

## **Faculty Senate Minutes #273**

### **John Jay College of Criminal Justice**

**Wednesday, February 23, 2005**

**3:15 PM**

**Room 630 T**

**Present (27):** Teresa Booker, Marvie Brooks, Orlanda Brugnola, James Cauthen, Effie Cochran, Edward Davenport, Robert DeLucia, Virginia Diaz, Kirk Dombrowski, Janice Dunham, Joshua Freilich, Elisabeth Gitter, Heath Grant, Jennifer Jackiw, Karen Kaplowitz, Tom Litwack, Vincent Maiorino, James Malone, John Matteson, Edward Paulino, Jodie Roure, Marilyn Rubin, Francis Sheehan, Liliana Soto-Fernandez, Thalia Vrachopoulos, Robin Whitney, Susan Will

**Absent (10):** Andrea Balis, Konstantinos Georgatos, P. J. Gibson, Carol Groneman, Jennifer Groscup, Kwando Kinshasa, Evan Mandery, Rick Richardson, Alisse Waterston, Kathryn Wylie-Marques

**Guest:** Professor Jose Luis Morin

### **Agenda**

1. Announcements
2. Approval of Minutes #272 of the February 10, 2005, meeting
3. Discussion of the agenda of the February 23 meeting of the College Council
4. Discussion of the Draft Strategic Plan
5. Update on the Phase II Project and Process
6. New business

#### **1. Announcements [Attachment A]**

As the Senate knows, President Travis was dismayed by the long student lines during the first weeks of the fall semester, his first at the College, and the faculty also were surprised by the lines which were longer than before. President Travis appointed a task force to identify the ways to reduce and, if possible, eliminate such lines and named Vice Presidents Robert Pignatello and Roger Witherspoon to co-chair it. The report of the task force was released last week [Attachment A].

President Kaplowitz explained that the last sentence of Vice President Pignatello's cover

letter in which he states that “. . . the point raised about late registration led directly to a change in this policy,” refers to a decision by President Travis to end the practice whereby entering freshmen were permitted to register for all their courses during the late registration period. This was a practice that faculty have long objected to as pedagogically unwise but the response by the College administration had been that were we not to permit entering freshmen to register *de novo* during late registration we would be “student unfriendly.” She explained that other students, other than entering freshmen, will continue, however, to be permitted to register for all their courses during the late registration period, which many faculty think should be limited to course drops and adds.

But, she said, this is an important change and was made despite the realization by President Travis that it would lead to a decline in the enrollment of entering freshmen. She added that the word “policy” in Vice President Pignatello’s letter is potentially misleading, in that no policy had been voted on by the College Council to permit *de novo* late registration nor to prohibit it for entering freshmen.

**2. Approval of Minutes #272 of the February 10,2005, meeting**

By a motion duly made and adopted, Minutes #272 of the February 10 meeting were approved.

**3. Discussion of the agenda of the February 23 meeting of the College Council**

The College Council agenda comprises only the casting of ballots by the College Council members for unfilled seats on College Council committees, approval of minutes, and announcements.

**4. Discussion of the Draft Strategic Plan**

It had been hoped that the Senate would have the Draft Strategic Plan in time for today’s meeting, but President Travis has made many written comments about the document and so the draft will be released at the beginning of next week. A Town Meeting as well as an additional College Council meeting will be devoted to community-wide discussions about the Draft Plan.

Senator Tom Litwack reported that there has been one major change since the last time the Senate discussed the Draft Plan. The plan previously included “suggested actions” but President Travis opposed having actions identified as only “suggested.” Senator Litwack said he, too, thinks the “suggested actions” should be renamed so that they are *commitments* by the College and, in fact, an agreement to make this change was made by the subcommittee working on the Draft.

Senator Marilyn Rubin reported that the Outcomes Assessment Plan is at a more rudimentary stage than the Strategic Plan or the Facilities Plan and that is because outcome measures can not be developed until a Strategic Plan is in place. The Outcomes Assessment Plan will comprise measures

for the actions contained in the Strategic Plan.

President Kaplowitz raised the issue that some members of the College community feel that the Strategic Plan is being treated as a secret document and that earlier drafts should have been circulated to everyone at the College. Senator Litwack described the fluid nature of the process and the many iterations of the Plan which made full circulation of every iteration difficult. Senator Jodie Roure asked whether students had been consulted about the document. Vice President Kirk Dombrowski said that students are supposed to be on the Comprehensive Planning Committee but no students have attended any meeting. Senator James Malone and others said that Vice President Witherspoon's Office is soliciting comments about the Draft Plan from students.

Professor Jose Luis Morin said that thus far there has been no input from students nor from HEOs. He said that even the best parts of the Draft Plan become problematic because portions of the community have been excluded from the discussion.

Senator Rubin said that, like Professor Morin, she thinks the Draft Plan should be described as provisional, pending further community commentary. Senator James Malone said that whatever Plan the College transmits to Middle States, the College can subsequently change if it wants or needs to.

President Kaplowitz said that although Middle States asked for this document **18** months ago, work only started last summer and it is amazing how much has been done in the short time since President Travis started his tenure. She said Senators Rubin and Litwack deserve much of the credit for the work that has been done. And many members of the Faculty Senate have worked on various iterations of the Draft Plan, including Robert DeLucia, Kirk Dombrowski and Francis Sheehan.

But, President Kaplowitz added, in addition to asserting that the Plan is "a living document," as President Travis states in the introductory narrative he has written for the Plan, she suggested that a provision needs to be written into the Plan mandating that any changes made after the Plan is transmitted to Middle States must be approved by the College Council.

Vice President Dombrowski said that when he first came to the College he was struck by the lack of transparency with regard to the College's decisions and actions and he is concerned that we ensure our continued movement toward increased transparency. Senator Litwack said that, as Karen has stated, President Travis, in his introductory narrative to the planning document has already stated that the Plan is a "living document," and he asked whether that is not sufficient.

President Kaplowitz said that phrase "living document" does not have meaning unless we can ensure that it is translatable into actions by means of our governance structure. Senator Betsy Gitter agreed that our concerns about transparency and about translating the concept of a "living document" into specific procedures should be in the document itself and not just in an introductory narrative and, therefore, she said, if such procedures are not in the document she will not vote to approve the document when it comes before the College Council next month.

Senator Litwack said he has been persuaded and made a motion that the planning document contain a clear description of the process by which the document may be changed. Vice President Dombrowski seconded the motion. Professor Morin spoke in support and suggested that the proposed process be described as "inclusive" and "transparent."

The following motion was made and seconded:

“The Faculty Senate recommends and requests that the Comprehensive Strategic 3-Part Plan include a provision whereby following the approval of the Plan by the College Council and transmission of the Plan to the Middle States Commission, any substantive changes to any aspects of the Plan involve a process that is transparent and inclusive and that culminates in action by the College Council.”

The motion was approved by a vote of 24 yes, 2 no, 2 abstentions.

#### **5. Update on the Phase II Project and Process**

President Kaplowitz said she is reporting on behalf of herself and Professor Ned Benton, who is unable to be at today’s meeting. The two, who are the faculty members of the Phase II Steering Committee, have not been invited to meetings of the Phase II Steering Committee for several months. Vice President Kirk Dombrowski made a motion that the Senate call upon the College administration to act upon the Chancellor’s letter directing that the faculty members be included in all Phase II Steering Committee meetings and receive minutes of all meetings.

Senator Betsy Gitter suggested that if we do not receive a satisfactory response to this motion, we should invite Vice President Pignatello to the Senate.

The Senate approved the following motion by unanimous vote:

“The Faculty Senate calls upon the College Administration to provide the faculty representatives on the Phase II Steering Committee with Phase II project files and to honor the commitment of Chancellor Goldstein that they be treated in the same way as the other members of the Steering Committee. If the situation is not remedied in a matter satisfactory to the faculty representatives, the Senate invites Vice President Pignatello to meet with the Senate to discuss this matter.”

#### **6. New business**

Problems with the John Jay Bookstore were recounted. Concern was also expressed about the statement in the Report by the Task Force on Registration [Attachment A] suggesting a direct causal relationship between the date when faculty submit book orders and the long lines at B&N. It was agreed that these issues would be further pursued.

Senator Betsy Gitter registered her annual objection to the faculty being blamed by the Bookstore and then by the College administration for allegedly not getting their book orders in on time, a recurrent accusation which has always proved to be false. Senator Jodie Roure reported that she had ordered her books on time and had been trying throughout January to make certain they are on the shelves, but some of the books are still not at the Bookstore at this late date. Many others reported problems. Senator Liliana Soto-Fernandez said that her department, Foreign Languages,

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has been talking directly to the publishers so that the publishers make sure the John Jay B&N Bookstore has the books.

Senator Gitter said there is no connection between lines at the Bookstore and the date that faculty order their books, noting that her research for the Senate a few years ago revealed that, for example, Hunter requires book orders from faculty only a week before classes begin.

By a motion made and adopted, the meeting was adjourned at 5:10 pm.

Submitted by,

Edward Davenport  
Recording Secretary

&

James Cauthen  
Associate Recording Secretary

&

Jodie Roue  
Associate Recording Secretary

ATTACHMENT A



**John Jay College of Criminal Justice**

The City University of New York  
Office of Finance & Administration  
899 Tenth Avenue, New York, NY 10019


*Robert M. Pignatello, Vice President*

*Telephone: (212)237-8500*

*Facsimile: (212)237-8616*

*E-mail: rpignatello@jjay.cuny.edu*

TO: Professor Karen Kaplowitz, President of the Faculty Senate

FROM: Vice President Robert M. Pignatello 

RE: Registration Lines Task Force

DATE: 2.14.05

On behalf of my co-chairman Roger Witherspoon and myself, I am pleased to transmit to you a copy of the report of the Registration Lines **Task** Force. Many of the recommendations herein were instituted for the Spring semester. The work of this Task Force by many accounts contributed to a much smoother registration process. With the opening of the new bookstore in time for book rush, consolidating the services in the gym, new phone banks and telephone system modifications, addition of temporary staff, and the online information center we overcame some of the problems that were experienced by students last semester.

I would like to thank you and the other members of the faculty who participated in this review. Your input made a valuable contribution. For example, the point raised about late registration led directly to a change in this policy.

Let us know if you have any questions.

CC: Vice President Roger Witherspoon

Division of Student Development



# John Jay College of Criminal Justice

The City University of New York  
445 West 59<sup>th</sup> Street  
New York, NY 10019

Office of the:  
Vice President and  
Dean of Students  
237-8100

Admissions Office  
Graduate  
237-8863  
Undergraduate  
237-8865

Career Development:  
Career Advisement  
237-8755  
COPE, 237-8017, 8018  
Faculty & staff  
Academic Advisement,  
Graduate School Advisement,  
Study Abroad  
237-8871  
Internships & Cooperative  
Education  
237-8438  
Law School Advising  
237-8116, 8755

Children's Center  
237-8310

College Health Office  
237-8052

Department of Counseling  
237-8111 and  
Communication Skills  
237-8105

Resuman Services:  
Programs & Scholarships  
237-8120  
Basic Skills Program  
237-8138  
Learning Enhancement Ctr.  
237-8019

Office of the Registrar  
237-8878

Services for Students  
with Disabilities  
237-8185

Student Activities  
and Campus Life  
237-8698

Student Financial Services  
237-8151

Women's Center  
237-8110

## MEMORANDUM

TO: President Jeremy Travis

FROM: Vice President Roger Witherspoon  
Vice President Robert Pignatello

RE: Registration Task Force

DATE: October 20, 2004

Our task force met on four occasions. There was a separate meeting with faculty leaders to obtain additional input, a meeting with Barnes & Noble representatives, and consideration was given to student emails. We have agreed on the following to reduce long lines during registration :

### Personnel

One way to deal with congestion is to increase the number of personnel providing service. All of the service offices are convinced that there would be fewer lines and less congestion if students could get answers to simple questions over the telephone. DoIT will set up the telephone system and personnel will be recruited from around the College and trained to answer queries.

Additional staff at registration will supplement that of the services offices to move the lines along and reduce congestion. All counselors will be scheduled to work all of the days of undergraduate registration.

To prevent inconvenience for students who need over tallies or substitutions, department chairs need to be present to advise students and authorize appropriate substitutions and over tallies. We recommend a memo to chairs be sent out by the Provost.

- We have determined we need to recruit additional staff / volunteers to cover 1368 hours during the rush. The Office of Student Development will work with the Department of Human Resources

to recruit and train these temporary staff members to work the following schedule :

January 3, 4, & 5	12 work station telephones
January 18-21	12 work station telephones 6 people for Arena Reg. 4 people for Health Office
February 1 & 2 (late registration)	12 work station telephones 4 people for Health Office

- Chairs and Counselors must be present for all registration dates.

### Space

A larger space is needed to consolidate all registration and payment activities. It is recommended the gymnasium and auxiliary gymnasium be used for registration activities as listed below. Depending upon availability and volume of people waiting for service, the theater could be used for student comfort on late registration days. Perhaps a movie could be shown.

January 3	Aux. Gym needed for early registration last payment date
January 18-21	Arena registration must take place in main gym
January 1-2	Late registration must take place in main gym
January 26	“Last Payment Day” must take place in main gym

- At the least, freshman Identification Cards will be processed in the Westport Cafeteria. Photographs of freshman will be taken over the summer while here for Basic Skills Program and distributed later.
- Cyber Café outside of the Health Office must be closed to allow for Health Office queing and to allow students to use computers to complete health forms online.

### Technology

Just as we expect the telephone bank to cut down on student lines, we want to drive even more student inquiries to the web to make access to information easier and reduce congestion at the College and on the telephones



An online, comprehensive student information site will be available to all current, new and prospective students on the web from any computer, on and off campus, to provide answers to frequently asked questions from each department. This same site will also include links to all other student web facilities, such as online registration, Blackboard and the CUNY Portal. By the fall semester, students will have the ability to access specific information about their records, including test scores, financial aid awards, payment status and immunization status.

Additionally:

- Two payment registers will be set up in the gym (analog lines will need to be installed).
- There will be additional computer terminals in the gym.
- Additional ID machines will be purchased by Security. ID's to be processed in the gym.

### **Telephones**

This topic was discussed under personnel. In addition to a call center for all departments, where students can speak to a person, a separate number will be set up to navigate through another menu to obtain general information about each department. This facility can handle up to 16 simultaneous calls coming into one number. As students choose an option on the menu, other students can be accommodated.

- Phone banks to be set up with trained personnel.

### **Bookstore**

- A new Westport Bookstore space will be double in size and cashier stations will increase by four. We move from the smallest CUNY Bookstore to the largest with the most registers. The new bookstore should be ready for use the end of November / beginning of December).
- **Provost and Chairs need to emphasize timely placement of book orders.**

- A pilot program with Barnes & Noble will be undertaken to offer and encourage graduate students to order books on line with the option of home delivery (paid by student), or pick **up** at store (memo attached from Barnes & Noble),
- Hours of operation will be extended as noted in their memo.
- If for any reason the store cannot contain the number of customers, students will be given a numbered ticket and can wait in the Westport Dining Hall.

#### **Other Measures**

- We will continue to monitor and triage lines.
- We will also explore the possibility of rolling payment dates for fall 2005. Under this plan, there would be different payment due dates for different types of students.
- Examine the policy of permitting “de novo” registration during the add / drop period.
- Graduate students will register on a separate day.
- Graduate student admission cut-off by July 30,2005.
- Open student computer labs during registration with advisors /counselors present and encourage more use of on line services.
- Our goal is to have no one wait on line for more than an hour, We will assess this plan in the spring and determine if this meets our requirements.
- Use of numbered tickets to que service for bookstore.