

FACULTY ASSOCIATION MEET AND CONFER

Thursday, October 3, 2013

3:00 p.m. to 5:00 p.m.

CSU 238

(Administration Agenda/Faculty Chair)

NOTES

Present for Faculty Association: Jim Grabowska, convener, Mary Visser, Kellian Clink, recorder, Lynnette Engeswick, Barbara Carson, Paul Hustoles, Roger Severns, Donna Brauer, Brigette Cooper, Craig Matarrese, Queen Booker, Andrew Johnson, Robert Bothmann, Gregg Marg, Luis Posas, Jessica Schomberg, Marie Pomije, Jennifer Veltsos, Donald Ebel, Emily Stark, Miriam Porter, Ronald Nickerson

Present for Administration: Richard Davenport, Marilyn Wells, David Jones, Ed Clark, Kim Greer, Rick Straka, Henry Morris, Barry Ries, DeeAnn Snaza, Becky Copper-Glenz, Dean representative

Guests: Jeff Hentline, Jude Hidgon, Mitch Wallerstedt

Information Items—

a: Reorder/Additions: None.

b: Approval of Minutes: Minutes from September were disseminated in advance of the meeting. A discussion ensued which ultimately resulted in a conclusion that notes are being taken and not minutes. FA Hustoles talked about the past practice related to the minutes vs. notes. President Davenport weighed in that these are called NOTES.

c: MSU Provost and Senior Vice President for Academic Affairs, Marilyn Wells: The semester is off to a good start; it has been a busy semester. It has been a pleasure to get to know the campus, listen/learn, while also being attentive to our highest priorities.

d. MSU President Davenport: We had another great Homecoming; there was a good turnout despite the rain. I have a new interim executive assistant to replace Carol Stalkamp. Dr. Sandra King has been hired into the interim role following a failed search. DeeAnn Snaza is the new Director of HR.

e. FA President Jim Grabowska: It is PDP/PDR season and I have been fielding questions. Some departments have had different practices. Departments are to weigh in and their comments are to be in the personnel file of faculty member. Questions should go to unit reps. The arbitration decision regarding overloads continues to be an issue. We met with Marilyn Wells, Kim Greer and DeeAnn Snaza to put together opportunities to talk. There will be open sessions on campus to resolve issues related to overload. Fixed-Term hires – these will be combined within the discussion of contingent faculty. The IFO is concerned about fixed-term appointments as temporary positions. *Charting The Future* continues to be a hot topic. FA Brauer and FA President Grabowska are discussing the CTF document with IFO members in the System Office. In addition,

the IFO is dedicating its next executive session to draft the faculty response. We have been very pleased and thank you for offers to broaden opportunities for shared governance. FA Vice President Visser and FA President Grabowska are appreciative of their opportunities to attend the Council of Dean meetings. Associate Vice President Ries also extended an invitation to the Research Sub-Meet; we fully embrace that as well. These opportunities are very much appreciated.

Chairs' Breakfast continues to be a very meaningful opportunity to participate in the conversation. Material is provided and posted later for those who cannot attend. It is important information for all of us.

President Davenport: There was a recent article in the *Star Tribune*; is that article representative of the FA position? FA President Grabowska: I will defer comment. FA Liebendorfer: Can it be summarized? FA President Grabowska: I will send the link. FA Severns: Can Nancy's [Nancy Black] press release be discussed? FA President Grabowska: The *Star Tribune* was something different...a paraphrase of the Black article. FA Hustoles: The IFO Board did discuss a response and that could be shared with our administration. The gist of it is that the Board supported basic tenets of *Charting The Future*, but some of the specifics were of some concern, for example, the absence of any mention of graduate education, and changes to bargaining units.

Provost Wells: In follow up to Jim's comments, I appreciate the participation of chairs at Chairs' Breakfast...thank you for your attendance.

f. Human Resources (DeeAnn Snaza): Everyone has seen the vacant position list? If there are any questions, please let me know; I am still new in the position.

Discussion Items—

a. Affordable Care Act (DeeAnn Snaza) AD: Therese Mullins sent out an announcement yesterday about insurance options - Minnesota Management and Budget pulled the list of new employees to be sent a letter with a stable link to the Affordable Care Act in MN. As the employer, anyone hired Sept 17, 2013 or later, must be notified within 14 days of their hire. This notification will be sent as part of the offer letters going forward [including adjunct offer letters]. Adjunct are the toughest as they come and go but just to be cautious, the notification will be sent in every offer letter they receive. Hiring paperwork is even more important now because if we do not send notification within 14 days of hire we are in violation of the law. Students who are employed on campus are included. The Business Office also has to notify all student workers. Vice President Straka: All student workers? International students will receive conflicting messages? Checking to see if they can clarify this. Any student who works more than 30 hours per week will qualify for benefits. That would have tremendous

implications on our budgets. FA Carson: Those letters need to be very clear because opportunities for confusion abound. Director Snaza: We will try but we cannot edit the letter provided by MMB. Provost Wells: We cannot provide them guidance given students can have very different family situations. FA Severns: For employees, fixed-term or adjunct, what would it mean if they are teaching nine or ten hours per week, they could qualify for benefits? Director Snaza clarified the requirements related to adjuncts. FA Severns: Can we keep track of how many hours adjuncts teach not just locally at one campus, but in the system? Director Snaza: MMB and MnSCU do. Adjuncts are in the system by credits of FTE. FA Hustoles: This questions the threshold to become an employee. Vice President Straka: That is what we are seeking guidance on that we do not have answers for yet. Director Snaza: It is all based on who is being paid through the MMB payment system. FA Hustoles: How will the information be disseminated to us? Vice President Straka: Meet & Confer as well as other ways to disseminate information. We are trying to figure out how to implement this. There are conversations between Human Resources, Labor Relations, and MnSCU around student employment, which is where the questions reside. Most of the employees are being contacted and being referred to the MNCARE website. FA Hustoles: We have adjuncts who are regularly hired anew...so every time that spring adjunct is hired, they are considered new? Director Snaza: Not a new employee but a new hire and therefore they will receive the letter each time. FA Severns: We know you will do better than Metro. Director Snaza: We will have errors, but if you have questions let me know. FA President Grabowska: Even if MMB letter is required, you could still provide a cover letter that attempts to clarify. Director Snaza: We have talked about how we could do that, but offer letters are one and a half to two pages already; there are lots of pros and cons to doing it both ways. We know they can link to it right away. FA President Grabowska: Is there a meeting with a Dean or with a Chair where that information could be provided? Director Snaza: We could. Provost Wells: This is a shared responsibility for all of us. We need to do all we can to share this information with new employees. Director Snaza: We are looking at multiple sites where this information can be shared. FA Hustoles: That 14-day timeframe is a problem. Adding to the offer letter seems to be the way to go. My concern is the international students. Director Snaza: We are asking questions about the international students – can we pull them out of the list and not send letters to them? FA Hustoles: That is MnSCU? Director Snaza: Yes. FA President Grabowska: We are talking about different venues to get the word out. We want to be good stewards to our employees. Are there other ways we can make the information available? Dean Morris: Any of our students may make this process confusing. Whatever we do for international students we should do for all students. FA Clink: Jean Clarke could send out a communication to students and parents through her office of New Student and Family Services.

b. eTime for Faculty (DeeAnn Snaza) AD: Department Chairs had to learn about e-Time for administrative assistants. We now have eTime for faculty. This is

for reporting leave time. We are going to be rolling that out from MnSCU to faculty this fall. Instead of filling out paperwork to take leave or sick leave, faculty will be doing this online. We will have to discuss the best way to implement this when it is going to happen. This ties in with StarID conversations. Employees need to have a StarID to complete eTime. Provost Wells: This is for sick leave or personal leave. Travel to conference still requires paper. FA Hustoles: Chair or Dean? Director Snaza: Generally, the supervisor is who approves eTime. I believe it will be routed to the Deans. FA Bothmann: Could we do this for travel requests too? Director Snaza: Just for sick leave and personal leave for IFO members. I wanted to do this for professional development. It is important to have travel documented in case of emergency, then we have documentation that you were on paid time with the University. Are there any other questions about eTime?

c. StarID Implementation (Marilyn Wells and Ed Clark) AD: StarID will be implemented; there was a nebulous date about when it was coming. However it is coming and it will be implemented the week after finals – the week faculty members submit grades. While this is not a good time, we are proposing what we believe to be the least disruptive to the campus. We want to do it at a point when it is least difficult for faculty and staff; however, we need to do it before people leave for winter break. This would impact faculty members' ability to set up D2L at the start of the spring semester. Grades must be submitted by 11:59 p.m. on Wednesday, December 18. Then at 1:00 a.m. Thursday, December 19 the StarID changeover begins. Some of you are already using StarID now; there is a pilot going on now until October 30, hopefully more can be switched over in November. eTime may be a good motivator. CIO Clark and his team are going to talk about specific information.

CIO Clark: Communication plan is ready to go. Immediately after grades are due, MnSCU goes into a change freeze; they will be shut down so that is why we cannot push it back. They will go dark with holiday vacations. We have heard there is a desire to jump in earlier. MnSCU does not want us going early. We think we can do it in sessions – groups of 30 at a time. The basement of the Library might be a place where people could pre-register for a slot and work through your personal conversion to StarID. Provost Wells: This will also have to happen for adjuncts. It is also important that to get grades submitted by midnight Wednesday. We do not have a perfect record for missing grades; we have missing grades going back to fall of 2011. How can we all do better to communicate that grades are important? We must get grades submitted in a timely manner. FA Carson: Why do we need a workshop to use StarID? CIO Clark: There is a difference between MAC's and PC's. Different users have access to different systems. FA Carson: If we are using StarID, do we need training? Assistant CIO Higdon: Self-service...you are going to have to dig into that; people may be confused. FA Carson: Our desk tops at home? Assistant CIO Higdon: Anything Cloud-based, it is StarID versus MSU. We are testing every

system we have that is Cloud-based but when it comes to your device, we are not sure what complexities we will encounter. FA President Grabowska: Are you talking about keychains? Assistant CIO Higdon: Yes...one question I have for this body, what are the essentials – wireless, D2L, email...are there other things? FA Bothmann: Off campus access to Library resources. FA Veltsos: VPN. Provost Wells: There will be resources available to those who want/need it. Vice President Straka: Purchasing cards. FA Hustoles: For those of us who already have StarID...only the password will change? Assistant CIO Higdon: TechID, StarID, MSU credentials and one other. MSU credentials will conflate with StarID. Vice President Straka: Those of us with smart devices will have to make changes. Assistant CIO Wallerstedt: MnSCU is making a transition away from TechID to StarID. CIO Clark: TechID will expire this winter break. Provost Wells: MnSCU is not moving dates, we are. FA Nickerson: Changing grade deadlines date should be discussed with UCAP. UCAP usually puts out a memo about grade submission deadlines. Provost Wells: We moved the grade submission date so that there is a little time in case there is a glitch with the changeover. FA Severns: December 18 vs. 19? Is there any reason why we cannot have a larger group of faculty to do the transition? CIO Clark: MnSCU is limiting the pilot group to 50 to figure out all the bugs this next month. MnSCU is not interested in expanding the pilot group. The best we can do is this early registration where you can get more people prepared for the changeover. We are going to try to do 30 at a time assuming our pilot does not uncover disastrous challenges. FA Severns: I do a lot of work at home and I assume something will not work; therefore, I want to convert well ahead of the December deadline. FA Nickerson: The deadline is for those people who do not act proactively. FA Pomije: Have you thought about computers that run instruments that are not portable? CIO Clark: We need that information. Assistant CIO Higdon: We are considering roving bands of folks to go to places across campus to assist people. We have talked about that and about having a very visible presence. We are in it together; we will be there to help you. FA President Grabowska: Recording grades is through TechID. Assistant CIO Wallerstedt: Concern is about the device used to log in to submit the grades - that is the concern. FA Brauer: If you are planning these sessions with us you will be doing one of those at Edina too? CIO Clark: Correct. FA Marg: And at Trafton? Yes. Provost Wells: StarID will get you into the system. FA Carson: Could IFO approach MnSCU on the need to get more people registered with StarID? FA Carson: There is not a good date. Assistant CIO Higdon: Is there a reason the proposal does not work? FA Carson: It is the week - some people leave and submit their grades from some distant location. FA Pomije: Then there are the faculty who are on sabbatical. CIO Clark: This is complicated; we will need your help. FA Carson; Adjuncts hired for spring will not have access until day one. Provost Wells: New adjuncts will have it easier...they will begin with StarID. President Davenport: Community colleges have already made this transition. CIO Clark: We need to learn from their experiences. Assistant CIO Higdon: Some people will have to create StarIDs. FA Severns: PSEO? FA Clink: Talk with Karey Kalakian. She deals with all the

concurrent enrollment and PSEO. Do we need guest accounts for people who are not our regular employees? Those users are not part of our community, they will not be impacted. They are using guest credentials. FA Severns: Check with concurrent enrollment. FA Bothmann: What does going dark mean? CIO Clark: They will make no changes during this period. Assistant CIO Wallerstedt: Holiday period – fewer resources to do these conversions. Dean Morris: Will there be a prompt to make the change somewhat like the reminder to change password? FA President Grabowska: You were given a StarID but you can create password. CIO Clark: The password change is every 180 days. FA Severns: It is 180 days from the last day you changed your password. It would not be a bad idea to send reminder to talks to change password now so it does not come due in summer. Provost Wells: This is a serious conversation. Appreciate your good ideas and suggestions. If you share them with Jim and Mary they will share them with us. Date to submit grades by 11:59 p.m. on December 18.

d. D2L and Preparedness for IT Emergencies (Ed Clark) AD: Thirty CIO's met with System to let them know this situation was unacceptable. We gave them lots of suggestions about how they could better handle such situations. This is critical to student and faculty success. MnSCU manages D2L. Assistant CIO Higdon: To clarify what happened, at midnight there were performance issues with D2L servers, kicked in at 9:00 a.m. MnSCU declared a fail over...that is when everything came down. It was about a 12-hour issue...9 hours of serious performance issue. The System was completely down for 20 minutes [11:20-11:40] that day. I don't know how much of this is redundant information. MnSCU runs D2L. We have a system-level metaphor. We are unique; we are using the system not as it was intended for use based on financial considerations. MnSCU says we cannot have our own system. FA President Grabowska: There is part of D2L beyond our control. Assistant CIO Higdon: The role we play, for example, is to build a work-around [e.g., adjunct issue] we try to be an intermediary and to be an advocate so that CIO Clark can take the issues to the System. There are things we cannot do to fix D2L...we do look for workarounds. I am here to listen and learn. FA Severns: Speaking as one of the people who were giving an exam, 75 students could not submit their answers. I could not get the student workers to go get Jeff Henline so I could speak with him. There was no emergency plan to help faculty. CIO Clark: That is absolutely correct. We had our executive group craft a plan to address emergencies. Assistant CIO Wallerstedt: We have not had a clearly-defined process for what we do with these service outages. An incident is making nonfunctional and spans a large portion of campus community – triggers major incident procedure. Create major incident record...record used throughout IT...to keep ongoing communication internally. This information to be shared at Help Desk. Incident is escalated up the hierarchy - Dawn Leech to Mitch Wallerstedt - roll down the line so members of executive team are aware of the ongoing situation. Responsible to keeping updates related to incident; keep communication with those who have reported incident, provide timelines to the resolution, and

looking for workarounds/resolutions. Execution of the internal communication plan. Contacting service owner...e.g., Jeff/Jude...Bryan Schneider notified by Dawn Leech and is bubbled to whoever can solve the problem. Work takes place behind the scene to find a resolution. Communication with campus community is imperative. FA Severns: Internal communication is awfully important. In this situation some student workers did not know D2L had gone down. Assistant CIO Higdon: Campus level communication is extremely important. We are good at this and we want to be better: FA Carson: I appreciated the email; that was helpful. Did you email students? Jeff Henline: No. FA Carson: That is because they were all emailing us. FA Carson: If you could include students that would be helpful; tell them, "Your faculty members know this." Provost Wells: Perhaps what might be helpful, could you provide a schematic to faculty members and they could provide helpful documents. FA President Grabowska: We can push it out to everybody. FA Posas: You began the discussion by noting that there were early warning signs. In Central America, when there are weather situations they use green, yellow and red to indicate what people should do. I wonder if when you see these warning sign you could provide some signals about the system. Assistant CIO Higdon: That is an excellent suggestion. At the U of M the IT group has exactly that kind of system. Because we have relied so heavily on email there is a hesitance to bombard people with email. CIO Clark: We could use a system status page, that way you could know if it is your problem or the system. We are trying to build that page - service catalog. FA Clink: We have TV monitors all over campus, could we use them to let people know the system is down? Control is decentralized. Maybe one person could coordinate; we could also use it for emergencies. Assistant CIO Wallerstedt: This is not centralized but we could look at how we might use that. FA Severns: If I saw system signs having problems I could address that immediately? FA Vice President Visser: What about the phones, StarAlert. Provost Wells: I think we are thinking about solutions to other IT emergencies. Assistant CIO Higdon: Prophylactic instructional design - what is the plan if the wireless goes down. My team specializes in this and we would like to help with this. What are some practices to inoculate you? FA Vice President Visser: That just adds another thing that we have to do. Assistant CIO Higdon: Fair enough. FA Vice President Visser: You guys generally do a good job but there have been instances where you fell down. You may get push back if there are additional layers to prepare for IT emergencies. Assistant CIO Higdon: I take that feedback very seriously. CIO Clark: If we have local D2L issues, we can do something about it. You brought up eServices, but again MnSCU runs that and it is outside our control. FA Vice President Visser: We have been asked to do so much, but when we go into class and fall on our face, because technology fails us, it is big. Please do not ask us to do more. Provost Wells: Hopefully an IT emergency will be rare. FA Clink: MnSCU has a really cool feature they need to use. One of the recent instances when the registration system was down, the system went to the page expressly designed to reassure people that it was indeed down. It went to the page but the page listed the downtime from a couple of weeks earlier.

Provost Wells: We very much appreciate the feedback. CIO Clark is now going to talk about their efforts to improve communication across campus.

e. Activities to Improve IT Communication, Support, and Services (Ed Clark)

AD: We are planning some geographically-strategic listening sessions, including Edina. We need to have a channel of communication to all faculty who may not hear this information through other sources. We will do a traveling show; we know we will get negative feedback but we welcome that – we are focused on faculty and student success. We are looking for feedback, will this help? FA Vice President Visser: It will be helpful if it brings changes; if nothing happens it will not be helpful. FA Porter: In some colleges you already have the technology directors and they have been so helpful because they get to know the departments so well. These are persons who should be central to those listening sessions.

f. Academic Master Plan (Marilyn Wells) AD: Last month I shared with you our desire to do academic planning this year. When you hear that term, there may be different interpretations about what that means. Who would be involved? What would the timeline be? We are still sorting that out but will be coming forward with more information to share in the future. We have many plans but how do we take control of our own future? An important part of that is Extended Learning – important in our future enrollment and access to education in the state. FA Clink: Advising is very important to our students; I hope advising is part of that academic plan. Provost Wells: We talked about bringing workshops to campus [three] that will help us with the plan but yes, advising is critically important to the plan. I view planning as a positive activity to help us assure our success and vibrancy. FA Porter: I think it would be helpful to have an example of what is meant by an academic plan. Provost Wells: We have to come up with a definition that suits us. President Davenport: HLC has an example of that. Duplication. Important to crosswalk the plans so we are not reinventing our endeavors. We have a lot of those in place they just may not be well coordinated. Provost Wells: Plans help us make decisions about how we use our resources. Helps us find ways to build on those synergies. We will probably bring in consultants to help us. FA Clink: What role will faculty have in this process? Provost Wells: Faculty will be critically important in this process.

FA Hustoles: Les Mes opens tonight. It is 92% SOLD OUT.


Meeting adjourned at 5:00 p.m.

FA/AD Meet & Confer Scheduled Meeting for Fall Semester, 2013-2014:

**Thursday, November 21, 2013, 3:00-5:00 p.m., CSU 253 – FA Agenda/AD Chair,
Dean representative: Joan Roca**



Kimberly Greer
Reviewer for Management



Kellian Clink
Reviewer for Faculty