

# AAUP

# NEWS



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## Faculty Technology Committee reps invited to meeting on possible ITS dept. restructuring

Members of the Faculty Senate's standing committee on Academic Technology (ATC) were invited to attend a meeting on March 14 to discuss possible "re-engineering" of the Information Technology Services department.

According to ATC members, the faculty representatives were given 24-hour notice of the meeting, so several members were unable to attend. The agenda for the meeting was not published in advance.

According to the faculty representatives, the March 14 meeting was attended by all ITS employees, the ATC members, and Faculty Senate President George Armstrong. The meeting started with an explanation by Human Resources Director Gene Breyer of the four groups of "stakeholders" that have been included in previous meetings to discuss ways that ITS might be reorganized.

Mr. Breyer identified the four stakeholder groups as ITS upper management, ITS mid-management, ITS staff, and an academic administrator group including Academic Vice President Kelz and Information/Engineering Technologies Dean Paul DeNu

and Assistant Dean Connie Sketch.

Faculty representatives at the March 14 meeting said Executive Vice President Dorsey displayed a chart that identified a possible reorganization plan for ITS and asked for suggestions on revisions to this initial plan.

Dr. Dorsey declined a request by the faculty representatives to share copies of the chart and the PowerPoint™ slides used during the meeting.

According to the faculty representatives, discussion topics included:

- grouping ITS work responsibilities in new ways within the department structure.
- renaming the ITS department and the Help Desk.
- merging all College lab tech employees into ITS.

Faculty representatives said they were assured that all plans are in the "mulling-over stage" and that additional meetings would be held; however, no additional meeting dates were announced.

## Faculty Senate responds to Pres. Wright's BOT remarks

The Cincinnati State Faculty Senate has sent a letter to President Wright responding to statements the President made in his Feb. 27 presentation to the College Board of Trustees on "Cincinnati State Information Technology Issues."

The letter, which was signed by all of the members of the Faculty Senate, was included in the report that has been submitted by the Senate for inclusion as an agenda item at the Board of Trustees meeting scheduled for March 26.

The Senate President regularly submits a written report to be included in the published Board agenda. The Senate President also is given an opportunity to make spoken remarks at each Board meeting. This procedure has been in effect for several years.

Senate President George Armstrong said that his spoken report at the March 26 Board meeting will include comments on information technology issues.

The complete text of the Senate's letter is on page 2.

# Letter from the Faculty Senate to President Wright

March 13, 2002

Dr. Wright:

Your PowerPoint™ presentation on Information Technology issues, given at the February Board of Trustees meeting, was reviewed and discussed by the Faculty Senate. Our initial response is anger at some of the statements you made.

We are particularly upset by the slide that portrays "CS administration vs. CTC faculty" in an "us versus them" confrontation, captioned "get out of my way." This slide seems to encourage divisiveness based on College history, which is totally contradictory to our published institutional value to "honor tradition."

This slide also presents ITS as the victims in this struggle, who referee the daily-changing rules. The slide does not reflect the well-documented institutional problem of "process owners" (including ITS) who repeatedly fail to effectively communicate to stakeholders (including all institutional users of information technology services) what the rules are supposed to be.

Your description of the technical problems associated with bandwidth use is troubling. It is our conclusion, after consulting with faculty and staff members who are specialists in various information technologies issues, that most of the problems faculty face daily are not related to the bandwidth of our institutional Internet connection.

Instead, the most common technology-related problems faced by faculty have to do with non-Internet related process or system issues, such as implementation (or lack of implementation) of Colleague R-16 fea-

tures, constantly-broken copy machines, or inability of ITS staff to generate in a timely manner the log-ins and passwords students need to access the computer resources (Web accounts) that are supposed to be available to them each term.

Use of the Internet by employees and students, for whatever purpose, is not the cause of slow turn-arounds on requests for service. Bandwidth may be a contributing factor to the effectiveness of computer performance in some (not all) computer labs on some days, but bandwidth is not the reason for the majority of daily problems.

The slide and the statements in your presentation that claim that illegal activity is occurring are extremely disturbing to us. In particular, we're troubled by your statements that unproductive (illegal, immoral or unethical) activities of some employees are hindering or preventing others of us from appropriately using technology resources as we do our jobs.

We would like to see the data you used to arrive at your accusations, and we would like to know what you perceive the solutions to be.

We support the premise that employees who are interfering with the ability of others to do their jobs should be confronted and corrected, but we believe that the causes of most of our technology problems lie elsewhere than in the possibly-inappropriate behavior of a few.

In addition we are very concerned about the possible effect of your broad accusations on the reputation of the College and the faculty.

After we have seen the data you used to reach your conclusions, it may be useful to plan a meeting to discuss the College's technology problems, and to begin to work together to reach effective solutions.

George Armstrong,  
Faculty Senate President



--to the Editor

I read the comments in the Mar. 12 *AAUP Newsletter* about the President's presentation to the Board, and I was not surprised to see that the President is passing the buck back to faculty, rather than to those who are responsible for managing the IT support systems at Cincinnati State.

Maybe the President can explain to us how faculty usage of the Internet is preventing

hundreds of Multimedia Information Design (MID) students, paying thousands of dollars in tuition and lab fees, from having access to working web accounts.

Web accounts are supposed to give our MID students work space on a Cincinnati State computer to create, revise, and store the websites they are learning to design, so students can display their work (and

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# Letters



## --to the Editor, and to the Cincinnati State Board of Trustees

I have been trying to think of the best way to respond to President's Wright's comments at the last Board of Trustees meeting. Unlike President Wright, I believe how you use words is important, and I do not want to paint him with the same broad brush that he used to paint every employee here at Cincinnati State.

My anger is not in response to the President's "unethical, immoral, and illegal" statement. I believe this was a "shoot from the hip" comment and all the President shot was his foot. My outrage is in response to our President's hope that we could "get to adequate" in regard to Information Technologies.

When did it become the policy of this College to "get to adequate" in anything? Was it not

so long ago that we were all proud to be considered excellent?

A few years ago, while I was a member of the Faculty Senate, I asked President Wright if he knew anything about the history of this College. His response was, "Who says I care about the history of this college?" It is now painfully obvious that he doesn't care about the excellent history of this institution, nor does he have any aspirations to continue the goal of excellence at Cincinnati State.

Former U.S. President Harry S Truman once said in regard to his office, "the buck stops here." President Wright seems to believe the buck stops everywhere but his office.

I would hope that all of the individuals associated with this College during its glory days, including Board members, are appalled by this belief.

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instructors can grade it) on the World Wide Web.

We are nearing the end of the second year of our new MID programs, and students still do not have a stable set of web accounts that work efficiently and consistently.

Currently, the student accounts are housed on the third different web server assigned in less than two years. MID instructors are teaching students the third different version of the process for uploading their class and homework materials to the server.

I have been informed more than once by ITS personnel that these student accounts would be set up automatically each term for students registered for Web

Development classes, using a program written by a consultant hired to do this work for the College. All the ITS staff needs to do is collect the registration data from Colleague and "run the script." The student accounts are supposed to be available to these students within the first week of the term.

It is now week 6 of this term and—as in past terms—we are finally ironing out the problems with the current students' accounts. I was told that the script did not run when it was supposed to run. The result is a big problem for students and for faculty, term after term—and this problem does not seem to be related to anything having to do with bandwidth usage on campus.

I could go on listing non-

If, during the past few years, anything has slipped and is not up to expectations, the buck should stop with President Ron Wright. Our institutional weaknesses may be attributed to one of several things: (1) the President has appointed people to positions which are beyond their capabilities; (2) He has not committed enough resources to adequately get the job done, or he has committed the College resources to the wrong priorities; (3) He has not provided the leadership to keep the College on the path of excellence; (4) He has not created a quality environment that would tap into the ideas and passions of the faculty, middle administration, and staff.

In conclusion, I would hope that the Board would not focus on the paint job of the faculty and staff that the President did with his broad brush, when it might very well be that it's the President's Office which needs touching up.

Paul W. Davis  
Business Tech. Division

bandwidth problems we experience repeatedly while teaching about multimedia software applications in our "premiere" Multimedia lab, room 228C—but I won't.

The technology problem in this institution is not traffic on the Internet coming into and going out of the College. The problem is failure to design an effective system for communicating about classroom technology problems and for getting those problems resolved effectively so we can deliver the quality courses we should be delivering to our students.

Colleen Meyer  
Information Tech. Division



# Cincinnati State AAUP Chapter Meeting

Thursday, March 28

Conference Center Room 342

## Starting at 2:30 pm

- Get your one-of-a-kind Cinstate AAUP sports shirt
- Pick up your copy of this year's Bargaining Issues Survey
- Enjoy refreshments and conversation with other faculty members

## Starting at 3:00 pm

- Business meeting, including:
- Introduction to Bargaining for faculty who haven't been through it before (and refresher for those who have)
- the State of the Union as we approach Contract Negotiations Summer 2002

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