

QUEENSBOROUGH COMMUNITY COLLEGE

THE CITY UNIVERSITY OF NEW YORK

Academic Senate

Committee on Computer Resources

MEMORANDUM

TO: Academic Senate Steering Committee
FROM: Committee on Computer Resources, George Thorsen, Chairperson
SUBJECT: Monthly report: Two proposals regarding email and the QCC Technology Plan
DATE: Wednesday, November 30, 2005

Proposal 1. TIGERMAIL

Whereas, there are a number of benefits that come to students from the use of their college supplied email system,

whereas, there are a number of benefits that come to faculty from the students using the college supplied email system,

whereas, there are a number of benefits for the college administration that come from the students using the college supplied email system,

Be it resolved that: all students of the College use Tigermail exclusively for school related business and

be it further resolved that: faculty so inform students of this requirement and attempt to enforce it if they have email communications with their students.

Be it further resolved that: the faculty be encouraged to use the college email in school business.

Proposal 2. FACULTY E-MAIL

Whereas, there are a number of benefits that come to faculty use of the college supplied email system,

Whereas, faculty often continue many of their academic activities after they have retired from teaching,

Be it resolved that: all retired faculty members who worked full-time be allowed to maintain their Queensborough e-mail accounts.

The QCC Technology Plan

The Committee on Computer Resources after careful review and deliberation endorses the Technology Plan 2005-2009 with one caveat concerning the cost of extended warranties for PCs.

Recommendation:

We recommend a study to explore alternatives to extended warranties such as:

- 1) Purchase an extended warranty only for the PC, not the monitor.
(Currently, the warranty covers the PC and monitor bundled.)
- 2) Purchase extra PCs and monitors to be kept in storage making replacement an alternative to repair.

It is the intention of the Committee on Computer Resources to share with the Academic Senate the main arguments in favor and against the purchase of extended warranties.

In favor:

- a) A lack of extended warranties creates an open question of who will repair computers when problems arise and who will pay for such repairs.
- b) Extended warranties expedite repairs and there is a tendency for equipment of the same model and year of manufacture to break down concurrently.
- c) CUNY by means of the "big buy" has been able to purchase computers at substantially lower prices than what is found in the majority of state contracts.
- d) QCC's decision not to participate in the "big-buy" would weaken CUNY's overall leverage in bargaining for computer equipment.
- e) Dell was chosen as a long-term preferred provider.
- f) CLT's do not have the time and/or are not qualified to make major repairs.
- g) Some departments and computer labs are not supported by CLTs.

Against:

- a) Extended warranties provide benefits by supplying parts and labor for PC and monitor repair. The actual diagnosis of the problem and repair is frequently left to CLTs.
- b) No data have been provided to compare the cost of computers with extended warranties vs. the cost of computers without extended warranties. A cost comparison requires two price quotes and no such quotes have been provided.
- c) No study has been conducted to compare the cost of extended warranties vs. self-insurance or set asides.
- d) Extended warranties when examined in the context of the total cost of the CPU, monitor package seem excessive (approximately 30% of the total package for a four year extended warranty).