

Faculty Senate Minutes #177

John Jay College of Criminal Justice

November 18, 1998

3:20 PM

Room 630 T

Present (27): C. Jama Adams, Dorothy Bracey, Anthony Carpi, James Cauthen, Holly Clarke, Effie Papatzikou Cochran, Edward Davenport, Janice Dunham, Nancy Egan, P.J. Gibson, Edward Green, Lou Guinta, Karen Kaplowitz, Jane Katz, Stuart Kirschner, Sandra Leftoff, Patricia Lickliger, Tom Litwack, Mylithi Mantharam, Jill Norgren, Patrick O'Hara, Dagoberto Orrantia, Daniel Pinello, Lydia Segal, Carmen Solis, Martin Wallenstein, Bessie Wright

Absent (9): David Brotherton, Enrique Chavez-Arviso, Glenn Corbett, Amy Green, Kwando Kinshasa, Gavin Lewis, James Malone, Ellen Marson, Jacqueline Polanco

Invited Guest: Vice President for Administration Robert Pignatello

AGENDA

1. Announcements from the chair
2. Adoption of Minutes #176 of the November 5 meeting
3. Invited guest: Vice President for Administration Robert Pignatello
4. Update on the CUNY Proficiency Exam
5. Report on the proposed instrument developed by the Committee on Student Evaluation of the Faculty

1. Announcements from the chair

Newly elected NY State Senator Tom Duane and newly elected NY State Senator Eric Schneiderman, who represent the districts that John Jay's two buildings are located in, have been invited to meet with the Faculty Senate during the Spring 1999 semester. Senator Duane was elected to the seat vacated by Catherine Abate and Senator Schneiderman to the seat vacated by Franz Leichter. (Both former NYS Senators were also guests of the Faculty Senate.)

2. Adoption of Minutes #176 of the November 5 meeting

By a motion duly made and carried, Minutes #176 of the November 5 meeting were adopted.

3. Invited guest: Vice President for Administration Robert Pignatello [Attachment A]

President Kaplowitz welcomed Vice President Robert Pignatello, who was appointed to this position during the summer, effective September 1, after serving for a number of years as our director of public relations. The position of vice president became open when John Smith retired last semester. She noted that the Vice President for Administration chairs the Quality of Life Committee and that the first meeting under Vice President Pignatello's leadership, which she and Senator Glenn Corbett, the faculty members, attended, was very productive and extremely collegial. She said she is looking forward to Vice President Pignatello's presentation which, she is certain, will address many of the issues raised by the faculty members on the Quality of Life Committee [Attachment A].

Thanking the Senate for the invitation, Vice President Pignatello said he wants to work as colleagues with the Senate and that he and his Office are here to serve the faculty and the students. He said he hopes that he and the Senate will be able to speak together frequently because it is critically important that there be good communication between himself and the faculty. Saying that he knows the Senate would like to discuss actions his Office has taken and issues important to the faculty, he said he would also like to know what the Senate thinks his Office should be doing and the Senate's opinion of what his Office has been doing.

His philosophy, Vice President Pignatello said, and the philosophy he hopes all the members of his Office and all the staff who report to him will also embrace, is that he and his staff are here to serve the faculty and the students and to help advance the mission of the College. Saying he views the faculty as colleagues, not as adversaries, he said we should work together, that we have similar goals and objectives, and he pledged to work assiduously to maintain good relations with the faculty. Noting that he and Professor Kaplowitz already have had numerous discussions since he was named vice president, he said he believes that such relationships are vitally important and must be maintained.

Vice President Pignatello said he knows that many of the areas he is now responsible for have been problematic in the past, adding that he is not here to make any apologies or offer any defense. There are many areas of deficiency, he said, noting that he hopes to overcome those problems with the Senate's input and help.

He said he already has a number of plans that he would like to discuss with the Senate: the first is to improve the condition of North Hall. In response to various senators' suggestions that North Hall be dealt with by bringing in demolition crews, Vice President Pignatello said he wishes he could say that Phase II is going up tomorrow and that everyone should pack for the move to their new offices but that he can not. But there are some ways that North Hall can be improved to make it a better place to work and to learn.

Frankly, Vice President Pignatello said, he is embarrassed by some of the conditions that exist in North Hall and he expects that the faculty are as well. We have been walking a bit of a tightrope over the past few years because we've been hoping to get into new quarters -- Phase II -- but it has taken longer, obviously, than we had hoped and we have had to make very difficult decisions about capital investments in North Hall; making such capital investments is something we have been reluctant to do. Although the prospects

for Phase II are brighter, still at best we will not be in a new building for at least 5 years, and that is if everything goes according to plan.

The lobby of North Hall is one of the most poorly designed entrances to a building he has ever seen, Vice President Pignatello said. Between the concrete barriers, the students sitting on the concrete barriers, the newspaper bins, the bundles of newspapers on the floor, the food vendor, the lines for the food vendor, and the heavy traffic into and out of the building, the North Hall lobby situation is terrible. On November 27 and 28, the concrete barriers will be removed at the entrance of the lobby: they serve no useful purpose and are an impediment to movement into, out of, and through the lobby. The security desk will be replaced by a smaller one and will be relocated to the side of the lobby where the food vendor has been and where the fire alarms are located.

Thus the lobby space will be opened up. The food vendor will be relocated to the other side of the lobby, where the bicycle racks now are. The two glass doors to the lobby entrance will become windows and the revolving doors will be replaced by regular doors to make room for the food vendor, the bicycle rack, and the newspaper bins. This will create a better flow of traffic. New lighting will be installed and ceilings and walls painted to brighten the lobby. Also, the floor will be covered by a custom-made mat with John Jay's logo, like the one in T Building's entrance.

As much as possible, he said, he would like to do for North Hall whatever is done for T Building: there is no reason, he added, that anyone should feel that North Hall is a building that we don't care about.

Noting that everyone uses Stairway A, which one enters from the lobby of North Hall, Vice President Pignatello said that one of his priorities is to have people become acquainted with the many other stairways in North Hall. He said he is concerned because Stairway A is overcrowded and there are safety issues and, additionally, if there were an emergency and Stairway A were not available, he wants everyone to be familiar with the other stairways.

And so, to increase student awareness of the other stairways, Stairway A will be closed for painting from Monday, November 23, through Wednesday, November 25. Notices and signs will show the location of the other stairways. In the past, he explained, the stairway would have been painted on the weekend so as not to be disruptive but this project is purposely being done during the week while classes are in session so people will be forced to use other stairways and, it is hoped, change their habits.

During this project, the 60th Street entrance will be opened and this, too, will be an experiment. Because the 60th Street entrance is not accessible to people with disabilities, the 59th Street entrance will be open for those who can not navigate stairs. He said if the experiment proves successful, we may open the 60th Street entrance on a permanent basis.

President Kaplowitz suggested to Vice President Pignatello that he send a phonemail message to the faculty explaining the reason for painting the stairwell while classes are in session. She said that once faculty know that the purpose is to educate the community about the location of other stairways they will support the project but otherwise they may become frustrated and angered thinking that the administration is insensitive to the fact that classes are in

session and that this project should have been done on a weekend or during intersession or in August. Vice President Pignatello said he would put such a message on phonemail.

Senator C. Jama Adams raised the issue of security, saying that when he uses Stairway C in North Hall in the morning it is usually completely deserted and that more security and security cameras might help encourage people to use that stairway. Senator Adams also said that given our large student enrollment, we have to provide sitting areas for students and that removing the concrete barriers where students do sit will exacerbate this problem. He added that the new lounge seats are not movable and this mitigates against a social space for students, something he suggested be considered in planning Phase 11. Vice President Pignatello said that he, too, is concerned about this issue and that he is creating a new student lounge on the second floor of North Hall, in the space now occupied by the administrative computing center, which will be moving to 57th Street in February and, thus, a new student center will be ready very shortly.

Senator Jill Norgren said she is delighted about the possibility of the 60th Street entrance being open again because when it was open quite a number of years ago it was wonderfully convenient. She asked what factors will determine whether the entrance will be open on a permanent basis. Vice President Pignatello said there may be additional periods when 60th Street will be opened experimentally before the decision is made because a three-day test period may be insufficient. Cost will certainly be a factor: it must be made accessible to people with disabilities if it is to be a permanent entrance -- at this time the door does not even have a handle: staffing of security officers is a factor -- we are currently understaffed in terms of both security officers and supervisors and, indeed, he said, he is very concerned, in general, about the College's security function, given the understaffing.

Another project for improvement is the Faculty Dining Room which, he said, clearly needs improvement: new carpeting or tiling; new blinds; refacing the counter; fresh paint; replacing the partition, which seems about to fall down; and purchasing new and nicer chairs and tables.

Senator P.J. Gibson asked whether Vice President Pignatello knows that the first floor Women's Room in North Hall has had no door handle and that women have been trapped inside and so the door is now kept ajar with cardboard. Senator Patricia Licklider said that since last spring, a new water fountain has been sitting on the floor of the corridor near the English Department in North Hall and there is no source of drinking water on the entire floor. The Vice President said he will look into these situations and said he knows that the new faucets, which are still under warranty, in the North Hall laboratories are not functioning and they will be replaced.

President Kaplowitz said that P.J. Gibson and Pat Licklider have given specific examples of the overriding issue: unless faculty inform Vice President Pignatello personally, problems are not identified and taken care of. Senator Norgren said faculty should not have to provide lists of problems, that there should be regular supervision of the buildings and regular checks, and she asked whether there is regular supervision of the facilities.

Vice President Pignatello said we have some very serious problems with B&G [Buildings and Grounds]. It is a bad situation: we have five supervisors, three of whom are now on suspension at his

direction. He authorized the suspensions, he explained, because of poor performance, a lackadaisical work ethic, and outright criminal behavior. Vice President Pignatello said he told B&G that this is a new day, they will be expected to perform at certain levels, there will be no excuse for the kinds of conditions that he has heard about such as classrooms not being cleaned and offices not being cleaned, and that such conditions and behavior will no longer be tolerated. [The Senate applauded.] The key, for him, is supervision. Any supervisor who does not perform will be dealt with very harshly.

Senator C. Jama Adams asked what incentives are being given to workers to improve their performance: many of the workers have been here for many years, many are good workers, but many are jaded and burnt out. Vice President Pignatello said he absolutely agrees. One of the first things he did, in this very room, in fact, was to assemble every B&G staff member to tell them that he understands their job because his father was a maintenance worker in a factory for 37 years and was a labor leader, the vice president of his local, and so he understands and appreciates the work they do. However, he told them, he also has expectations of them. He said he hopes to encourage the many good people in B&G and to isolate the bad ones. He is going to reward the good people through an "employee of the month" incentive program: a \$100 cash award will be given to the employee of the month. A display with the awardee's picture will be featured on the 5th floor. There will be an employee recognition ceremony each year as well.

In response to Senator Adams' question as to whether the B&G workers have name tags, Vice President Pignatello said he is buying the B&G staff new uniforms so that it will be very clear to everyone who they are and so they will feel pride in their work: and each worker's name will be on the uniform.

A question about recycling was answered by Vice President Pignatello with the news that \$3,000 worth of recycling bins, which will be clearly marked as such (unlike the current ones), has just been purchased for placement throughout the two buildings.

With regard to upkeep, Senator Jane Katz noted that a check list for security and safety in the swimming pool area is checked twice daily, upon opening and closing, and she suggested a similar procedure for all the facilities.

Senator Lydia Segal asked who it is that B&G work for: she said that she has come to feel that they believe the faculty work for them. The Vice President said they work for him and for the faculty and for all of us. He said an attitude change has to take place: for some reason, he said, there is an "us versus them" attitude as if the people they are serving are the enemy. He said his Office, including B&G, which reports to him, has to see the members of the John Jay community as their clients and that quality assurance and client satisfaction are necessary. Vice President Pignatello warned that this change will take a while: slow, incremental progress is already being made. There are personnel issues which he is going to aggressively pursue, his B&G supervisors are the key, and he wants to be able to promote from within -- in keeping with Professor Adams' point.

Senator Martin Wallenstein said he does not want to diminish the importance of any of the problems raised, but it is also important to say for the record that we do recognize that through no fault of the Vice President's, just as the faculty side of the

College is underfunded so is B&G and that the efforts to increase the number of faculty has been at the cost of funding from other areas. He said as someone who teaches 9th period and, thus, is in T Building quite late, he has been impressed by many B&G staff. He added that he knows there are really serious problems in North Hall but at the same time guests to T Building have been impressed by this building's upkeep. Vice President Pinello thanked him and agreed that serious underfunding of the College has meant that when funds and positions have been needed they have been taken from Administrative Affairs and Buildings and Grounds. As a result, his Office is, indeed, shorthanded. Furthermore, service contracts and other expenses are paid with his Office's OTPS budget, leaving insufficient funds for projects they would like to do.

Senator P.J. Gibson agreed that quality control is a key problem. She cited her move to a different office in North Hall, which involved myriad problems which Vice President Pignatello, new to the position, solved and she expressed her appreciation. But, she added, the new tiles were placed on uneven concrete floors and now the new tiles are cracking after only two months. She added that she and colleagues in the English Department have long been trying to get clocks for their classrooms and were unsuccessful until Vice Pignatello assumed his new position and so she thanked him for that. A third issue is the graffiti in classrooms, a condition which undermines students and faculty and the work they do: the graffiti have been in classrooms since the fall of last year. She also reported filthy conditions and a putrid smell for two weeks outside and around the maintenance closet on the first floor of North Hall.

Vice President Pignatello asked whether these problems were reported to B&G. Senator Gibson said the maintenance people know about these conditions and, indeed, a woman B&G worker was herself locked in the women's room. The Vice President said that one would expect that in the course of their work when the maintenance workers spot these conditions they would report them to the B&G office but apparently that is not happening but it is what has to happen. He asked that anyone, including faculty, who are aware of problems fill out B&G work orders.

President Kaplowitz said many of us have done so and often nothing is done in response to the work orders. Senator Norgren praised Senator Jane Katz's suggestion: supervisors doing regular checks of the facilities. President Kaplowitz said the assumption has been, perhaps wrongly, that B&G staff have not reported problems because doing so creates more work for B&G. Vice President Pignatello said that B&G has been working so long according to that kind of philosophy that it will take a while to re-orient them to thinking differently.

Senator Edward Green asked if there are written security plans and suggested "house" phones on each floor of North Hall -- such as those in T Building -- from which faculty (and others) could call security when they have a problem. He also suggested security officers on each floor. Vice President Pignatello said the latter is a resource issue: the full security complement is **28** security officers and we have only 21. Senator Quinta said that the last Middle States evaluation identified as a key problem the fact that faculty never have information about the facilities and one recommendation was a periodic newsletter about current and planned work. Vice President Pignatello spoke about his plan to issue an annual report and to require each of his directors to draft a mission statement: what is it they each do that supports the mission

of the College. He said the annual report will not only document what his Office does but will make clear what his Office is not responsible for: for example, he is blamed whenever there are problems with regard to purchasing but purchasing does not report to him, nor does the business office, nor do deliveries and receiving. He said a newsletter is a good idea. President Kaplowitz recommended a chart showing the chain of command, because, she said, most people probably do not realize how many and which offices report to the vice president for administration.

Senator Bessie Wright said that while she was in class in North Hall the previous day, she did not hear a fire alarm but was later told there had been a fire drill: if there was one, the fire alarm was not audible in her classroom. Senator Carmen Solis said an alarm did go off but then stopped and everyone was confused as to what it meant and what to do. Vice President Pignatello replied that a new public address system is being installed in North Hall so that everyone will know the status of an alarm.

Senator Holly Clarke asked what kinds of benefits B&G staff receive because of the likely alienation they feel doing maintenance while most of the people around them are working toward college degrees. She asked whether B&G staff can advance not only within B&G but in terms of their education. Vice President Pignatello said not nearly enough benefits are given to B&G workers and he could not agree more that educational opportunities should be provided. He said he is looking at possibilities by reviewing the contractual language about training opportunities.

Senator Tom Litwack told Vice President Pignatello that he is heartened by everything he has said today. An issue he wants to alert him to, looking toward the spring, is that each year the air conditioning system has been turned on too late in the semester and if it gets warm earlier than anticipated there is no air conditioning. When that happens, the only way to keep classes, especially in North Hall, from being stifling is to use fans but then no one can hear. It is a very serious problem academically: one is torn between students literally being too overheated to think or being unable to hear because of the fan. Also, it takes a while to start up the air conditioning system, and often when it is finally turned on, it is discovered that the system is not working properly and then needs to be repaired, causing even further delay.

Senator Effie Cochran said that she just ran a conference in T Building and everyone from B&G helped including with last minute requests. She said, however, that for years and still now the behavior of some of the male maintenance workers has at times been inappropriate: female students, student aides, and secretaries have complained about sexual remarks that some maintenance men have made to them and inappropriate body language they have exhibited. Vice President Pignatello said that such behavior will not be tolerated and, indeed, one B&G worker has charges pending against him for exactly that kind of behavior. Senator Cochran also raised the fact that anyone from the street can gain access to the College and that such people sometimes create incidents as happened the other day when a person followed a woman student into North Hall and then the situation was aggravated when a John Jay security officer began yelling at and verbally abusing the non-Jay person.

Vice President Pignatello acknowledged there are many critically important issues with regard to security and he reported that he has created an advisory security working group, which comprises Professor Robert McCrie, Criminal Justice Center Director

Robert Loudon, Security Director Brian Murphy, as well as the vice presidents for security at Merrill Lynch and at Prudential Bache, and the former director of security for Madison Square Garden. One major concern is the fact that outsiders have access to the two buildings and can come and go at will. He is also concerned about security at Phase I & 1/2 (57th Street) and at Phase 11. He said he would like a turnstile cardswipe system for which the College has requested funding from the City Council. He said we have been very lucky that there have been no major incidents. We have good cooperation from the local law enforcement authorities and we have done our best possible with our limited resources. But here, too, he said, supervision is a key factor: we do not have enough field supervisors to oversee the security officers on all the shifts.

Vice President Pignatello said the access issue has another aspect: some faculty have recently complained about having been required to leave the building after 5 on Sundays or being prevented from entering before 7 AM during the week. He said he has talked with Professor Kaplowitz about this and that when he met with the Chairs the previous week they also raised the issue.

President Kaplowitz reviewed the situation: several years ago the Senate requested that faculty have 24 hour/7 day a week access to their offices and the request was granted, but the policy has recently been changed. During her recent discussion with Vice President Pignatello about this he had enquired about the policies at other CUNY campuses and she reported to the Senate what she has already emailed Vice President Pignatello: the previous week, on November 13, at the end of a meeting of all the CUNY faculty governance leaders, she asked her colleagues from around CUNY (not all were still present) about their college's policy: at least half the colleges provide faculty with 24/7 access, including several with a multi-building campus, including Brooklyn, Queens, City, Lehman, York, and Bronx Community College, as well as Baruch, NYC Tech, and Kingsborough: some faculty at other colleges reported having access if they call the college security office before arriving at the campus. All reported that faculty must sign in and show their college ID card, a rule with which the faculty comply and consider to be eminently reasonable, they said. She then emailed Vice President Pignatello with this information.

Vice President Pignatello said the information is very helpful, adding that at the same time he, too, asked his security staff to do a survey of the college security directors and with this combined information he is considering whether there is a way to change our policy. Senator Dagoberto Orrantia said even if other colleges were not to permit faculty access, if John Jay faculty request access to their offices because they need it, they should be granted access. Vice President Pignatello said other colleges' policies are instructive and are a factor to be considered in making a decision.

Asked the current policy, Vice President Pignatello said the College is open on weekdays from 7 AM to 11 PM and on weekends and holidays from 9 AM to 5 PM. The College -- and its buildings -- are closed all other times.

Senator Norgren recommended consultation with the union because John Jay's faculty have always maintained that separate from faculty need and desire to have access to their offices, there are significant personnel issues: one's books and files are here: for many, their computer is here. And the College is tremendously anxious that there be grants: grants know no hours, no weekends, and no holidays. She said this reflects an ongoing problem: often the



administration has not chosen to think through various issues in terms of their implications for academic members of the community and these issues overlap with the personnel process as well. Senator Norgren made the point that since junior faculty have to publish, if the College makes it difficult for them to do **so** then a grievance might be in order.

Senator Norgren and President Kaplowitz both made the point that faculty either have their books, their journals, their files on campus or they have them off campus and that the only way to have faculty on campus is to give faculty access to their offices so they can do their work here instead of elsewhere.

Senator Norgren said that faculty have long been criticized for not being on campus and that the administration can not have it both ways: they can not tell faculty they can only work in their office from 9 to 5 on weekends and holidays and expect faculty to use their office for their work during the week. She said faculty make smart, professional decisions: lack of access to one's office **will** result in more faculty working elsewhere and this is not in the best interest of the College or its students. Vice President Pignatello said he better understands the issue from this discussion and from having spoken with Professor Kaplowitz earlier and he will consult further and reconsider the policy.

Senator Janice Dunham said it is important that he understand that the weekend 9-5 policy is extremely restrictive from the point of view of librarians, who have to work in the library at least 35 hours a week and, usually, more. She said she, for example, has to work this Saturday from 10 to 6, and that means she can do no work in her office that day. Further, if she has to prepare work for Monday morning, she must return on Sunday, rather than doing the preparation Saturday evening. She said librarians are unable to earn promotion if they work throughout the week and the materials they use are in their office but they do not have access to that material. Similarly, she said, the 11 PM weekday rule is unfair because librarians regularly work until 10 PM and then cannot use their office after work for more than a few minutes before being told to leave.

Vice President Pignatello asked if anything less than 24/7 access would suffice. Senator Dunham said most people will not need to regularly work throughout the night but that in addition to lengthening the hours faculty can access their offices, there must be a provision that faculty may enter their office at any time if they have an urgent need to do so. She said at times she awakes at 4 AM to finish a project and that she needs to be able to use her office to do so. Otherwise, she said, faculty do not feel competent, professional, or dedicated to their work, especially if others are determining when one is to work or not work. Vice President Pignatello said he understands.

President Kaplowitz explained that the issue was brought to her attention recently by a colleague who was working in his office on a Sunday afternoon two weeks ago who was told by a security officer at 5 PM that he had to leave North Hall. Because he was not finished with his work he objected and after "negotiating" with a (student) security supervisor he obtained "permission" to stay just two more hours, which was insufficient to complete his work. This is a junior faculty member, who has been on our faculty a few years, who is up for reappointment each year and who will be coming up for tenure in a few years: either he has to be able to have access to his office to do his work or he has to move everything out of his

office and be on campus less often.

Senator Wallenstein said this policy may impact junior faculty more severely than senior faculty because it may be applied more rigorously when junior faculty are involved: whenever he has needed to stay late, security has been very cooperative about bending the rules, sometimes until 1 AM or 2 AM but, he said, that is because he is known and is a senior person.

President Kaplowitz agreed and added that another factor appears to be location: the rules seem to be applied differently in T Building, where Senator Wallenstein's office is, than in North Hall. She noted that a very senior faculty member and long-time department chair has not been permitted access to his North Hall office when he arrives around 6 AM on the basis that the building is closed until 7 AM, and yet B&G staff are in the building beginning at 5 AM and a security officer is also in the building.

Senator Wallenstein suggested that in reconsidering the policy, Vice President Pignatello take into account the fact that the College's reputation is based in great measure on faculty grants and publications. Because access to one's office will impact on productivity, even increased costs to change this policy will be worth the expense, he said.

Vice President Pignatello asked the history of this situation. President Kaplowitz said the Faculty Senate had arranged with the Provost many years ago that faculty would show their ID, would sign in and sign out, and would list the location(s) in the building they would be using. Suddenly, this arrangement was rescinded as we learned from our colleagues in the last two weeks.

Vice President Pignatello said that to change the current policy more security officers will be needed. He also said he has been told that the current policy has been in place for four to five years. Senator Janice Dunham said that is not true. Until recently she was able to access her office. She said the last time this issue came up, Provost Wilson said that the faculty are officers of the College and, therefore, have access to their offices at any time. What has occurred is the revocation of a long-standing policy. President Kaplowitz said that upon learning of our colleagues' experiences of the past few weeks, she posted a query to the Senate's email list and the response was that no one had known that the policy had been changed. Vice President Pignatello said that, at best, this is a confused policy situation and that he will focus on this issue immediately because it is clearly important to the faculty.

But, Vice President Pignatello added, access for faculty will mean that more than one security officer will be needed in each building when the building is closed: if an incident happens which requires the officer to respond by leaving the security desk, then that desk is unstaffed, which is not acceptable. Senator Dunham said that when the building is closed the regular rounds by security are conducted by the one security officer at the desk who then leaves the desk to do the rounds. And at other times, there have been two security officers at times when the buildings were closed. The Vice President called this an issue that requires further study and consideration on his part, which he will do.

Asked about the planned move, Vice President Pignatello said the move to the 57th Street annex is on schedule: the plan is to complete construction by the end of December and to begin the move

into that space sometime in January. Then the spaces vacated in North Hall and T Building will be moved into. It is a complicated project with a domino series of moves. In addition to new offices, additional classrooms are being created. Among those moving to 57th Street are the business office, sponsored programs, Law Enforcement News, personnel, the computer center, all the institutes and centers, dispute resolution program, the library archives, institutional research, and the Criminal Justice Research Center. The 57th Street space will include training rooms and conference rooms, which everyone can use, at least during the day: access issues will be somewhat different because that is not our building and is not under our control. The Department of Sociology will move into the space vacated by the business office. [The Vice President distributed a floorplan of the new space.]

Senator Norgren said the Faculty Senate has been waiting for more than a dozen years for an office. As the first president of the Senate, she recalls being asked to wait because of the exigency of other needs but we have proven our patience and asked, therefore, on behalf of the Senate, and in view of all this space opening up, whether he sees the possibility of the Faculty Senate getting the office it needs. Vice President Pignatello said his attitude is that everything is possible and added that Professor Kaplowitz has also conveyed this need to him. He said the decision is up to the Provost: he explained he does not make all the decisions as to who gets space or which space. He is responsible for making the space available, renovating the space, and expediting the move. Decisions as to who obtains space are made in consultation and because this would be faculty space, the Provost is the person to consult.

If the Provost signs off on giving office space to the Senate, Senator Norgren asked, will Vice President Pignatello then arrange the logistics. He said he would absolutely. Senator Norgren said we've seen space very recently allocated to a Domestic Violence Center, to a chaplain who has been given an office, and so obviously there is space. Vice President Pignatello said this should be presented to the Provost, especially now when the window of opportunity is open.

Senator Lou Guinta spoke about the role of technology at the College. He noted that the Academic Computing Center, which has long reported to the Provost, is now reporting to Vice President Pignatello. As co-chair with Professor Bonnie Nelson of the Senate's Educational Technology Committee, he asked in what ways the faculty can work with Vice President Pignatello's Office to ensure that faculty needs, responsibilities, and desires can be met now and, especially, in planning Phase II. Vice President Pignatello said he is very pleased to hear that offer and that he will take him up on it.

Vice President Pignatello said he has made a commitment to the College and to the President that technology would be a priority of his and one of the first issues he had to confront was that the director of administrative computing had just resigned. He said because the position is of critical importance, he wants to appoint someone who is not only qualified but will stay and literally and figuratively take us into the 21st century. He expects to decide by Monday which of the three excellent candidates he will offer the position to. The title of the position has been changed to "Executive Director of Information Technology" because this is not only about computers but about telecommunications, distance learning, and all kinds of media and technology in the classroom. Mary Koonmen will head a new office he has established, to be called

the Office of Technology Services: this will include Instructional Services, which now is reporting to her, and she will be the lead person in the area of distance learning. Our two distance learning classrooms are underutilized, he said, even though they are well-equipped, with fiber optic lines, and the ability to provide communication with many agencies and groups: we need to utilize the technology we have before considering anything else, he said.

Senator Guinta said the faculty want to communicate their concern that in terms of technology a gray area exists between curriculum decisions and administrative decisions and the faculty want to make the fact very clear that anything having to do with curriculum is a faculty responsibility. We want to ensure that Vice President Pignatello's Office is aware of this so that the faculty and he can work together. The Vice President agreed that cooperation and collaboration are essential and he explained that the reason for merging academic and administrative computing was to house all the computing aspects of the College under one roof. Now that we are on a network system there is a lot of overlap in terms of user support, equipment needs, networking, and so forth and it is best to have one director.

He added that academic computing and academic instructional needs will not be diminished and, in fact, he hopes to enhance them and that is why he has asked Mary Koonmen to also head instructional services. He said he has told the Provost that he welcomes his input and involvement and he also welcomes the input and involvement of the faculty. Saying that everyone talks about the academic side and the administrative side, he asked that we not talk about "sides" but instead work together to do what is best for the College, for the students, and for the faculty.

Vice President Pignatello said that he wants his Office to encourage the use of technology in the classroom, investigate what we can acquire for the College, and work with the faculty to determine how technology can be used to enhance classroom instruction. He is talking with Mary Koonmen about purchasing more mobile computers for classroom instruction and about developing an intranet, which is very inexpensive, for the College, whereby information can be put on line for the John Jay community, such as The Week of, a master calendar, policy information from the various College departments, and so forth. And in addition, work orders, purchase orders and the like can be transacted on line. A new College-wide email system will be established soon: everyone's address will be their first initial and last name.

Senator James Cauthen requested that faculty be forewarned before the new email system is put in place, because many are on lists which forward our email to the current server. Vice President Pignatello said forwarding will be done automatically.

Senator Effie Cochran said many faculty do not have a computer and asked if this is also a priority for him. He said it is and that until now we have not had a budget for computers: we are looking at the possibility of leasing computers as does LaGuardia Community College, which leases through Dell, as a way to minimize the upfront capital cost. Also being looked at is the possibility of networked laser printing, which is being priced out.

Senator Stuart Kirschner asked whether the Vice President can expedite or facilitate site licensing of certain types of programs, such as Power Point. Vice President Pignatello said one of the very first things he did was to meet with the University Dean of

Computing Technology, Michael Ribauda, to convey that a major priority is the upgrading of our computing ability and that he would need his help. The person in charge of licensing for CUNY is here at John Jay and so we have the first crack at the programs: the computing director who just resigned had brought this with him to John Jay but Vice President Pignatello worked to ensure that we would not lose that advantage upon the person's resignation and he was successful. He added that questions about site licenses should be addressed to Mary Koonmen.

Senator Licklider followed up by asking why faculty have to pay \$25 for software for which the College already has a site license. Vice President Pignatello said he did not know that this is the current policy and that he will look into this. Senator Guinta suggested that faculty be provided with a list of programs for which the College has site licenses.

Secretary Edward Davenport said that four years ago, when Phase II first became a real possibility, the Senate created an ad hoc committee to survey the faculty about their concerns about the existing buildings and their desires for the new Phase II building. The survey resulted in a 14-page report. Senator Davenport asked whether he had ever seen this report, and when Vice President Pignatello said no, Senator Davenport presented him with a copy. Vice President Pignatello said he looks forward to reading the report and thanked Secretary Davenport.

President Kaplowitz said she and Security Director Brian Murphy have been discussing the need for reintroduce training for our security officers about disability issues. The current officers do not understand that people may have a disability even if they look as if they do not. She said the officers, for example, turn off the power for the electric door to T Building to keep their work area warm and will not help a person signalling for help if the person is not using a wheelchair or otherwise recognized as having a disability. The Vice President said he would follow up on this.

Noting that adjunct faculty teach more than 50% of the course sections, Senator Holly Clarke asked whether adjuncts will be included in the new email system. Vice President Pignatello said he sees no reason why adjuncts would not receive an email address and an account. Senator Clarke suggested that, in addition, that the phonemail number of each adjunct be included in the telephone directory. Vice President Pignatello said he is under the impression that is already done. President Kaplowitz explained that if the department chair sends a list of adjuncts to Miriam Mucchi, then they are included. But not all chairs do this and may not know that this is the procedure. Or they may choose not to because the list of adjunct faculty changes from semester to semester and the directory is published annually. Vice President Pignatello said the directory will include everyone the department chair lists.

Vice President Pignatello added that it would be very helpful if academic departments kept their departmental computing labs open after classes and when classes are not in session so students can use them for general computing because we have only 100 computers, which is far from sufficient.

President Kaplowitz praised Vice President Pignatello for being unfailingly professional, responsive, and never defensive. Indeed, she said, he unfailingly thanks her for alerting him to conditions about which he was either unaware or unaware of the particular implications for faculty.

Vice President said he has an agenda that is an ambitious one but not unrealistic and that he does not like to make promises he can not keep. His agenda comprises projects we can achieve by working together. He said he does promise that conditions and attitudes will improve but he asked for patience because the changes will take some time. He said that there are many good people in the Department of Administrative Affairs: they are generally very responsive, very hard working and, like any good organization, leadership is critical and his challenge is to provide the leadership to motivate them to do the **job** we all want them to do and which he thinks they will.

President Kaplowitz invited the Vice President to meet with the Senate whenever there is an issue of importance and she invited him to return next semester to brief the Senate on the status of the moves and on the status of Phase 11. He said he would very much like to return and that he very much appreciated being invited and engaging in this discussion today. [The Vice President left amid applause.]

4. Update on the CUNY Proficiency Exam [Attachment B & C]

The members of the Board of Trustees have been provided with further background information in preparation for their scheduled November 23 vote on the resolution on the CUNY Proficiency Exam: a question and answer informational document, prepared for the Trustees by Vice Chancellor for Academic Affairs Louise Mirrer [Attachment B] and a scoring grid that was developed by the faculty Committee on the Proficiency Exam and which was used by the trained faculty readers who scored the first pilot test [Attachment C].

Senator Lou Guinta suggested that this scoring grid could be **very** useful to John Jay faculty in grading their students' writing assignments and the Senate concurred.

5. Report on the newly proposed instrument developed by the Committee on Student Evaluation of the Faculty [Attachment D]

The Committee on Student Evaluation of the Faculty has submitted its proposed evaluation instrument to the College Council for action at the November 24 College Council meeting [Attachment D].

By a motion made and seconded, the meeting was adjourned at 5:15 PM.

Respectfully submitted,

Edward Davenport

Recording Secretary

## Attachment A

### October 1, 1998, Quality of Life Committee meeting

Present: VP Robert Pignatello (chair), Director of Administration Robert Huffman, Dean Hank Smit, Prof. Glenn Corbett, Prof. Karen Kaplowitz

The following issues were raised by Professors Corbett & Kaplowitz:

1. Fire safety issue and possible security problem: the hallway on the third floor of North Hall, near Financial Aid, is used for storage and as a work station, blocking the hallway.
2. The stairwell corridor from Stairway C to the 59th Street emergency exit (between the English Department offices and Student Government offices) is filled with lockers, blocking egress in an emergency.
3. Many of the new fire doors do not close and remain ajar and, thus, would not block smoke if there were a fire, which is their function.
4. In the North Hall 3rd floor men's room, the stall for people with disabilities has been out of service since Spring 1998.
5. Newspapers and flyers are strewn across the NH lobby floor.
6. The newspapers and newsstands need to be moved: they restrict the already narrow space in the NH lobby between the elevator and the rest of the lobby, interfering with traffic in, out, and across lobby.
7. The food vendor, while welcome, should be moved to another place in the lobby: people lined up to purchase food block movement in lobby.
8. An ATM machine is needed. [We were informed an ATM machine is on the first floor of Roosevelt Hospital and is available to the public.]
9. New faucets need to be replaced in NH men's and women's rooms.
10. Signs are needed on every floor when an elevator is out of order.
11. NH wall ads are content inappropriate [We were informed that they are being permanently removed].
12. Soffets in NH lobby need to be removed.
13. The clocks in the NH hallways and classrooms all show different times.
14. Many NH classroom clocks do not work at all.
15. For future classrooms: clocks should be placed on the side wall where the students and the instructor can see them.
16. In the evening, the classrooms are filthy, strewn with empty bottles, candy wrappers, food, papers, etc.
17. The water fountain on the first floor of NH has been out of order since Spring 1998.
18. The new classrooms in the old library area of NH were built without noise insulation: it is very disruptive hearing classes next door.
19. Crowds in the street seriously impede movement into and out of NH.
20. NH needs painting.

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21. 24-year old carpeting in NH offices needs to be replaced.
22. T Building corkboards for instructional materials (attached to chalk boards) are covered with inappropriate, distracting advertising.
23. The Faculty Dining Room needs to be made more attractive and comfortable: it is utterly depressing.
24. The lighting in Room 511 T, a conference room, is extremely dim.
25. The cleaning of NH offices is rare and, when it occurs, inadequate.
26. B&G fails to lock top locks of offices when they are cleaned.
27. Men's rooms in NH and Men's and Women's Rooms in T Building need fold-down shelves for papers and books in each stall.
28. All men's and women's rooms need shelves for books, etc., at sinks.
29. All men's rooms need shelves for books, etc., at urinals.
30. Graffiti in NH classrooms and in NH men's rooms must be removed or painted over.
31. The one Copy Center in NH was closed during the first week of classes in September to replace the carpet with tile: the College's academic calendar must take precedence
32. Mouse droppings in NH.
33. A security officer is needed to accompany the exterminator to open offices so that entire areas, indeed the entire buildings, are treated.
34. Fans are needed for classrooms.
35. Toilet stall latches have been broken in the women's room near Room 205/209T for more than a year.
36. The air quality in North Hall is terrible: people report feeling ill after being in North Hall for a few hours.
37. Chalk boards and tables in classrooms need to be washed more frequently.
38. Buildings at night (classes go until after 10 pm) need more security, including security patrols.
39. House phones (that connect directly to Security), such as those installed on every floor of T Building, are needed on every floor of NH as well.
41. Art posters/reproductions in classrooms would make classrooms less unattractive.
42. Signs are needed in all the new North Hall classrooms and in T Building classrooms stating that food is not permitted.

[A copy of the first list developed by the faculty members of the Quality of Life Committee for its first meeting on November 27, 1996, was provided to Vice President for Administration Pignatello subsequent to this initial meeting of the Committee under his leadership.]



## Resolution Concerning Use of the University Proficiency Examination

### *Questions and Answers*

**1. How was the University Proficiency Examination developed?**

The examination was developed in consultation with Dr. Edward M. White (MA, PhD, Harvard University), designer of the proficiency tests in writing for the California State and University of Arizona systems. Faculty consultants included: Dr. David Rindskopf, a nationally acclaimed psychometrician who has served as consultant for the Joint Committee on Standards for Educational Evaluation, among other organizations; Dr. Bonne August, Professor of English at Kingsborough Community College; Dr. Cecelia McCall, Professor of English at Baruch College, and Marc Ward, ESL coordinator at Lehman College. -

**2. How has the piloting of the Examination been conducted?**

The first pilot study, conducted in Spring 1998, was a proof of concept pilot, conducted to test the design and feasibility of the test itself and to study the reliability of the scoring. In addition to statistical analyses, surveys were conducted of participating instructors, participating students, and exam readers. In the second pilot study, scheduled for Spring 1999, the exam will be administered to a stratified sample representative of the CUNY-wide population of students in the target group. The principal objective of this study will be to establish a range of performance for students in the target group.

**3. Who will score the Examination when it is implemented?**

The exam will be scored by readers trained according to a model developed and used by the ETS for Advanced Placement, MCAT, GRE, and other examinations. The scoring model has a built-in check of reliability, which includes the use of a machine-read scantron, which allows for comparisons among test-taking cohorts.

**4. How many times can a student take and not pass the Examination?**

In accordance with Board precedents, qualified students (i.e., those in the 45-60 credit band) will be given two opportunities to take and not pass the exam. Practice exams will be available on the CUNY web site and will be distributed to the colleges to aid in student preparation. The exam's analytical scoring scale makes it possible to provide students with a profile of their performance, enabling those who fail to strengthen the weaker aspects of their performance.

**5. How will the Examination be appropriate for/affect transfer students?**

Transfer students seeking to enroll in a senior college before achieving 60 credits will be governed by current Board policy on transfer. Transfer students seeking to enroll in the upper division of a senior college will be subject to the proficiency exam. Colleges should be permitted to admit non-CUNY transfer students provisionally, especially in the case of transfers from institutions outside the United States, as they do now, under the condition that the test be taken once fifteen credits have been accumulated.

6. **How will the Examination be appropriate for/affect associate degree students?**

The exam will replace the CUNY Writing Assessment Test **as** a graduation requirement.

7. **Will the CUNY Writing Assessment Test (CWAT) be used for certifying proficiency in writing once the new Proficiency Examination is implemented?**

No. When the proficiency exam is implemented the CWAT will cease to be **used** for purposes of assessing student proficiency. As per the Board resolution of September 29, 1997, "all freshmen and transfer students entering degree or certificate programs ... shall be required to take **the** Freshman Skills Assessment Tests ... **prior** to registering for their first semester **at CUNY**, for purposes of placement. "

8. **Which other states currently require—or will soon require—a common proficiency examination?**

The following states/systems require a common proficiency examination: California State University, Florida, Georgia, Massachusetts, South **Dakota**, and Texas.

*CUNY Proficiency Examination--First Pilot Study  
Scoring Guide (Draft 7)*

1. Understand what they have read by summarizing appropriate sections of the readings.	2. Develop an essay that presents a coherent, organized analysis, point of view, or argument of some substance that does more than merely summarize the reading or recount personal experience.	3. Incorporate, as support for own ideas, quotations and references from background reading using formal or informal references to identify the sources.	4. Write in clear prose with an appropriate level of correctness (grammar, spelling, punctuation).
Superior understanding of readings expressed through accurate summary or full explanation. 4 (Superior)	Able to address the writing assignment fully and perhaps critically, with clear interrelationship of parts. 4 (Superior)	Able to integrate references to background reading smoothly into own essay and identify references consistently. 4 (Superior)	Able to achieve enhanced clarity through elaboration, detail, vocabulary use, or sentence complexity and variety. 4 (Superior)
Adequate understanding of readings expressed through summary or explanation. 3 (Adequate)	Able to address all parts of the writing assignment with adequate focus and coherence throughout. 3 (Adequate)	Able to select material from background reading and make it relevant and appropriate; identify cited material consistently although perhaps awkwardly at times. 3 (Adequate)	Able to write clearly throughout the essay; sentences may contain occasional errors, but the errors rarely impede comprehension. 3 (Adequate)
Indicates some understanding of readings through summary or explanation, but understanding is flawed or explanation is incomplete. 2 (Limited)	Able to address some but not all parts of the assignment or addresses all parts but superficially; focus or coherence breaks down at several points. 2 (Limited)	Limited ability to use background reading; may identify background reading inconsistently or incorrectly, or simply summarize reading to show it has been read. 2 (Limited)	Able to be clear and intelligible at some times, but several sentences or whole sections are not clear or comprehension may be impeded by errors. 2 (Limited)
Demonstrates little or no understanding of text or complete misunderstanding of text. 1 (Seriously Flawed)	Little or no ability to address the assignment; unable to link thoughts between paragraphs. 1 (Seriously Flawed)	Little or no ability to refer to background reading or to make distinctions between background reading and own ideas. 1 (Seriously Flawed)	Unable to sustain intelligibility over more than a few sentences; little or no ability to write sentences without basic errors that severely impede comprehension. 1 (Seriously Flawed)

# Student Evaluation of Faculty

Instructor's Name. Course no. & section.

Spring 1999

Department. Course code. No. Registered.

**INSTRUCTIONS:** Choose the number that most accurately represents your view about the statement. If you are unsure of your evaluation or if the question is not applicable, then leave that question's response blank.

1. Class lessons are well organized.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
2. Course material is presented clearly.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
3. Graded materials are returned soon enough to be helpful.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
4. Grades are determined fairly.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
5. Student questions or comments are handled effectively.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
6. Instructional class time is well used.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
7. Efforts are made to clarify difficult points of the lesson.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
8. The instructor is enthusiastic about teaching.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
9. The instructor treats students respectfully.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
10. The instructor deals fairly with different points of view.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
11. The instructor attempts to motivate student interest in the course material.  
(STRONGLY DISAGREE) 1      2      3      3      5 (STRONGLY AGREE)
12. The instructor demonstrates a thorough knowledge of the subject matter.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
13. The instructor maintains proper order in the classroom.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
14. The instructor encourages students to reason for themselves.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)
15. Overall, the instructor is an effective teacher.  
(STRONGLY DISAGREE) 1      2      3      4      5 (STRONGLY AGREE)

16. Please use the back for any comments that you wish to add.

These comments and the previous responses will be reviewed by the department chair, President, Provost, and other members of the personnel committees, as well as the instructor.

## Demographics (Response to these questions is optional, but needed for validation of this form.)

- A. Is this course required for your major?  Yes  No  Not sure
- B. Which is closest to your expected grade in this course?  A  B  C  D  F  P  R  IN
- C. How many credits are you taking this semester?  1-6  7-11  12-14  15-17  18 or more
- D. What is your class standing?  Fresh.  Soph.  Jun.  Sen.  Grad.