Technology Fee Plan 2018/2019
Overview
CUNY’s School of Professional Studies (CUNY SPS) Student Technology Fee Plan for 2018-2019 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 $463,125.00 in technology fee funding during the 2017-2018 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.
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The CUNY School of Professional Studies
Technology Plan 2018/2019

<table>
<thead>
<tr>
<th>Hardware, Networking, Peripherals</th>
<th>Quantity</th>
<th>2017/2018</th>
<th>2018/2019</th>
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<tr>
<td>Laptops</td>
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<tr>
<td>Wireless User Licenses</td>
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<tr>
<td><strong>Sub-Total</strong></td>
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<td>$48,994.33</td>
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<td>Citrix GoTo Webinar/Assist Subs</td>
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<td>$12,300.00</td>
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<td>Ensemble Video Maintenance</td>
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<td>VDI VMware Licences</td>
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<td>VoiceThread</td>
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<td>Video Captioning</td>
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<td>Early Alert/Retention Tool</td>
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<tr>
<td>Assistive Technology</td>
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**TOTAL** $435,636.70 $463,125.00
College: The School of Professional Studies

Project Category: Enterprise Applications

Project Name: Enterprise Application Fee

Key Stakeholders: Faculty
Support Staff
Administration

Proposed Allocations

Technology Fee Allocation: $46,312.50

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

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

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 2017-2018 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

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 showcasing 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: SmartBoard Support

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $11,400.00

Project Description
The 22 SmartBoards deployed at the school are an integral part of the student’s learning experience. Faculty tailor their content to benefit from the multimedia experience afforded by the SmartBoards. The boards require regular preventive maintenance and ongoing support. This allocation will allow CUNY SPS to bring SMART classrooms back online quickly and with minimum disruption to scheduled classes.
College: The School of Professional Studies

Project Category: Student Experience

Project Name: Ensemble Video

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $25,000.00

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 two terabytes of total stored data and 5 terabytes of bandwidth per month.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Self Service Laptop Kiosk Maintenance

Key Stakeholders: Students

Proposed Allocations

Technology Fee Allocation: $6,800.00

Project Description
The self-service laptop kiosk containing 24 laptops requires a yearly maintenance agreement.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Virtual Desktop Infrastructure

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $22,474.62

Project Description
Phase One of a Virtual Desktop Integration project has launched. The VDI Program requires maintenance and support for its 200 VMware Enterprise licenses. This installation is currently being used to provide a ready-made Ubuntu development environment, MySQL, and persistent storage to students in the Bachelors in Information Systems and the Masters in Data Analytics.
Project Category: Help Desk & Student Technology Support

Project Name: Part Time Help Desk Staff / Full Time Help Desk Staff

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

Proposed Allocations

Technology Fee Allocation:

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Time Help Desk Staff</td>
<td>$117,226.20</td>
</tr>
<tr>
<td>Full Time Help Desk Staff</td>
<td>$76,547.26</td>
</tr>
<tr>
<td>Total</td>
<td>$193,773.46</td>
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</tbody>
</table>

Project Description
These allocations will support the funding of part and full time technology support positions at the school. The Help Desk and technology support staff are an invaluable part of the school's mission to provide the highest quality online and in-person Smart classroom experience to its students and faculty.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: VoiceThread

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $2,500.00

Project Description
VoiceThread is a Blackboard plug-in that allows students and faculty to add voice to their posts. This enriches the online experience and is especially helpful with foreign language courses.
The CUNY School of Professional Studies  

College: The School of Professional Studies  
Project Category: Technology Infrastructure  
Project Name: Video Captioning  
Key Stakeholders: Students / Faculty  

Proposed Allocations  
Technology Fee Allocation: $47,500.00  

Project Description  
CUNY SPS will contract video captioning for existing and new content. The captioning will managed by the CUNY Office of Faculty Development and Instructional Technology.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Early Alert/Retention Tool

Key Stakeholders: Students / Faculty / Staff

Proposed Allocations

Technology Fee Allocation: $36,444.42

Project Description
CUNY SPS will identify and secure an early alert and student retention tool. The tool should be able to consume CUNYfirst, Degreeworks, and Hobsons data. The tool should also provide unique portals for students, faculty, and staff. Identification of At-Risk students is an important component of student success and retention.
College: The School of Professional Studies

Project Category: Technology Infrastructure

Project Name: Assistive Technology

Key Stakeholders: Students / Faculty

Proposed Allocations

Technology Fee Allocation: $50,000.00

Project Description
The CUNY SPS Students Services Office of Disability Services will receive $50,000 for the purchase of assistive technology (software and hardware). This equipment will be made available to both online and on-ground students.