

**EDUCAUSE 2005
Community College
Constituency Group Meeting**

Wednesday 10/19 10:30-12:30pm, Room W106

**Gary Wenger, Vice President of Information Technology, College of DuPage
Joe Miragliotta, Manager, Planning and Emerging Technologies, College of DuPage**

– **Introductions**

Gary Wenger introduced himself and Joe Miragliotta to the group. Introductions proceeded to each of the tables.

35 participants were recorded on the sign in sheets. Various levels of IT staff were represented along with a couple of vendors.

– **Gary solicited topics in order to build an agenda for the session. Topics included were:**

- **ERP**
- **VoIP**
- **Faculty Development**
- **Security**
- **Identity Management**
- **CIO Issues / Communications**
- **Adjunct Issues**
- **Educause Leading Issues**
- **Funding Issues**
- **Successes**

Not all topics were covered in the time allotted for the session. Topics that were touched upon are provided.

– **ERP**

Several schools reported being currently involved with ERP upgrade/replacement projects. None reported that they considered theirs as complete. One school reported an implementation of the Oracle Higher Ed suite at a current expenditure of over five million dollars along with an annual maintenance of 160k. North Carolina reported an implementation of a vendor package for 58 schools with customization alone exceeding 10 million dollars. Several commented regarding some of the reporting sub-systems of their packages not being very useful. The majority of people stated that “ad-hoc” reporting was still often handled by IT. A number of people concurred that data driven decision making is often done poorly at the Community College level.

- **Faculty Development**
The vast majority of schools had IT involvement in faculty development. Just a few are handled by the HR area. Several schools reported of using both faculty and advanced students as trainers. A number of schools had weekly training opportunities and several were using online or video capture products to deliver training.
- **Funding Issues**
Declining state funding appeared to be a common thread for all in attendance. Discussions of vendor partnering, extending system lifecycles, cascading systems, increasing technology fees, and alternative funding sources such as bond funds and telecom charges to the end user were discussed.
- **Security/Identity Management**
Several schools reported using a single sign-on product. Some were using it as an entry to a portal application. It was reported that students generally like it. Issues of students using strong passwords were brought up, along with password sharing issues. Four schools reported as having a Chief Security Officer (CSO) position. Four schools reported as having ongoing security awareness training. Three did the training for new employees; one school did it for students. It was suggested that Higher Ed should look at more of a corporate model when it comes to IT security. Issues and implications of CALEA were discussed.
- **CIO / Advisory Organization**
It was stated that CIO's need to be the facilitators of change. The majority of people reported that their CIO's report directly to their president. All schools had some form of IT advisory group structure. A couple of schools reported to having an ERP users group without IT membership which then brought the issues to IT.

The above items took up the bulk of the session's time.

- **Other items briefly discussed included:**
 - VoIP – Majority had some implementation most being Cisco
 - Peer to Peer issues
 - Student e-mail and provisioning