

EDUCAUSE 2004
Community College
Constituency Group Meeting
Wednesday 10/20 12:40-2:15pm, Room 105
<http://www.educause.edu/CommunityCollegesConstituentGroup/898>

1. Introductions

Gary Wenger introduced himself and Joe Miragliotta to the group. Introductions proceeded to each of the five tables. 49 participants were recorded on the sign in sheets. A number of others flowed through the room or were seated around the perimeter of the room. The group appeared to be mixed in terms of CIO's, Technical staff, and some vendor representatives.

2. Past Year Horror stories – Lessons learned

None related back to the group

3. Past year successes – Lessons learned

None related back to the group

4. Constituency Group built Agenda –

Spam, Spyware, Patch Management and Security were the key items discussed regarding a top issue facing all campuses. Participants discussed many different methods employed at individual campuses to combat the general security issues.

Methods discussed included:

- Spybot search and destroy
- AdAware
- Intuit Track-it and Track-it Deploy
- Blacklisting
- Appliances such as Barracuda
- IpSwitch Imail
- Trend Micro
- 3 strike Rule – A staff member gets infected or infects the network three times...network access is shut off

Discussion of the above items was lively and very interactive and took up the bulk of the session's time.

Other items discussed included:

- **Open Source issues and the real costs of implementations**
- **Schools that provided student e-mail accounts. By an informal show of hands 20-25% of the session attendees schools do provide student e-mail accounts and use them for official communications.**
- **FERPA issues with Student e-mail and issues with POP3**
- **Portals - By an informal show of hands 20% of the session attendee's schools do have a portal project underway. Around 10% have been fully implemented. Of those indicating implementations, there was a mixed response in terms of acceptance and usage. Key applications for portals included admissions, registration, financial aid, records and grade submissions. Discussion ensued regarding portal marketing efforts, logins, and community use vs. staff.**
- **ERP Implementations – Discussion ensued regarding ERP implementations. Items discussed included skyrocketing costs and timelines along with annual support, “vanilla implementations” vs. customized and user acceptance.**