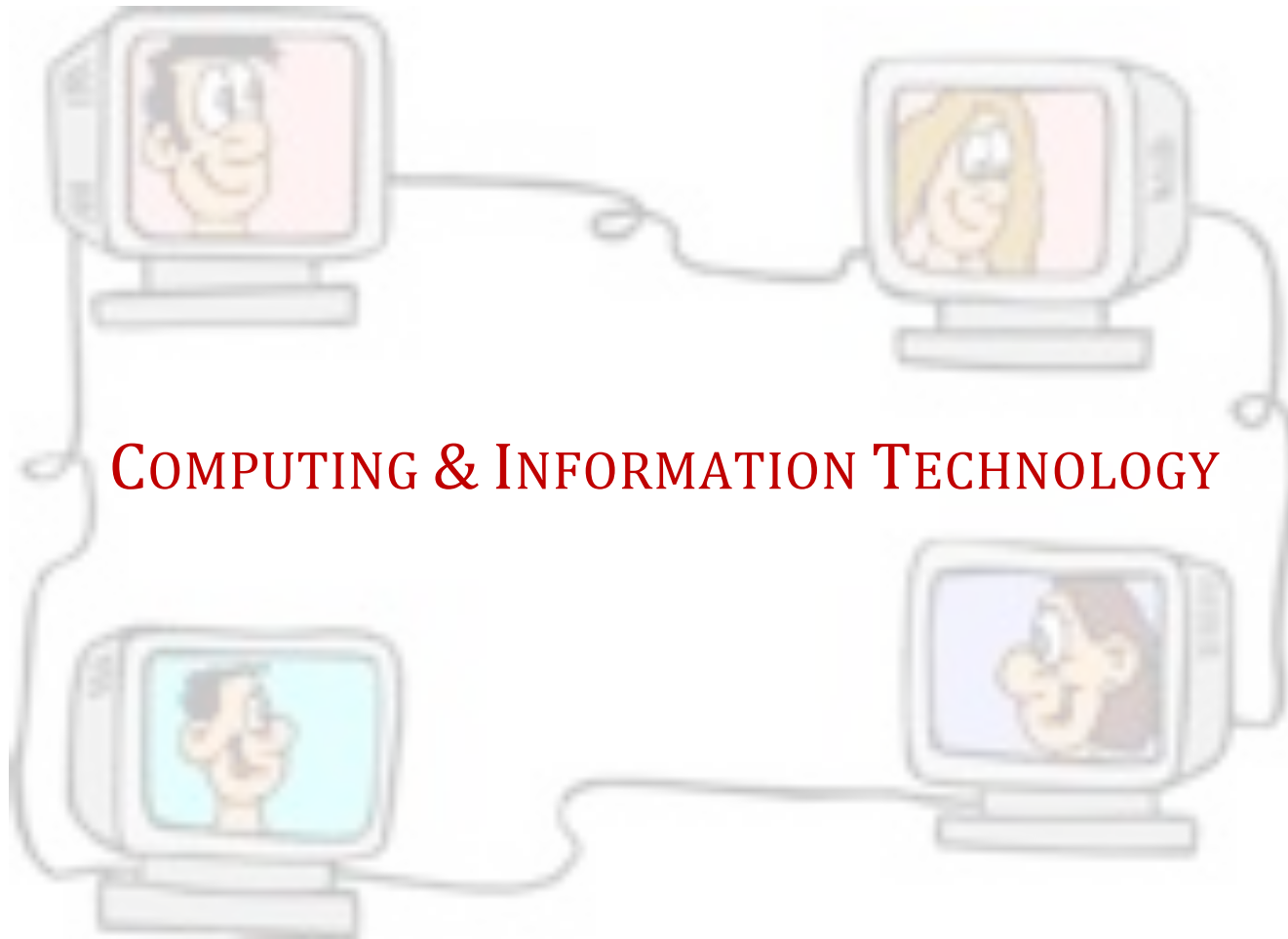


CIT MISSION

CIT's Mission is to provide outstanding leadership and support to the college community in computing, voice and data communications and instructional technologies.

CIT GOALS

- Collaboration and communication with College departments
- Technical innovation and service excellence
- Support of teaching and learning
- Reliable and secure systems
- Cost-effective use of resources
- Commitment to professional development



MESSAGE FROM THE CIO – SUE CHICHESTER

Technology can often change the way we do a given task for the better and now and then technology can provide us with the capability to do something we've never been able to do before. The former happens all the time but when the latter occurs that's what can spark real change. This has been a year where technology has affected us in both these ways. The implementation of myCourses, the Angel Learning Management System, provided us with a different way to teach and learn. Virtualization has given us a way to do things we haven't been able to do before.

After some earlier attempts to bring a course management system to the Geneseo campus, last fall we successfully launched **myCourses** to the campus community. myCourses is Geneseo's branding of the Learning Management System from AngelLearning Systems. 95% of the Geneseo

faculty have logged into myCourses to see what it's all about and 45% of faculty are using myCourses regularly in their teaching. 90% of our students are actively using myCourses in at least one of their courses. Our first year adoption of myCourses has been much greater than expected. For CIT it has been a challenge to keep up with the support questions and training needs. In January we hired a part-time Instruction Technology Coordinator to help with myCourses. The buzz about myCourses is good and we will continue to expand our training opportunities for faculty and staff.

Virtualization is probably one of the more exciting technological advances we've had in a long time and it is something to get excited about. In April, the **Virtual Computer Lab** came online with 60 virtual computers offering Geneseo licensed software. Just what is the virtual lab? The

virtual computer lab is a Windows-based computer lab accessible from anywhere with an active Internet connection. The difference between the virtual computer lab and the usual computer lab is the virtual lab isn't a place you can visit or physically touch its computers and it is never closed. The virtual lab provides 24/7 access. From their own computers, students can connect to the virtual lab and access Geneseo licensed software that in the past they could only get to from actually sitting at one of ours. Computers running Macintosh, Windows or even Linux operating systems, can access the virtual lab. Early use of the virtual lab has been positive. The virtual lab is key to providing a solution to the software challenge the notebook requirement poses.

Virtualization is also playing an important role in our data center. We are using VMware to allow us to put multiple

application servers on one computer, increasing its utilization and reducing the number of servers we need to purchase.

CIT Goes Green! CIT is doing its part for environmental sustainability. CIT transitioned to **Paperless Telephone Billing** this year saving 2500 sheets of paper per month. Each employee receives a summary bill and has access to this information 24/7 through my.geneseo.edu. CIT has also made changes to lab computers to place them into a low energy use **Standby Mode** after a 30-minute inactivity period.

In an effort to provide better service to SUNY Geneseo callers, the **Parlance Name Connector** was implemented on campus in late June, 2007. Name Connector uses proven speech recognition technology to enable callers to dial one number and say the name or department and get connected to anyone over the existing voice network. Implementation of this product has provided callers with an efficient, professional experience when calling the college. In the past year, Parlance has

handled over 90% of over 21,000 calls received by the College and has enabled us to reduce our expenses related to switch board operations.

This year has brought focus to **Information Security**. In March the President formed the Information Security Program Team. CIT has representation on this team from myself as CIO chairing the team, and Paul Jackson and Kirk Anne who head up the Information Systems and Systems & Networking groups within CIT. Creating a policy for Social Security Numbers has been the top priority for the team. CIT has worked closely with the Records Office and the ISEC Team to tighten up Social Security Number Access restrictions within Banner. Social Security Number is no longer a valid login to Banner and SSN has been masked on Banner screens for staff who have not been authorized for SSN viewing. We also worked with CAS to convert their meal card system to use the Geneseo ID number as opposed to the SSN that was what they previously used as an ID number on their system. Ensuring integrity of the Geneseo web site is

also an area of concern that we have spent time mitigating our risk. We have put in place better monitoring tools for web security and have worked with departments on web page security. This year we also reviewed our tape retention policies and worked with a vendor to properly dispose of outdated backup tapes. In total 953 tapes were destroyed. We will continue to destroy old media on at least a semi-annual basis. We also installed a Tipping Point intrusion prevention system which helps prevent known network attacks from occurring on our network. We enabled 802.1x in a “secure” wireless network enabling Vista users to connect wirelessly. We also installed security alarms on the South Hall and Erwin machine rooms.

A \$350,000 **capital project** for campus technology infrastructure was completed this year. We were able to enhance our underground fiber-optic network to provide high capacity redundant loops between critical points on our network. We also were able to replace extremely old Category 3

wiring in Newton, Welles and the College Union with Category 6 wire.

The Virginia Tech shootings that happened in April 2007 causes many campuses to look more closely at their emergency plans. CIT involvement is on the communications piece. We implemented **NY-Alert** in September to help communicate with our community in the event of an emergency. NY-Alert is an emergency alert system established by the New York State Emergency Management Office (SEMO). SUNY campuses can use the NY-Alert system to send emergency and safety information and protective action messages, to students, employees, and visitors to protect lives and well being, protect assets and minimize campus disruption. About 85% of our students registered with NY-Alert and about 40% of faculty and staff have also registered. A communications drill that including NY-Alert testing was conducted in November 2007.

New tools for Geneseo came in the form of a more powerful web-based survey tool,

SNAP, and also a campus wiki, **Confluence**. While usage of SNAP has been rather small this year, those needing a more robust surveying tool have been very pleased with the product. The Confluence wiki located at wiki.geneseo.edu has been used for many different collaborations like Academic Assessment, Geneseo Area Gaming Group, Collaborative Writing Project and the Provost's Advisory Committee for Technology.

We continue to struggle with **SPAM**, **Phishing** attacks and **copyright infringement**. This year the amount of email that reached our front door was at record quantity. Only 5% of the mail received is actually delivered and we all know that we are still receiving some SPAM. The Barracuda appliance has proved to be an invaluable device for SPAM control. Geneseo has also been the target of many phishing attacks this year. Unscrupulous persons have been successful at enticing some Geneseo account holders to reply with their private information. Recent phishing attempts have resulted in being

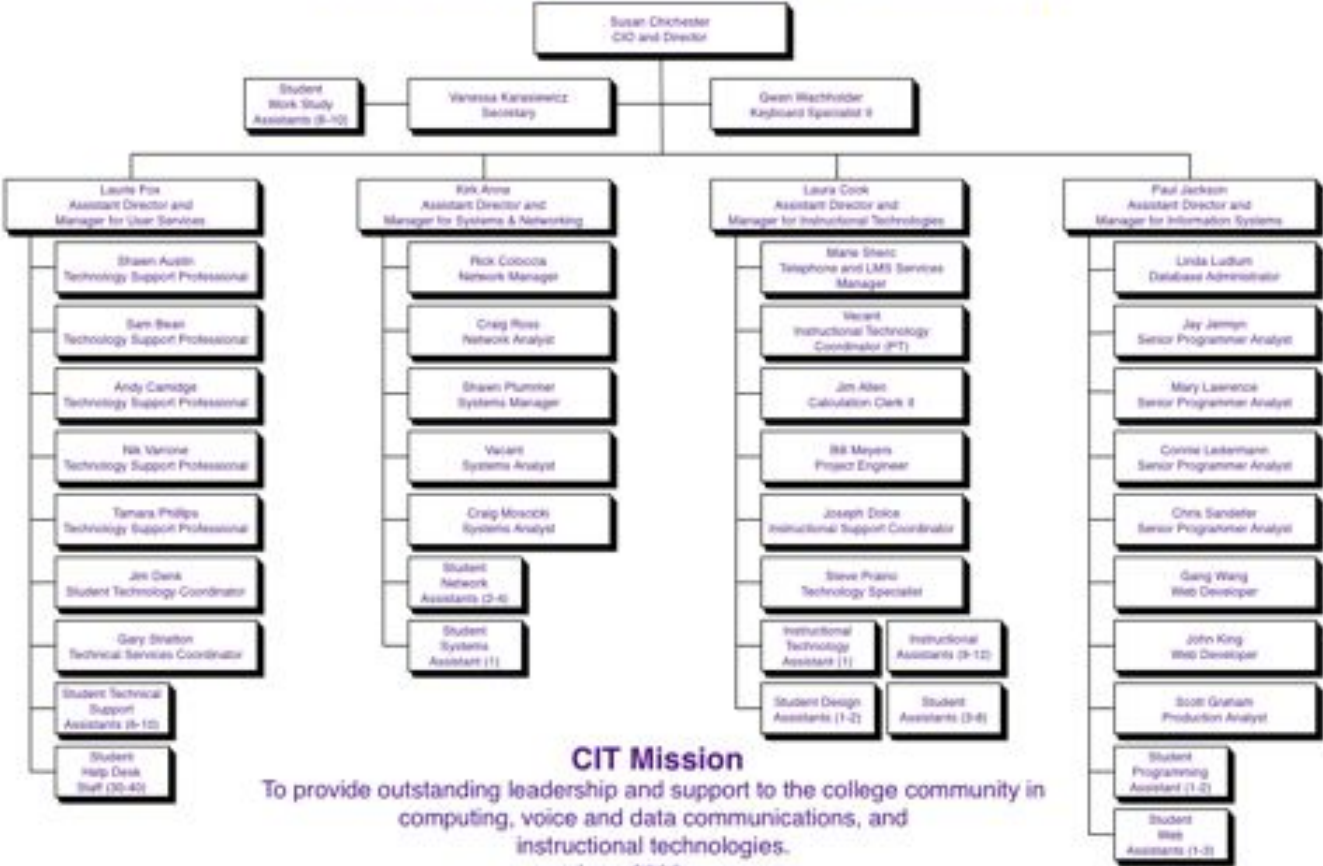
blacklisted from sites such as hotmail.com. Audible Magic is another product new to Geneseo that helps prevents the sharing of copyrighted materials. Despite the success of Audible Magic, we still received about 40 copyright infringement notifications mostly from the RIAA.

CIT assistance was provided for **Campus Locks** and **Xtender**. All residence halls and other areas with card access were replaced with a new proximity card access system. Xtender, an imaging scanning system that interfaces with Banner, was implemented in the Records Office.

This coming year even greater effort will be put towards Information Security. We also will look to implement a new voice mail system for the college and explore creative telephone billing options. We also hope to further promote the usage of myCourses and develop some additional functionality for myGeneseo. With the bleak budget year(s) approaching, CIT will be challenged even further to meet the campus needs with limited funding.

ORGANIZATIONAL CHART

Computing & Information Technology



STAFFING

Total Professional Staff: 32 full-time
1 part-time

CIO & Director

Systems & Networking: 6 full-time

User Services: 8 full-time

Secretarial: 2 full-time

Information Systems: 9 full-time

Resignations:

Ryan Fraser, October 2007

Corey Ha, December 2007

Karen Call, March 2008

Kevin Colagio, April 2008

New Hires:

Andy Camidge, June 2007

John King, July 2007

Linda Ludlum, August 2007

Scott Graham, September 2007

Steve Praino, January 2008

Nikolas Varrone, January 2008

Karen Call, January 2008

Promotions:

Sue Chichester to Chief Information Officer

RECOGNITIONS



Bill Meyers received the Distinguished Service Medal of Honor for his many years of service to the SUNY Technology Conference. Bill has been very active in the EdTOA group and is a previous chair of EdTOA. The award was presented at the Spring STC Conference dinner at the Riverside Convention Center. Congratulations Bill Meyers!

CIT LAVA LAMP AWARDS

Jul-07	Craig Moscicki	Toshiba Copier upgrade
Jul-07	Tamara Phillips	Superb Organizational Skill with Faculty replacements
Aug-07	Jay Jermyn	myCourses implementation
Aug-07	Marie Shero	myCourses Implementation
Sep-07	Jim Denk	Semester Startup
Sep-07	Linda Ludlum	Resolved emergency issues with dorm access control system and
Nov-07	Gang Wang	CMS Enhancements
Nov-07	Michael Caputo	CIT Student: CMS Enhancements
Jan-08	Gwen Wachholder	Administrative assistance for three simultaneous searches
Jan-08	Todd Mack	CIT Student: Banner Course articulation
Mar-08	Gary Stratton	DHL Parts Delivery Improvements
Mar-08	Shawn Plummer	Virtualization Project/Backup Project
May-08	Nik Varrone	Electrostatic Discharge Presentation
May-08	Shawn Austin	Electrostatic Discharge Presentation
Jun-08	Scott Graham	Leadership of Banner Oracle 10g database and Oracle App Server upgrade
Jun-08	Linda Ludlum	Leadership of Banner Oracle 10g database and Oracle App Server upgrade

MYCOURSES STATS & FACTS

	Fall 2007	Jan-Mar 08	Apr 08	Jul 07 - Jun 08
				
Total Number of Faculty Accounts in myCourses	385	387	385	385
Faculty/Staff unique logins	273	275	276	245
Percent who have logged in	71%	71%	72%	64%
Faculty/Staff > 10 logins each (gross of 8 of faculty actively using the system)	120	163	163	164
Percent of faculty actively using myCourses (> 10 logins)	31%	42%	42%	43%
Number of Courses myCourses Sections	1,400	1,390		
Number of Courses with Content	364	346		
Percent of Courses with Content	26%	25%		
Average Number of Content Items	10	11.2		
Total number of students	3,946	3,937		
Unique student logins	3,001	3,000		
Percentage of students that have logged in	76%	76%		
Active Accounts in the system	4,130	4,080	4,088	4,088
Unique logins for Students/Faculty/Staff	4,260	4,287		
Number of Active Accounts that have not logged in	372	367		
Average logins per day	4,100	4,213	4,088	
Total number of logins	156,371	150,350	124,461	
Highest Hour of Day Use	11:45 am - 12:00 pm	12:00 pm - 12:15 pm	12:00 pm - 12:15 pm	
Lowest Hour of Day Use	9:00 am - 9:15 am	9:00 am - 9:15 am	9:00 am - 9:15 am	

MYCOURSES STATS & FACTS – TOP 10 ACTIVE COURSES & GROUPS

LOG_ONS	COURSE	TITLE	ENROLLED STUDENTS	
14522	200709-12072-BIOL-117-01	BIOL-117-01: General Biology I	174	
13328	200709-16444-BIOL-119-01	BIOL-119-01: General Biology II	173	
12799	200709-16428-CHEM-116-03	CHEM-116-03: Chemistry I	116	
8137	200709-13790-ASTR-100-01	ASTR-100-01: Introductory Astronomy	148	
8074	200801-54559-BIOL-117-01	BIOL-117-01: General Biology I	171	
7611	200709-12195-CHEM-211-01	CHEM-211-01: Organic Chemistry	128	
7443	200709-12918-PSYC-100-01	PSYC-100-01: Introductory Psychology	131	
6976	200709-14072-PHYS-123-01	PHYS-123-01: Analytical Physics I	74	
6345	200801-50064-BIOL-119-01	BIOL-119-01: General Biology II	157	
5754	200709-14386-THEA-100-02	THEA-100-02: F/Introduction to the Theatre	228	
			1500	Total
LOG_ONS	GROUP	TITLE	ENROLLED STUDENTS	
823	Residence_Life_Staff	Residence Life Staff	117	
420	GSCI100Assessment	GSCI 100 Assessment	244	
298	PremedPreprofessionalGroup	Premed/Preprofessional Group	368	
275	MathStudentTeaching	Math Student Teaching	26	
218	DSBiol_99_ULIs	DS Biol 99: ULIs	13	
195	Librarytestresp	Electronic Reserves	0*	
178	PsiChi	Psi Chi	28	
148	FaceAIDS	FACE AIDS	115	
88	SociologyInformationShare	Sociology Information Share	34	
85	GeneseoDiving	Geneseo Diving	9	
			954	Total

TECHNOLOGY TRAINING - FACULTY AND STAFF

Summer 2007			Winter 2008				
	# of Classes	Total Students		# of Classes	Total Students		
Jun-Jul:	Office 2007 Conversion	8	152	Jan:	myCourses Basics	8	152
Jul:	myCourses LMS	2	25		myCourses Communication	2	25
August:	myCourses Basics	4	62		myCourses Basics	4	62
	myCourses Assessments, Drop Boxes	3	45		myCourses Assessments, Drop Boxes	3	45
	myCourses Discussion, Drop Boxes, Reports	3	45		myCourses Discussion, Drop Boxes, Reports	3	45
	myCourses Gradebook	3	40		myCourses Gradebook	3	40
	myCourses Communication	3	25		myCourses Communication	3	25
	Summer Totals	26	394		Winter Totals	26	394
Fall 2007			Spring 2008				
	# of Classes	Total Students		# of Classes	Total Students		
October:	myCourses – Anthropology	1	8		InDesign	2	6
November:	Access 2007 Forms	1	9		Create Better Documents PC	1	13
	Access 2007 Queries	1	9		Mail Merge PC	1	16
	Access 2007 Reports	1	12	Mar	Tables and Charts PC	1	16
	Access 2007 Tables	1	10	April	Track Changes PC	1	6
	Mac Oracle Calendar	1	4		Create Better Documents Mac	1	4
	myCourses Basics	2	9		Mail Merge Mac	1	3
	myGroups	2	2		Tables and Charts Mac	1	4
	Excel 2007 New Features	2	23		Track Changes Mac	1	5
	PowerPoint 2007 New Features	2	17		Spring Totals	10	73
	Word 2007 New Features	2	24		June 2008		
	Windows Oracle Calendar	1	11	June	myCourses for AOP	1	12
	Fall Totals	17	138		CMS	2	46
					June Totals	3	58

TECHNOLOGY TRAINING

Students

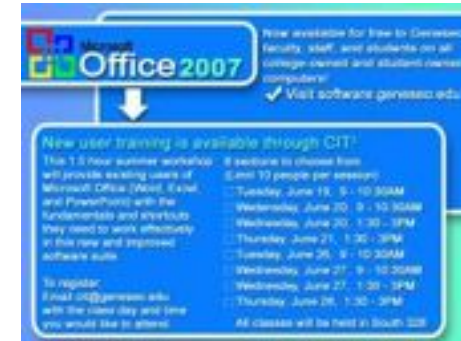
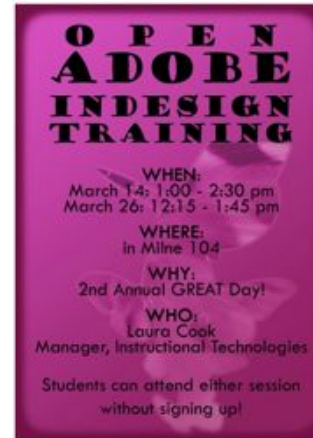
Aug 2007		<u>Class Name</u>	<u>Total Students</u>	<u>Instructors</u>	<u>Professor</u>	<u>Department</u>
25-Aug	International Student Orientation		45	Sue, Laura, and Corey		
Fall 2007		<u>Class Name</u>	<u>Total Students</u>	<u>Instructors</u>	<u>Professor</u>	<u>Department</u>
26-Sep	InDesign		30	Laura	Colleen Garrity	Geography
7-Nov	GOLD Excel Workshop		12	Laura	GOLD Leadership Program	Center for Community
15-Nov	InDesign		40	Laura	Ellen Kintz	Anthropology
16-Nov	InDesign		25	Laura	Ginny Jurkowski	Communication
29-Nov	InDesign		40	Laura	Ellen Kintz	Anthropology
30-Nov	HTML/Dreamweaver		25	Laura	Ginny Jurkowski	Communications
	Fall Totals		172			
Spring 2008						
March	InDesign		30	Laura		GREAT Day
Total Students			247			

TECHNOLOGY TRAINING SUMMARY

FACULTY & STAFF

	<i>Total</i>	<i>Total</i>	<i>Different</i>
SUMMARY	<i>Classes</i>	<i>Students</i>	<i>People</i>
June - July 2007	10	177	0
August 2007	16	217	68
October 2007	1	8	8
November 2007	17	138	46
Winter 2008	11	120	38
Spring 2008	10	73	31
June 2008	3	58	

TOTAL 68 CLASSES, 791 STUDENTS



STUDENTS

	<i>Total</i>	<i>Total</i>
SUMMARY	<i>Classes</i>	<i>Students</i>
August 2007	1	45
Fall 2007	6	172
Spring 2008	1	30

TOTAL 8 CLASSES, 247 STUDENTS



CLASSROOM TECHNOLOGY UPGRADES

Summer 2007

- ✓ New SmartBox Rooms: Brodie 152 (Dance Studio) Brodie 240, Schrader 152 (Dance Studio), and Wadsworth 204
- ✓ SmartBox Upgrade: Bailey 10c
- ✓ Laptop Projection Installations: Bailey 111, 114, 117, 119, 122, 202, 206, 222, and 225
- ✓ LCD Projector Upgrade/Replacement: Bailey 128, 135, and 211, Fraser 119, Newton 209, South 233 and 338, Sturges 223, and South 233 and 338

Fall 2007

- ✓ Dual Projection Upgrades: Bailey 128, Newton 202, and Scradler 1
- ✓ SmartBoard Installation: Schrader 1, Fraser 215 (Klainer Women & Business Center)
- ✓ LCD Projector Upgrade/Replacement: Newton 204 and 214 (these projectors “trickled” to Newton 203 and 201 respectively). South 138 (School of Business Computer Lab) projector upgraded
- ✓ Other Upgrades: Bailey 211 (Wolf visualizer, dedicated PC cart installation)

Spring 2008

- ✓ Newton 205 has been upgraded with a ceiling mounted LCD projector, and an A/V switcher to support multiple sources (Elmo, DVD/VCR, dedicated Mac & PC, etc.). The layout of the room has been changed to allow for more student seating (the room will now accommodate 30 to 35 students, up from about 20). We’ve disconnected the expensive digital telephone lines. In July, we will be installing an IP based video conferencing system. The camera on the new codec is HD-capable, and any connections to other sites over the Internet are free.

✓ Summer 2008

- ✓ New SmartBox Installations: Brodie 201
- ✓ SmartBox Upgrades: South 244 and Sturges 112
- ✓ Projector Upgrades: Milne 105, South 328, South 138 and Wadsworth 21.
- ✓ Network (IP based) Equipment Monitors Installed: Brodie 201, South 138, South 244 and Sturges 112.

✓ Campus Classroom Statistics

- ✓ SmartBox Classrooms: 68
- ✓ Full Smart-Classrooms: 27
- ✓ Laptop Projection (LCD Projector-only) Classrooms: 30
- ✓ Projection Systems with IP Monitors: 88 (about 69% of total rooms)

SOUTH HALL 328

In March 2008, we implemented a new classroom running dual-booting iMacs. With the advent of computers that can run Mac OS and Windows on the same hardware, it is natural to try to maximize that capability.

The 20 computers in the South 328 classroom are 24 inch iMacs. These computers run both Mac OS 10.5 and Windows XP with an easy interface to select what operating system to boot: Mike Bombich's Boot Picker software. This software allows for the easy selection of the OS and for the computers to remain in a manageable state before that decision is made.

To compliment the computers, new desks were purchased from Computer Comforts. These desks make use of tension arms to allow the computers to be effortlessly recessed and raised to suit the needs of the room. The recessed storage compartments allow the computers to be stowed out of the way. The desks are also equipped with wheels for easy reconfiguration of the room.

Additional traditional tables are available in the South 328 classroom to be used for class sizes larger than 20. The classroom is occasionally used for tasks and events that don't rely only on the iMacs.

We now have a single instructional location that can provide both major OS options with any software that we offer. The computers are hidden when not needed. For those people who would feel more comfortable learning something in the digital environment in which they work on a day-to-day basis, they can make use of their own laptops. These factors together make for a classroom that provides options to handle most instructional goals.

SOUTH HALL 328



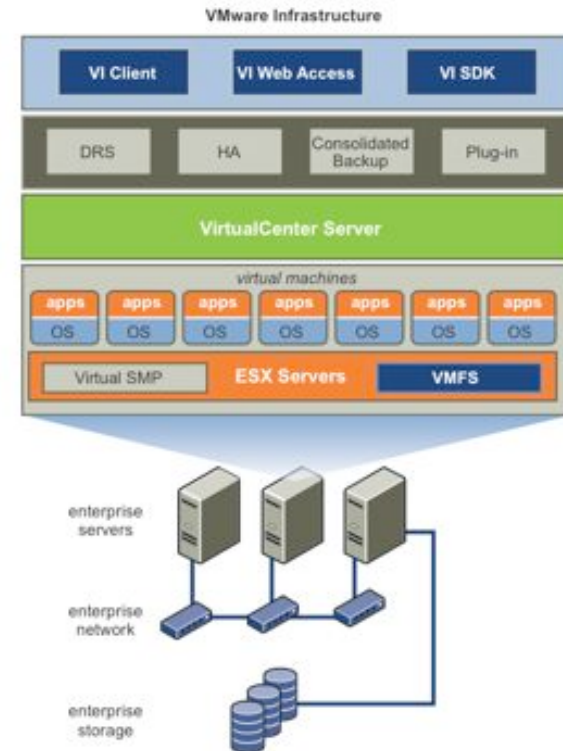
Virtualization

Virtualization is a technology that has been around since the 1960s when IBM invented it. However, it has been reserved for the mainframes until recently. Recent studies indicate that most application servers use only 5-10% of the processing power of a server. This has been verified by our monitoring systems. Virtualization products, like VMware, allow us to put multiple application servers on one machine, increasing its utilization and reducing the number of servers we need to purchase.

Deployment

In June 2007, we contracted with STI for a three day installation and training session on VMware. We purchased four Dell PowerEdge 1950s with 24 GB of RAM and attached them to our storage area network (SAN). With these machines, we created a VMware cluster that allows us to move virtual machines between the four physical hosts.

Once we had our VMware cluster up and running, we started migrating servers. Since we have had the VMware cluster in production, we have 31 production servers now functioning as virtual machines. In addition to these, we have 35 test servers running as prototypes for new projects.



Virtualization

Benefits

We have reaped a number of benefits since implementing our VMware cluster. We have had hardware outages and the cluster maintained services with little or no interruption. We have been able to deploy servers with a standard configuration quickly. We have been able to create a test environment without having to allocate expensive servers for each new project. We have increased our productivity and reduced the number of physical servers drawing electricity and generating heat.

Virtual Lab

With the initial success of the VMware cluster, we decided to start a pilot project where we created a lab of 60 Windows virtual machines. Although we have not completed the pilot, the preliminary outlook is very good. The virtual lab will allow us to have a consistent lab environment with all the software correctly installed and maintained available for students and faculty to use from anywhere in the world.

Virtual Machine Service Level Agreements

Now that we do not have to purchase a server for every application server the College needs and we have a way to allocate resources from a central resource, we have started a plan to provide service level agreements for virtual servers and charge appropriately to recover costs. This will help reduce “server sprawl” which can occur in virtual environments and provide a way for us to allocate resources fairly. The service level agreements also help us to set expectations and define the parameters for managing the servers.

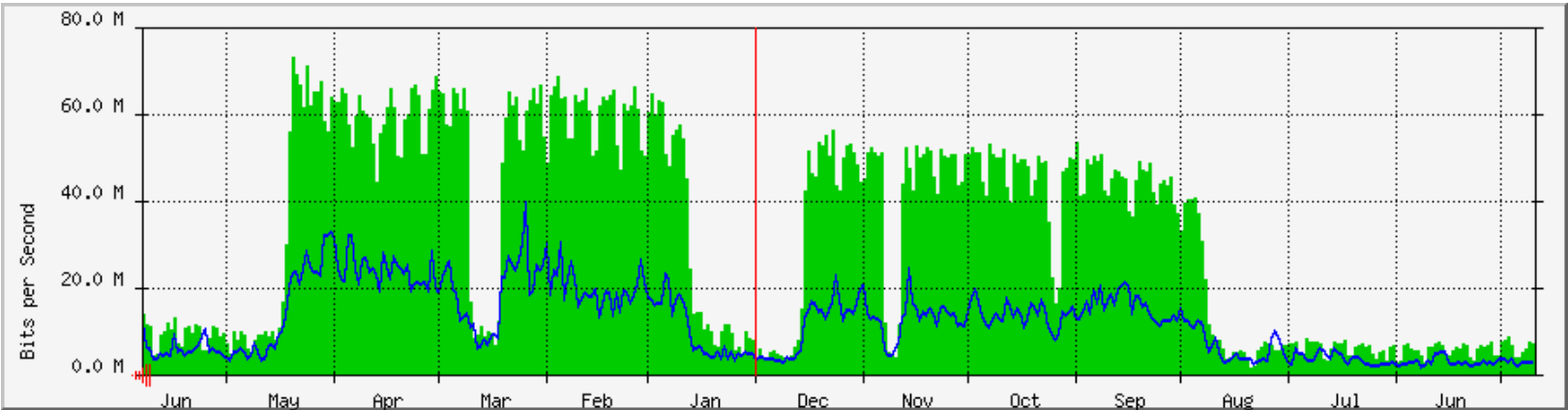
MAJOR INFORMATION SYSTEMS PROJECTS

Project	Completed	Project Benefits
Academic Department Website Redesign	Spring 2008 (in process)	<ul style="list-style-type: none"> Improving usability and availability of content for website visitors. Efficiency for web content editors
Admissions Online Supplemental Application Forms	Summer 2007	<ul style="list-style-type: none"> Efficiency for applicants and Admissions staff
Admissions SUNY APC Application 07/08 Process	Summer 2007	<ul style="list-style-type: none"> Required for efficient processing of student applicants
AFSA Batch Grouping	Spring 2008	<ul style="list-style-type: none"> Efficiency
Banner Financial Aid 7.9	Fall 2007	<ul style="list-style-type: none"> Regulatory compliance
Banner Financial Aid 7.10, 7.11	Spring 2008	<ul style="list-style-type: none"> Regulatory compliance
Banner and Oracle Patches	2007/2008	<ul style="list-style-type: none"> 157 total patches were installed during the year which included enhancements, defect fixes, and regulatory compliance
Banner General 7.5	Spring 2008	<ul style="list-style-type: none"> Enhancements and defect fixes
Banner / Oracle 10G	Spring 2008	<ul style="list-style-type: none"> Upgrade Banner database and forms environment to Oracle 10G for enhancements and supportability
CMS Usability Release	Spring 2008	<ul style="list-style-type: none"> Increase usability for website content editors

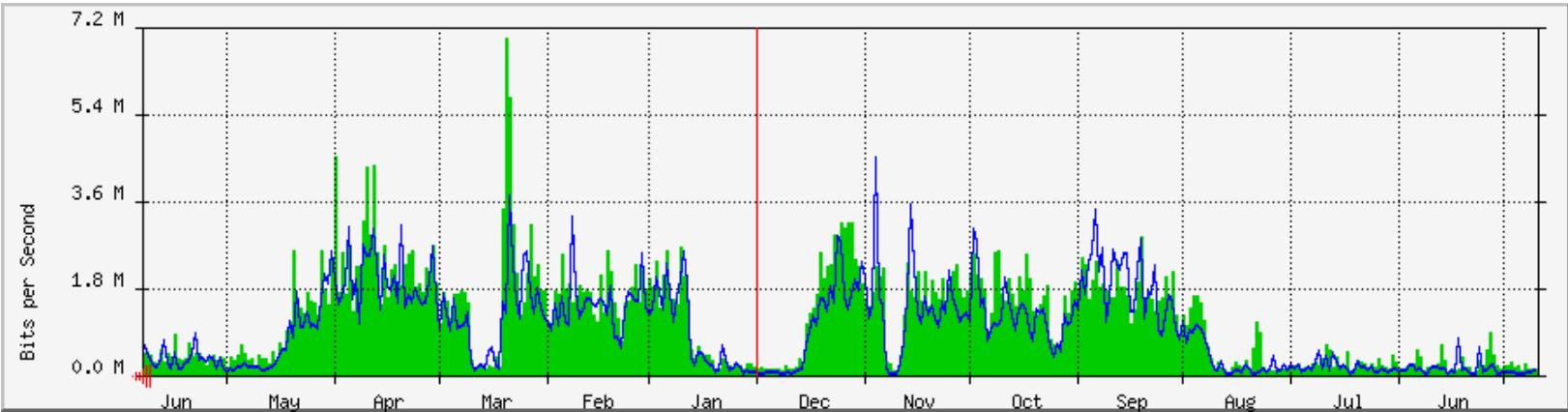
Project	Completed	Project Benefits
Converted CAS Meal Card System to Utilized Gnumber as ID	Summer 2007	<ul style="list-style-type: none"> • Security
Coordination of AFSA and APC Batch Processing	Spring 2008	<ul style="list-style-type: none"> • Correct processing flaws which improves usability and efficiency for operational staff
Diversity Map for Affirmative Action Website	Spring 2008	<ul style="list-style-type: none"> • Helps demonstrate diversity of Geneseo community • Provides opportunities for the community to make connections
Event Management & Scheduling (EMS) System Upgrade	Fall 2007	<ul style="list-style-type: none"> • Supportability and enhanced features
Identity Management	2007/2008 (in process)	<ul style="list-style-type: none"> • Variety of enhancements to improve accuracy, timeliness and usability for the account management process
Implemented New Reporting Process for Pell, ACG, and Smart Grants	Fall 2007	<ul style="list-style-type: none"> • Regulatory processing
Integration between Banner and myCourses (Angel)	Summer/Fall 2007	<ul style="list-style-type: none"> • Enhanced capability and efficiency for campus
Knightweb Web CAPP and Transcript Customized Security	Fall 2007	<ul style="list-style-type: none"> • Provides ability to give selected individuals such as Department Chair Persons to have access to Web CAPP and Transcripts for all students
Liquid Office Upgrade	Fall 2007	<ul style="list-style-type: none"> • Supportability and enhanced features

Project	Completed	Project Benefits
Mail Alias (first.last)	Fall 2007	<ul style="list-style-type: none"> • Usability for email
Math Honors Selection Process	Fall 2007	<ul style="list-style-type: none"> • Efficiency for faculty committee • Accuracy of selection criteria
MyCourses Grade Book Import for OpScan Test Scanning System	Fall 2007	<ul style="list-style-type: none"> • Efficiency for faculty
Phi Beta Kappa Selection Process Improvements	Fall 2007	<ul style="list-style-type: none"> • Efficiency for faculty committee • Accuracy of selection criteria
Professional Development Events Portlet for School of Business	Fall 2007	<ul style="list-style-type: none"> • Deliver information regarding program requirements that have been met to students in a secure and efficient manner
Social Security Number Access Restrictions	Spring 2008	<ul style="list-style-type: none"> • Ensure confidentiality of personally identifiable information
Web Course Transarticulation	Fall 2007	<ul style="list-style-type: none"> • Providing prospective transfer students with information mapping Geneseo courses to courses from their respective college
Web server security monitoring	2007/2008	<ul style="list-style-type: none"> • Ensuring integrity of Geneseo web site
Xtender Document Imaging for Office of Registrar	Fall 2007	<ul style="list-style-type: none"> • Efficiency and cost reductions
Xtender Document Imaging for Student Accounts Office	June 2008	<ul style="list-style-type: none"> • Efficiency and cost reductions

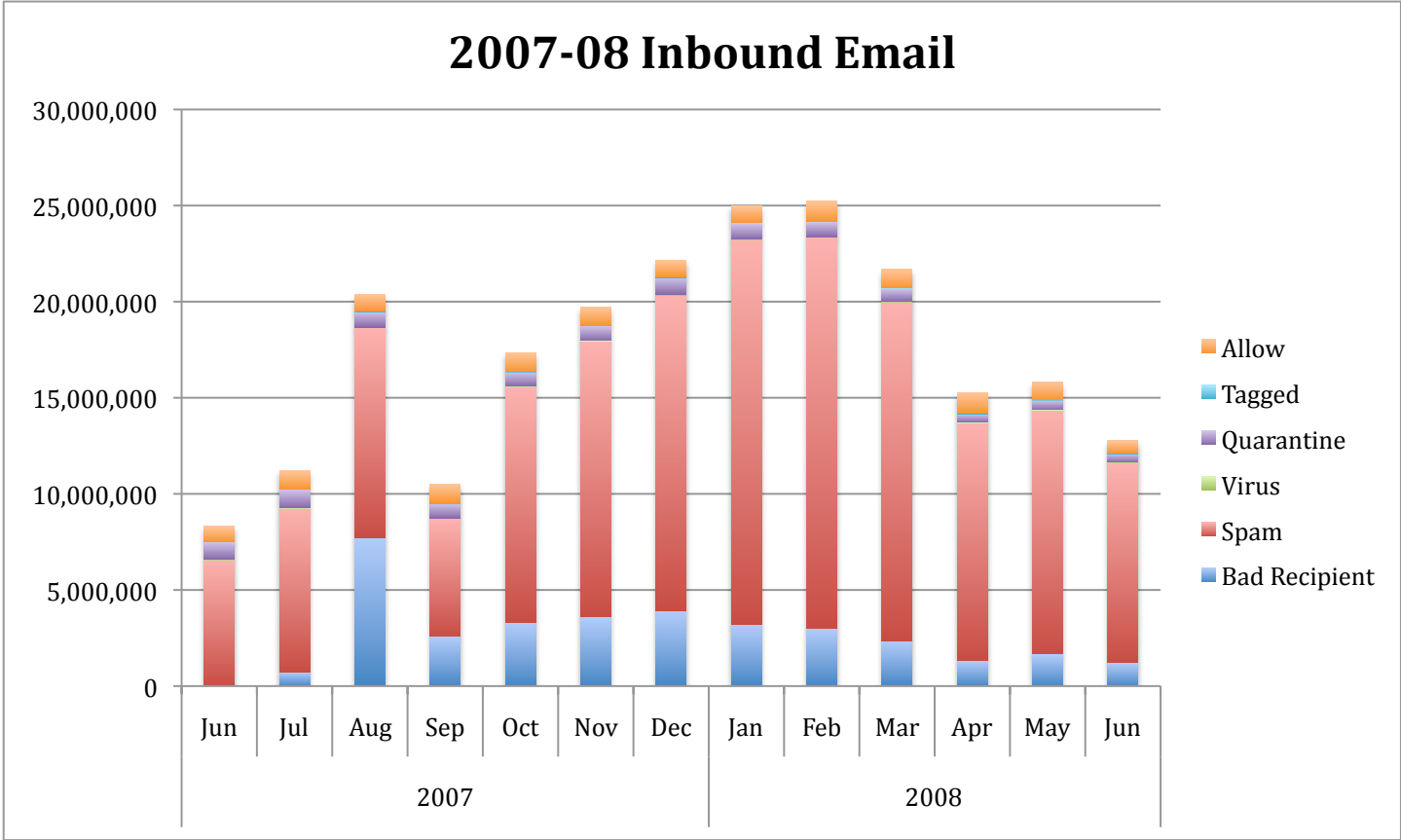
INTERNET USAGE STATS



INTERNET2 USAGE STATS

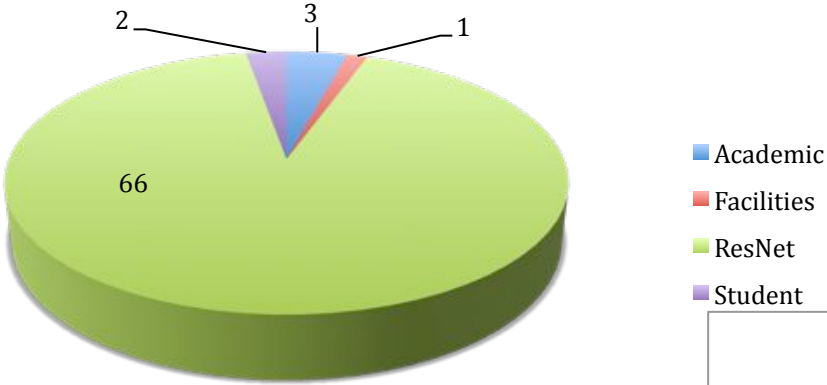


EMAIL MANAGEMENT STATS

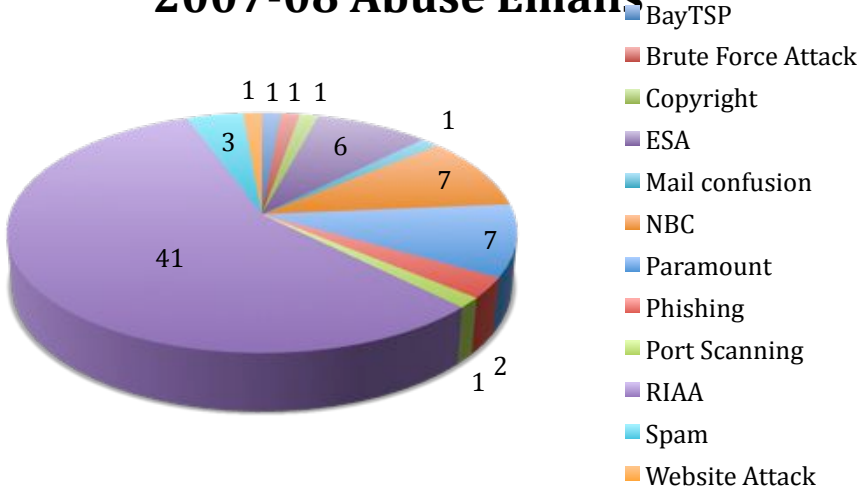


EMAIL ABUSE

2007-08 Abuse Emails

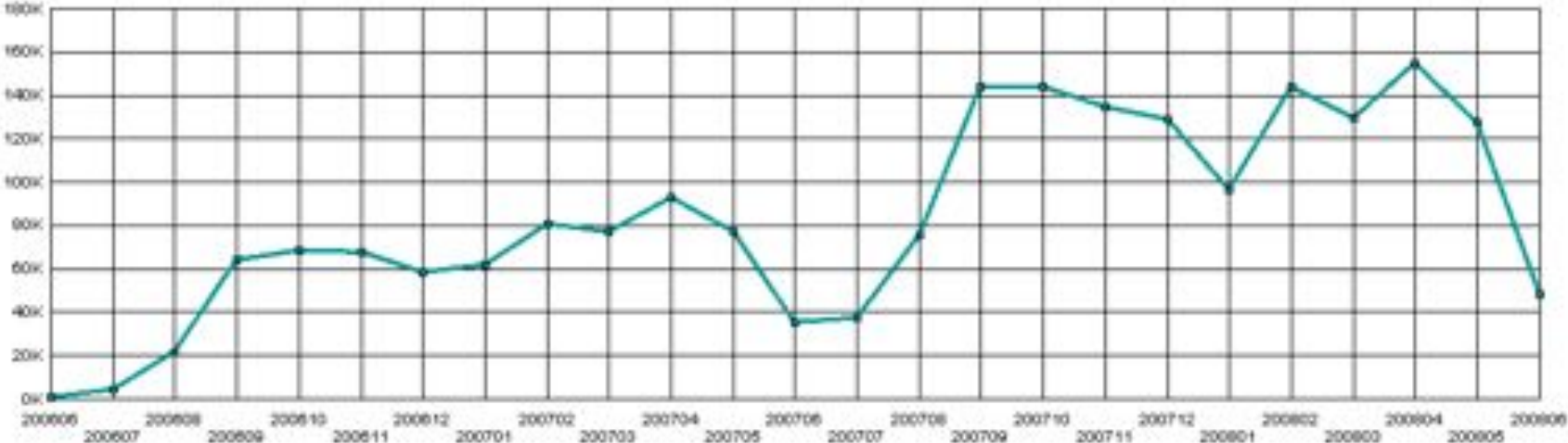


2007-08 Abuse Emails



MYGENESEO STATS

Logins per Month June 2006 – June 2008



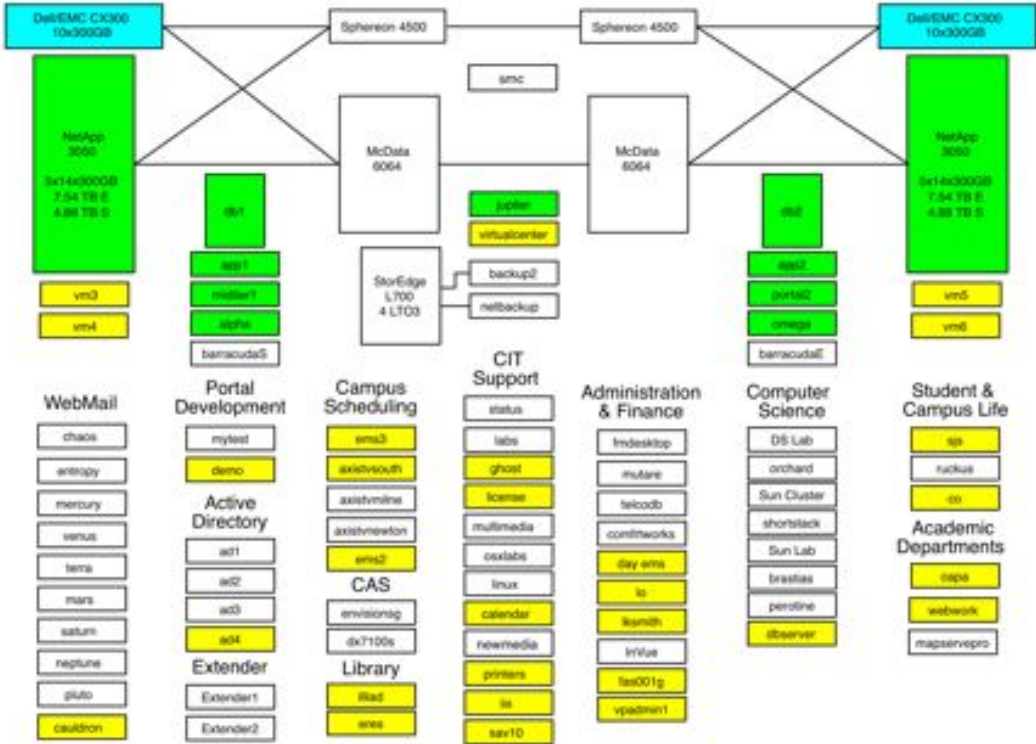
CIT.GENESEO.EDU STATS

cit.geneseo.edu summary

Month	Daily Avg						Monthly Totals			
	Hits	Files	Pages	Visits	Sites	KBytes	Visits	Pages	Files	Hits
Jun-08	12705	12482	8773	149	1832	633057	3587	210573	299581	304937
May-08	22168	21343	15300	194	2891	1331193	6029	474324	661653	687231
Apr-08	25431	23821	17485	228	3536	1518148	6863	524567	714656	762938
Mar-08	23656	22487	16368	236	3624	1579358	7318	507436	697105	733352
Feb-08	35590	34218	24629	251	3297	1932657	7297	714261	992341	1032136
Jan-08	21185	20508	14524	207	3325	1488016	6441	450258	635759	656738
Dec-07	16290	15158	11206	167	2822	1128028	5207	347407	469918	505003
Nov-07	25780	24439	17346	171	3304	1584687	5146	520407	733176	773413
Oct-07	14653	12866	9997	187	3534	1054321	5820	309934	398865	454261
Sep-07	15082	13876	10246	172	3356	941270	5170	307393	416294	452488
Aug-07	22488	21301	15375	178	3784	1185566	5547	476645	660358	697128
Jul-07	19853	19193	13696	154	2952	962622	4780	424595	595006	615444
Totals						15,338,923	69,205	5,267,800	7,274,712	7,675,069

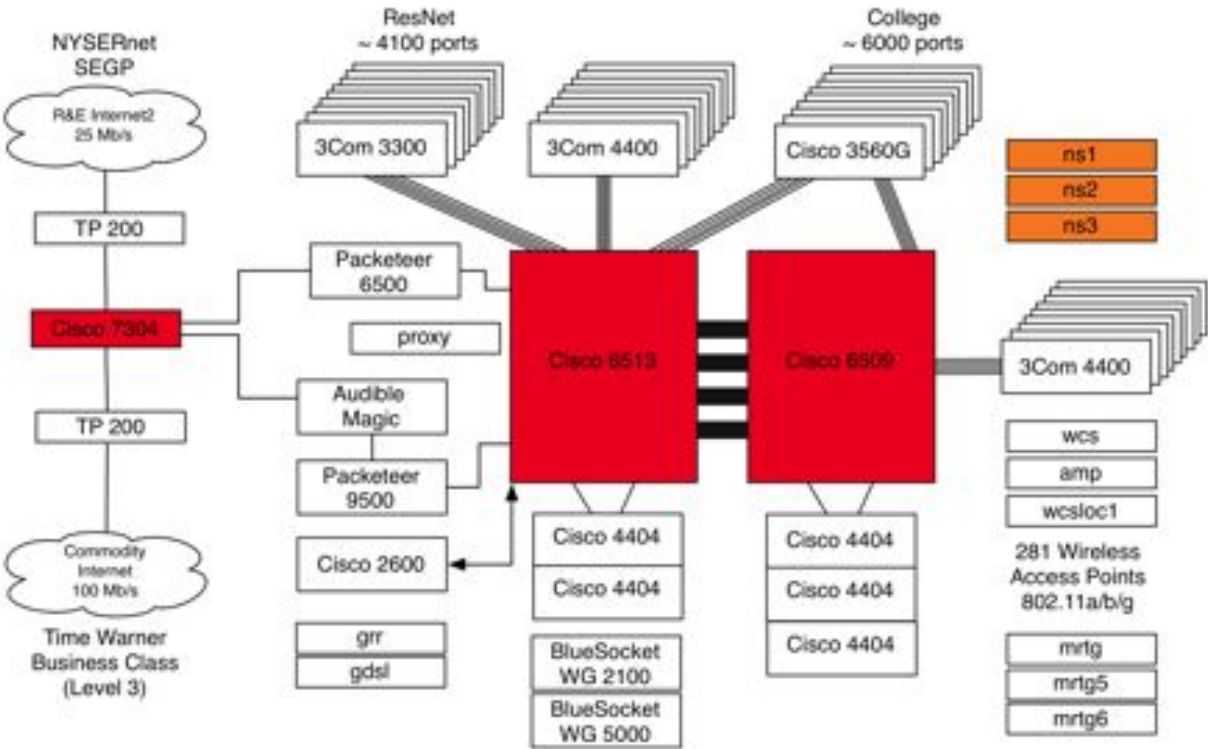
SYSTEMS DIAGRAM

cit 2008 Systems Diagram

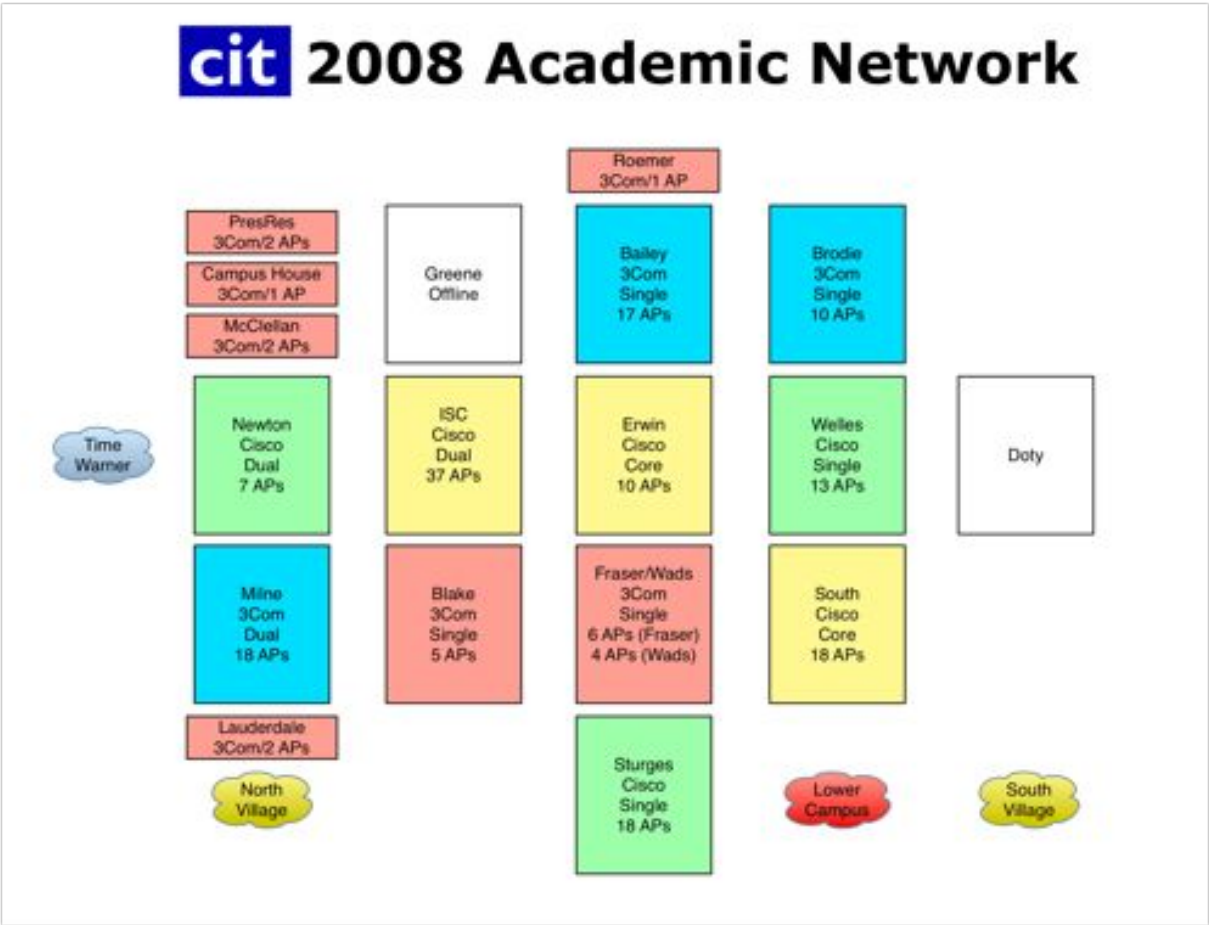


NETWORK DIAGRAM

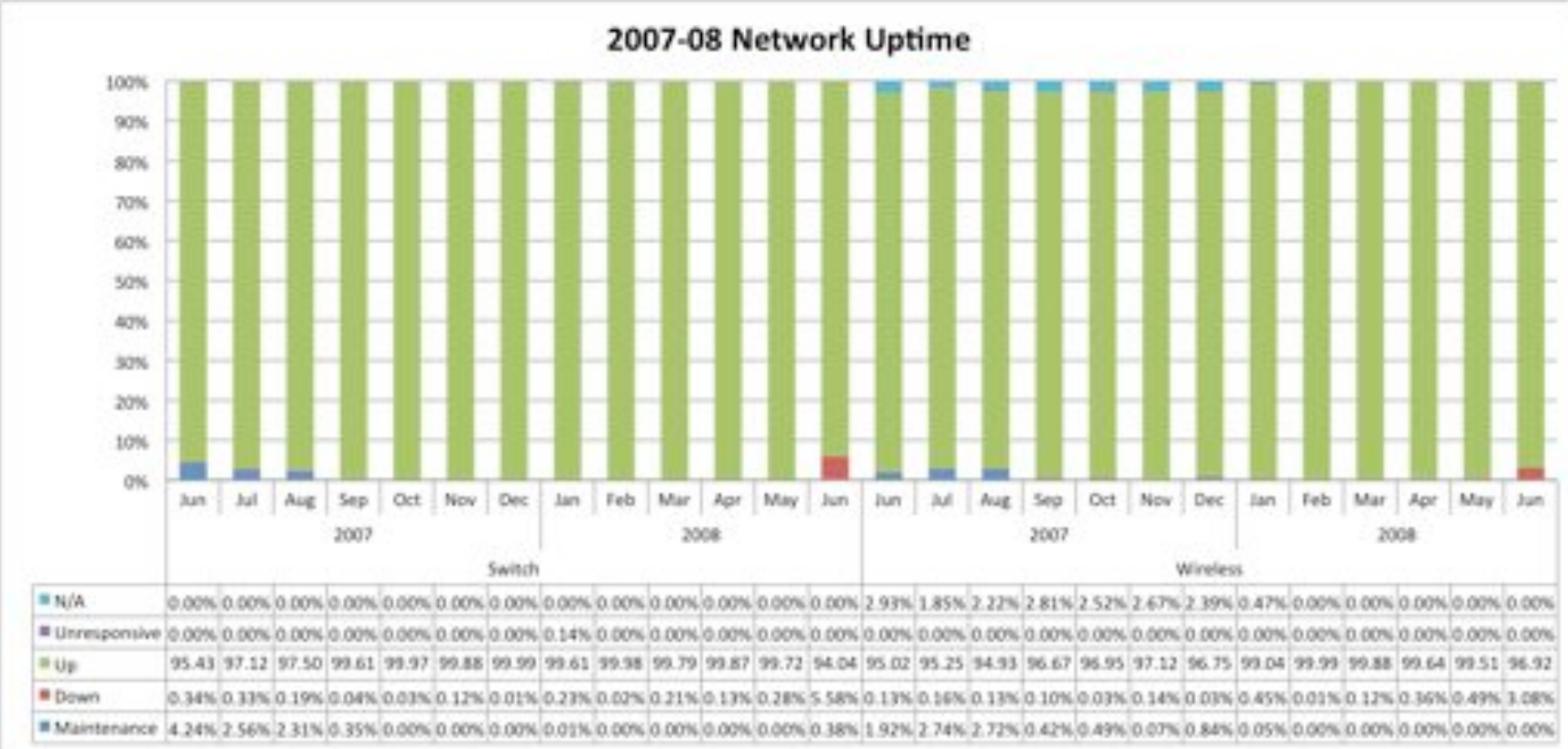
cit 2008 Network Diagram



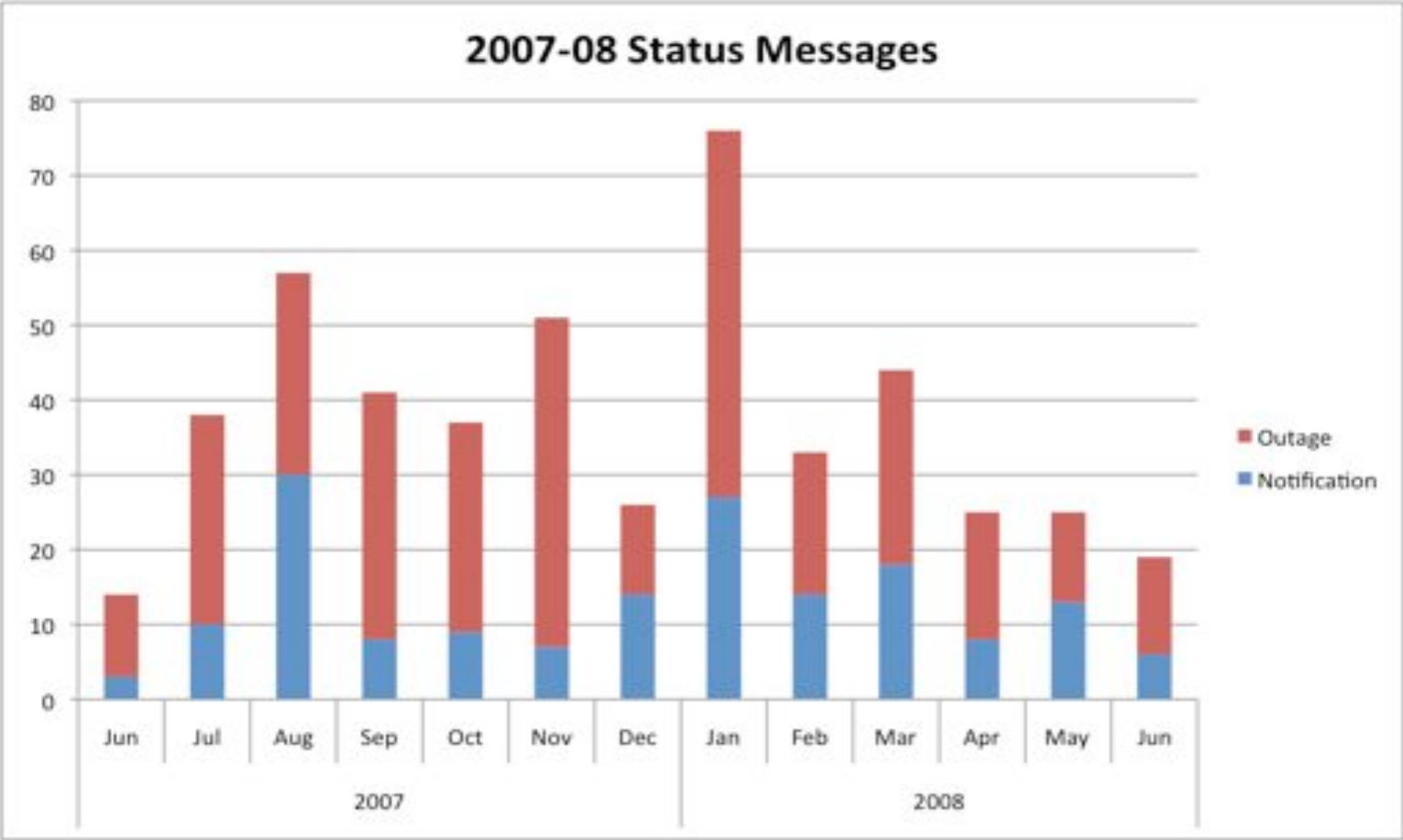
ACADEMIC NETWORK



SYSTEMS & NETWORKING UPTIME



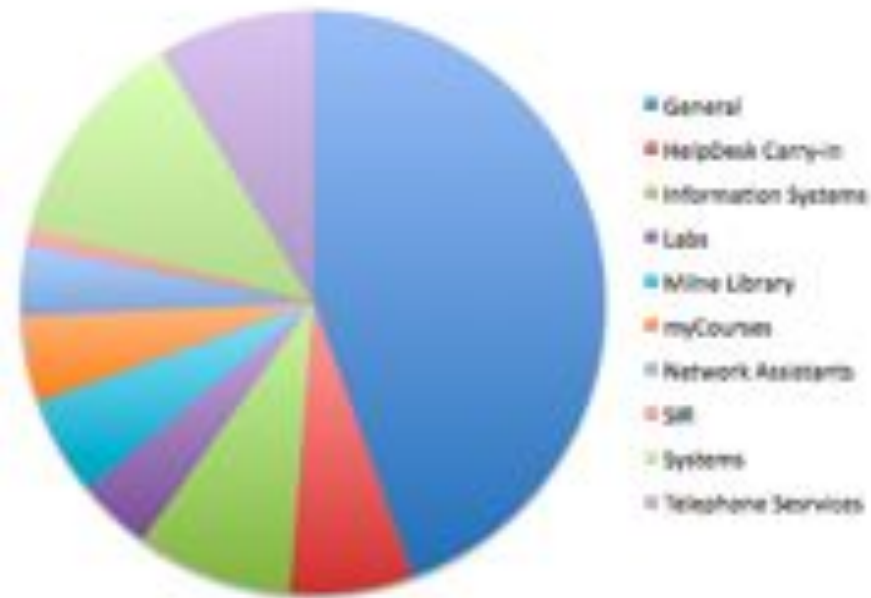
STATUS



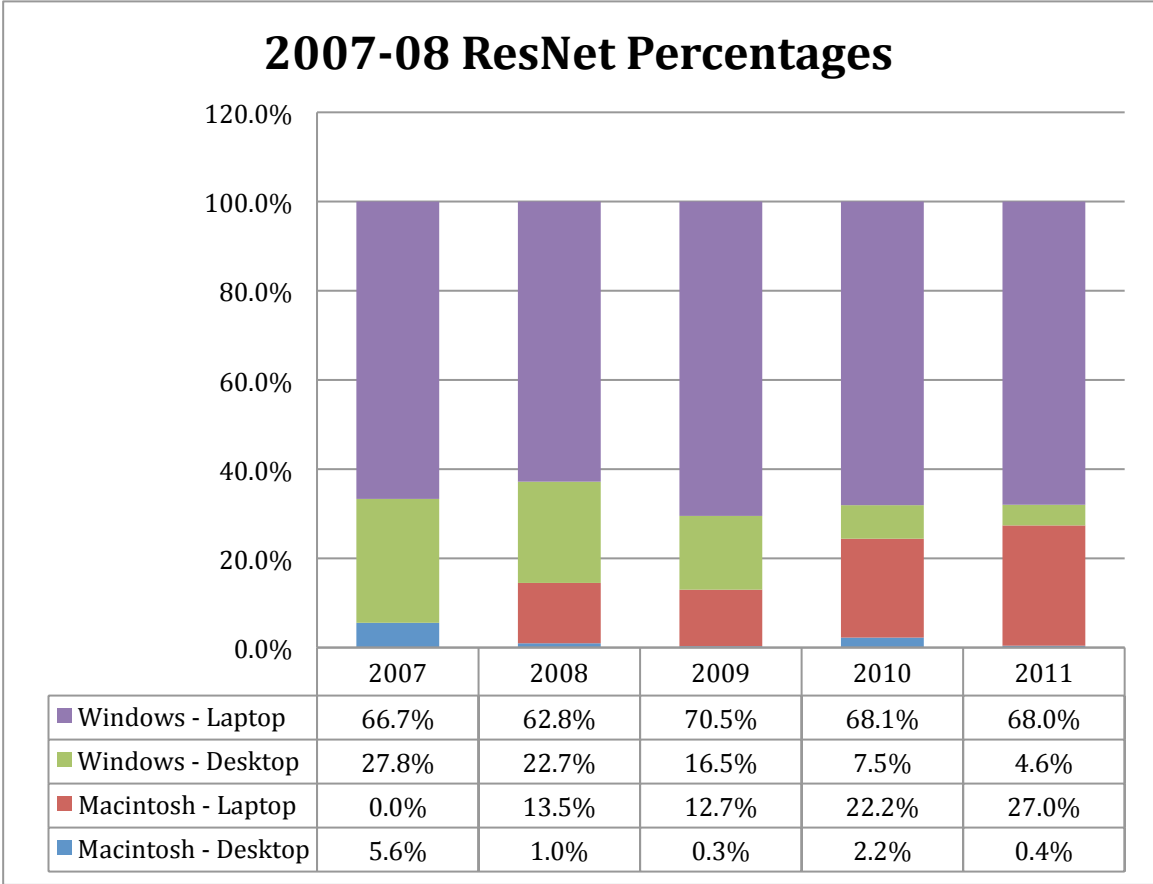
RT TICKET STATS

The pervasive use of our online ticketing system, Request Tracker (RT) by Best Practical, helps us to respond quickly to our customers and keep track of ongoing projects and requests. During this reporting period, CIT professional staff and students resolved 8136 tickets. Faculty, staff and students frequently utilize RT's self-service capabilities to create, view, and respond to their own issues.

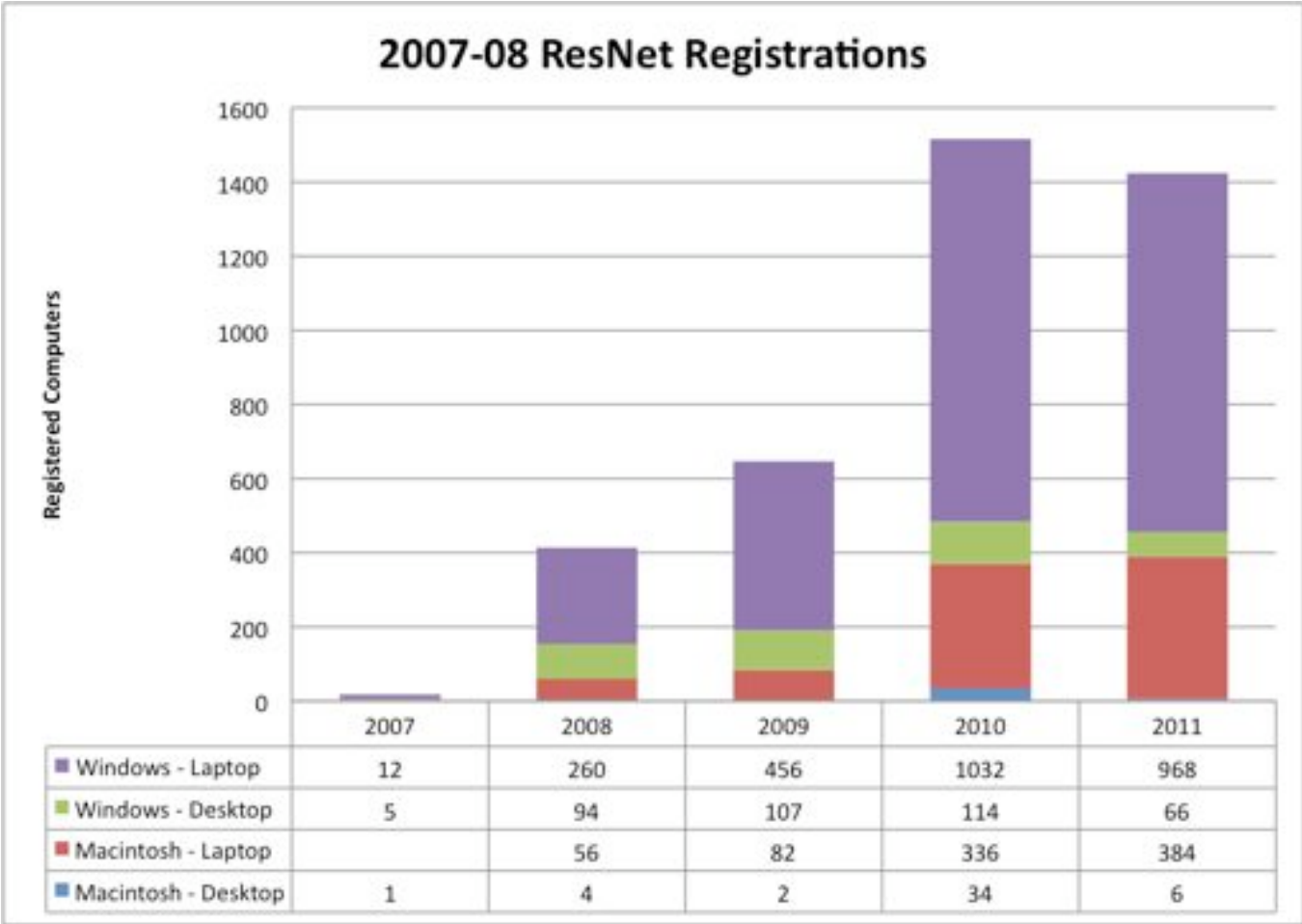
**RT Tickets
July 2007 - June 2008**



RESNET STATS



RESNET STATS



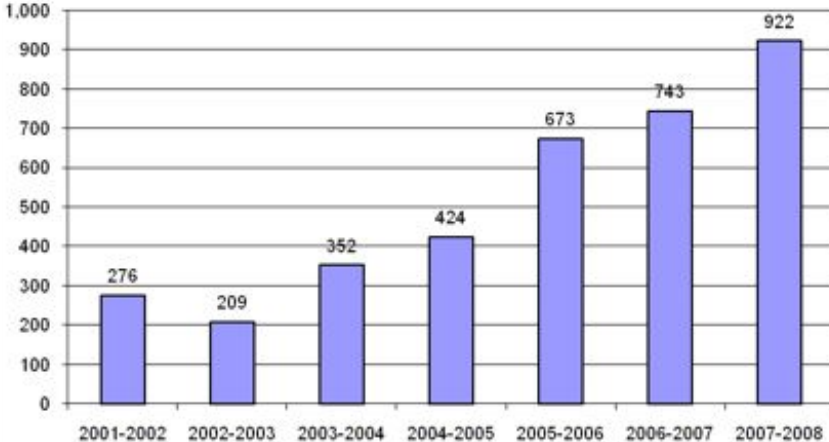
POSTER PRINTING STATS & FACTS

<u>Poster Printing Historical Information</u>	<u>Fall 2007</u>	<u>Spring 2008</u>	<u>Total</u>
Total (feet) of material printed	1,087	1,441	2,528
Feet of glossy	734	751	1485
Feet of heavyweight	354	689	1043
# of glossy posters	273	269	542
# of heavyweight posters	151	229	380
Total # of posters	424	498	922
# of tubes	42	38	80
Chargeback	\$7,620	\$9,100	\$16,720
Non-chargebacks	\$2,205	\$2,610	\$4,815
Total received for all posters	\$9,825	\$11,710	\$21,535

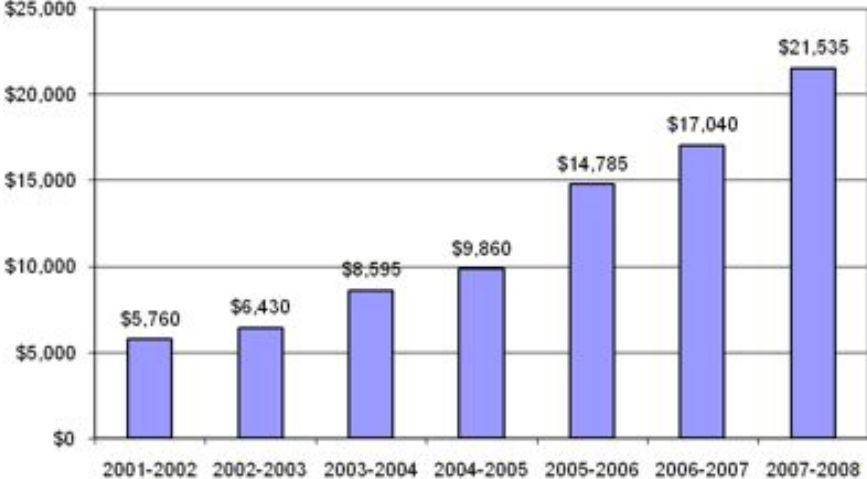
Because of high demand, we purchased a new poster printer this year. The costs for this service will need to slightly increase due to increased pricing of inks and paper. We have not increased our prices since this service began.

We will be moving to an improved online system for taking poster printing requests starting in the new fiscal year as well.

Total Number of Posters

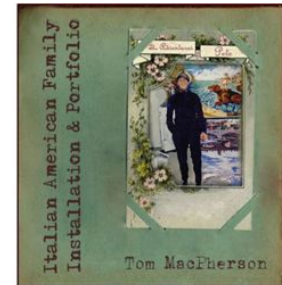


Total amount received for all posters



SPECIAL SERVICES STATS & FACTS

<u>Services</u>	<u>Fall 2007</u>	<u>Spring 2008</u>	<u>Total</u>
Slides	459	254	713
DVDs	260	166	426
VHS tapes	0	13	13
CDs	20	48	68
AV desk signout instances	506	483	989
Equipment Signouts	76	94	170
Student Teacher Projection Kit	35	30	65



Commencement 2008 "Live" Stream Statistics

LAN/DSL (Broadband) connection:

Total Viewers: 825
 Average Length Watched: 22.97 Minutes
 Total Connections On-Campus: 74
 Total Connections Off-Campus: 751
 Total Mac Connections: 0
 Total PC Connections: 0
 Unique Connections: 263

56k (Dial-up) connection:

Total Viewers: 133
 Average Length Watched: 138.91 Minutes
 Total Connections On-Campus: 22
 Total Connections Off-Campus: 111
 Total Mac Connections: 0
 Total PC Connections: 0
 Unique Connections: 57

TELEPHONE SERVICES STATS & FACTS

Creation of Custom Telephone Services on-line RT Form:

- ✓ Employees no longer need to submit a paper form to request any type of telephone service on campus
- ✓ Total requests processed: **753**
- ✓ **Paperless Billing (Green initiative)**
- ✓ Saved 2500 sheets of paper/month
- ✓ Each employee receives a summary bill and has access to this information 24/7 in my.geneseo.edu
- ✓ **Cell Phone Policy**
- ✓ Marie Shero personally assisted in the transition of 65 cell phones to personal ownership.
- ✓ College savings of a net \$10, 150/ year.

Satisfaction Survey results

A total of 117 surveys were completed, 86% rated Promptness of Service as Excellent, 92% rated Quality of Service as Excellent, 91% rated Knowledge, professionalism and courtesy of CIT TS Staff as Excellent

Name Connector Stats -- Listed below are Call Volume and Call Count statistics, including the top eleven called names and departments (June 2007 – May 2008):

Call Volume: Total 21,470 With Requests 17,377
Peak Volume: Hourly 30 Daily 179
Connection Rate: 1st try: 74.4% total: 91.5%
Median Processing Time: 27 sec
 10th percentile 7 sec
 90th percentile 40 sec

This report lists 518 destinations.
 There were 11,970 total calls to names during this time period.

(585)245-5571	2,323	Admissions
(585)245-5566	806	Records & Scheduling
(585)245-5621	664	Student Accounts
(585)245-5731	441	Financial Aid
(585)245-5577	418	Computing & Information Technology
(585)245-5616	331	Human Resources
(585)245-5541	239	Dean Of The College
(585)245-5560	230	School Of Education
(585)245-5662	194	Facilities
(585)245-5736	176	Health Services
(585)245-5726	151	Residence Life

SPECIAL EVENTS SUPPORT

Fall 2007

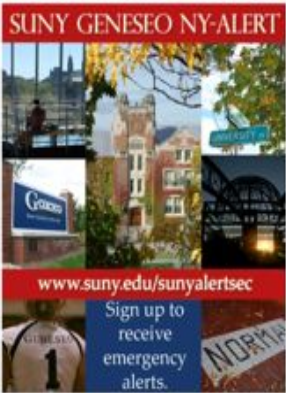
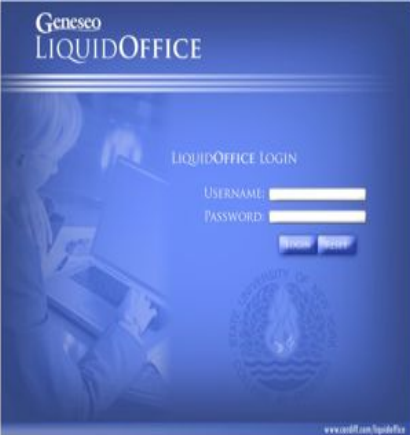
- Orientation June 25th-July 17th: minor support for sound and laptops
- FARI/ Convocation Sept 12th: Video taped, extra projector, audio, video production
- 9/13/07 GOLD Geneseo Opportunities for Leadership Dev: video tape (3:30 PM and 7 pm)
- Setup PA system for McLlean house weekend event 9/14/07
- Audio recording of Event N214 9/19/07 Harding Lecture
- Audio/Video recording of Event in N214 9/26/07 (3PM) N214 Jeffries
- September 27th Video recording Tom MacPherson's opening
- October 3rd- CU Ballroom video tape (Mark) 1:30PM for Becky Glass
- October 4th- PCR- 2-4:30PM Streaming of Council Meeting
- October 11th- CU Ballroom video tape (Matt) 4PM for Becky Glass
- October 16th Audio support (five mics) in Newton 204 7-9PM - panel
- October 17th Computer setup and student support for SOB event
- October 18th-19th Family day PA setup
- Wads Aud lecture October 24th 8PM- video recording
- Nov 9th Video tape for Lima
- Nov 10th Students for science symposium
- Nov 12th Art opening- projection in Lederer

Spring 2008

- 1-26-08 Weekend Mic setup for State Troopers in N202
- 1-29-08 RECORD: El Sauce meeting for SOB
- 2-05-08 Math department (Melissa Sutherland) webinar for future Math teachers
- 2-07-08 assist with VIP presentation in PCR for Diane Canon
- 2-15-08 RECORD: College Council Meeting
- 2-19-08 Special event multi-Mic set-up N204 7:30PM
- 2-22-08 RECORD: SUM ORIENTATION VIDEO- 2hours
- 2-26-08 RECORD: SUM ORIENTATION VIDEO- 2hours
- 2-27-08 RECORD: Patrick Bond (7PM CU Ballroom)
- 2-28-08 PA set-up for lockhart gallery
- 2-28-08 RECORD: SUM ORIENTATION VIDEO- 2hours
- 3-03-08 RECORD: SUM ORIENTATION VIDEO- 2hours
- 3-04-08 RECORD: SUM ORIENTATION VIDEO- 2hours

- 3-11-08 Math department (Melissa Sutherland) webinar for future Math teachers
- 3-12-08 SUM ORIENTATION VIDEO ONE-
- 3-12-08 SUM ORIENTATION VIDEO TWO-
- 3-12-08 SUM ORIENTATION VIDEO THREE-
- 3-12-08 SUM ORIENTATION VIDEO FOUR-
- 3-12-08 RECORD: Phi Beta Kappa Lecture
- 3-26-08 PA Setup Letchworth Dining hall
- 3-26-08 RECORD: Nicaraguan lecture- Matlin
- 3-27-08 RECORD: Milne SOE lecture
- 3-28-08 RECORD AUDIO: Philosophy Newton 201 3-5PM
- 3-29-08 RECORD: Oratorical Competition (off campus requestor)
- 4-03-08 RECORD: Diversity Lecture- Newton 214 4PM
- 4-04-08 RECORD: College Council Meeting
- 4-09-08 RECORD: PoliSci Newton 204 1:30-2:45
- 4-16-08 RECORD: and tech support lecture in N202 1:30-2:45 (wireless lapel, wired handheld and PPT)
- 4-22-08 RECORD: and tech support for Great Day
- 4-24-08 Multiple (four) Mic plus wireless set up in Newton 202 by 7PM for Jeanine Cox
- 4-26-08 PA Setup in MJ for Patty Hamilton
- 4-30-08 RECORD: SCHOLA BREVIS
- 5-02-08 RECORD: (and set up) DONOR DINNER
- 5-07-08 SUSAN BAILEY Retirement Party (so the slope begins to slip)
- 5-16-08 RECORD: New Alumni Convocation
- 5-16-08 RECORD: SOE Commencement
- 5-17-08 RECORD: COMMENCEMENT
- JUNE TECH SUPPORT FOR SUMMER ORIENTATION

SAMPLE CAMPUS PROMOTIONAL ASSISTANCE



RETIRED SERVICES

Remote Access Server (January 2008)

The original VPN server was decommissioned in early 2008. Faculty and staff utilizing the service were individually notified and provided with connection information to the new Cisco system.

Microsoft Office – obsolete versions (June 2008)

As of June 2008, only the current versions of Microsoft Office are installed and supported. These include Office 2007 for Windows and Office 2008 for Mac.

35MM Slides (June 2008)

Instructional Services is no longer supporting 35MM slides other than to scan them into a digital format.

CIT Professional Development & Service 2007–2008

July 2007 – June 2008

CIT Professional Development Day – Wilderness Adventures Ropes Course, Houghton, NY, May 2008.

Name	Professional Development	Professional Service
<i>sample format</i>	Event name, Location, Date.	Position/Title, Committee Name/Event name, Date(s).
Sue Chichester	Educause 2007, Seattle Washington, October 2007; CCIO Fall Meeting, Syracuse NY, November 2007; SUNY Wizards, Syracuse NY, November 2007; E-Discovery and Corporate Responsibility, Rochester, November 2007; Association for Women in Computing (AWC), Professional Development Breakfast, Rochester, March 2008; SUNY Wizards Tech Conference, Syracuse NY, March 2008; AWC, IT Woman of the Year Breakfast, Rochester, May 2008; SUNY Technology Conference 2008: Virtualization, Rochester, NY, June 2008.	Appointed Member, SUNY SCAP Committee; Chair & Elected Four Year College Representative, SUNY Council of CIOs Executive Board; Elected Member and President, Board of Directors, Livingston County Business Education Alliance (BEA); Chair, Information Security Program Team; Appointed Member, SUNY Geneseo Technology Advisory Committee; Board Member, Teaching and Learning Center Advisory Committee; Committee Member, Emergency Planning Committee; Committee Member, Pandemic Flu Planning Committee; Subcommittee Chair, Pandemic Flu Communications Committee; Committee Member, Environmental Sustainability Committee; Committee Member, Disaster Planning and Response Coordinating Task Force Committee; Conference Planner, SUNY Council of CIOs Fall & Spring Meetings; Speaker, BEA Fall Breakfast; Speaker BEA Administrator's Breakfast; Hiring Manager for Web Developer Search, Two TSP Searches, University Database Administrator Search, Production Analyst Search, Instructional Technology Coordinator Search, and Systems Administrator Search; Search Committee, Director, Institutional Research; Junior Achievement Volunteer representing Geneseo for York Central School First Grade.
Jim Allen		
Kirk Anne	NYSgrid, Rochester, NY, June 2007; HighEdWebDev 2007, Rochester, NY, October 2007; SUNY Wizards, Syracuse, NY, November 2007; NYSgrid CI Days, Albany, NY, December 2007; Oracle Internet Directory training, Albany, NY, February 2007; SUNY Wizards, Syracuse, NY, March 2008; CampusEAI conference, Cleveland, OH, May 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Member, Technical Working Group, NYSgrid, 2007–2008; DS CURR 599 "Classroom Web Design", Fall 2007; Member, Conference Committee, HighEdWebDev 2007; Member, Program Committee, HighEdWebDev 2007; Member, Information Security Oversight Committee, April 2008; Chair, Systems Analyst Search Committee, May 2008; Accepted into DPS in Computing at Pace, June 2008; Panelist, NYSgrid CI Days, December 2007; Co-presenter, HEWD 2007, "The Ongoing Saga: my.geneseo.edu Year 2", October 2007; Presenter, "Identity Management", STC, June 2008.
Shawn Austin	Skillpath 2-Day Seminar: Communicating With Diplomacy, Rochester NY, March 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Member, Systems Analyst Search Committee May 2008.
Sam Bean	Educational Technology Day, Ithaca, March 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	
Andy Camidge	Skillpath 2-Day Seminar: Communicating With Diplomacy, Rochester NY, March 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008. CIT 2008, Genesee Community College, Batavia New York, June 2008; Ithaca Ed Tech Day, Ithaca, March 2008	Member, TSP Search Committee, December 2007.
Rick Coloccia	Cisco-Live! Networkers Conference, Anaheim, California, July 2007; Hackerfest Security Conference, Rochester, September 2007; Corning Technology Showcase, Rochester,	Member, Rochester Area College Telecommunications Group; Member, Rochester NY FBI Infragard Chapter; Member, College Judicial Affairs Committee; Member, College Senate; Member, College Senate Undergraduate Curriculum Committee; SUNY

	September 2007; Simcona Electronics Show, Rochester, October 2007; Information Systems Security Association (ISSA) Security Summit, Rochester, October, 2007; GRAYBAR Technology Structured Cabling Workshop, Rochester, April, 2008; Anixter Security Seminar, Rochester, May 2008; Cisco Unity Training, Geneseo, May, 2008; Presenter at the SUNY Technology Conference, Rochester, June 2008; Cisco-Live! Networkers Conference, Orlando, Florida, June 2008	Geneseo/UUP Committee on Professional Evaluation; Microsoft Developer's Network; Kappa Delta Pi, International Honor Society in Education; Odyssey of the Mind Judging Official for Livingston County & NYS.
Laura Cook	Educause 2007, Seattle Washington, October 2007; Association for Women in Computing (AWC), Professional Development Breakfast, Rochester, March 2008; AWC IT Woman of the Year Award Banquet, Rochester NY, May 2008.	Search Committee Chair for Instructional Technology Coordinator, (2 searches) December 2007 and June 2008
Jim Denk	Skillpath 2-Day Seminar: Communicating With Diplomacy, Rochester NY, March 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Co-host, COA Regional Forum - Laptops and the Campus Community, November, 2007; Presenter, "The Virtual Classroom", STC, Rochester, June 2008; Presenter, "The Evolution of Learning Spaces", STC, Rochester, June 2008.
Joe Dolce	SUNY Fredonia Apple Training, March 2008; SUNY Ithaca iTunesU Readiness Training, June 2008; Apple Garage Band Podcasting Demo, June 2008.	Member, College Senate, All College Judicial Committee.
Laurie Fox	SIGUCCS Conference, Orlando FL, October 2007; AWC IT Woman of the Year Award Banquet, Rochester NY, May 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Member, Student Communication Timeline Committee; Member, Pandemic Flu Business Continuity Sub-committee; SIGUCCS Conference Session Chair; Chair, TSP Search Committee, December, 2007; Co-host, COA Regional Forum - Laptops and the Campus Community, 11/2/2007; Presenter, "The Evolution of Learning Spaces", STC, Rochester, June 2008.
Paul Jackson	SUNY Wizards Conference, Syracuse NY, November 2007; E-Discovery and Corporate Responsibility, Rochester, November 2007; Campus EAI Portlets 2008 Conference, Cleveland OH, May 2008; Portal 2008 Conference, Gettysburg PA, June 2008	Geneseo Representative to SICAS Operations Council; Member, Technology Specialist and Web Content Editor search committees; Member, Academic Affairs Assessment committee; Member, Information Security Committee; Junior Achievement Volunteer for Geneseo.
Jay Jermyn	Upstate NY Oracle Users Group, Rochester NY, October 2007; SUNY Wizards Tech Conference, Syracuse NY, March 2008; SICAS Financial Aid FAUG, Rochester NY, March 2008	
Vanessa Karasiewicz	Training courses: Create Better Documents, Mail Merge, Tables/Charts, and Track Changes, March 2008.	
John King	HighEdWebDev 2007, Rochester, October 2007; Campus EAI Portlets 2008 Conference, Cleveland OH, May 2008; Portal 2008 Conference, Gettysburg PA, June 2008.	Co-presenter, HighEdWebDev 2007: "The Ongoing Saga: my.geneseo.edu Year 2", October 2007.
Mary Lawrence	UNYOUG, MCC, Rochester, NY October 2007; Wizards Technology Conference, Syracuse, November 2007; Technical Concurrent Curriculum API Training, SUNY Center for Professional Development, Syracuse, November 2007; UNYOUG, MCC, Rochester, NY March 2008; Wizards Technology Conference, Syracuse, NY March 2008.	
Connie Ledermann	Sungard Summit, Anaheim, CA, April, 2008.	

Linda Ludlum	Upstate NY Oracle User Group Conference, Rochester, October 2007; SUNY Fall Wizard Technology Conference, Syracuse, November 2007; SUNY Spring Wizard Technology Conference, Syracuse, March 2008; AWC IT Woman of the Year Award Banquet, Rochester, May 2008; CampusEAI Driving Functionality Conference, Cleveland, OH, May 2008.	Member, Systems Administrator Search Committee, May 2008; Junior Achievement Volunteer for Geneseo.
Bill Meyers	Digital TV Demo, Frontier Field, Rochester, NY, September 2007; EdTOA Fall General Business Meeting & Technology Tour, SUNY Cortland, October 2007; Digital TV Demo, SUNY Brockport, October 2007; Society of Broadcast Engineers Broadcast & Technology Expo, Verona, NY October 2007; Certified Audio Visual Associate by Extron Electronics Corp., December 2007; Garageband/Podcasting Apple Training, SUNY Geneseo, June 2008; SUNY Technology Conference, Rochester, June 2008.	Awarded Distinguished Service Medal of Honor for SUNY Technology Conference 2008; Member, Planning Committee STC 2008; Western Regional Representative, Educational Technology Officers Association; Member, SUNY Geneseo Commencement Planning Committee.
Craig Moscicki	VMWorld 2007, San Francisco, CA, September 2007; SUNY Technology Conference 2008, Rochester, June 2008.	Member, Production Analyst Search Committee, August 2007; Member, Technology Specialist Search Committee, December 2007; Member, Systems Administrator Search Committee, May 2008; Presenter, "Virtualization at Geneseo", STC, Rochester, June 2008.
Tamara Phillips	SIGUCCS Conference, Orlando FL, October 2007; Skillpath 2-Day Seminar: Communicating With Diplomacy, Rochester NY, March 2008; AWC IT Woman of the Year Award Banquet, Rochester NY, May 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Member, TSP Search Committee, December 2007.
Shawn Plummer	VMWorld 2007, San Francisco, CA, September 2007; Rapid and Reliable Disaster Recovery for Servers and Storage, Rochester, November 2007; Wizards Technology Conference, Syracuse, November 2007; Virtualization Seminar, Rochester, March 2008; SUNY Technology Conference 2008, Rochester, June 2008.	Member, TSP Search Committee, December 2007; Member, Systems Administrator Search Committee, May 2008; Presenter, "Virtualization at Geneseo", STC, Rochester, June 2008; Presenter, "The Virtual Classroom", STC, Rochester, June 2008.
Steve Praino	Skillpath 2-Day Seminar: Advanced PC Maintenance and Troubleshooting, Rochester, May 2008	Member, Milne Library Webdesign Committee.
Craig Ross	Cisco Unity Training, Geneseo, May, 2008.	
Chris Sandefer	Sungard Summit, Anaheim, CA, April, 2008.	
Marie Shero	Association for Women in Computing (AWC), Professional Development Breakfast, Rochester, March 2008; PAETEC 2008 Pinnacle Users Conference, San Francisco, CA, April 2008; AWC, IT Woman of the Year Breakfast, Rochester, May 2008.	Campus Notary Republic; Member, Search Committee for Instructional Technology Coordinator, December 2007 and June 2008.
Gary Stratton	Skillpath 2-Day Seminar: Communicating With Diplomacy, Rochester NY, March 2008; Ithaca College Tech Day 2008; NYS Green IT Conference May 2008; SUNY Technology Conference 2008, Rochester, June 2008.	
Nikolas Varrone	Educational Technology Day, Ithaca, March 2008; NYS Green IT Conference May 2008; SUNY Technology Conference 2008, Rochester, NY, June 2008.	Member, Systems Analyst Search Committee, May 2008

Gwen Wachholder	Courses: Create Better Documents, Mail Merge, Tables/Charts, and Track Changes, March 2008.
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