Overview
CUNY's School of Professional Studies (CUNY SPS) Student Technology Fee Plan for 2016-2017 continues to prioritize investment in establishing the technological infrastructure and robust services that provide CUNY SPS students with the needed technical support and access to relevant instructional technology. With a continued focus on training, staffing, and highly mobile and independent services CUNY SPS continues to align a greater allotment of its available funds to services and personnel that can be brought online in a relatively short period of time and which directly reach and engage its students. These services and the value they provide to the CUNY SPS community are vital in continuing the CUNY SPS mission of delivering timely, innovative and high-quality programs of academic study and support to students who come to CUNY SPS from a wide range of professions and educational backgrounds.

Operational Plan
The School of Professional Studies Technology Fee Plan is structured around five components: assistive technologies, enterprise applications, technologies help desk and student technology support, the student experience, and technology infrastructure. The plan assumes that CUNY SPS will collect approximately $399,672 in technology fee funding during the 2015-2016 academic year.

Components

- Enterprise Applications
  Funds designated towards enterprise applications support CUNY/CIS managed projects such as email, software licenses and application streaming.

- Help Desk & Student Technology Support
  As a school whose classrooms and labs are largely the homes, libraries, workplaces, coffee shops and airports of its mobile and diverse student population the CUNY SPS Help Desk must be able to support a wide range of technologies while working to improve operational procedure and anticipate new challenges. These allocations provide CUNY SPS with the additional staffing, hardware, software, and content resources to best respond to the needs of its students and ensure that their focus can remain on academic excellence instead of technology issues.

- The Student Experience
  The online experience of students has become an integral component of the total student experience. CUNY SPS will continue to develop its online resources and virtual presence, creating an online community without physical or temporal barriers. The CUNY SPS Virtual Campus in an effort to create a truly innovative online venue for student collaboration, communication, and information consumption.

- Technology Infrastructure
  The School of Professional Studies will occupy its new space in the coming years and has begun allocating funds towards the technology infrastructure that will support students in public spaces, classrooms, and computer labs.
2015/2016 Technology Fee Plan Committee

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College: The School of Professional Studies

Project Category: Enterprise Applications

Project Name: Enterprise Application Fee

Projected Start Date: 07/01/2016

Projected End Date: 6/30/2017

Key Stakeholders: Faculty
Support Staff
Administration

Proposed Allocations

Technology Fee Allocation: $37,697.20

Project Description
This allocation supports enterprise applications managed by CUNY/CIS. Technologies include email, Useablenet, enterprise licenses (Microsoft, Symantec), and application streaming.
College: The School of Professional Studies

Project Category: The Student Experience

Project Name: Student Elections Software

Projected Start Date: 03/01/2016

Projected End Date: 05/31/2017

Key Stakeholders: Students
Office of Student Support Services
Director of Student Support Services

Proposed Allocations

Technology Fee Allocation: $1,000.00

Project Description

Given the School of Professional Studies’ global community of students, across America and around the world, paper-ballot elections are a logistical and operational challenge. This allocation provides CUNY SPS with the funding to create and hold elections electronically and on the Internet ensuring that all of CUNY SPS’s students have the opportunity to make their voices heard.
College: The School of Professional Studies

Project Category: Help Desk & Student Technology Support

Project Name: GoToAssist / GoToWebinar

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty / Staff / Prospective Students
Office of Information Technology
Assistant Director of User Support Services

Proposed Allocations

Technology Fee Allocation: $12,300.00

Project Description
GoToAssist/Webinar is a comprehensive and secure remote-support solution provided by the leading company in remote solutions, Citrix Systems. The School of Professional Studies Help Desk and Instructional Support Staff will be continuing its use of GoToAssist/Webinar in its 2016-2017 support and communication options.

This product will build upon the school's highly-regarded email and phone support with the ability to remotely access a user's Windows or Macintosh computer and transparently resolve technical issues as the user sits at his or her machine. It will also supplement the telephony options used for student town hall meetings, discussion forums, and information sessions.
College: The School of Professional Studies

Project Category: The Student Experience

Project Name: ePortfolios

Projected Start Date: 09/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty / Staff
Office of Student Support Services
Director of Student Support Services

Proposed Allocations

Technology Fee Allocation: $7,620.00

Project Description
Electronic portfolios will be made available to students in order to allow the showing of accomplishments to instructors, employers, and providers of advanced degrees. The ePortfolios will be available to students throughout their academic careers. The new price will be allow SPS to offer ePortfolios to all of its students.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Wireless Internet Access for Students (500 Additional Licenses)

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $10,000.00

Project Description

In order to support student and faculty access to internet services throughout CUNY SPS, an allocation is being made for the initial installation of a wireless network at the new CUNY SPS facility. This allocation will help to increase the number of user licenses and support from our hardware provider.
College: The School of Professional Studies

Project Category: Student Experience

Project Name: Ensemble Video

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $15,000.00

Project Description

Ensemble Video’s media streaming platform will enable CUNY SPS students, faculty, and staff to post and access high quality video media to the enhancement and diversification of the overall educational experience. The principal funding will support a one-year license for access to the Ensemble Video platform for up to one terrabyte of total stored data and 5 terrabytes of bandwidth per month.
College: The School of Professional Studies

Project Category: Student Experience

Project Name: Loaner Laptops

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $6,800.00

Project Description

JSMI Laptops Anytime Kiosk maintenance and support contract.
College: The School of Professional Studies

Project Category: Student Experience

Project Name: Loaner Laptops

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $44,500.00

Project Description

Thirty seven laptops will be made available to students on a per term basis. The laptops will contain the basic Microsoft Office Suite and will be allow students administrative control. Laptops must be returned at a specified time before the end of the term. Policies and procedures surrounding the usage of loaner laptops will be developed by the CUNY SPS Department of Information Technology in conjunction with CUNY SPS Student Services.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Disability Studies Student Services - iMacs

Projected Start Date: 07/01/2016

Projected End Date: 06/30/2017

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $8,500.00

Project Description
Two iMacs will be deployed in the CUNY SPS Disability Studies Student Services area. These workstations will be used to test assistive technologies and to work with students requiring specialized software or hardware.
College: The School of Professional Studies
Project Category: Technology Infrastructure
Project Name: Ex Libris Campus M
Projected Start Date: 07/01/2016
Projected End Date: 06/30/2017
Key Stakeholders: Students / Faculty

Proposed Allocations
Technology Fee Allocation: $38,000.00

Project Description
CampusM maintenance fee.

The CampusM application will enable SPS to provide users with a platform agnostic multi-channel communication portal. This application will allow easy access to schedules, events, course cancellations, transit information and much more.
College: The School of Professional Studies

Project Category: Help Desk & Student Technology Support

Project Name: Email & Phone Support Staffing & Training

Projected Start Date: 07/01/2010

Projected End Date: 06/30/2011

Key Stakeholders: Students / Faculty
Office of Information Technology
Assistant Director of User Support Services

Proposed Allocations

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Project Description
As a cutting-edge college whose educational endeavors are tightly integrated with a wide range of technologies, having an experienced Help Desk available for student and faculty support during day and alternative hours is imperative to the mission and operation of the School of Professional Studies. Funding from this allocation will provide technical training for the SPS Help Desk staff enabling them to support a more diverse range of applications and technologies.