



Student Technology Fee Plan

Fiscal Year 2023

Submitted to
The City University of New York

By

William V. Faulkner
Vice President for Finance & Administration
on behalf of
The Queensborough Community College Technology Fee
Committee

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Queensborough Community College
The City University of New York
Student Technology Fee Plan
for the
Academic Year 2021-22

STUDENT TECHNOLOGY FEE COMMITTEE

The Queensborough Community College Student Technology Fee Committee convened virtually during the 2021-2022 academic year to administer and evaluate expenditures under the FY 2022 plan adopted in April 2021. The committee is comprised of the Student Government, senior IT, academic computing and administrative managers, faculty representing the QCC Senate & departmental chairpersons.

MEMBERSHIPS OF THE TECH FEE COMMITTEE – FY 2020-2021

William V. Faulkner, Vice President Finance & Administration, Chair
Hamid Namdar, Chair, Engineering Technology Department
Sandra Palmer, Interim Provost & Vice President for Academic Affairs
Vacant, Executive Director IT
Barbara Fray, Co-Chair of AS Committee on Computer Resources
Susan Lago, Chair of AS Committee on E Learning
Navneet Sandhu, President SGA
Fairya Chowdhury, Executive Vice President, SGA
vacant, Administrative VP Spring 2022; Fall 2021, Audrey Arias
vacant, Treasurer, Student Government
vacant, Programming Vice President,
Charlayne Hurlington, VP for Part-Time Students
Sofia Rosado, Vice President for Evening Students, SGA
vacant, Secretary
vacant, Parliamentarian,

FY 2022 - 23 TECHNOLOGY FEE PLAN - \$1,802,147

The members of the Student Technology Fee Committee provided insight from the major campus constituencies on technology needs and on priorities for investment in technology to ensure the most beneficial impact for Queensborough students. The projection used for fee revenue in FY21 is estimated at \$1,801,147 comprised of two components:

1. \$1,605,721 in collected fees anticipated based on continued enrollment declines and collections and,
2. \$227,494 of FY21/22 unspent fee collections which are available for FY23 investment (as described earlier.)

OCC Technology Fee Committee Objectives

The ongoing goal of the Queensborough Community College Technology Fee Committee each year has been to continually enhance the classroom instructional capabilities, student lab hardware, infrastructure and the wireless access throughout the campus for the benefit of the students. Additionally, the academic departments are provided with the opportunity to request support for the development of technology, software and hardware that they propose to improve their department's ability to deliver state of the art instruction and learning opportunities to the students in their academic specialties. During the past two fiscal years, funding was directed to the enhancement of virtual networking and student support, including loaner devices.

Major categories of Tech Fee expenditures (outlined below) were considered by the FY22 Committee for FY23 investment, including:

- ✓ Replacement of student-use lab computers that are at least six years old and/or replacement with thin clients as the QCC Virtual Desktop (VDI) strategy is deployed going forward.
- ✓ Maintain instructional podia, as required
- ✓ Continue the Tech Fee Student program which provides paid internship opportunities to students as possible given campus operations during the pandemic.
- ✓ Ongoing, and potentially increased support levels of software licensing as required to support student learning outcomes in distance learning.
- ✓ Library support including specialized databases and electronic journals.
- ✓ Infrastructure upgrades as required to support instructional needs in a distance learning modality including additional VDI investments.
- ✓ Individual academic department proposals for hardware and/or software that will enhance our students learning experience and ability to work in the distance education modality.
- ✓ Continued support of the University Wide Initiatives (UWI) required by CUNY policy.

STUDENT DEVELOPMENT - \$168,588

One of the priorities of the budget allocation reviewed and approved by the Technology Fee Committee is continued support paid student internships for technology support throughout the campus. Established in 2005, the Technology Fee Student Internship program funds student development, which includes computer-related internships, specialized training and student seminars and provides the students with an experiential learning opportunity. Each semester between 20 and 30 student interns are employed in multiple instructional support departments. The student tech fee interns develop and apply computer technology skills under the mentorship of faculty and professional staff. They gain work-related experience in a number of different technological environments: for example, students help resolve student e-mail questions, provide assistance in the Academic Computing Center, Financial Services, the IT Help Desk and in our website

ADA compliance. During the current pandemic crisis, Tech Fee interns have been assisting with enhanced virtual help desk operations.

LICENSING / SOFTWARE - \$300,000

The Student Technology Fee funds pay for recurring software licenses used by students. Each semester, faculty members are given the opportunity to request software needed to support their teaching efforts. In addition, Academic Departments determine and request software. All purchased software is made available to students in both departmental computer labs and the Academic Computing Center. The Technology Fee budget also includes licensing costs of at least \$135,000 for Library electronic resources.

ASSISTIVE TECHNOLOGY EXPENDITURES - \$25,000

Technology Fee funding has supported the College's twofold approach, which includes the Americans with Disabilities Act (ADA) compliant workstations in all labs for student use, and a centralized Services for Students with Disabilities (SSD) Lab which provides individualized tutoring, a study lab, assistive technology and a testing center that administers exams with reasonable accommodations. Each year as the number of teaching-spaces with technology increase, the Tech Fee provides funds to support the necessary assistive technology. Also supported is the continuation of software licensing and newly introduced supportive technology.

OTHER HARDWARE - \$221,500

To ensure that students have an enriching, educational technological experience, the recurring Other Hardware budget was established to promptly replace technology, i.e., printers, projectors, bulbs, scanners, servers, switches, which have become obsolete and beyond repair. This allocation of tech fee funding significantly reduces classroom downtime when these items fail and require replacement. Specifically, this allocation serves Academic Departments as it provides replacement funds to address emergency repairs and an on-hand inventory of critical components needed to maintain classroom functionality, i.e. instructional podium monitors, switches, computers, spare projectors and projector lamps.

OTHER PRINTING - \$30,000

Printer Maintenance & Supplies – this covers the cost of paper and toner for student-use printers in the open labs around the campus. It also covers “maintenance-kits” which are used to re-furbish printers as they reach critical print-counts.

STUDENT USE COMPUTERS REPLACEMENT PROGRAM- *On hold pending FY23 Committee Recommendation*

Student-use computers are on a six year replacement cycle to provide updated computers and processing capabilities to handle current applications and software requirements. Critical replacements have been funded which the college explores a shift in strategy to a

virtual desktop environment (VDI) providing greater student access and lower costs over the long term.

INSTRUCTIONAL TECHNOLOGY (PODIUM) REFRESH PROGRAM- *On hold pending FY23 Committee Recommendations*

During FY23, with all deployed podia currently within their useful life, the budget will fund emergency repair or replacement only, depending on the modality in the Spring.

CUNY Hosting @ \$299,000

The FY23 approved budget continues a 65% share of CUNY hosting costs charged to all the colleges including QCC. The hosting includes major software applications used by students and staff for CUNYFirst and other services such as Blackboard.

QCC IT Hosting & Software @ \$228,059

The FY23 approved budget continues a 50 – 65% share of QCC network & security software maintenance licenses critical to the operations of student use systems and distance learning.

UNIVERSITY WIDE & STRATEGIC INITIATIVES (UWI/STI/Hosting)- \$500,000

In FY23, we have assumed FY21 levels of UWI and Hosting until estimates can be provided by CUNY IT.

QCC SPECIAL INITIATIVES - \$61,068

All special initiatives funding available will be evaluated by the Technology Fee Committee throughout FY23 for support of critical initiatives as needed to best support our students. Approved in the FY23 budget is an Student Government request to procure and implement Presence, a student engagement platform estimated at \$30,000.