Technology Fee Plan 2020/2021
Overview
CUNY’s School of Professional Studies (CUNY SPS) Student Technology Fee Plan for 2020-2021 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. While emphasis on remote services such as Virtual Desktop Infrastructure (VDI) was already part of CUNY SPS’s technology roadmap, the COVID-19 pandemic has reinforced the need for robust and expanded virtual infrastructure, which this plan provides. In addition, CUNY SPS students have increasing need of an online community where they can find peer support and interaction on both synchronous and asynchronous timelines. The OpenLab Project serves this purpose, and the proposed budget reflects initial implementation costs. In addition, ongoing academic support in the form of online tutoring, an early alert and retention tool for academic advisement, and various assistive technologies is included in this plan.

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 $585,062.50 in technology fee funding during the 2019-2020 academic year.

Components

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

- **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 has been occupying its space at 119 West 31st Street since 2013, and some of the initial technology infrastructure is beginning to require refresh in order to support students in public spaces, classrooms, and computer labs.
2020/2021 Technology Fee Plan Committee

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## CUNY SPS 2020-2021 TECH FEE PROJECTS MASTER LIST

<table>
<thead>
<tr>
<th>Project Number</th>
<th>Project Name</th>
<th>New (N) or Continuing (C) Project</th>
<th>Tech Fee Funds Devoted to Project</th>
<th>PS Cost</th>
<th>OTPS Cost</th>
<th>Expenditure Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Online Voting (Big Pulse)</td>
<td>C</td>
<td>$1,800</td>
<td>$1,800</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>2</td>
<td>Web Meeting Platforms (Zoom &amp; GoToWebinar)</td>
<td>C</td>
<td>$14,000</td>
<td>$14,000</td>
<td></td>
<td>J</td>
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<tr>
<td>3</td>
<td>Video Management, Delivery, LMS Integration (Ensemble Video)</td>
<td>C</td>
<td>$25,000</td>
<td>$25,000</td>
<td></td>
<td>E</td>
</tr>
<tr>
<td>4</td>
<td>ePortfolios (Digication)</td>
<td>C</td>
<td>$13,000</td>
<td>$13,000</td>
<td></td>
<td>J</td>
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<tr>
<td>5</td>
<td>Virtual Desktop Licenses</td>
<td>C</td>
<td>$29,000</td>
<td>$29,000</td>
<td></td>
<td>A</td>
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<td>6</td>
<td>Assistive Video Enhancements (Voicethread)</td>
<td>C</td>
<td>$5,000</td>
<td>$5,000</td>
<td></td>
<td>B</td>
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<tr>
<td>7</td>
<td>Video Captioning</td>
<td>C</td>
<td>$50,000</td>
<td>$50,000</td>
<td></td>
<td>B</td>
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<td>8</td>
<td>Early Alert &amp; Retention (Slate)</td>
<td>N</td>
<td>$25,000</td>
<td>$25,000</td>
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<td>9</td>
<td>Online Tutoring (Tutor.com)</td>
<td>C</td>
<td>$50,000</td>
<td>$50,000</td>
<td></td>
<td>D</td>
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<td>10</td>
<td>Scholarship Matching (NextSen)</td>
<td>C</td>
<td>$8,500</td>
<td>$8,500</td>
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<td>D</td>
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<tr>
<td>11</td>
<td>Technology Support</td>
<td>C</td>
<td>$176,000</td>
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<td>D</td>
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<td>12</td>
<td>OpenLab Student Portal</td>
<td>N</td>
<td>$196,221</td>
<td>$196,221</td>
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<td>13</td>
<td>Enterprise Applications (10%)</td>
<td>C</td>
<td>$58,506</td>
<td>$58,506</td>
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<td>K</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>$652,027</strong></td>
<td><strong>$372,221</strong></td>
<td><strong>$279,806</strong></td>
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</table>

### Project Count by Expenditure Category

- **A**: 1 Implementing or upgrading of instructional computer labs
- **B**: 2 Acquiring or upgrading accessible technology
- **C**: 0 Implementing or upgrading student-serving computer labs
- **D**: 4 Improving and implementing student services
- **E**: 1 Faculty development of new or improved courseware
- **F**: 0 Electronic information resources in the library
- **G**: 1 Personnel for installation and maintenance of computer services
- **H**: 0 Upgrading instructional spaces to support technology-assisted learning
- **I**: 1 Acquiring technology tools to support college-sponsored student activities
- **J**: 2 Expand student access to current and emerging technology
- **K**: 1 Purchase of Enterprise Solutions
CUNY School of Professional Studies
Technology Fee Plan 2019 - 2020

ENTERPRISE APPLICATION FEE $58,062.50
This allocation supports enterprise applications managed by CUNY/CIS. Technologies include Blackboard, enterprise licenses (Microsoft, McAfee, Adobe), and application streaming.

ELECTION SOFTWARE $1,800.00
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 SPS with the funding to create and hold elections electronically and on the Internet ensuring that all of SPS's students have the opportunity to make their voices heard.

REMOTE MEETING AND SCREENSHARE SOFTWARE $14,000.00
Zoom Meetings and Zoom Webinar are gradually replacing GoToAssist/Webinar. The School of Professional Studies Help Desk and Instructional Support Staff will use both in its 2020-2021 support, online learning, and communication options.

E-PORTFOLIOS $13,000.00
Electronic portfolios will be made available to ALL 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. Costs are based on usage, which is increasing.

ENSEMBLE VIDEO $25,000.00
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 terrabytes of total stored data and 5 terrabytes of bandwidth per month.

VDI VMWARE ENTERPRISE LICENSES $29,000.00
The VDI Program requires maintenance and support for its 500 VMware Enterprise licenses. Many CUNY SPS programs include statistical analysis. This installation is currently being used to provide a ready-made Ubuntu development environment, MySQL, and persistent storage to students in programs that require statistical data treatment and the management of large data sets.

FULL TIME HELP DESK SUPPORT $176,000.00
This allocation will fund full-time support for the Help Desk and technology support for the students, faculty, and staff. The helpdesk hours have been expanded to 9:00 AM – 9:00 PM seven days per week with a further expansion of support hours in the coming year.

VOICETHREAD and VOICETHREAD CAPTIONING $5,000.00
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. This subscription provides unlimited and automatic captioning of everything created in VoiceThread.
VIDEO CAPTIONING $50,000.00
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.

OPEN LAB $196,221.17
Modeled after the City Tech OpenLab, SPS OpenLab is a digital platform for students, faculty, and staff at CUNY SPS. Using established social network platforms WordPress & CBOX, the OpenLab will support teaching, learning, collaboration, and community-building for CUNY SPS students. This funding will support a full-time leadership position and hourly technologist positions.

NEXTGEN $8,500.00
NextGen is a scholarship management solution replacing AcademicWorks, which is being decommissioned. The tool provides a flexible and robust eligibility determination interface for students. The tool also provides extensive scholarship management and student communication tools.