Message from the Dean

CSIS BUILDS THE IT WORKFORCE FOR THE NEW MILLENNIUM

by Dr. Susan M. Merritt

An Op-Ed piece in the New York Times this spring titled How Dot Coms Joined the Old Economy (March 10, 2001) confirmed what CSIS has known from the beginning: The Internet isn’t a business sector; it’s a technology. But what that technology, the Internet, brought to the economy – the ability to move information worldwide instantly, at low cost and on demand – is revolutionary.

That is why we launched our Doctor of Professional Studies in Computing – an information technology degree for which the Internet is the medium and, in large part, the message.” Students and faculty work in teams over the Internet, and extend knowledge about the Internet. Now in its third year, the D.P.S. in computing is about to accept the third class as the first class completes their last year of research to complete the program.

That is also why we are pleased to announce that we are about to launch a new Advanced Certificate in Internet Technology and also a Master of Science degree in Internet Technology for e-Commerce. Since its conception, we were convinced of the fact mentioned above: The Internet isn’t a business sector, but a technology. The new degree offers Internet technology knowledge and skill that are revolutionary for every business sector.

And there still are not enough people with that knowledge and skill. While the number of Information Technology jobs unfilled in this country continues to hover at some 200,000, work is still sent abroad because women and minority persons are underrepresented in the American IT workforce.

And that is why CSIS strives to develop a diverse student body. We are proud that 38% of our undergraduate and masters students are women. This is well beyond the national average. In fact we were one of 17 institutions nationwide visited this year by a task force of the national Computing Research Association to speak with our women students about “what works” in CSIS that makes them pursue computing.

We are proud also that at least 40% of our undergraduate and masters students are from underrepresented groups. During this last year we were the recipients of two Gates Millennium Scholarships, one to an Afro-American student and one to a Latino student; three National Hispanic Business Group Scholarships; and one Hispanic Scholarship that received regional funding from Texaco.

And we are very proud that in our doctoral program, as we approach the third year, our distribution remains 25% women, 20% African-American, 5% Latino, and 25% Asian-American. This far exceeds the diversity in doctoral programs in computing throughout the United States.

As one of the five top granters of IT degrees in New York (see Crain’s New York Business, July 1999), we are very proud of our focus on information technology, including the Internet, that continues to fuel the economy and to do so in a way that welcomes and engages a diverse group of outstanding women and men who will be the revolutionary leaders of that new economy.

CSIS TO HONOR GOLDMAN SACHS EXECUTIVE

by Louise P. Kleinbaum, Assistant Dean and Director, Academic Systems

The School of Computer Science and Information Systems has selected Leslie C. Tortora, Managing Director and CIO at Goldman Sachs & Co., to be the honoree at this year’s Annual Leadership and Service in Technology Award Reception. The reception will be held on Monday, June 11, 2001, in New York City.

In her role as CIO, Leslie Tortora heads up the firm’s Information Technology Division and is responsible for its overall technology strategy and technological operations.

Leslie joined Goldman Sachs in 1984 and was put in charge of its global technology 10 years later. She became a partner in the firm in 1992, was named managing director in 1996, and promoted to chief information officer in 1999. In addition, she serves on the firm’s Management, Budget, Strategy, and Technology Committees.

Leslie is a graduate of Trinity College. Prior to joining Goldman Sachs, she was director of technical services for General Electric. The Leadership and Service in Technology Award is presented annually to an individual or company that best exemplifies leadership in the field of technology, innovation in the development and application of technology to serve people, and commitment to community service and education. This year marks the sixth time that the award will be presented.

This year’s reception will take place at Prudential Securities, Inc., 1 New York Plaza, in lower Manhattan and will, once again, be a gathering of prominent leaders in the field of information technology as well as members of the Pace Community, including students, alumni/ae and friends. The location was.

-Continued on page 2
SPRING UPDATE: HUDSON VALLEY CENTER FOR EMERGING TECHNOLOGIES

by Dr. David Sachs, Assistant Dean

The Hudson Valley Center for Emerging Technologies (HV CET) is a unique collaboration of Colleges and Universities (Pace University, Marist College, and SUNY New Paltz), regional businesses, and regional associations (Empire State Development, InfoRiver Valley, Pattern for Progress, and the Westchester County Association). Initial funding of $250,000 awarded in June 2000 by New York State has enabled this collaboration to begin a variety of activities during the past eight months. The HV CET has three primary goals:

- Promoting economic development in the region
- Providing a research base in emerging technologies for e-business
- Creating an environment in the region that is supportive of existing businesses as they venture into e-business and that is attractive to new businesses in the region.

During the past ten months, a number of initiatives have begun. The HV CET has its own Web site located at http://www.hvct.org and additional work on the Web site is underway. In addition, an advisory board for HV CET has been formed, and two meetings have been held to date.

The HV CET also has an executive board, comprised of one dean from each of the three member educational institutions – Dr. Susan Merritt of Pace, Dr. Griffin Walling of Marist, and Dr. Stacie Nunes of SUNY-New Paltz – who are assisted by Cindy Rubino, Director of Governmental Relations at Pace, and Dr. David Sachs. The executive board is responsible for much of the overall planning.

Additionally, there have been two combined faculty meetings. In September and December, faculty from all three institutions came together to share research interests. Approximately 30 faculty members met in Fishkill in September to share lunch and research ideas. Faculty members were divided into groups according to their research interests – and the conversation continued well after the scheduled end of the meeting. In December, faculty from SUNY New Paltz joined Pace University faculty in New York City for Pace University’s Research Day (see related article).

A seminar series has also begun. Two evening seminars were held, one in November and one in February, in collaboration with an association known as InfoRiver Valley. Approximately 30 people attended each seminar. And, there were two early morning seminars, held in collaboration with the Lubin School of Business.

In addition, faculty research initiatives at all three educational institutions have begun. CSIS faculty members involved in these research initiatives include Paul Benjamin and Chuck Tappert from computer science and Connie Knapp, Bel Raggad, Namchul Shin from information systems. Paul Benjamin is developing a laboratory for intelligent agents; Chuck Tappert is focused on pervasive computing and human computer interaction; Bel Raggad is focused on data mining as well as on founding a new e-business journal; and Namchul Shin is working closely with Connie Knapp on competition in a “Bricks and Clicks” world.

The Hudson Valley Center for Emerging Technologies is an interesting collaboration that appears to be providing CSIS and the University with new opportunities to work closely with Hudson Valley businesses and associations. Much has been accomplished during the past ten months, and much has been learned about the challenges that lie ahead. All involved in the HV CET are excited about this new initiative.

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**CSIS TO HONOR GOLDMAN SACHS EXECUTIVE**

(Continued from page 1)

secured by William “Bill” Friel, also an Advisory Board Member and last year’s honoree.

The proceeds of the Leadership and Service in Technology event will go to the CSIS Endowed Scholarship Fund. As its goal, the Sponsorship Committee, co-chaired by CSIS Advisory Board Members, Howard Medow of Modis, Inc. and Raul Perez of UNITTECH, hopes to exceed $125,000, the amount raised last year.

All members of the Pace community are invited to attend. For additional information about the event, please contact Louise Kleinbaum, assistant dean and director, academic systems, at either (914) 422-4191 or lkleinbaum@pace.edu.
UNIVERSITY UNDERGOES INSTITUTIONAL CAPABILITY REVIEW

by Nancy Lynch Hale, Chair, Technology Systems

In early February, Pace University became the ninth institution in New York State to be evaluated by the State Education Department to determine its readiness to provide distance education courses. The New York State Institutional Capability Review for Distance Education process includes the preparation of a self-study document and a two-day site visit by a four-person review team. A positive review allows the University to offer any of its existing programs at a distance.

The criteria for determining an institution's capability are based on the following principles:

- **Institutional Commitment**
  Distance learning must be backed by an organizational commitment to quality and effectiveness in all aspects of the learning environment.

- **Learning Design**
  The institution's distance learning programs are designed to fit the specific context for learning.

- **Learner Support**
  Distance learning activities are effectively supported for learners through fully accessible modes of delivery and resources.

- **Outcomes and Assessment**
  Distance education programs organize learning activities around demonstrable outcomes (often expressed in learning objectives), assist the learner to achieve these outcomes, and assess learner progress by reference to these outcomes.

- **Program Evaluation**
  The institution evaluates the effectiveness of its distance learning programs and uses the findings to improve the programs and services.

- **Scalability**
  The institution establishes a plan to provide the infrastructure to support the development of distance programs while maintaining support for existing programs and courses.

The four-person review team was headed by Kate Guilliver, Project Director, Distance Higher Education Initiative, NYS Education Department, and team members Rakesh Gupta, Associate Dean of Business, Adelphi University; Susan M. Bray, Assistant Dean for Strategy and Development, Office of Professional and Distance Education, Rensselaer Polytechnic Institute; and Christine E. Halie, Associate Vice-Chancellor for Technology Services, State University of New York.

The Provost’s Council on Distance Education, chaired by Susan Merritt, Dean of the School of Computer Science and Information Systems, was responsible for the preparation of the self-study document and the organization of the presentations. During the two-day period, the team had the opportunity to meet with Pace President David Caputo and Dr. Marilyn Jaffe-Ruiz, Provost and Executive Vice President for Academic Affairs. The review team had the opportunity to listen to presentations and join in discussion with 54 Pace University faculty, administrators, staff and students representing the college and all of the schools.

The School of Computer Science and Information Systems was represented by Susan Merritt, David Sachs, Nancy Hale, Allen Stix, Chuck Tappert, Susan Feather, Kitty Daniels, Bernice Houle, Dennis Anderson and Nancy Treuer. In addition, the team had the opportunity to meet with two CSIS students who have taken distance education courses including Steve Parshley, a CSIS doctoral student, and Scott Dentsen, a NACTEL student.

The review team left with a positive impression of the University's distance learning capability. We expect to have their final report by May 2001. If you are interested in learning more about the visit, you can review copies of the self-study and the presentations http://csis.pace.edu/dsachs/nysreview.html.

HVCET PARTNERS PARTICIPATE IN CSIS RESEARCH DAY

by Louise P. Kleinbaum, Assistant Dean and Director, Academic Systems

In an effort to identify areas of mutual research interest, CSIS invited representatives from the two other academic institutions comprising the Hudson Valley Center for Emerging Technologies (HVCET) – SUNY New Paltz and Marist College – to join us for CSIS Research Day last December. HVCET, funded by New York State, is a collaboration among Pace, SUNY New Paltz and Marist to promote economic development in the lower Hudson Valley by, among other initiatives, facilitating joint research and development projects among academic researchers with industry.

Research Day is traditionally held once each semester for the purpose of providing a forum for faculty to share their research activities with others. Sometimes faculty present findings that have already been presented at professional conferences or published in scholarly journals; other times they like to bounce new ideas off their colleagues or solicit feedback on works-in-progress. In the past, Research Day has been a School-based event. This is the first time others have been invited to participate.

Representing Pace were Sotirios Skevoulis, Computer Science, who presented "A Light-Weight Framework for Teaching and Using Formal Methods" and Namchul Shin, Information Systems, who spoke on "How e-Business Can Achieve a

HVCET Partners join us for CSIS Research Day (l-r): Sotirios Skevoulis (CSIS), Susan Merritt (CSIS dean), Karsten Verbeurgt (SUNY New Paltz), Stacy Nunes (SUNY New Paltz) and Namchul Shin (CSIS). Competitive Advantage.” Karsten Verbeurgt from SUNY New Paltz talked about "Discretization Techniques for Data Mining." an area of interest to a number of Pace faculty. Also in attendance was Stacy Nunes, Associate Dean of Arts and Sciences, SUNY New Paltz. A representative from Marist College, originally scheduled to participate, was unable to attend.

Several students in the CSIS doctoral program, including Fred Dreyfus, Claudette Morris, Pauline Mosley and Rick Bassett, also attended. They were interested in expanding their general knowledge and seeking possible research ideas and opportunities. Calls for papers for upcoming e-business and data mining conferences were made as well as for the newly launched Journal of e-Business and Information Technology.

CSIS hopes that this was just the beginning of an enduring and productive research collaboration with its HVCET partners.
Pace University Hudson Valley Center Under Development

by Babette Kronstadt, Program Director, Pace Computer Learning Center

As President Caputo recently announced, Pace will be the lead educational institution in the new Hudson Valley University Center to be located at Stewart International Airport. According to Betsy Shieh, Executive Director of the Hudson Valley World Trade Center (HWWTC) which is to be the centerpiece of the new facility, “Businesses need an educated staff, so development of the University Center is one of the key elements of the New York International Plaza.” Models for the Center included similar facilities at the Fort Worth Alliance Airport and the University Heights Association in Albany.

When completed, the 260-acre Plaza will contain 2.5 million square feet of building space including an international conference center; office space; research and development facilities; hotels; and fitness, medical, and daycare facilities in addition to the University Center and the HWWTC. The attractiveness of the Plaza as a location for new businesses is enhanced by the adjacent airport, an existing nearby manufacturing industrial center, and a 1200-acre parcel of land adjacent to the Plaza which may be developed as a distribution and manufacturing center in the future.

The temporary offices of the HWWTC and the office building in which Pace leases space are the first facilities that have been developed. It is anticipated that work on a new access road from I-84 to the airport, a medical facility associated with the Westchester Medical Center, and space for a corporate fitness center and a second office building will begin this spring. Opening of the HWWTC building, the conference center, limited service hotels and the University Center is planned for 2004/2005 to coincide with completion of the access road. In total, approximately 250,000 to 300,000 square feet of construction is anticipated every year for the next ten years.

Pace is currently located in a newly renovated three-story building. Its office space includes administrative offices, two computer classrooms, two general purpose classrooms, a classroom for the English Language Institute, a faculty room, a small computer area for student practice and a student lounge. Pace also has access to a conference/videoconferencing room on the top floor of the building. Joan Giewat, the Director of the Center, began work on March 1, and it is anticipated that furnishings, computers, and all necessary infrastructure will be in place by May 1. The Center will be part of the Pace computer network.

Commenting on the building in which Pace is located, Betsy Shieh said that is a "microcosm of the entire site." It contains educational, international, high tech, and professional services organizations. Tenants include the Empire State Development Corporation, New York State Department of Tax and Finance, an architectural/engineering firm, a software developer, a Costa Rican e-Commerce company, a Chinese energy company, and InfoRiver Valley (an organization dedicated to fostering entrepreneurial high tech development in the Hudson River Valley) which will also oversee a corridor of offices to be used as incubator space - shared services for small start-up companies.

Pace's Center hopes to offer non-credit courses in computer science and English language this summer and to have more credit and non-credit programming in place by fall 2001. Current activities include market research and discussions with local educational institutions, businesses, and business development organizations to develop the partnerships necessary to make the Center a success. Shelly Gimenez, Associate Vice President for Academic Affairs in the Division of Adult and Professional Education, will oversee the staffing and academic programming at Pace's Hudson Valley Center.

The Center will also benefit from two existing Pace initiatives in the Hudson Valley. The Hudson Valley Center for Emerging Technologies, directed by David Sachs, is a collaboration among Pace, Marist, SUNY New Paltz, local businesses and industry, and regional government to promote and support economic development in the Hudson Valley region by providing a focus for research and development in emerging technologies and providing education and information to businesses about their use and value. In a second Pace initiative, Pace's Computer Learning Center, the Michaelian Institute and the Lubin School of Business' Continuing Professional Education Program provide computer, management and accounting training for minority Office of Mental Retardation and Developmental Disabilities affiliated agencies in the Hudson Valley/Syracuse area. This program is funded by an OMRDD grant. Finally, as the New York International Plaza is developed, it should provide Pace with many potential students and business partnerships.

Important Development News

ANNUAL FUND

For the first time in recent history, your Annual Fund gift can be designated for CSIS. Total funding that exceeds the School's previous average (based on undesignated alumni/ae gifts) can be used by CSIS for important needs including student aid, instructional and research equipment, promotional material and publications. Annual Fund gifts designated for specific funds other than "CSIS" cannot be counted toward the CSIS total.

We are counting on our alumni/ae and friends to take us "over the top" through their generous support.

FRANK J. LO SACCO MEMORIAL SCHOLARSHIP FUND

We are pleased to report that the Frank J. Lo Sacco Scholarship Fund has exceeded the funding goal of $25,000, and a scholarship will be awarded this year. We thank everyone who contributed to that goal in Frank's memory.
CLOUT MEETS THE NEEDS OF NYC RESIDENTS

by Lynne Larkin, Program Administrator, CLOUT Program

The first year of the CLOUT (Computers•Literacy•Opportunity•University•Technology) Training Program, offered at Pace University’s Midtown Center, has enabled two groups of underemployed persons and individuals receiving public assistance to become skilled in personal computer applications and office support. The achievement of these students was recognized at a closing ceremony on January 10, 2001. In November 1999, the first group of students enrolled in the Computer Applications for the Office Professional Training Program. Years of success in Westchester led the CLOUT administration to decide to replicate the program for a New York City population. In order to make a similar training program available, CLOUT first sought partnerships for the recruitment/program development phase and then sought funding for a pilot class. Seven organizations, including The Chase Manhattan Foundation, Citibank, Helena Rubinstein Foundation, Independence Community Foundation, Sumitomo Bank Global Foundation, United Way of New York, and the William T. Grant Foundation provided the funding.

CLOUT students are trained in a state-of-the-art lab equipped with IBM ThinkPad notebook computers, a laser printer, and a scanner. Our wireless local area network promotes speed and advanced performance, which is a priority for most corporate offices, and provides students with hands-on experience using the latest technology.

The partnerships with United Neighborhood Houses and the private funders were critical in the implementation of the program. While working with the pilot group, CLOUT made a valuable connection with New York City’s Human Resource Administration, making a second group possible. This group was funded by a CASP2 NY Works Block Grant of The Research Foundation of the State University of New York. As a result, the CLOUT program was able to serve 22 additional students in this second class, 14 of which were funded under the grant.

On January 10, 2001, CLOUT celebrated the graduation of 24 students from both groups. The students who are employed full time are earning $19,000-28,000 annually. Those working part-time earn from $8-$10 an hour. During the ceremony, it was evident that the students have made the most of their experience at Pace. They appeared confident, proud to be graduating, and eager to begin a new career. Several students have plans to return to Pace or another institution to further their education by obtaining an associate or baccalaureate degree.

Looking to the future, CLOUT expects to offer another two classes of eight-month, hands-on computer training in 2001. Currently we have received approval from the NYC Human Resource Administration for our application to train individuals under the State of New York Department of Labor InVEST Program. We are awaiting approval from the Department of Labor and hope to recruit students in March and April. The students will be training at the Midtown Center for three days a week. We plan to run two classes simultaneously with approximately 48 individuals being served.

During the second half of the CLOUT program, the students will engage in an unpaid internship for 10 hours a week. The opportunity exists for Pace University offices to agree to take on a CLOUT intern. The students would be able to assist with word processing, data entry, and other general office duties. The experience of working in an office is extremely valuable to them as they are able to practice what they have learned in a supportive environment.

Students from the last group of interns had the opportunity to evaluate their internship experience. When asked how meaningful the position was to their personal and professional growth, one student explained that the internship “allowed me to get experience with the skills I learned at Pace.” Another student stated that “It has helped me to gain a positive respect for responsibility and to pay more attention to the little things.”

The CLOUT Training Program attempts to prepare students for a variety of experiences in the office by training them in soft skills as well as technological skills. When asked to reflect on the courses or experiences that helped the interns perform their jobs, many students noted their skills from the specific Microsoft Office courses. One student added that the course in "Business Communications has helped me perform this job. My writing skills have improved.”

When reflecting on the internship site as a potential site for future students, one intern commented that “This is the only agency that showed me that I have potential as a worker in an office setting,” and “Yes, I would recommend this position to anyone.” Many interns commented on the positive feedback they received from their supervisors and co-workers. One intern, who has been applauded by her supervisor, shared “That builds my self-esteem!”

Kim London and Gary Sobers, students in the New York City CLOUT program, learn new skills in Midtown Center lab.

SAVE THE DATE!!!

JUNE
11

6th Annual Leadership and Service in Technology Award
Presentation and Reception

Honoree: Leslie C. Tortora
Managing Director & CIO
Goldman Sachs & Co.

When: Monday, June 11, 2001
Where: Prudential Securities, Inc.
1 New York Plaza
New York City

Please mark your calendar and plan to attend.
ISECON 2000: THE EDUCATION OF A CONFERENCE CHAIR

by Dr. Stuart A. Varden, Adjunct Professor of Information Systems

The 18th annual Information Systems Education Conference (ISECON) was held from November 9-12, 2000 in Philadelphia, PA at the Adam’s Mark Hotel. ISECON is the largest and longest continuously running national conference devoted to Information Systems Education. ISECON 2000 was one of the best attended in recent memory. Its activities included eleven pre-conference workshops, over 125 refereed papers and panels, five distinguished invited speakers, including Pace’s Dr. David Sachs, CSIS Assistant Dean, and Dr. Susan M. Merritt, CSIS Dean, an active vendor exhibit area with sponsorship by PeopleSoft, Inc., the IS Educator of the Year Award (Dr. Paul Gray from Clarion Graduate University), a student job fair, and a guided tour of historic Philadelphia. In retrospect, it all seems rather ordinary and predictable. The journey from its early stages to successful completion just a few weeks ago when the financial books were finally closed was, however, far from ordinary and predictable for me, the ISECON 2000 Conference Chair.

It all began on an early spring afternoon in Texas in 1998. I was attending the National Collegiate Conference at the University of Texas at Arlington where the EDSIG Board, which runs ISECON for the Association of Information Technology Professionals (AITP), and about 750 college undergraduates from around the country had just heard Ross Perot deliver an inspiring speech on his career in the computer industry. During the EDSIG Board meeting that afternoon, the EDSIG Board President laid out a three-year plan for future ISECONs: Chicago in 1999, Philadelphia in 2000, and San Francisco in 2001. Everyone thought that the regional diversity was a good idea and the plan was quickly approved. The Conference Chair for 1999 in Chicago had already been decided, but what about 2000? All eyes turn to me, the person on the Board closest to Philadelphia. “Yes, sure I’ll chair it,” I blurted out. After all, Ross Perot had just told us all that we can do anything that we put our minds to. Anyway, fall 2000 seemed so far away.

Over the next couple of years, I had occasion more than once to question my decision to undertake this mission. I knew nothing of the duties of a conference chair and soon found myself beset with an interesting array of formidable challenges such as selecting a conference hotel, identifying a conference organizing committee of volunteers who could be counted on to assume various responsibilities, figuring out how to promote attendance, developing and maintaining a good mailing list, deciding on and negotiating with conference speakers, preparing a budget, work plan and conference schedule, arranging vendor exhibits, organizing the conference paper and panel review and selection process, preparing the conference programs, coordinating the preparation and publication of the conference proceedings, deciding on meal menus, tote bags, registration procedures and badges, and a seemingly endless list of little and big things that I found hard to anticipate.

Initially we selected conference dates that we later learned conflicted with the annual conference dates of our own parent organization! Then, we discovered our original choice of hotel could not handle some crucial technical requirements, despite their claims that they could meet our needs. Fortunately, promotion of the conference had not yet begun. But, by the time we reopened the hotel search, we could no longer find a hotel at an affordable conference room rate in the desirable downtown or Society Hill area of Philadelphia. We would have to settle for the outskirts of the city. Then, someone with grim satisfaction pointed out that we had selected dates that were just a week before another major conference, and that people would not likely attend both events. Surely our attendance would take a beating. Finally, the conference itself had never been held in the northeast. Would we be opening up fertile new territory or would the change away from the country’s heartland hurt our chances for success?

Fortunately, I had been able to recruit a wonderful team of people who ranged in location from London to Hawaii, including Pace Professors Dr. Judy Coulette and Dr. Bhi Raggad, who served as Paper Co-Chairs. Moreover, I received much welcome support from CSIS in the areas of mailings, duplicating and phone service, a student aide, Web site hosting, and travel support to meetings.

As the papers submission deadline approached, the submissions suddenly came pouring in from all over the nation and eight countries as well. These included 20+ from members of the Pace University community who submitted proposals for papers, panels and workshops, or volunteered to be session chairs. We also received about 20 inquiries from Ghana. We learned later that their main interest was in obtaining a travel visa to the U.S. in order to search for employment.

With the sudden wave of submissions, we were now faced with the happy challenge of how to accommodate everyone who wanted to participate. We called the hotel and were able to obtain an additional set of meeting rooms. We were now assured that we would meet our contractual “room count” with the hotel and that the conference would be a financial success. EDSIG publishes the Journal of Information Systems Education (JISE) and the funds needed to keep JISE going are derived from the proceeds of ISECON.

Besides the strong turnout, the conference featured an excellent set of distinguished invited speakers as follows:

- Maryfran Johnson, Edit-in-Chief, Computerworld (Lead Speaker) spoke on IT on the ‘Net Frontier: The Leadership Challenge’;
- Ben Shneiderman, University of Maryland (Keynote Speaker) spoke on The Future of the User Interface
- Wanda Miles, Docent, Inc. (Industry Leader) spoke on IT Education: The Need, the Challenge, and the Importance
- David Sachs, Pace University (Distance Learning Specialist) spoke on Critical Success Factors in Distance Learning
- Susan Merritt, Pace University (Lunchcheon Speaker) spoke on IT: Characterization, Education, and Profession

In the end, it was a rewarding experience for me. I am very appreciative of the support provided by CSIS and the high level of participation shown by my Pace Colleagues.
FOUR DISTINGUISHED IT LEADERS JOIN CSIS ADVISORY BOARD

by Louise P. Kleinbaum, Assistant Dean and Director, Academic Systems

Over the past year, the School of Computer Science and Information Systems has added four new IT executives to its Advisory Board. This brings the total number of board members to 24. The role of a board member is to provide advice and counsel relating to curriculum content, fundraising, career development and new initiatives. The School makes a deliberate effort to assemble a board that reflects a diversity of experience in computing across a broad range of organizations ranging from blue chip corporations to financial service organizations to younger companies spawned by the Internet revolution.

Among the newly appointed board members is William "Bill" Friel, Senior Vice President and CIO of the Prudential Insurance Company of America. Bill Friel was honored by the School last June as the fifth recipient of the CSIS Leadership and Service in Technology Award at a reception held at the headquarters of Bloomberg Industries located in Manhattan. In 1999, he was described as one of the most successful CIOs in the insurance industry by Insurance & Technology magazine and was named to their "Elite Eight." More recently he was named one of the "25 most powerful people in networking" by NetworkWorld magazine. Bill brings many years of experience in information systems and technology experience to his new role.

Coming to us from BarnesandNoble.com is Gary King, the most newly appointed board member. Gary King joined BarnesandNoble.com as CIO in January 1999 after working for Avon in London and is currently Executive Vice President of Operations. His responsibilities include all fulfillment and customer service operations as well as enterprise-wide planning and strategy. BarnesandNoble.com, the second largest retailer of online books, sells books, music, software, magazines, prints, posters and related products via the Internet.

Howard Medow, Vice President of Sales for Modis, Inc., has been on the Advisory Board for more than a year. He has actively served on the Leadership and Sponsorship Committees for the CSIS Leadership and Service in Technology annual fundraising event and is co-chairing the event this year. Modis, Inc. is a sizeable international technology consulting firm. As V.P. of Sales, he heads up the Financial Services Technology Practice which provides a full spectrum of technologies and business offerings to the investment banking, commercial banking and insurance and brokerage communities. Howard Medow has also been responsible for the development and growth of the Corporate Alliance Group, an association of technology vendor professionals dedicated to Best Practices and the dissemination of information to buyers of technology services for Fortune 100 companies.

Myrna Miller, one of the newest board members, is a Senior Technical Specialist at Salomon Smith Barney. Ms. Miller is also the only Pace alumna on the Board at this time with a B.B.A. in management information systems from the Lubin School of Business and an M.S. in information systems from CSIS. In addition, she recently completed the rigorous UNIX C/C++ and Java Certificate Program offered by the School. Myrna has been an active alumna since completing her master's degree in 1992 and is a member of the Edward Mortola Heritage Society. She is actively involved in a number of professional organizations and is particularly concerned with the quality and accessibility of educational opportunities for minorities and women as a way of strengthening the pipeline of IT professionals.

The CSIS Advisory Board Members traditionally meet as a whole on a quarterly basis over the course of the academic year. Meetings are scheduled from 8:30 – 10:30 a.m. and are video conferences between the Midtown Center in Manhattan and the Graduate Center in White Plains for the convenience of the members. In recent years, the Board has been particularly supportive of our fundraising efforts by soliciting financial support and generating attendance from the IT community for our annual Leadership and Service in Technology reception.

The School of Computer Science and Information Systems is fortunate to have an Advisory Board comprised of so many accomplished and dedicated IT professionals.

CSIS WELCOMES ALEX

by Shalei Simms, Academic Advisor

The CS department would like to welcome its newest member – ALEX, the robot. Dr. Paul Benjamin, chair of the computer science department, converted a room on the 17th floor to make a home for ALEX, the robot he is presently using for his research in intelligent agents. Prior to becoming chair of the department, Dr. Benjamin received a grant from the National Science Foundation (NSF) to purchase a robot to use in his attempt to develop software with cognitive capabilities. ALEX is the star component of the new Intelligence Agent Laboratory, which will house hardware and software agents necessary for this important research. The robot is equipped with a camera, grippers and sonar used to plot its environment. It then emits radio waves to communicate with a computer and uses the information for elementary navigation. According to Dr. Benjamin, the most sophisticated robot in the world can only perform functions such as delivering mail in an office or mowing the lawn.

The goal of the research associated with the lab is to develop a program to make ALEX capable of experiential learning. This semester, four students are working with Dr. Benjamin on various aspects of robotics. I was able to catch up with two of them diligently tackling their latest task. Michael R. Gargano, a graduate student in computer science and son of Dr. Michael L. Gargano of the computer science department, is interested in computer vision. He wants to develop software that will help the robot to see and to understand what it is seeing. Michal Klinczewicz, a B.S. in computer science student, is intrigued by the cognitive aspect of the project. He is working on a way to make the robot respond to its environment at a more advanced level.

So, if you see ALEX whiz by you one day, be sure to say "hello." With some of Pace's finest students hard at work, it may, one day, actually answer back!  ■
WEB PERSONALIZATION AND PRIVACY

by James Lawler, Adjunct Associate Professor of Information Systems

Most leading edge firms in the United States are currently transforming their Web strategies, so that they can be competitive with other firms in their industries. One competitive but controversial feature of new Web sites is personalization. This consideration is now characteristic of competitive, next generation Web strategies.

Sites are personalized through name recognition techniques that address customers personally when they access a site, check box techniques that survey customers on their personal preferences, rule or segmentation techniques that tailor products and services to specific customer types, and user preference techniques that target services to customers that are similar to specific communities of customer types.

The rationale for these personalization techniques is that firms that effect them will have a larger share of the customer business in the long run. Firms will know their customers better than in the past. Customers will be provided with the right products and services when they need them.

The issue is that personalization of Web sites is effected through ever increasing business and personal information of customers controlled by firms. Customers are concerned about this control. Mismanagement of this control, noted in missteps of DoubleClick and Toy "R" Us that shared customer information with other firms, excites the media.

Indeed, polls, such as AT&T Labs’ in October 2000, indicate that consumers are strongly concerned about personalization and their privacy online, particularly about personal information. The AT&T study showed 93% of consumers concerned about sites collecting information from children, 87% concerned about sites monitoring other sites visited, 87% concerned about privacy threats while on sites, 80% concerned about sites compiling e-mail addresses without consent, and 52% concerned about unsolicited e-mail. Only 19% stated that they were victims of an online privacy invasion.

The core of the privacy dilemma is the conflict between potential abuses and beneficial uses of customer information. Retail customers provide firms with personal information on an explicit understanding that they will be provided personalized products and services, but not on an implicit understanding that the firms will provide this information to other firms, in order to target the customers with other personalized services. Firms are requested to use this information to service customers, not abuse it to compete in the e-marketplace.

Best of class firms competing in e-commerce are capable of implementing best practices on privacy. Helpful to firms considering best practices in privacy is a survey conducted in May 2000 by the Personalization Consortium. The survey contends that higher numbers of consumers typically on the Web are comfortable in sharing information about themselves if sites are publicized to be practicing best of class privacy policies.

It is in the interest of firms to initiate best practices in privacy in their industries. Last quarter fifteen of the most prominent Web marketing firms, including DoubleClick and 24/7 Media, initiated the Responsible Electronic Communications Alliance (RECA), in order to formalize best practices in the advertising industry. Other firms, such as McGraw-Hill and Expedia, initiated new personalization and privacy policies that are not "legalese" or mere words.

The McGraw-Hill policy is innovative in its integration of privacy policy and compliance into its business processes. The policy addresses provisions of oversight, managed by a Customer Privacy Steering Committee, review, controlled by the corporate auditing department in conjunction with a public auditing firm; ethics, expanding the McGraw-Hill Code of Business Ethics; privacy officials in the business departments, increasing customer contact points; and, management reporting, monitoring consumer concerns on McGraw-Hill privacy procedures. This type of policy contributes to enhanced customer comfort with transacting with McGraw and its Web sites.

The Expedia policy is instructional, in that it is not only forsaking the sharing or selling of customer information, but telling customers that it will link with only partnered sites that post privacy policies to its satisfaction. This policy is in contrast to other travel sites, such as Travelocity.com LP or Cheap Tickets Inc., that will link to other sites irrespective of privacy concerns.

The best practices of Expedia differentiate it competitively from other travel firms.

These other firms throughout industry have been entrepreneurial and individualistic and have in general not been inclined to initiate best practices themselves. Their focus has been tactical on technical and business functionality, and also on the mundane security of their sites, and not strategic on privacy. Personalization and privacy have not had the potential of profitability.

Now, due to the heightened concerns of customers and the consumer activists, and the worst privacy practices of a few e-commerce firms, leading edge firms have been focusing strategically on the problem of personalization and privacy. They have been initiating dialogue in their industries and with government on the ideal of practicing privacy policies that complement legislation. Their thinking has been that success in e-commerce will result from customer confidence in personalization and privacy policies.

A new vision of Web technology strategy that is cognizant of personalization as a competitive imperative, but ethically supportive, is potentially on the horizon. This vision is vital with the anticipated integration of front-end personalized Web sites with back-end profiling systems. The transformational sophistication of the technologies will otherwise be a threat to the privacy of consumers.

Jim Lawler is currently teaching IS 660 E-Commerce: Design, Development and Implementation Methodology and is a Pace D.P.S. candidate, with an plansed dissertation on "Web Site Personalization and Privacy." Jim is Director of E-Business Strategy at AXA Financial in New York City.
CSIS FACULTY MEMBERS RETIRE

Two CSIS faculty members, who have been with the School since its founding in 1983, retired in December. They are Dr. Stuart Varden and Professor Charles “Carroll” Zahn, both from Westchester.

Stuart Varden began his 28 year teaching career at Columbia University, Teachers College, in 1973. He taught there until 1982 when he came to Pace as an Assistant Professor in the Information Systems Department. He was promoted to Associate Professor in 1985 and to full Professor in 1990.

While at Pace, Stuart was the Assistant Chair of the Information Systems Department in Westchester and Co-chair of the Middle States Steering Committee (1996-1998). He also held the position of Vice-chair of the CSIS Faculty Council (1998-2000) and was the recipient of the CSIS Excellence in Service Award in 1998. In 1996 he represented Pace on a trip to China as part of an exchange program sponsored by the World Bank.

Active in professional organizations, Stuart was the Conference Chairperson of the Information Systems Education Conference – ISECON ’00 held in November in Philadelphia (see related article). Under his leadership, the 2000 conference was the most well attended conference in ISECON history.

Stuart and his wife relocated to Dayton, OH before Christmas. He has not quite decided what he wants to do long term but is still, for the time being, very much connected to Pace. As an adjunct professor, he is currently teaching a graduate database course online from Ohio and returns to the Graduate Center periodically to teach in the D.P.S. program.

Carroll Zahn joined Pace in 1983 as an Associate Professor and he was promoted to full Professor in 1998. His corporate and academic experience gained prior to coming to Pace was decidedly non-traditional.

Carroll’s professional career began in 1964 as a Senior Programming Analyst at General Electric Company. After three years, he went to Stanford University in Palo Alto, CA as a staff member and computer science lecturer. He spent 11 years at Stanford focusing his research on pattern recognition, cluster analysis and language design. During that time, he went to Geneva, Switzerland as a visiting scientist at the European Center for Nuclear Research.

In 1977, after having moved back east, Carroll worked as a Senior Staff Consultant conducting seminars on various aspects of structured systems development including analysis, design, and programming at Yourdon, Inc. in New York City. From there he became a Management Science Consultant at Mobil Oil Corp. in New York City and then a Senior Consultant at Advanced Computer Techniques Corp.

Carroll served as Chair of the Computer Science Department from 1984-86 and, like Stuart Varden, as Vice-chair of the CSIS Faculty Council from 1996-2000. In 1999, he was also awarded the CSIS Excellence in Service Award.

Carroll and his wife Sandy recently returned from a ski trip to Vermont where they resumed downhill skiing after an absence of 25 years. Although still living locally, the Zahns ultimately plan to move to southern California to be near their daughter and son-in-law. In the meantime, Carroll plans to take a break from teaching and try his hand at software consulting in the near term. Further out he is interested in some involvement with the environmental movement which he “considers very important work.”

Reflecting on his time at Pace, Carroll said, “Pace was a very supportive environment as I tried to mix teaching and some research over my 18 years. I shall miss all my colleagues, but I am looking forward to striking out in new directions.”

We, in turn, will miss these two very personable and dedicated faculty members.

NEW MEDIA CENTER TO BE ESTABLISHED DOWNTOWN

by Dr. Francis T. Marchese, Professor of Computer Science

The School of Computer Science and Information Systems is establishing a Center for New Media in downtown New York with the express goal of developing new computer technologies that transform the way people work, communicate, learn, and play.

Building on the School’s foundations in software engineering, human-computer interaction, information visualization, computer graphics, and telecommunications, the Center will bring an integrated design approach to solving complex human-centered computer problems.

The core of the New Media Center will be an interdisciplinary team of scientists, technologists, humanists, and artists whose collective research will produce new computer environments supporting collaborative problem solving, storytelling, and information visualization. Research has begun in the fields of augmented reality, telepresence, and data visualization.

The New Media Center is seeking corporate partnerships and associations on research projects in user interfaces, information visualization, and collaborative computing. For more information about the Center, contact either Dr. Francis T. Marchese, director and chief scientist (fmarchese@pace.edu), or Dr. Dennis Anderson, director and administrative head (dananderson@pace.edu).

CSIS CO-SPONSORS BREAKFAST SERIES ON E-COMMERCE

by Louise P. Kleinbaum, Assistant Dean and Director, Academic Systems

The School of Computer Science and Information Systems in collaboration with the Lubin School of Business hosted a Breakfast Seminar Series on e-Business last fall. The series was initiated to bring members of the Westchester area business community to the Lubin Graduate Center in White Plains and to provide them with timely information regarding developments in the information technology and business arenas.

Dr. Charles “Chuck” Tappert, Clinical Professor of Computer Science, led the series on November 19 with a presentation on “Emerging Information Technologies” that focused on the technological life cycle and the emergence of handheld and wearable computers, as well as developments in artificial intelligence, virtual reality and pattern recognition and their implications for e-commerce. Dr. Warren Keegan, Professor and Director of the Institute of Global Business Strategy, followed with a provocative discussion on “Winners and Losers after the Internet Revolution” on November 30. He reviewed where we have been and where we are going and identified what every company must do to maintain a competitive advantage in the post Internet era of global competition.

Plans are underway to expand the series during the 2001-2002 academic year.
CUBAN JOURNEY: January 12-20, 2001
CSIS Staff Member Travels with Professional Women's Delegation

by Marie ladavaia, Employment Specialist, CLOUD Program

It began with a letter in September 2000, inviting me to join a delegation of women professionals focusing on "Women in Society" in Cuba that was followed by additional correspondence from People-to-People Ambassador Programs detailing the journey, its focus and itinerary.

"Women in Society"... The invitation was perfect within the context of my role as Employment Specialist for the CLOUD Program. The timing couldn't be better either as CLOUD would be in recess for the semester break. Who could ask for more? Thus, with motivation and support from Dean Merritt, I confirmed my registration, sent in my deposit and by mid-November was prepared to participate.

As I quickly learned, going to Cuba is not the problem for Americans; spending money there is. Yes, one needs a visa from the Cuban government to travel there and direct flights from the U.S. are hard to come by. Americans, for the most part, must travel indirectly via Nassau, Mexico or Canada. But, these matters are relatively easy compared to the "license" one must receive from the Treasury Department to spend money in Cuba. Thankfully, my affiliation with an organized group for a specific purpose made this relatively easy. But the limits were there: $185 maximum to be spent per day for all travel expenses, no credit cards or travelers checks could be used and only $100 total in declared purchases was allowed upon my return at U.S. Customs. In fact, individuals going for pleasure or commercial reasons still cannot travel to Cuba, while university professionals, researchers and non-governmental personnel for specified purposes can. Although President Clinton made this process easier in 1999 by allowing universities and organizations to obtain two-year permits for individuals to travel under their auspices, my name still had to be verified and my license document confiscated at U.S. Customs upon my return home.

There are two ways of experiencing Cuba: as the invited delegate/tourist that I was or as a Cuban native/citizen.

There is no question that the tourist can have a charmed perception of this beautiful country - be it the lovely hotels, sumptuous food or travel in air-conditioned buses to Cuban highlights such as Habana Viega, the old city; Finca Vigia, Ernest Hemingway's home north of Havana; Las Terrazas, a unique spot founded in 1971 as a comprehensive, rural development project that has successfully rehabilitated more than 12,000 acres of land that had been deforested by coffee plantations and subsequent logging of the remaining trees; Cienfuegos, a commercial city and Cuba's 3rd largest seaport; and Varadero, the "Cancun of Cuba" filled with foreigners - Europeans, Canadians, South Americans, and the few people from the U.S. who come there. Can you believe that this peninsula has, at its entrance, the only toll bridge in all of Cuba and tourists are fitted with bracelets when they register at hotels? Why I wondered? Little did I realize the real implications of these seemingly trivial matters which were only revealed in subsequent reading: Their true purpose is for tracking who comes and who goes there, and where, those who are there, are staying.

As for the Cuba that the Cubans know, it is another place.

Be it the result of information shared by our Cuban travel guide, or through presentations by representatives of the Ministry of Education and the Federation of Cuban Women or visits to a local pediatric hospital and a national rehabilitation facility or in discussions with the female doctor, lawyer, social worker and missionary whom we met, as well as through my own reading and observation, I learned much.

Cuba, for the ordinary Cubans, is, in many ways, a much better place to live since Castro assumed power. There is an overall organization to the country; it is clean, without litter or commercialism. Cuba enjoys a high rate of literacy with the government fully committed to the education of the people. Healthcare is free and available with a system of local clinics and hospitals, even in the most rural of villages, and specialized, national ones, to which people are referred, to be found in the big cities. Many more people are working, too.

Cuba's achievements nevertheless are hampered by its poverty. Since losing Russian economic support, the lives of the ordinary Cuban has become increasingly difficult. Food is scarce and rationed. In contrast to the plentiful tables at the hotels, the ordinary Cuban in the cities has difficulty purchasing fresh fruits, vegetables and fish. Salaries are very low and are regulated by the government, with the average Cuban earning approximately $20 per month. Shortages are everywhere, be it for food, clothing or toiletries. Medicines are in short supply, some of which is the result of the U.S. Embargo.

Given the limits on personal property, no one can buy a car or own a house. Everything, except those items owned before the Revolution, are ultimately the property of the State. There is a housing shortage and multi-generation families living under one roof is common.

Although restrictions on religious freedom have lessened in recent years, especially for Catholics, people are reluctant to be openly observant. Cubans rely on their religious affiliations primarily as social service resources. In fact, the number of worshipers is dwindling. What had once been a thriving population of 15,000 Jews in Havana, now totals approximately 400.

Life for women is particularly difficult. Since the time of the Revolution, women have made tremendous advances educationally and professionally. Several hold high positions in government and the number of women in many professions is equal to or greater than the number of men. Yet, they are very much burdened by the responsibilities of family life. While Cuba has the world's highest marriage rate, there is a high incidence of out of wedlock pregnancies and the divorce rate is also steep, with little or no child support or alimony. Although there is a good day care system that provides for children while mothers work, a primary concern

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COMBINED DEGREE PROGRAMS OFFER OPPORTUNITIES FOR COLLABORATION

by Ken Norz, Assistant Dean and Director, Academic Systems

The creation of several combined degree programs has allowed for innovative partnerships between departments, between Schools and between Pace and another institution. A combined degree program joins a bachelor’s degree to a master’s degree with up to 12 credits doubly counted, thereby allowing students to complete the program in less time than it would take to pursue each independently.

In fall 2000, the School of Computer Science and Information Systems began offering four combined degree programs that cross disciplines within the School. The combinations include:

- B.A. in computer science/ M.S. in information systems
- B.S. in information systems/ M.S. in computer science
- B.A. in computer science/ M.S. in telecommunications
- B.S. in technology systems/ M.S. in information systems

These programs not only allow good students to accelerate their studies but also expose them simultaneously to two different perspectives of computing. Having degree combinations that teach students programming as well as analysis and design or applications of programming in the telecommunications arena will make our students even more attractive to employers than they already are. For example, the technology systems/information systems combination will provide solid preparation for a career in business analysis.

Recently, two open houses were held for current Pace students who showed interest in these programs. In addition, recruitment has begun for the freshman class entering in fall 2001.

In partnership with the Department of Chemistry and Physical Sciences of the Dyson College of Arts & Sciences, CSIS has developed two additional combined programs. Both will combine a B.S. in chemistry with an M.S. in either computer science or information systems. These programs were designed with the help of Drs. John Powers, Demos Athanasopoulos, and Mel Oremland of Chemistry and Physical Sciences and Ken Norz, CSIS Assistant Dean. They were created in response to a rapidly growing need for highly trained computer personnel in both commercial and manufacturing applications. The combination of computer expertise and training in the sciences is especially desirable as there are attractive opportunities for people schooled in these disciplines in research and manufacturing as well as in sales and service.

Susan Merritt, CSIS dean, is a trustee of Siena College in Loudonville, NY. Dr. James Nolan, dean of Siena’s School of Business, asked her to consider a partnership between Siena and Pace whereby Siena undergraduates could complete an M.S. in information systems at Pace. Two options have been approved. One waives Siena students from taking prerequisite master’s level courses through proper undergraduate advisement and the other allows them to begin their graduate studies during the summer between their junior and senior years.

There are plans to offer another combined degree program between the Department of Philosophy and Computer Science in the future. Other combined programs that seem appropriate will also be considered. These combined programs help departments, Schools and independent institutions to attract strong students. The students, in turn, have the opportunity to prepare themselves for interesting careers.

CUBAN JOURNEY: Continued from page 10

for mothers is having enough food to feed their children. Many women choose prostitution as a way of supplementing their income.

Life for the ordinary Cuban is wanting. Yes, life has improved in some respects, but at a price. More than anything, the flame of hope and the incentives or means for self or familial improvement seem to be limited. Tourism is fast becoming the industry of choice as an avenue which offers more money and more opportunity for advancement as compared to almost anything else, and many a professional, be it lawyer or a teacher, is opting to move into its ranks. It is the greatest source of hard currency, both for the individual and the country. Ironically, the currency is the U.S. dollar... a seemingly baffling and paradoxical reality.

My Cuban experience was so very special. I could go on indefinitely. Let me conclude by saying Cuba is a very beautiful country, with a rich history and citizens who are learned, warm and charming. I look forward to the time when daily life for the Cuban people improves and the relationship between our two countries is normalized.

COMPUTER LEARNING CENTER TRAINS NON-PROFIT AGENCIES

by Sylvia Russakoff, Associate Program Manager, Computer Learning Center

As part of a team coordinated by Pace’s Michaelian Institute of Public Policy, the Computer Learning Center is offering computer training and consulting through the New York State Office of Mental Retardation and Developmental Disabilities (OMRDD). The year-long project offers directors and staff of agencies that are run by and serve minority OMRDD populations in New York State the opportunity to receive free training in management, accounting and computer applications.

Many of these minority agencies are small and have not been able to afford specialized training at this level. Some, including agencies belonging to the Mohawk and Onondaga Nations, are in remote locations without easy access to training. The funding from OMRDD allows participants in all these classes to improve their skills and increase the professionalism of their agencies.

The Pace group conducted a needs assessment for eligible agencies in the Central region of New York State, and offered a series of fall workshops in Syracuse, Rome, Schenectady and White Plains. The workshops served both beginner and intermediate users, addressing the fear of the computer felt by some participants and building a foundation for further learning. These workshops were enthusiastically received, and registration is currently underway for spring classes. The Computer Learning Center is also offering onsite computer support at agency offices, helping participants troubleshoot problems, and assisting them in developing job-related applications that will utilize the concepts and skills they have acquired in the training workshops.

This effort is part of the Computer Learning Center’s outreach to non-profit organizations. Under funding from Texaco, the CLC conducted an extensive survey of non-profit organizations in Westchester which targeted specific needs felt by groups in the area. Now, workshops are being offered to some of these Westchester non-profit organizations with the hope that additional funding will widen the scope of this training.
PROFESSIONAL ACTIVITIES AND ACCOMPLISHMENTS

Dennis Anderson, Assistant Dean, spoke on “ASP Jobs and Workforce Training: “Where do you Look?” at the Application Service Provider (ASP) Forum held in New York City. He also represented CSIS at Tech Works NYC, a conference on Workforce Issues Facing New York City IT and New Media Industries, sponsored by leading New York City government, business and educational institutions. In March he presented “Using CBT in Teaching Instructional Technology” to the Society for Information Technology and Teacher Education (SITE) and the Association for the Advancement of Computing Education (AACE) in Orlando, FL.

Joseph Bergin, Computer Science, taught a three-day course on Pedagogical and Elementary Patterns sponsored by the University of Aarhus in Finland to 15 post-secondary teachers. In addition, he delivered a paper titled “A Pattern Language for Initial Course Design” at the annual ACM/SIGCSE: Special Interest Group for Computer Science Education Conference in Charleston, NC, where he also participated on a panel called Polymorphic Panels and in a special session on Colorful Illustrations of Algorithmic Design Techniques and Problem Solving.

Cathy Dwyer, Computer Science and Information Systems, appeared on BronxTalk AM, a local cable talk show, with Gary Axelbank on March 12 where she talked about computers and education.

Susan Feather, Technology Systems, presented a paper titled “Online Teaching – A View from the Trenches” at the Eastern Business Education Association Conference held in Atlantic City. In addition, she was elected Executive Vice President of the Organizational Systems Research Association (OSRA) effective June 1.

Dietrich Fischer, Computer Science, delivered a lecture in German on “TRANSCEND: Concepts, Experiences, Perspectives” at the Symposium on Culture and Conflict: Challenges for Peace Research and Peace Action held in Iserlohn, Germany. He also spoke on Peaceful Conflict Transformation at the Annual Meeting of World Citizen Diplomats at Princeton University.

Michael Gargano, Computer Science, spoke on “Graphs and Pigeonholes” at the 50th Annual Association of Mathematics Teachers of New York State Conference held in Ellenville, NY and co-chaired a panel on How to Create Terrific CS Students at the Sixteenth Annual Eastern Small College Computing Conference held in Scranton, PA. He was recently appointed Co-chair of the Mathematics Board of the New York Academy of Sciences. He also serves on the Academy’s Computer Science Board.

Nancy Hale, Technology Systems, served as a panelist on Distance Learning at the 20th Organizational Systems Research Association Conference – Moving into the New Millennium held in Cleveland, OH. Nancy, along with Kitty Daniels and Susan Feather from Technology Systems

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CSIS UPHOLDS UPSILON PI EPSILON MISSION

by Bernice J. Houle, Assistant Dean & Director, Academic Systems

The mission of Upsilon Pi Epsilon is to recognize academic excellence at both the undergraduate and graduate levels in the computing sciences. This was upheld on February 27 at the Graduate Center in White Plains when 24 students were inducted into the Pace University Chapter of Upsilon Pi Epsilon (UPE), the Honor Society for the Computing Sciences.

The presenters for the event were Darya Bidnyk ’00 and Bogdan Gavrilyuk ’00, UPE members since 1998. The evening began with an interesting talk by Dr. Francis T. Marchese, professor of computer science, on “Text from Image; Image from Text” focusing on visual representation and the impact of individual perceptions.

The 2000-2001 inductees were: Anil Abraham, George Baah, Elizabeth Corless, John Dahlstrom, James DiBuono, Engin Erdogmus, Robert Follek, Jing Fu, Michael Gargano, Ying He, Richard Hennings, Malgorzata Juszczak, Pradeep Kumar, Kevin Mel, Jaideep Menon, Nicholas Morea, Devesh Nautiyal, Hy Gia Park, Hetal Patel, Michael Piscitelli, Michael Salop, Iqbal Sattaur, Eric Swanhout, and Janice Young.

Membership in UPE is limited to candidates who can effectively achieve the goals of the society as follows:

- Recognition of outstanding talent in the computing sciences.
- Promotion of high scholarship in the computing sciences.
- Establishment and maintenance of high standards.
- Representation of the computing sciences in interdisciplinary communications.
- Encouragement of individual contributions to society through the computing sciences.

Upsilon Pi Epsilon is the first and only international honor society for the computing sciences. It was founded in 1967 to recognize scholarship and professionalism. Undergraduate students who maintain a minimum Q.P.A. of 3.50 and have completed their core CS courses and graduate students who maintain a minimum Q.P.A. of 3.75 and have completed at least 12 credits of 600-level courses are eligible for induction into the society.

“Computing Sciences is a relatively young discipline. Yet despite its comparative youth, Computing Sciences has had an unparalleled effect on almost every aspect of contemporary life. Indeed it is difficult to predict the ultimate impact of the computer in our world. It is the express purpose of Upsilon Pi Epsilon to promote the Computing Sciences and to encourage its contribution to the enhancement of knowledge” (History of UPE).
and Stuart Varden, Information Systems Adjunct, also presented "Distance Learning Across the Curriculum" at the conference.

Constance Knapp, Information Systems, was invited to serve on the Advisory Committee for the Development of a Case Management System for the Vera Institute of Justice located in New York City. The Vera Institute is a private, non-profit organization dedicated to making government policies and practices fairer, more humane and more efficient.

Susan Merritt, CSIS Dean, addressed the Board of the New York Hall of Science. Her talk was titled "Face Partnerships, Computing Connections." She also attended the 2nd Summit of Deans of schools of IT sponsored by the Computing Research Association and hosted by Georgia Tech in Atlanta, GA.

Jeanine Meyer, Information Systems, and her daughter Aviva Meyer presented two papers at the 3rd International Origami, Science, Mathematics and Education Conference held in Asilomar, CA. They were "Reflections on a Broken Heart" and "Computer Methods for Producing (Informal) Origami Directions." Her son Daniel Meyer also served as a co-author.

Pauline Mosley, Computer Science and Information Systems, will be participating as a panelist on "Making Room for Writing: Communication-Enhanced Courses in the Disciplines" at the Writing, Teacher, and Learning in New Contexts – 5th National Writing Across the Curriculum Conference held at Indiana University in Bloomington, IN.

Bel Raggad, Information Systems, presented "Vital Defense Strategy. A Taxonomy of Security Attacks" at the National Information Systems Security Conference in Baltimore, MD. He also attended a workshop sponsored by Biometric Consortium 2000 that was held in Gaithersburg, MD.

David Sachs, Assistant Dean, and Nancy Lynch Hale, Technology Systems, attended the Sixth International Conference on Asynchronous Learning Networks held in Adelphi, MD. Dr. Sachs chaired a session on "Partnership Models" at which he presented "Providing Enhanced Student Support Services: Pace University, the NACTEL Project and the FIPSE Grant" and Professor Hale presented "Pace University: CAEL and the NACTEL Partners: An In-depth Look at a Successful Partnership Model." Dr. Sachs also chaired a session on "The Status of Online Testing at the FIPSE Conference in San Francisco at which he presented an overview of the work being done in this area. Additionally, he gave a talk on "Effective Web Site Design" at the e-Business 4 Small Business conference held in Las Vegas, NV and sponsored by the U.S. Department of Agriculture, the U.S. Department of Commerce and Iowa State University.

Namchul Shin, Information Systems, chaired the Enterprise Resource Planning Session at the 31st National Decision Sciences Institute Conference held in Orlando, FL. He also presented "How E-Business Can Achieve a Competitive Advantage" at the Inaugural SAP Research and Applications Congress which met in San Diego, CA.

Sotirios Skevoulis, Computer Science, recently attended Career Mentoring Workshops sponsored by the Computing Research Association in Washington, D.C. He also attended the Conference in Software Engineering Education and Training and The ACM SIG/CSE Computer Science Education Conference held in Charlotte, NC. At the Automatic Verification of Infinite Systems Session at the Formal Methods Europe Symposium – FME '01 held in Berlin, he presented a paper titled "Verification of Java Program Properties Using a Lightweight Formal Methods Approach."

Charles Tappert, Computer Science, spoke on "Emerging Information Technologies" at the first of a series of Breakfast Seminars on e-Business jointly sponsored by CSIS and the Lubin School of Business. The seminar was held at the Lubin Graduate Center in White Plains.


Carol Wolf, Computer Science, presented Context-Free Array Grammars and Cellular Automata at a recent Mathematics and Computer Science Seminar held on the New York City campus.

Five CSIS faculty members received funding from the Hudson Valley Center for Emerging Technologies (HVGET) for their proposed research initiatives. The recipients include Paul Benjamin, Computer Science, for an intelligent agents lab; Constance Knapp, Information Systems, for research on the organizational and economic impact of ERPs; Bel Raggad, Information Systems, for work in data mining and for the development for a new e-business journal; Namchul Shin, Information Systems, for research on the strategic implications of market segment differences; and Charles Tappert, Computer Science, for his work on pervasive computing and human/computer interaction.
THE SPIRIT OF THE SEASON CONNECTS CLOUT STUDENTS WITH THE PACE COMMUNITY
by Charlene Labenda, Director, CLOUT Program

Pace University’s motto “Opportunitas” is truly exemplified in the CLOUT (Computers • Literacy•Opportunity•University•Technology) Program, where unemployed and underemployed individuals receive education and training to help them succeed in the workplace and become self-sufficient. For the students, the programs offered through CLOUT are much more than stepping stones to the future, they are an integral part of their lives. The students gradually become members of the CLOUT family, and eventually, they understand that they are an important part of the University. Special events are one of the ways CLOUT students make this connection.

Despite the diversity in location and campus experiences, Pace University’s reputation for building a sense of community is evident to the students in CLOUT, even those who never go beyond the Graduate or Midtown Centers. It is the overwhelming support, generosity, and commitment of the Pace community that make the students feel that they belong. Over 200 children of CLOUT students received a holiday gift sponsored by a member of the Pace staff, faculty, or friends of the Pace community, making this year’s number of children sponsored the greatest yet. A unique feature of this year’s holiday drive was the development of a Web site for the sponsor selection process. The use of technology not only made the selection process smoother, but it also helped us to reach a greater number of individuals in the Pace community.

In 1995, Texaco initiated the Holiday Wish List by sponsoring a toy drive for children of CLOUT students. At the time, Texaco had been one of the sponsors in the Back-to-School-Clothes-for-Kids campaign, providing school clothes and supplies to children of CLOUT students. Their heartening experience with the children was the motivation for expanding the Toys for Tots effort to include the Holiday Wish List for CLOUT. In 1998, Pace University’s Administrative/Staff Council in Westchester joined the effort, making the sponsorship of all CLOUT children possible.

The tradition of the Holiday Wish List has since been continued by the Administration/Staff Council, when Texaco was no longer able to provide sponsorship. With the addition of the CLOUT Training Program at the Midtown Center in late 1999, both the New York City and the Westchester councils were involved in the dissemination of information about the project and the sponsorship this year. The process involved many people who volunteered their time and effort to make this project a success. Students were asked to complete the Wish List forms for each child, providing the gift choice and age of the child. This information was entered into a database; later, lists were generated for distribution to the councils. Faith L. Faulk, CLOUT database/student services coordinator, organized and entered the information. Lizette Rodriguez, office assistant, coordinated the Midtown toy drive for the New York City program and Shalei Simms, counselor, helped to facilitate the collection of toys at the downtown campus.

The project would not have been such a huge success without the tremendous efforts of Bernice Houle, assistant dean and director, academic systems, Marietta Savino, office manager, and Melissa Fraher, from the Department of Information Technology (DoIT). Bernice and Marietta coordinated the project and made connections with the Administrative/Staff Council while Melissa employed her technology skills to design an attractive, easy-to-use Web page for the sponsorship selection. The Web page listed the name of each child, their age, and their gift choice. A check box allowed individuals viewing the site to select a child to sponsor. Within a few weeks, all the boxes had been checked, and holiday gifts were on their way to drop off points at the Pleasantville campus, the Graduate Center, and the Midtown Center.

On Wednesday, December 19, 2000, Marietta and Bill Bernhoy, desktop support specialist, traveled to the Graduate Center to meet the van donated by the transportation department, carrying boxes and boxes of toys and clothing. Christine Moloughney, supervisor of the Computer Resource Center, Marietta, Bill and members of the CLOUT staff spent the morning sorting and grouping the toys. Starting at noon, students arrived to pick up the gifts for their children, a few with their youngsters in tow. As the children received their packages, their eyes sparkled and their faces lit up with smiles. The Midtown team was busy doing much of the same, making sure that all the gifts were distributed in time for the holidays.

The CLOUT students were touched by the thoughtfulness and generosity of everyone in the Pace community. During their regular course of study, they gain the skills, knowledge, and confidence, which will help them make the transition to the workplace. On days like this one, the CLOUT students learn the importance of relationships, teamwork, and community. These images and memories will remain with them, and someday, they will be able to reciprocate and make someone else feel that sense of “special.”
BIBLIOGRAPHY
Books, Book Chapters, Conference Proceedings and Technical Reports

Dennis Anderson

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Michael L. Gargano

Narayan Murthy and Carlos Fonseca*

Narayan Murthy and Sumanas Harikrishna*

Narayan Murthy and Yasir Mansoor*

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CSIS TECHNICAL REPORTS

Joseph A. Bergin

Stephen Chooftaian and Fran Gustavson

Nicholas J. DeLillo and S. M. Tynan

Anthony Joseph and A. Shanja*

Dung ("Zung") Nguyen and Stephen B. Wong

*Faculty/Student publication

CONGRATULATIONS ARE IN ORDER ...

Taking over the reins at CLOUT is Charlene Labenda who has been named Director of the program. She succeeds Dr. Alice Feeley who resigned from the position last spring.

Matthew Poli was recently promoted to Director of Networking/IT Support for the School.

Willie Porter, now working full time for the Computer Learning Center, has been given the title of Technical Systems Specialist.

Nanda Surendra, Information Systems, and his wife Sharmila are the proud parents of a baby girl named Naveena. The baby, who was born on December 19, weighed in at 7 lbs., 7 oz.

Dr. Johnson Thomas was named the new Graduate IS Student Advisor. He succeeds Dr. Stuart Varden who retired in December.

A son, Trevor John, was born to Nancy Uhl, Graphics/Web Specialist, and husband Scott Souza on January 29, 2001. The baby was 7 lbs., 6 oz. at birth.

Hy Gia Young, graduate assistant and student in the M.S. in computer science program, married Charles Park on October 7, 2000 in Denver, CO.
UPCOMING EVENTS

MAY
2
Research Day – Graduate Center
15
Westchester Awards Ceremony
Pleasantville
21
Westchester Commencement
Westchester County Center
Undergraduate 1:30 p.m.
Graduate 5:30 p.m.
22
New York Awards Ceremony
New York City
24
New York Commencement
Radio City Music Hall
30
Courseinfo Day
Pleasantville
31
Courseinfo Day
New York City

JUNE
11
Annual Leadership and Service
in Technology Awards Reception
New York City

JULY
11
CSIS Advisory Board Meeting
Videoconference
Graduate Center and One Pace Plaza

SEPT.
12
D.P.S. Luncheon

"Forget your leader! Where's your information systems manager?"

CSIS WELCOMES NEWCOMERS

CSIS is pleased to welcome the following people who recently joined us:

Adjunct Faculty
Jasmine Ahuja IS New York City
Alice Chen IS New York City
Maria Conte CLOUT Westchester
Nick Delillo CS Westchester
Harris Epstein CS New York City
Isaac Gabriel IS New York City
Richard Harlan IS New York City
Christopher Iervolino IS Westchester
Dana Kozacich CLOUT Westchester
Mordcaia Krauschar IS Westchester
Thomas Lombardi IS Westchester
Timothy Maloy CLOUT Westchester
Olufemi Palmer IS New York City
Noel Poyser IS New York City
Adam Stone TS Westchester

Linda Pak PCLC Midtown
Sarah Sweeney CSIS New York City
Konstantin Zaslavskiy CSIS New York City

Graduate Assistants
Jagadeesh Ambati CS New York City
Jonas Borjesson IS New York City
Maria Galdos IS Westchester
Tanjua Ghare IS Westchester
Musunga Kabwe Dean’s Office Westchester
Lu Marino IS Westchester
Peter Murphy IS Westchester
Vikram Muthanna IS Westchester
Yuan Pan IS Westchester

Staff
Michael Sideras PC/Network Support Analyst CSIS Westchester
Jason Rivera Assistant Program Manager PCLC Midtown
for Certificate Programs

NACTEL Project Support Staff
Paula Bacon, Instructor
Yassin Dessouky, Instructor
Evelyn Kocur, Instructor
Rebecca Martin, Instructor
Warren Meyers, Instructor
Lisa Slingerland, Budget Advisor