CIT Annual Report July 2006

Prepared by: Sue Chichester

Contributors: Kirk Anne, Laura Cook, Laurie Fox

CIT Mission

To provide outstanding leadership and support in computing and instructional technologies for students, faculty and staff.
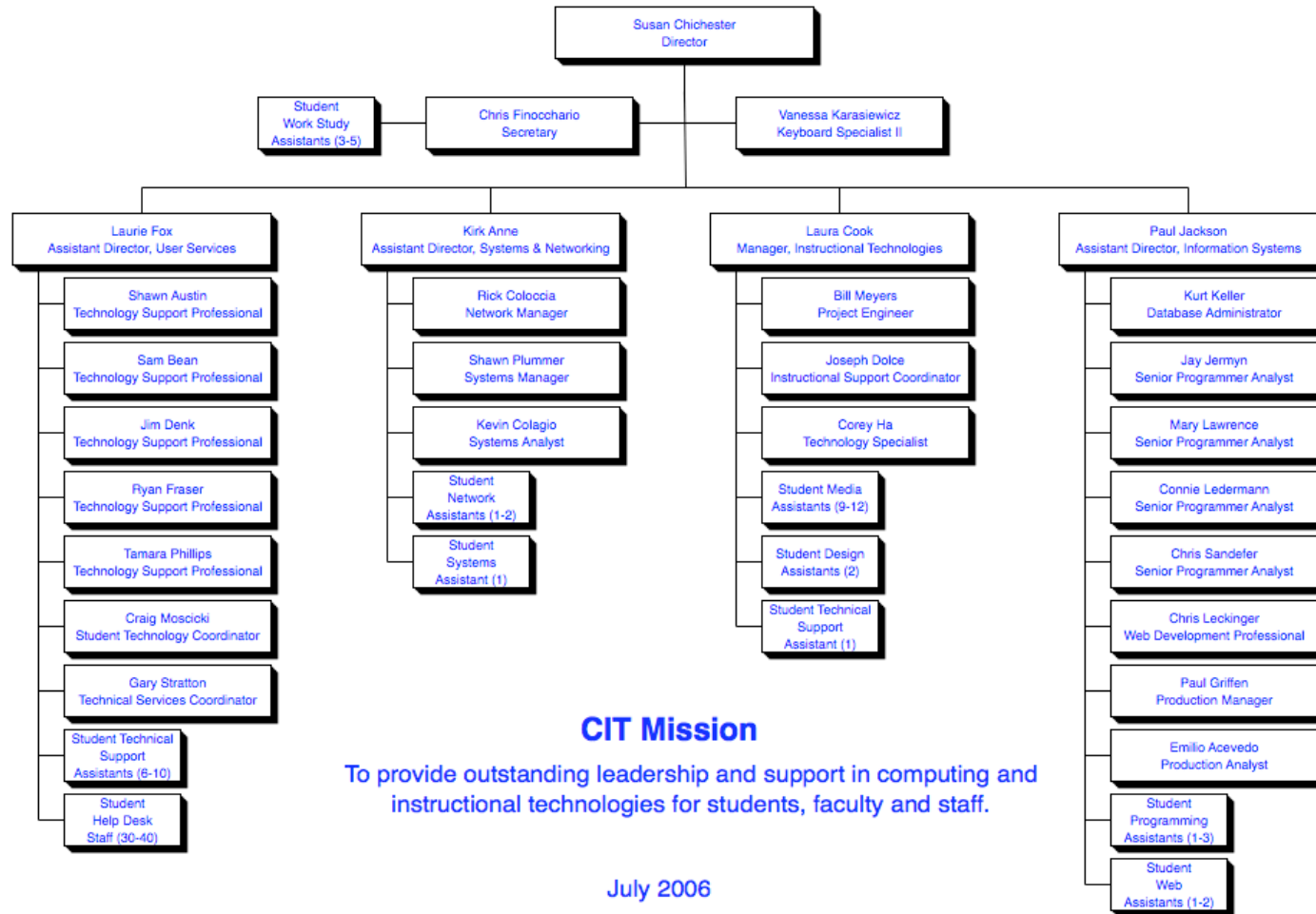
CIT Goals

Advance Geneseo through:

- ➢ 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

Organizational Chart

Computing & Information Technology

Susan Chichester — Director

- Student Work Study Assistants (3-5)
- Chris Finocchario — Secretary
- Vanessa Karasiewicz — Keyboard Specialist II

Laurie Fox — Assistant Director, User Services
- Shawn Austin — Technology Support Professional
- Sam Bean — Technology Support Professional
- Jim Denk — Technology Support Professional
- Ryan Fraser — Technology Support Professional
- Tamara Phillips — Technology Support Professional
- Craig Moscicki — Student Technology Coordinator
- Gary Stratton — Technical Services Coordinator
- Student Technical Support Assistants (6-10)
- Student Help Desk Staff (30-40)

Kirk Anne — Assistant Director, Systems & Networking
- Rick Coloccia — Network Manager
- Shawn Plummer — Systems Manager
- Kevin Colagio — Systems Analyst
- Student Network Assistants (1-2)
- Student Systems Assistant (1)

Laura Cook — Manager, Instructional Technologies
- Bill Meyers — Project Engineer
- Joseph Dolce — Instructional Support Coordinator
- Corey Ha — Technology Specialist
- Student Media Assistants (9-12)
- Student Design Assistants (2)
- Student Technical Support Assistant (1)

Paul Jackson — Assistant Director, Information Systems
- Kurt Keller — Database Administrator
- Jay Jermyn — Senior Programmer Analyst
- Mary Lawrence — Senior Programmer Analyst
- Connie Ledermann — Senior Programmer Analyst
- Chris Sandefer — Senior Programmer Analyst
- Chris Leckinger — Web Development Professional
- Paul Griffen — Production Manager
- Emilio Acevedo — Production Analyst
- Student Programming Assistants (1-3)
- Student Web Assistants (1-2)

CIT Mission

To provide outstanding leadership and support in computing and instructional technologies for students, faculty and staff.

July 2006

Staffing

Total Professional Staff: 28 full time
Director
Secretarial: 2 full time
User Services: 8 full time
Instructional Technologies: 4 full time
Systems & Networking: 4 full time
Information Systems: 9 full time

CIT Stars: Sue Chichester and Rick Coloccia in a Time Warner Commercial.

Permanent Appointment:
Kurt Keller, effective August 13, 2005
Shawn Plummer, effective Oct 1, 2005
Mary Lawrence, effective Feb 28, 2006
Joe Dolce, effective May 18, 2006

New Hires:
Shawn Austin, September 2005
Chris Sandefer, March 2006
Paul Jackson, July 2006

Retirements:
Karen Brumm, December 2005
Mary Nitsche, February 2006

Organizational Changes:
The Information Processing group was merged with the Information Systems group.

Director's Message

This has been an especially busy and productive year for CIT with many noteworthy accomplishments. For me, *my*Geneseo has by far been the most exciting project that will have a lasting impact on how the Geneseo community accesses and uses online resources. *my*Geneseo, my.geneseo.edu, is a powerful web-based tool that allows students to collect all of their favorite content in one place as well as access on-line resources specific to them with a single login using your Geneseo username and password. In the Spring *my*Geneseo was piloted with 200 students. We were impressed with the quantity and quality of the feedback we received from the students and found it to be filled with great ideas for the future and also uplifting to the portal team as we worked. *my*Geneseo was rolled out to new students during summer orientation and made available to the Geneseo community. *my*Geneseo is in its infant stages of development

and growth will continue for years to come. Current portlet (the pieces of code that deliver information to the portal) development has focused on students but plans for faculty and staff focused portlets has begun.

This year three CIT staff were recognized and received College SEE Awards. Rick Coloccia and Kurt Keller for their work in the migration of the GMMS Oracle database server. Joe Dolce also received a SEE Award for going above and beyond in assisting a professor during a distressing time. Joe Dolce and Rick Coloccia were also nominated for Geneseo Pride Awards this year.

For the first time, CIT was invited to provide a hands-on technology at Geneseo session for incoming International Students. There were close to 40 students who participated. It was fun for us and it provided a good start for these new

students. Another first were the hands-on orientation to technology at Geneseo that were provided to new students in January 2006. The coordinator of first year programs asked us to give it a try and reported it as a success. The sessions went very well but did require an immense amount of staff time. We were happy the idea didn't carry over to summer orientation.

We have continued to enhance classroom technology. It was five years ago that we set out to provide projection in each classroom. At that time we had 20 smart classrooms with projection and we planned for 50 more over a five year period. The scope of the project expanded along the way to include teaching spaces like labs and seminar rooms. This more than doubled our number of spaces to enhance with technology. The new Science Building also has added 22 teaching spaces with technology. To date, we have 101

teaching spaces that have at least a built in ceiling mounted projector with a notebook computer connector. Twenty-seven of our classrooms are fully smart and include an instructor computer and other pieces of technology like a VCR/DVD player, Elmo visualizer and a Laserdisc player. The computers in these classrooms were replaced this year. When we started adding projection to teaching spaces we discovered that we also needed to improve the audio for these spaces. We have been installing a SmartBox to provide better audio. Most recent classroom technology upgrades have included the SmartBox setup. We have also gone back and added the SmartBox to previously enhanced spaces. Fifty teaching spaces currently have the SmartBox technology. Newton 214 was our first classroom to receive two projectors. Faculty wanting to project from more than one device have been pleased with this room. This past year between new classrooms, the science building and

upgrades, we have improved the technology in 75 teaching spaces.

The Spring 2006 Teaching Tech Needs Survey that was administered by the Teaching and Learning Center to faculty and responded to by 115 faculty reported using the following at least once or twice a semester:
• Overhead projector (58%)
• Elmo document projector (60%)
• Powerpoint (77%)
• DVDs through a player (62%)
• DVDs through a computer (61%)
• Outbox to distribute course mat'ls electronically (64%)
• Students submit homework electronically (56%)
• Instructor access to Internet (82%)
The survey shows that the overhead projector use is still prevalent with faculty but a greater portion of their activities are using the classroom ceiling mounted projectors.

Twenty two labs and learning centers were outfitted with technology in the new Science Facility. Networking

electronics for 1500 drops were also installed in the building. One half million dollars was spent on technology for the Science Facility.

Work has been done to "fix-up" the old Instructional Resource Center space in the center of the lower level of Newton Hall. We have named the facility the Innovation Center and have plans for a Fall Open House to introduce the campus community to the services offered in the Innovation Center. The purpose of the Innovation Center is to provide an attractive working environment and pick-up location for people who use the services offered by CIT in Newton. One of our primary goals for the Innovation Center is to make one of a kind Instructional Technologies available for use by individuals. This would include slide scanner, large bed scanning, digital and audio editing and media duplication. The AV HelpDesk and equipment sign-out will also take place from the Innovation Center

along with poster printing and lamination preparation. This past year we have hired two Art students to work with us and we have been able to offer more assistance in design for poster creation and increase our volume by about 50%.

Several student labs received new computers. The public lab (South Hall 225, 329) the School of Business lab (South Hall 138), Computer Science Windows lab (South Hall 341), Milne Library creation stations, Milne Library 213, Milne Library circulation and The Communications lab (Blake B) all received new computers.

We are still struggling somewhat with the challenges of the notebook computer classroom in South Hall 328. South Hall 328 is a learning space for up to 40 students equipped with wireless Dell notebooks and a ceiling mounted projector. Faculty can reserve the space by contacting Campus Scheduling & Events.

Notebooks are distributed prior to the start of each class by CIT's Classroom Technology Assistants (CTA). The CTAs remain in the classroom to answer basic computing questions for students and to provide basic technical assistance to the professor. During the fall 2005 semester, the notebook carts and classroom were used during 143 classes, exams and workshops. The following departments utilized our service: CIT, Communication, Foreign Language, Mathematics, Office of the Provost, Political Science, Psychology, Residence Life, School of Business, School of Education, Sociology, and the Teaching & Learning Center. In the Spring 2006 semester, 116 classes, exams, and workshops were held in South 328. Departments include: CIT, Communication, Computer Science, English, Geology, Library, Mathematics, Office of the Provost, Physics, Political Science, Psychology, Residence Life, School of Business, School of Education,

School of the Arts, Sociology, and Student Teaching (School of Education).

Exploration for a new problem tracking system directed us to implement an open source solution called Request Tracker or RT. RT is written in perl by Jesse Vincent and has been around since 1996. RT is now distributed, developed and supported by Best Practical Solutions. RT provides a Self Service website. This website, which you can access at http://rt.geneseo.edu with your Geneseo username and password, allows everyone on campus to view their ticket status in RT. Viewing your open tickets allows you to see who is working on your ticket and any notes they have entered related to work they have already done. You can also view your resolved tickets, so that if you have a problem that was previously fixed, you can look at the old ticket to see what was done to resolve it. The Self Service website

also lets you enter your own tickets from a web browser wherever you are without having to call the HelpDesk. Better communication with individuals that have reported a problem or requested support is automatically provided through ticket related emails. Confirmation emails are automatically sent by the system when your ticket is entered into the system so that you know for sure your problem has been received. You will also be notified by email when notes are added to your ticket and when the problem is resolved. RT will help us improve the customer service provided by CIT for problem resolution.

We began to use a Content Management System for college web pages. We reorganized our web site and published it via the Content Management System. We have also been gradually introducing departments that are working on changing their web sites to use the new Content Management System.

Managing spam mail is a critical task these days. The way we had been managing spam was no longer meeting the challenges we were facing with unwanted mail. We purchased a hardware solution called Barracuda. The Barracuda has worked well for us. This past year, 37,487,545 individual emails were sent to geneseo.edu from off campus. The Barracuda blocked 64.66% of this mail from delivery. 14.32% of the mail was quarantined by the Barracuda. Quarantined mail is usually spam and it is set aside for the intended recipient to review. Another 2.94% was tagged as probable spam but delivered. Only 17.69% of all mail sent to geneseo.edu was delivered as legitimate email.

Our Internet service contract expired in January 2006 and we put out an RFP for Internet Service. TimeWarner Cable won the bid and we transitioned to their new business

class service in January. We were able to increase our commodity Internet bandwidth from 30 Mbps to 100 Mbps and maintain a 15 Mbps Internet2 service. Our costs increased modestly for this great increase in service.

Out with the old and in with the new. We have been a Banner campus since 1991. We have been running the Banner application on the OpenVMS operating system from the start. The migration from the OpenVMS operating system to Solaris for our Banner application is near completion. One of the overwhelming tasks that needed to be completed as part of the migration from OpenVMS to Solaris was the conversion of 1500 home-grown job scripts (250,000 lines of code) to Solaris and the modification of the local SQR programs to Banner online job submission. We purchased AppWorx, an enterprise scheduling solution. Most of our processes have been converted to AppWorx and are

running in production. Full conversion is expected to be complete by the end of September. With AppWorx offices are able to have control over their own processes.

We have also printed our last report, label or special form on a line printer. All printing has moved to the laser printer or electronic delivery.

Server virtualization is a technology we experimented with when replacing the Library's Illiad and ERes servers. Server virtualization allows you to run multiple servers on one computer. Things didn't go as smoothly as we had hoped but the concept was eventually proven. We hope to do more with server virtualization in the future.

All 180 access points that made up our wireless network were replaced and 120 new access points were added. Network electronics in South Hall and Erwin for the wired network were also upgraded.

As shown in the chart located later in this report, the number of after hours trouble incidents is down again this year. Despite the fact that our technology environment has grown, new hardware purchases and increased redundancy are contributing factors to the reduction in after hours support needed. Staff monitoring of systems after hours has continued. We lack monitoring tools that would enable us to see unusual network activity after hours unless we happen to be looking.

This year was the birth of the Schola Brevis (latin for "short talk"). CIT collaborated with the Teaching and Learning Center to video recording these small talks by various Geneseo Professors and has prepared them for streaming on the TLC website.

Despite our efforts to control growth in the number of computers we have

on campus, we have seen growth as technology becomes part of everything we do. We are feeling short staffed in two areas in particular. As computer hacking becomes more sophisticated and widespread, we need to focus more on security. We just don't have the time to give this proper attention. We also don't have the manpower to take the time to cross train on all facets of our systems and network. The cost to the college is down time when problems occur during times when the staff who are most familiar with an item are away for vacation, training, sickness, etc. We also are short of staff to work more closely with faculty to incorporate technology into teaching and learning. We can build it, we can offer some short trainings in how to use it but to go beyond this, we don't have the staff. Both of these position needs have been requested through the college-wide budget process and remain unmet.

CIT Stats & Facts

HelpDesk Service
Stats from an "average" week at the HelpDesk - 200 phone calls, 4000 people entering the lab, 83 new tickets for TSP support and student computers service.
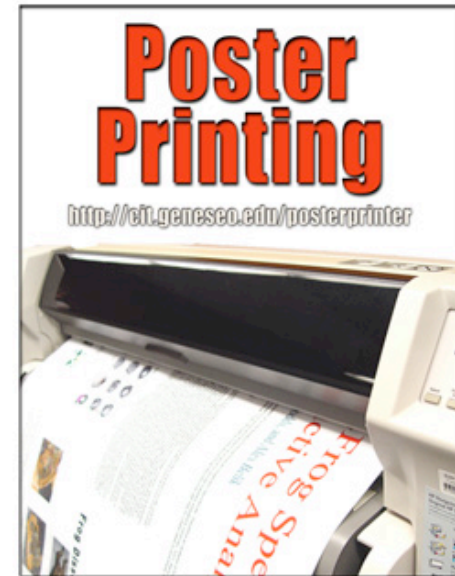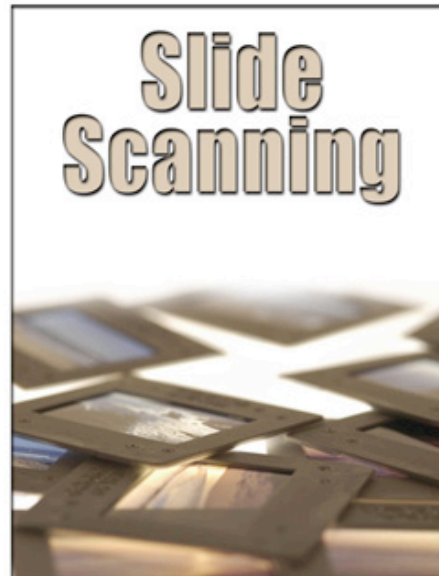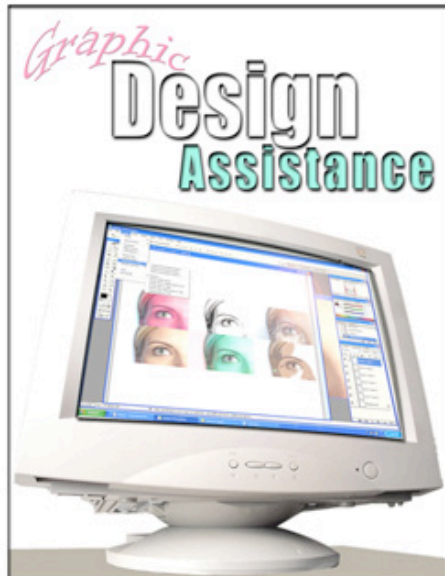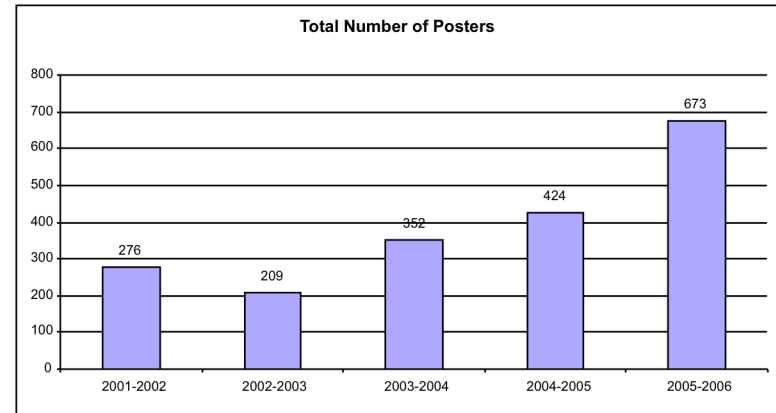
Poster Printing

	Fall 2005	Spring 2006	Total
Total amount (in feet) of material printed	695	1214	1,909
Feet of glossy	295	624	919
Feet of heavyweight	400	590	990
# of glossy posters	99	198	297
# of heavyweight posters	162	214	376
Total # of posters	261	412	673
# of tubes	18	33	51
Chargeback	$3,680	$6,965	$10,645
Non-chargebacks	$1,525	$2,615	$4,140
Total amount received for all posters	$5,205	$9,580	$14,785

Other Services

	Fall 2005	Spring 2006	Total
Slides	1169	847	2016
DVDs	72	398	470
AV desk signout instances	399	509	908
Equipment Signouts	100	91	191

CIT Stats & Facts

Total amount received for all posters

Year	Amount
2001-2002	$5,760
2002-2003	$6,430
2003-2004	$8,595
2004-2005	$9,860
2005-2006	$14,785

Total Number of Posters

Year	Number
2001-2002	276
2002-2003	209
2003-2004	352
2004-2005	424
2005-2006	673

Graphic Design Assistance

Slide Scanning

Poster Printing
http://cit.geneseo.edu/posterprinter
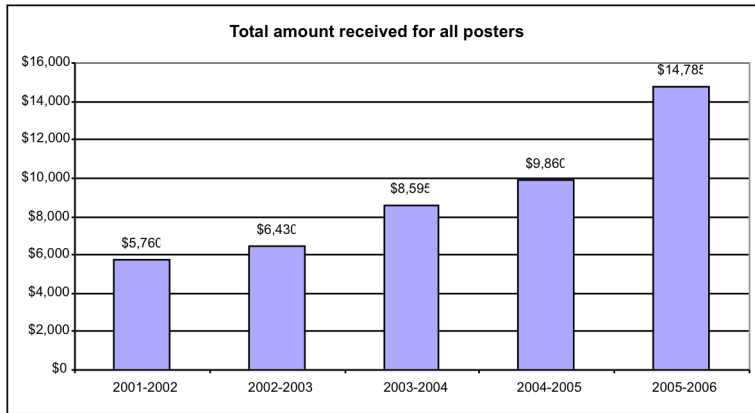
ResNet Stats (Sept 05)

GradDate	Brand	Desktop	Notebook	Grand Total
2005	Windows	16	21	37
	Macintosh		5	5
	Other	1		1
2005 Total		17	26	43
2006	Windows	141	128	269
	Macintosh	1	11	12
2006 Total		142	139	281
2007	Windows	167	227	394
	Macintosh	4	14	18
	Other	3	2	5
2007 Total		174	243	417
2008	Windows	350	738	1088
	Macintosh	5	62	67
	Other		1	1
2008 Total		355	801	1156
2009	Windows	217	788	1005
	Macintosh	15	85	100
	Other	2		2
2009 Total		234	873	1107
Grand Total		922	2082	3004

Putnam Hall

Saratoga Terrace

Classroom Technology

Summer 2006
- New Science Building: 17 science labs will have ceiling mounted projectors installed with a DVD/VCR inside the "SmartBox" controller. 5 rooms will have the new 3M Display Wall (electronic whiteboard) that has it's own sound system & LCD projector built-in.
- SmartBox Upgrade: Brodie 360, Fraser 119, Newton 206, Newton 213, Sturges 106, 114 & 221, Wads 21 and Welles 128
- Notebook Projection: Sturges 28
- Projector Upgrade: South 336

Spring 2006
- SmartBox Upgrade: CU 115, Bailey 128, Welles 115, 131, 134 & 138, Sturges 103, Sturges113, Fraser 108, Fraser 103
- Notebook Projection: CU 319, Bailey 225

Fall 2005 & Winter Break 2005-2006
- CU-114, Gold Leadership Center (consulting/installing for Leadership Ed/Training)

- SmartBox Upgrade: Newton 212, South 237, Sturges 221, Wadsworth 21
- Notebook Projection: Welles 131
- Projector upgrade: Welles 121 and 123
- New SmartBox installation: Sturges 113, Fraser 103
- Added IP Monitoring capability: Bailey 135, Brodie 109b, Fraser 202a, Fraser 213, Greene 104a, Greene 340, Welles 210
- New "teacher's station" (equipment cart) with an LCD computer monitor on a swing arm: Fraser 213

Summer 2005
- New SmartBox rooms: Fraser 108, Sturges 103,Welles 115, Welles 134
- Notebook Projection room upgraded to SmartBox room: Bailey 128, South 234, South 223, Welles 138
- New Notebook Projection Classroom: Greene 235, Green 236
- Projectors upgraded from older model: South 340, Welles 26

Campus Technology Training

Summer 2006 (Faculty and Staff Offerings)
- Creating an Effective PowerPoint Presentation – July 25, 2006 (2 sessions – one Mac, one Windows)
- Turnitin.com – July 26 and August 15, 2006 (2 sessions)
- Getting Started with Access – July 26, 2006
- Advanced Microsoft Access – July 26-27, 2006
- Multimedia and Hypermedia PowerPoint Presentations – July 27, 2006 (2 sessions – one Mac, one Windows)
- Oracle Calendar – August 7, 2006 (2 sessions)
- Content Management System – August 10, 2006 (2 sessions)
- Dreamweaver (3 days, 1.5 hours/day) – August 8-10, 2006 (2 sessions per day)

Spring 2006 Offerings (Faculty/Staff/Student Offerings)
- InDesign and Poster Printing to various classes and before poster symposium
- iMovie and Video Productions to various classes

January 2006 (Staff Offerings)
- Oracle Calendar – January 4, 2006 (2 sessions)
- Content Management System – January 5, 2006 (2 sessions)
- PowerPoint – January 6, 2006 (2 sessions)
- MS Word Track Changes – January 9, 2006 (2 sessions)
- Dreamweaver (4 days, 1.5 hours/day) – January 10-13, 2006 (2 sessions per day)
- New Student Orientation Hands-on training – January 13, 2006 (6 sessions)

Fall 2005 (Faculty/Staff/Student Offerings)
- Easy Grade Pro – one-on-one sessions with faculty – September 2005
- InDesign for Geography Students (David Aageson's Class) – October 26, 2005
- Webmail for Janitorial Staff (2 sessions) – November 2 and November 9, 2005
- iMovie and Video Productions to various classes

Summer 2005 (Faculty Offerings)
- Take Action to Protect Your Data – Learn to Back Up – June 28, 2005
- How to Collect and Grade Assignments Electronically – July 20, 2005
- Beginning Dreamweaver Camp – July 25-28, 2005
- Introduction to PowerPoint – August 2, 2005
- Creating and Printing Posters – August 10-11, 2005
- Learning How to Create and Administer a Class Email Distribution List – Sept 7-8, 2005
- Learn How to Use Easy Grade Pro to Create an Electronic Gradebook – Sept 12 and 14 and Sept 20 and 22)

Summer 2005 (Student Offerings)
- AOP Student Orientation (Overview of CIT, Webmail, Printing, Servers) – August, 2005 (2 sessions)
- International Student Orientation (Overview of CIT, Webmail, Printing, Servers) – August 27, 2005
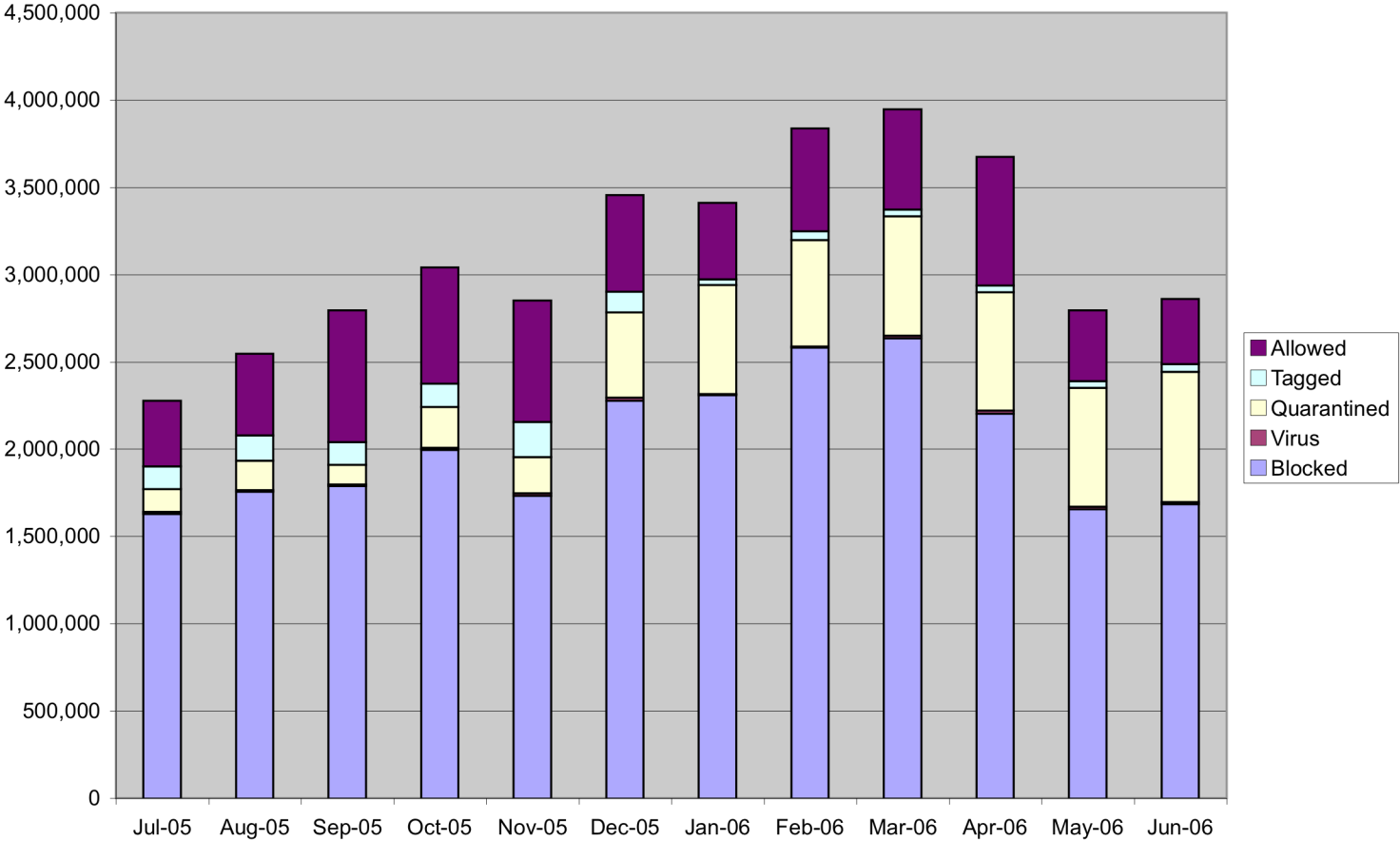
**Barracuda Statics for
Inbound email
July 2005 - June 2006**

17.69%

2.94%

14.32%

Tdasf

0.39%

64.66%

Blocked
Virus
Quarantined
Tagged
Allowed
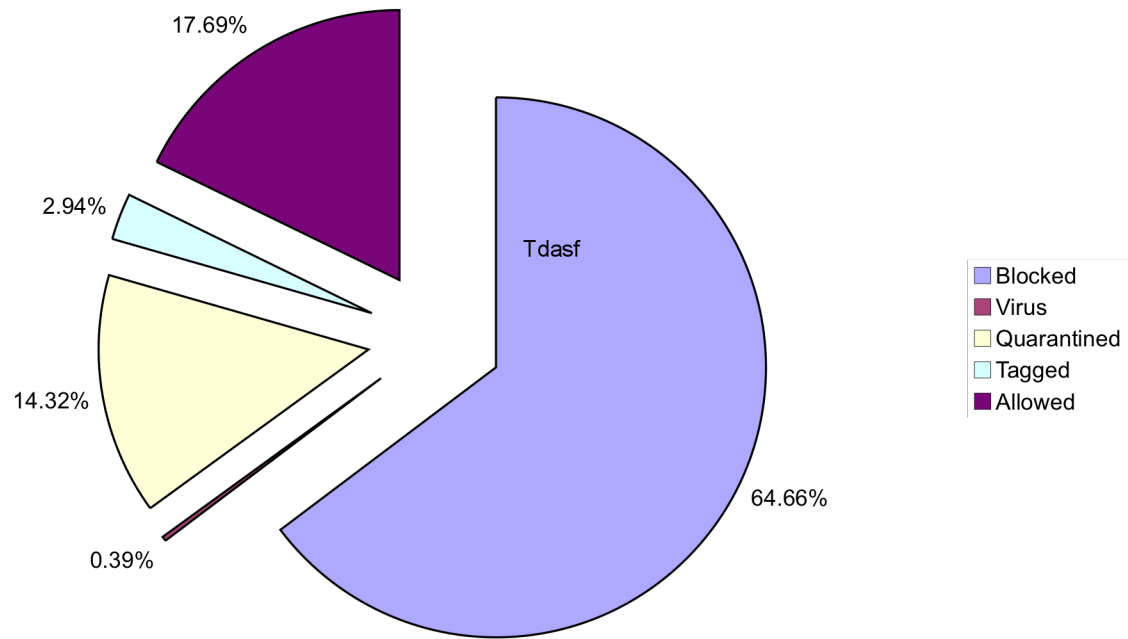
Barracuda Statistics for Inbound email by month

Problem Statuses

| Year | Month | Shift | Planned | | Normal Hours | | Grand Total |
| | | After Hours | | | | |
		Outage/Problem	Planned	Outage/Problem	Planned	
2003	7	2				2
	8	39	4	32	10	85
	9	31	1	36	2	70
	10	35	1	27	9	72
	11	19	1	12	5	37
	12	13	2	21	5	41
2003 Total		139	9	128	31	307
2004	1	32	7	17	2	58
	2	18	2	4	7	31
	3	24	8	13	4	49
	4	29	4	28	6	67
	5	1	3	9	4	17
	6	8	4	15	7	34
	7	5	3	12	14	34
	8	9	2	18	15	44
	9	17	7	22	8	54
	10	21	1	25	9	56
	11	8	3	13	6	30
	12	11	6	12	4	33
2004 Total		183	50	188	86	507

Problem Statuses

Year	Month	Shift After Hours Outage/Problem	Planned Planned	Normal Hours Outage/Problem	Planned	Grand Total
2005	1	17	12	17	12	58
	2	15	2	31	7	55
	3	9		14	3	26
	4	6	4	28	6	44
	5	6	1	8	7	22
	6	5	2	16	14	37
	7	1	7	18	8	34
	8	11	5	18	15	49
	9	17	3	32	7	59
	10	12	2	20	3	37
	11	12	1	17	4	34
	12	12	2	8	1	23
2005 Total		123	41	227	87	478
2006	1	14	8	17	13	52
	2	14	5	25	5	49
	3	19	2	27	5	53
	4	24	6	25	2	57
	5	16		13	3	32
	6	3	2	8	4	17
	7	1	5	5	21	32
2006 Total		91	28	120	53	292
Grand Total		536	128	663	257	1584

cit 2006 Network Diagram

Network Information

Traffic: http://mrtg.geneseo.edu
Status: http://sb.geneseo.edu
Trouble: http://status.geneseo.edu
Bandwidth: http://mrtg6.geneseo.edu/bandwidth
DNS Servers: 137.238.1.16
                137.238.1.14
                137.238.1.15
DHCP Server: 137.238.1.16
WINS Server: 137.238.1.21
                137.238.1.24
NTP Server: ntp.geneseo.edu
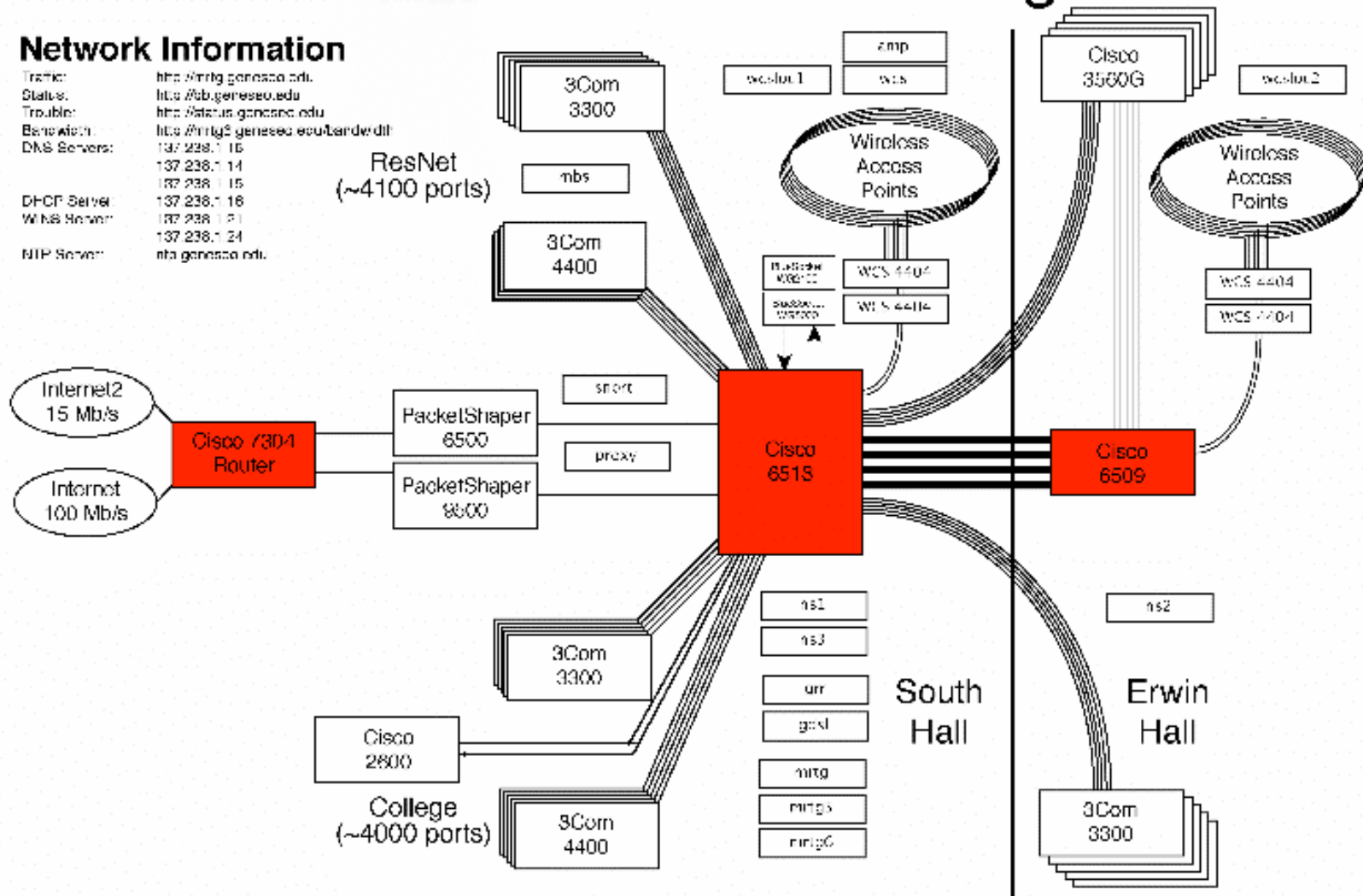
cit 2006 Systems Diagram
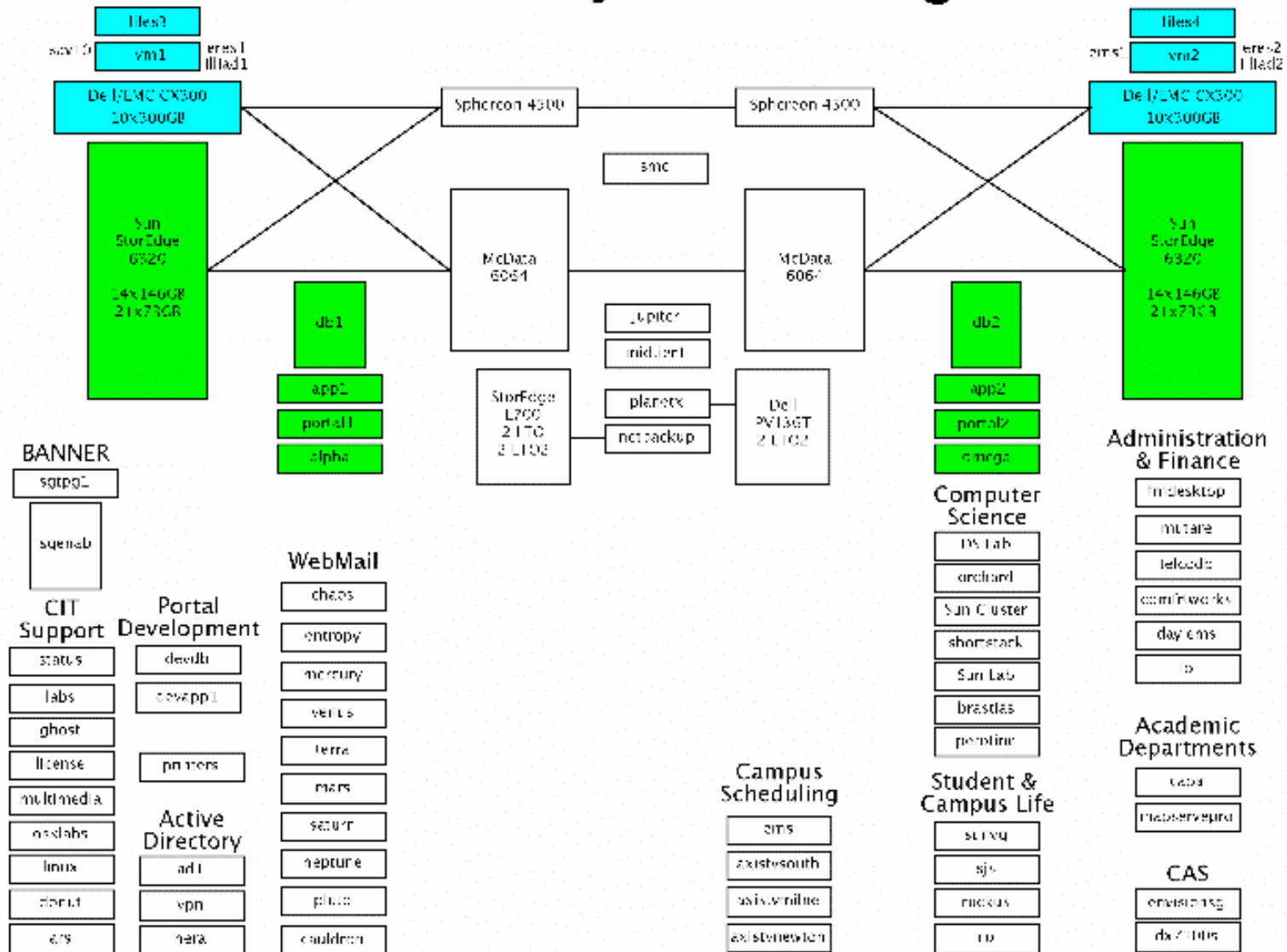
Retired Services

Non-Secure Email Services (August 2005)
To help secure Geneseo's computing infrastructure, non-secure services were discontinued. Secure, encrypted email services are available for IMAP, POP, and WebMail.

GUI Banner Phase Out (August 2005)
The Banner GUI interface was discontinued; all Banner access is available only via Internet Native Banner (INB). Users who access from off-campus are also required to use a VPN client (Virtual Private Network) to create a secure connection.

Eliminating Old MX Records (January 2006)
The Geneseo email system no longer accepts email addressed to addresses that end in @uno.cc.geneseo.edu. The end of email acceptance for addresses ending in old postfixes decreases the amount of SPAM delivered to campus.

Line printing (July 1, 2006)
We have retired line printing. All green bar paper printing has been moved to laser and most has been distributed back to the departmental office printers. Label printing has been moved to Avery labels.

Obsolete Operating Systems Support Retiring (August 1, 2006)
We announced to the campus early last summer that the following operating systems will no longer be supported or allowed to connect to Geneseo's network as of August 1, 2006.
Windows 3.1
Windows 95/98
Windows NT
Windows 2000
Windows XP prior to Service Pack 2 (SP2)
Macintosh OS 9 or earlier

CIT Professional Development & Service 2005–2006

July 2005 – June 2006

Professional Development Grants – **Laurie Fox** and **Shawn Plummer** each received an Individual Development Awards Program grant for professional development.

Laura Cook – MS in Information Technology, Rochester Institute of Technology, May 2006

CIT Professional Development Day – *Stress Management*, August 2005, presented by Gina Horan of the Mental Health Association of Rochester.

Name	Professional Development	Professional Service
Sue Chichester	iLife and Podcasting Workshop, Geneseo, March 2006; Assessment Workshop, Geneseo, March 2006; CIT 2006, Fredonia, May 2006; Faculty–Student Partnerships in Teaching and Learning Conference, Geneseo, May 2006; STC 06, Rochester, June 2006; Association for Women in Computing Women in IT Roundtable, Rochester, June 2006.	Elected Member, ITEC Executive Board; Representative, SUNY FACT; Appointed Member, SUNY FACT Advisory Committee; Appointed Member, SUNY SCAP Committee; Elected Four Year College Representative, SUNY Council of CIOs Executive Board; Elected Member and Vice President, Board of Directors, Livingston County Business Education Alliance (BEA); Elected Member, COA Executive Committee; Appointed Member, SUNY Geneseo Technology Advisory Committee; Board Member, Teaching and Learning Center Advisory Committee; Committee Member, Emergency Planning Committee; Committee Member, Budget Director Search, October 2005; Committee Member, Budget Director Search, February 2006; Association for Women in Computer IT Woman of the Year Selection Committee, March 2006; Speaker, AWC Spring Breakfast, April 2006; Chair, Assistant Director for Information Systems Search, May 2006; Portal Presentation Panelist, STC 06, June 2006.
Emilio Acevedo	Appworx Basic Training, Geneseo September 2005; SunGard Summit, Orlando, April 2006; STC 06, Rochester, June 2006.	Search Committee Member for Senior Programmer Analyst, March 2006; Presented on "Appworx: Our VMS to UNIX journey" at STC 06.
Kirk Anne	FACT/COCID Mobile Technology Conference, MCC, October 2005; Fall Wizard, Syracuse, November 2005; HighEdWebDev 2005, Rochester, November 2005; Assessment Workshop, Geneseo, March 2006; CampusEAI Learning Conference, Cleveland, August 2005 and June 2006; Portlet Development, Geneseo, April 2006; STC 06, Rochester, June 2006.	HigEdWebDev Conference Committee and Program Committee; SUNY Portal Functional Review Committee member; Member, Search Committee Member for Senior Programmer Analyst, March 2006; taught CSci 232 (Fall 2005) and CSci 380 (Spring 2006).
Shawn Austin	iLife/Podcast Training, Geneseo, March 2006; COA Regional Forum, Geneseo, March 2006; STC 2006, Rochester, June 2006.	
Sam Bean	Educational Technology Day, Ithaca, March 2006; iLife/Podcast Training, Geneseo, March 2006.	
Kevin Colagio	LISA Conference, San Diego, December 2005; Sun Product Launch, Rochester, September 2005.	
Rick Coloccia	Dell/EMC Powerlink Support Tools Seminar, Rochester, August 2005; Voice-Over-IP Technology Seminar, Rochester, October 2005; Simcona Electronics Show, Rochester, October 2005; Cisco/EMC Data Center Virtualization Seminar, Rochester, October 2005; Fall Wizard, Syracuse, November 2005; Hackerfest Security Conference, Rochester, November 2005; Windows Server 2003 Training, Rochester, December 2005; Microtech Technology Seminar, Verona, NY,	Member, Rochester VMWare User's Group; 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; Microsoft Developer's Network; Kappa Delta Pi, International Honor Society in Education; Odyssey of the Mind Judging Official for Livingston County & NYS, 2001–2006.

	January 2006; Cisco Technology Seminar, Cortland, NY, February 2006; Wireless Standards Seminar, February 2006; iLife/Podcast Training, Geneseo, March 2006; Meru Wireless Technology Users Group Meeting, Rochester, March 2006; FBI Security Seminar, Buffalo, NY, March 2006; Graybar Technology Showcase, Rochester, April 2006; STC 06, Rochester, June 2006; ResNet Conference, Bowling Green, OH, June 2006.	
Jim Denk	iLife and Podcasting Workshop, Geneseo, March 2006; Faculty–Student Partnerships in Teaching and Learning Conference, Geneseo, May 2006; LabMan VII, Purdue, June 2006; STC 06, Rochester, June 2006.	
Joe Dolce	Educational Technology Day, Ithaca, March 2006; CIT Conference, Fredonia, May, 2006	College Senator, All College Judicial Committee member; Tech Assistant at CIT Conference, Fredonia, May, 2006.
Chris Finocchario		Presenter, New Student Employment Orientation, September 2005.
Laurie Fox	FACT/COCID Mobile Technology Conference, MCC, October 2005; Educause, Orlando, October 2005; Request Tracker Administrator Training, San Francisco, March 2006; iLife and Podcasting Workshop, Geneseo, March 2006; Assessment Workshop, Geneseo, March 2006; COA Regional Forum on HelpDesks (Host), March 2006; STC 06, Rochester, June 2006; Association for Women in Computing Women in IT Roundtable, Rochester, June 2006.	Search Committee Chair for Technology Support Professional, August 2005; Presented on "HelpDesk Best Practices" and "Hosting a COA Regional Forum" at STC 06.
Ryan Fraser	Educational Technology Day, Ithaca, March 2006; COA Regional Forum, Geneseo, March 2006; STC 2006, Rochester, June 2006.	Search Committee Member for Technology Support Professional, August 2005.
Paul Griffen	NYSCATE Conference, Albany, November 2005.	
Corey Ha	Academic Libraries 2005 Conference, Saratoga Springs, November 2005; Computers in Libraries Conference, Washington DC, March 2006; CIT Conference, Fredonia, May 2006; STC Conference, Rochester, June 2006.	
Jay Jermyn	SETA East, Albany, September 2005; SunGard Summit, Orlando, Apr 2006; STC '06, Rochester, June 06; Appworx Developers Training, Geneseo, September 2005; Campus EAI: Integrating Banner with OracleAS 10g Using PL/SQL, Geneseo, September 2005; Campus EAI: Portlet Development w/ jDeveloper, Geneseo, April 2006.	Co–Presented at STC 06: "Appworx: Our VMS to UNIX journey"; Search Committee Member for Senior Programmer Analyst, March 2006.
Vanessa Karasiewicz		
Kurt Keller	Appworx Developers Training, Geneseo, September 2005; Wizards, Syracuse, October 2005; SunGard Summit, Orlando, Apr 2006; STC '06, Rochester, June 06.	Co–Presented on "Appworx: Our VMS to UNIX journey" at STC 06; Search Committee Member for Asstistant Director, March 2006.
Mary Lawrence	Campus EAI: Integrating Banner with OracleAS 10g Using PL/SQL, Geneseo, September 2005; Appworx Implementation Training, Geneseo, November 2005; Campus EAI: Portlet Development w/ jDeveloper, Geneseo, April 2006; STC '06, Rochester, June 2006; Women in IT Roundtable, Rochester, June 2006; Steve Feurstein – PL/SQL Seminar, Geneseo, June 2006.	

Chris Leckinger	Appworx Implementation Training, Geneseo, November 2005; HighEdWebDev 2005, Rochester, November 2005; Portlet Development, Geneseo, April 2006; JavaOne, San Francisco, May 2006; Campuseai Learning Conference, Cleveland, June 2006.	HigEdWeb Conference Committee planner, Rochester 2006; Member, SUNY Portal Functional Review Committee; Search Committee Member for Senior Programmer Analyst, March 2006.
Connie Ledermann	Appworx Basic Training, Geneseo, September 2005; Unix Training, Syracuse, October 2005; Appworx Implementation Training, Geneseo, November 2005; Campus EAI: Portlet Development Training, Geneseo; April 2006.	Search Committee Chair for Senior Programmer Analyst, January 2006.
Bill Meyers	Society of Broadcast Engineers Convention, September 2005; 3M Display Wall Tech. Demo, March 2006; SUNY Technology Conference, June 2006; Digital TV Studio meeting/tour, July 2006.	Planning Committee Member for STC 06; Western Regional Representative Ed. Technology Officers Association; EdTOA Outstanding Service Award 2006; SUNY Geneseo Commencement Planning Committee Member; Search Committee Member for Technology Support Professional, August 2005.
Craig Moscicki	COA Regional Forum on HelpDesks, Geneseo, March 2006; Faculty–Student Partnerships in Teaching and Learning Conference, Geneseo, May 2006; LabMan VII, Purdue, June 2006; STC 06, Rochester, June 2006; Courses taken at RIT toward my M.S. in IT: Computer System Security, Fall 2005; Computer Viruses and Malicious Software, Spring 2006; Project Management, Spring 2006.	
Tamara Phillips	Educational Technology Day, Ithaca, March 2006; COA Regional Forum, Geneseo, March 2006; STC '06, Rochester, June 2006; Association for Women in Computing, Women in IT Round Table, Rochester, June 2006.	Search Committee Member for Technology Support Professional, August 2005.
Shawn Plummer	LISA (Large Installation System Administration) Conference, San Diego, December 2005; Appworx Implementation Training, Geneseo, November 2005; iLife and Podcasting Workshop, Geneseo, March 2006; Request Tracker Administrator Training, San Francisco, March 2006; Faculty–Student Partnerships in Teaching and Learning Conference, Geneseo, May 2006.	Search Committee Member for Technology Support Professional, August 2005.
Chris Sandefer	Portlet Development, Geneseo, April 2006; Banner Student Technical, June 2006.	
Gary Stratton	NYSERDA CONFERENCE, New York City, May 2006.	