

**Kingsborough Community College  
Student Technology Fee  
2014-2015**

As Kingsborough Community College celebrates its 50<sup>th</sup> anniversary, it faces a series

## **Accomplishments: 2013-2014**

### **Accessibility**

Zoom text software has been added to all the accessibility stations in the labs. In addition, two stations have been designated as ADA compliant stations in terms of space and furniture in each of the upgraded facilities (M-110, M-111, M-114, M-118, M-125, M-159 and M-322). The Accessibility Lab M-126 has been upgraded and all software brought up to latest version. In addition, a book scanner has been added to provide additional relief to students.

### **Augmentation of Workstation Imaging**

Academic computers now have a unified image based on the same core operating system. Labs can be customized based on their use. This approach has eliminated hardware based computer images and moved to software based images. An entire room can be configured easily and quickly with very little involvement from the technician. All required information is downloaded from the active directory. In addition to the benefits of uniformity for students and faculty, it has helped in scheduling of labs.

### **Automated software and security updates –**

With the introduction of Windows 7 we are able to better leverage Active Directory to improve the deployment of software updates and security updates. All computers in the academic areas have Microsoft Forefront Endpoint Protection (anti-Virus), Faronics Deep-Freeze (prevents changes to operating system) and automatic software updates enabled. The implementation of this technology will, we hope, minimize the threat of viruses and worms on the Academic network.

### **Augmentation /Maintenance of Networking Infrastructure Project**

The new switches have the ability to connect at 10 GB speeds to the core switch and are capable of being multi homed with dual power for business continuity and 24/7 operations. The Summit X460 model switches with power redundancy and configured secondary fiber optic connection include the following locations:

**M114, M118, V220, V202, V201**

**Extreme switch firmware maintenance/upgrade project** – Upgraded network switches to latest release for improved performance, support and use of new features.

**Epicenter/Ridgeline project**- upgraded Extreme networks management software for better alert, visibility and improved administration of network switches.

### **Blackboard Mobile Project**

Blackboard Mobile Central is a comprehensive suite of campus services targeting students, faculty, administrators, alumni and our broader community on both native and mobile web platforms. It was architected with scalability in mind. Because it is impossible to truly plan for the vast array of devices to come in the future, we will be building a Central Service to house data in such a way that can be repurposed across all platforms/devices. In this way iPhone®, BlackBerry®, Android® and forthcoming

mobile operating systems will access the Blackboard Mobile Central application through the same Central Service on the backend. Kingsborough Mobile App was released for Android and iOS devices in Feb 2013. To date, more than 3,000 plus downloads of the App have been made by students, faculty and staff. Additional APPS include KBAM for student account management and access to KBCC radio station.

### **Business Continuity Project**

In order to support 24/7 operations and to reduce downtime, we have embarked on a project to augment the infrastructure and provide redundancy and fault tolerance where possible. We have added UPS in the data closets to help sustain network operations during short power outages. Deployment of a Redundant Core Network Switch will connect all the labs to a switch located at an alternate location to provide connectivity to network resources in case the current Core Network Switch fails.

UPS installed and configured in Academic side network closet. UPS added in the following rooms L218, M126, V201, V202, AS119, AS319, AS347, L304, L118, L200, F206, L705, T2-236, T4-263, T7-212A,

### **Class Capture System**

Tegrity is the class capture system currently used by our faculty. We are working to integrate it with Blackboard Learning Management system like other campuses.

### **Computerization of Classrooms Project**

In order to meet the growing need for computers for instructional purposes, we have embarked on a project to deploy thin client computers with Wireless connectivity in classrooms. These devices will use Citrix for application access. The project also requires that we change the furniture in the class rooms so the space can be used both as a lab and standard instructional space. We are in the process of adding over 230 wireless thin clients, approximately 16% of our current installed base in labs.



## **Print Management**

Expanded Pharos Uniprint - Pharos Uniprint (pay-for-print) has been deployed to all the open lab areas. The introduction of this system has made a huge impact on the reducing the waste and abuse of the printers in the open labs.

## **Replacement of Computers and Printers in Labs**

Labs have been image converted to Windows 7 including those in: the COPE office; the Testing Labs of T6; L-705; M302 and a new image was created for Tri-Boot. New PC's have been deployed to facilitate the upgrade to Windows 7 without sacrificing speed and usability of the systems. The 597 new systems (which included 6 podium computers) were deployed in:

### **Uplift-Expansion and Enhancement of Labs**

In last fiscal year a project was initiated to uplift the labs by replacing the existing make shift desks with industry-standard furniture that provide better learning environment and allows for versatile use of this space. In addition to replacing the furniture the project in collaboration with facilities is embarking on sprucing up the labs by repainting, fixing ceiling tiles and floors. The project includes adding capacity where possible by reconfiguration of the rooms and adding access cards systems to allow faculty to open the doors based on the schedule of the room rather than waiting for the ITS department. Following labs have been done so far: M-114, M-118, M-111 and M-322.

### **Video Conferencing- Expansion of Capacity**

Video conferencing solution using Radvision (Avaya) platform was implemented, this solution will allow faculty and students to interact via video conferencing for both online and hybrid courses. The current solution allows for 20 simultaneous conferences and 600 users. The solutions work on all mobile platforms namely Android and iOS.

### **Video in Class Rooms and Labs**

In order to meet the instructional need for video collaboration six labs will have HD cameras installed to work with Blackboard Collaborate, Skype, Radvision or any other video conferencing system. Labs to be added this fiscal year would be M-109, M-110, M-111, M114 and M-118.

### **Virtual Desktop Initiative**

A pilot project was initiated using VMware

## **Addition Projects and Enhancements**

Upgrade Pharos to 8.3 which will enable printing from anywhere and

architected with scalability in mind. Considering that it is impossible to truly plan for the vast array of devices to come in the future, we have built a central service to house data in a way that can be repurposed across all platforms/devices. In this way iPhone®, BlackBerry®, Android® and forthcoming mobile operating systems will access the Blackboard Mobile Central application through the same central service on the backend. The first set of apps was released in January 2013, we will be adding additional apps and continue to maintain current apps. Total annual cost is \$29,000.

**Business Continuity Project**

In order to support 24/7 operations and to reduce downtime we have embarked on a project to augment the infrastructure and provide redundancy and increase fault tolerances where possible. We are adding



users can schedule, search, and clip recordings using our client software with little or no training. Total cost \$7,000.

### **E-Portfolio (Digication) Project**

E-Portfolios are platforms for students, teachers, alumni, and professionals to showcase their work and ideas. They are archives of learning, discovery, progress, achievement and reflection. A few uses of E-Portfolios include assessment, admissions, interactive resumes, student galleries, teacher resource sites, collaborative project portfolios, and research presentations. KCC plans on using Digitation for 1,100 students and faculty. Total Budget allocation is \$6,000.

### **Instructional Software Upgrade Project**

Upgrade Adobe software to the latest version in all labs.  
Upgrade Animate software to the latest version in MAC graphic labs.  
Upgrade AutoCAD software to the latest version in all Labs.  
Upgrade Tandberg software in Language Lab L-102G.  
Upgrade Virtualization software for academic servers.  
Upgrade Culinary Science Software in U-118 and M-246 labs.  
Upgrade NetOp Software in all labs.  
Upgrade Deepfreeze software in all labs.

Total budget allocation is \$75,000.

### **Library Databases and eBooks**

Procuring various titles for library databases. Total budget allocation \$ 30,000.

### **Print Management Solution (Pharos) Project**

Support for recently deployed pay-for-print system with support for workstation reservations to additional open labs. Expansion of remote printing from home and wireless stations. Total budget allocation \$11,000.

### **Replacement of Computers in Labs**

Replace 247 computers in the following labs based on 4-year refresh cycle.  
Replacement of 15 existing podium computers.

<b>LAB</b>	<b># of Computers</b>
<b>M-119</b>	30
<b>M-302</b>	9
<b>L-300</b>	12

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Total Budget allocation for this Project based on current pricing is \$262,000.

**Replacement of Printers Project**

ameliorates the need for additional licenses for the open labs while allowing students to do homework assignments. In the Fiscal Year 2014-2015 an additional 60 concurrent student access licenses will be added in the areas of Tourism and Hospitality and EMS.

### **Video Conferencing**

Video conferencing solution using Revision (Avaya) platform was implemented, this solution allowed faculty and students to interact via video conferencing for both online and hybrid courses. The last fiscal year we added capacity to go from 20 concurrent users to 40 users. In the fiscal year 2014-15 we will increase the number of users to 60. The solutions work on all mobile platforms namely Android and iOS. Based on usage we will upgrade the solution to do 40 simultaneous conferences and 1,200 users. Total Budget allocation \$30,000.