



## Community College Constituent Group Meeting Minutes

**Session:** Wednesday, November 5, 12:40 – 2:10 p.m.(55 participants)  
**Facilitator:** **Gary E. Wenger**, Vice President of Information Technology, College of DuPage  
**Joe Miragliotta**, Manager Planning and Emerging Technology, College of DuPage

The session opened with introductions by all. Participants spanned the ranks of community college staff. Several participants were from vendors such as Datatel, SCT, and WebCT.

Mr. Wenger solicited input on top issues facing community colleges today. Several topics emerged from the group including funding, application solutions, vendors, and FTE pricing models providing good group interaction.

**Funding Issues** – The majority of institutions represented stated they have either had funding cuts or experienced no increase in funding this past year. Many are finding they have had to do more with less. Virtually all have not experienced any IT staff reductions at this time. The issue of funding IT security measures has been a priority issue at many institutional.

**ERP Systems** – By a show of hands, it appeared that over half of the institutions represented have replaced their ERP systems within the last five years. Discussions regarding lack of overall product satisfaction for community college systems, budget overruns for product licensing and implementation ensued along with functional and pricing model discussions. Issues of “Integrated Systems” versus “Best of Breed” were brought up. Issues of business process versus application function led to lively discussion. The vendor representatives present gathered input for their firms.

**Software Licensing** – The issues surrounding different vendor’s practices regarding software licensing models were discussed. Items of note were “is FTE pricing equitable to Community Colleges,” and what really is each vendors calculation for FTE’s. The group felt that vendors need to pay more attention to community college needs and provide products and services that are priced accordingly.

**EDUCAUSE Resources** – The EDUCAUSE Information Resource Library with its references to appropriate use policies, FERPA, and HIPAA and best practices was discussed. The listserv for Community Colleges was discussed and its use was encouraged in order to foster communication amongst members.

**IT Data/ Decision Making** – Very few institutions are currently involved in any formal benchmarking projects. The ECAR Core Data Service report along with the K.C. Green Survey results and the COSTS project were brought up as sources for valuable IT data for benchmarking projects.

**Miscellaneous Items** – The majority of Institutions represented are currently offering Hybrid courses although few have actually re-captured classroom space. Where the CIO fits within the organizational structure was discussed with the feeling that the CIO should be involved in the cabinet meetings if not an actual cabinet member. Additional issues of cyber-security, identity theft and motivation of unionized staffs were briefly discussed.

Note: This group met during the Wednesday lunch period. Multiple Constituent Group sessions were held simultaneously in different areas of one large ballroom, leading to difficulties in hearing and focusing on the topics brought forward. The “commute” from the lunch pick-up area to the meeting room led to a progressive increase in the size of the group. There were over 55 participants in the session during the time period.

Submitted by:

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