

ACADEMIC SUPPORT SERVICES AND PLANNING COMMITTEE

MEETING MINUTES

November 4, 2019

12:00 PM – 1:00 PM

Warren Lawless Conference Room, AAC

Members Present: Keith Boyer, Yvonne Drechsler, Linda Flores, Edward Goering, David Shofler, Kimberly Walker, Jonathan Daitch (ex-officio)

Guest: Clive Houston-Brown

Topic	Discussion	Notes
1. Call to Order	Meeting was called to order at 12pm	
2. Review Minutes 9/30/19		Dr. Shofler motioned to approve the minutes as written, Dr. Drechsler seconded, all were in favor.
3. IT Announcements	<p>The committee reviewed the IT announcements that Dr. Denise Wilcox emailed.</p> <ul style="list-style-type: none"> • Tuesday, October 29, 2019, 7:30AM WesternU IT will be adding additional security features on the networking equipment in HEC 3rd & 4th Floors. There should not be any noticeable impact, but if customers do experience any network issues contact TechSupport x5432. • WesternU has received the first batch of computers for this Fiscal Year's primary workstation upgrades. IT works with the college Director of Operations position (or their equivalent) to identify individual University workstations that are eligible for replacement. This FY we are targeting primary workstations that are running Windows 7. After coordination with the college representative, individual faculty who are scheduled to receive a computer upgrade will receive an email from Technical Support to finalize preparation and timing of the actual workstation replacement. • Faculty can now view a listing of applications being used at WesternU via the IT Ecosystem. This tool can be used to view what software is available by College or by type of application. This can be useful when looking for an application to perform a particular function. 	

	<p>Upcoming changes:</p> <ol style="list-style-type: none"> 1. IT is proposing to put a rule in place that will require that anyone sending an email to any of the following to WesternU Global Distributions Lists will only be able to add those groups to the BCC line in the email message. This will prevent the Reply All feature from being used by people responding to the email. <p>Barring any major concerns from the University College and Department administration, these changes will take effect during the November Patch Maintenance updates on 11/15/19. Please let us know if the ASSP has any concerns or questions regarding this proposed change.</p> <p>This change will not prevent people from using the Reply All feature with any other group distribution lists. If the originator of the email message wants to prevent Reply All usage on other messages simply put all recipients in the BCC line.</p> <ol style="list-style-type: none"> 2. We are in the process of licensing EduRoam for faculty, staff, and students to obtain free, easy to use, secure wireless access to thousands of hotspots across more than 100 countries. A University-wide announcement will be made providing instructions for use once the contract has been completed. 	
<p>4. Finalize IT Review</p>	<p>The IT review was completed over a year ago. The strengths, weaknesses, and recommendations were all from the self-study. Based on the discussion from the last meeting, Dr. Boyer included them in the letter that is to be sent to the Provost. A suggestion was made to be more specific when it comes to communication from IT. Dr. Boyer will send this to Dr. Houston-Brown so that he could make notes on what has been changed or improved, so that it is updated.</p> <p>Dr. Houston-Brown stated that there have been three major things over the last four to six months to try to improve communication and input. The first was the restructuring of the IT Department, breaking it up into four distinct areas;</p> <ul style="list-style-type: none"> • IT Business Processes & Customer Experience – hands on interface with faculty and staff • IT Liaison Teams – Every college and every administrative unit, there is a defined IT liaison team that deals with the three layers of leadership, management, and day to day operations • IT Governance – put into place the formal IT governance 	

	<ul style="list-style-type: none"> • Teams – subcommittees that report to steering committees <ul style="list-style-type: none"> ○ Educational Technologies ○ Research Technologies ○ Enterprise Applications & Database Integration ○ It Security, Risk, & Compliance <p>These were all put in place to hopefully ease a lot of the frustration with the lack of both communication and input, so hopefully these structures will get going soon and as they get going, that we will see improvement.</p>	
<p>5. General Survey</p>	<p>With the survey that this committee sent out earlier this year, IT Customer Service was evaluated as very favorable, so was the library. Based on the discussions last time, there were other issues, such as processes or communications in various departments that were taking a long time, or weren't really clear.</p> <p>Dr. Houston-Brown stated that they recognized that there is an issue with how the university does business, which is why there has been a big focus on the Lean Six Sigma effort. They are looking to put a formal team in place to take on and address specific need issues. The Ops Council and the SPG are working with Lean Six Sigma issues and they are trying to identify and triage campus policies and procedures that are problematic.</p> <p>Examples of some of those areas are;</p> <ul style="list-style-type: none"> • IT software ordering – it goes through a huge number of steps for the approval – taking the number of steps and see where we could fix it, what is really necessary. • Legal Review – any contract that comes through, no matter the price, needs to be reviewed by legal, there are so many steps in regards to approving a contract. <p>Other two areas that had several concerns were Facilities response time and communication and Human Resources Processes.</p> <ul style="list-style-type: none"> • Facilities – moved to the same ticketing system as IT. An issue was there was never any feedback, you would put in a request and need to follow up with them on yourself. Trying to put into a place a formal feedback loop on all things. • Human Resources – it has been a struggle and will continue to be a struggle for quite some time. They are down 50% on staff right now. There are five vacancies and another person on leave. Five positions have been posted but no response, the same with all job postings, really. They don't believe that compensation is bad, it's quite competitive. They have done position compensation audits and had to go get increases to ensure that they get it. Dr. Houston-Brown is working with 	

	<p>Cynthia Ferrini, the new Executive Director. It will be many months before we can see some relief within that area. The one thing that they are trying to focus on is communication and a feedback loop.</p> <p>The COO website page is completed where they will start putting up information on the web where he can do regular communication with the campus, at least monthly. Dr. Houston-Brown will review the results from the survey as most of the pertinent information was in the comments.</p>	
6. Meeting adjourned	Meeting adjourned at 1pm.	