

ACADEMIC SENATE

FACILITIES, STUDENT SERVICES AND TECHNOLOGY COMMITTEE

CHAIR: ROBERT G. REYNOLDS, PROFESSOR, COMPUTER SCIENCE

At the beginning of the year we were given a list of items to consider by the Policy Committee. From that list we focused on the following issues during the year along with new issues that emerged during the course of the year, including the impact of the pandemic on Students Services, Facilities, and Technology.

- 1. STEM renovation, including discussion with administrators to ensure continuing consultation with faculty who will teach in the building on infrastructure necessary for functioning teaching labs**
- 2. State Hall renovation, including discussion with administrators regarding floor plans and furnishings that match faculty instructional needs.**
- 3. Software implementation, including consideration of improvements to Canvas and other systems used by faculty and advisers, and continuing review of registration processes permitting better information to students regarding available courses and cross-listed courses.**
- 4. Consideration of the report of the 3N Online Committee and its implications for computer and internet resources and budgetary needs.**

We met 8 times during the year, 6 in person and 2 via Zoom.

In addition, we had representation on the following University Committees:

C & IT Information Systems and Data Management Committee;

Classroom Technology Committee;

Search Committee for the VP of facilities;

and the C& IT Campus Restart Wayne Sub-Committee.

MEETING SUMMARIES: Members took turns highlighting the meeting activities.

SEPTEMBER 17th, 2019

GUEST: Garrett McManaway: CISO and Sr. Director of Information Security, who spoke on “Information Security Overview at Wayne State”.

Mission is to provide a safe and secure computing environment to our students, staff, faculty, guests, and the community.

New application security review process:

- **Any new application handling university data must be reviewed by IT Security.**
- **Provide data flows, purpose, and business uses for documentation.**
- **Application is checked for appropriate security controls given the data processed and purpose.**
 - **Ability to secure & limit access to data**
 - **Business Continuity & Disaster Recovery considerations**
 - **Liability for loss or data breach**
 - **Appropriate logs and technical safeguards**

Firewall:

- **Campus is protected primarily by the Internet and Production firewalls.**
- **No firewall between most on-campus locations**
- **In general, traffic leaving a firewalled network is allowed and traffic entering a network requires a firewall rule.**

Vulnerability Scans:

- **Automated monthly vulnerability scans are performed on all C&IT and campus resources.**
- **Owners of vulnerable systems will be contacted with a security report and must remediate their issues.**
- **In-depth, manual penetration testing is performed by our staff as well as external firms.**

Identity Management:

- **Identity Management manages the various roles and identities of each person associated with Wayne State University.**
- **Logic engine that determines roles (Student, Faculty, Staff, etc.) and what access each role should have.**
- **Dictates when access should be removed when transitioning away from one of these roles based on cause.**

Security Events:

- Report phishing email attacks to abuse@wayne.edu
- Report copyright and DMCA violations to dmca@wayne.edu
- All other incidents should contact the C&IT Help Desk for immediate support
- Contact any member of the Information Security Team
- Err on the side of caution and report any suspicious activity

Email and Phishing attacks:

- Report to abuse@wayne.edu – monitored by our staff.
- Reactive measures include suspending accounts, blocking credential capture websites, and deleting email messages from mailboxes.
- Verify the sender email address (wayne.edu); names can be changed.
- Always hover every time on hyperlinks in email. Every time.
- Whenever you submit a password, always check the URL first.
- Follow @WayneStateCIT on Twitter and Academica for updates.

Affiliate Management:

- Support university affiliates that need access to computing resources WSUPG, DMC, TechTown, summer intern housing
- Previous solution was Guest or Employee. Guest was too much or not enough. Employee was almost always too much
- Reduce cost in licensing and provide better support

2018-2019 Successes:

- Strengthening the foundation and adding the right building blocks
 - Hired a Chief Information Security Officer
 - Infrastructure updates
 - Simplification of IDM process
 - Start of next-gen AV rollout
 - Updated Governance and Standards

October 16th, 2019

GUEST: Dr. Monica Brockmeyer, Senior Associate Provost for Student Success, presented a talk on “High Tech, High Touch, Student Care”. During the ongoing discussion Tim Bowman asked about the current acceptance rate. The answer was approximately 75%. Brad Roth asked about free college tuition for lower class U.G. Dr. Brockmeyer stated that STARS will be used as a framework for integrated

student care and advising. It will build on the idea of Integrated Planning and Student Success (IPASS).

2010-2011 represented the beginning of an integrated approach to student retention that focused on advising to boost graduation rates and student success. It was projected that the student graduation would be around 50% by 2021. Currently graduation rate at the University of Michigan is 90+ percent. Right now, we are around 47%. Mark W. asked “What is holding us back?” There are a number of factors, but one is grant limitations.

IPASS was proposed as an integration of technology, processes and ideas along five workflows:

- Advisor Tools
- Student Services
- Student Planning
- Faculty Tools
- Institutional Planning
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It will be supported by:

- Change Management
- Analytics

An integrated package of advising tools will be useful for supporting all of the workflows described above. Specific examples of activities for each of the workflows were then discussed.

NOVEMBER 27th, 2019

GUEST: Melissa Crabtree, Senior Director, spoke on current and future classroom technology needs.

October 1st Libraries IT were moved to C and IT. The current focus is on planning for Class Room Space and Technology allocation.

One year to organize plans with respect to Master Plan.

Fall 2020 class schedule is set.

\$40,000 budget for renovation of classroom technology.

Core Team (IT, OTL, and Facilities) for renovation of facilities.

18 people including 4 IT, 4 support, and 10 students.

Will request Faculty Senate Input (6 individuals).

Over 300 General Purpose classrooms to be scheduled and maintained.

Issues include:

Echo 360 presence in classrooms.

Multi-media Carts.

Wifi Access.

Security issues.

Ticketing system for rooms at high demand times.

Less usage on Friday-Saturday, and M-Th after 3:00.

Incentivization for use at off hour times.

Target resources that are over 10 years old.

Replace with systems less than 4 years old.

DECEMBER MEETING MINUTES

GUEST: Nathan Chavez spoke on Classroom support for teaching.

On October 1st Libraries IT moved to C and IT. The focus on planning for Class Room Space and Technology allocation.

There will be a consolidation of scheduling activities through the purchase of new software. Currently different scheduling software is used across campus.

Elevator work going on in State Hall. Projected completion will be April or May. 1.2 million dollar estimate.

150 computers have been installed in general purpose classrooms to support online programs.

Scheduling issues will need to be addressed when the 86 classrooms are removed from use due to State Hall renovation.

Survey of faculty teaching styles and technology needs is under development.

It is important to have an appropriate number of classrooms to support different styles of instruction.

One year to organize plans with respect to Master Plan.

Fall 2020 is set. \$40,000 budget for renovation of classroom technology.

Core Team (IT, OTL, and Facilities) will support these renovations. 18 people including 4 IT, 4 support, and 10 students.

Over 300 General Purpose classrooms to be scheduled and maintained.

Issues include:

Echo 360 presence in classrooms.

Multi-media carts.

Wi-Fi Access.

Security issues.

Ticketing system for rooms at high demand times.

Less usage on Friday-Saturday, and M-Th after 3:00.

Incentivization for use at off hour times.

Target resources that are over 10 years old for replacement.

Replace with systems less than 4 years old.

JANUARY 28th, 2020

GUEST: Rob Carpenter, AVP of Facilities at Wayne State, discussed the current status of Facilities at Wayne State.

• MAINTENANCE OPERATIONS

• Elevators in State Hall and School of Medicine are being worked on.

• <https://facilities.wayne.edu/updates/elevators> (See attached)

• Water management plan

• DESIGN & CONSTRUCTION SERVICES

• Included 400 Mack, the Arena project, the Scott Hall Vivarium project, and the Towers Café.

• PLANNING AND SPACE MANAGEMENT

• Master Plan to create sightlines across campus as suggested by / Ernst & Young / Dumont Janks

• REAL ESTATE

• LaPita Restaurant is no longer on campus. Real Estate is actively pursuing a new food tenant for that location (adjacent to the Bookstore).

The reason for the move was not disclosed.

• PARKING & TRANSPORTATION

• I-94 Second Avenue Bridge Modernization Project

• Lot 22 will be used as the staging area for this project.

- Please watch emails for information regarding possible detours.
- **SUSTAINABILITY**
- Five Year Sustainability Plan (2017-2022) will be supported.
- Green Office Certification - Faculty/Staff Engagement. A tool for campus community to make their offices more sustainable.

Participating offices can become certified by earning points through the completion of sustainable actions.

Target launch date: Earth Day, April 22, 2020.

FEBRUARY 28th, 2020

GUEST: Dr. Ellis the Associate Provost for Academic Programs and Associate Vice President for Institutional Effectiveness at Wayne State University. Dr. Ellis presented material with regards to the new Academic Analytics Software that was mentioned in our last Academic Senate meeting. The slides and the material from the presentation by Paul Beavers from that previous meeting were discussed in the context of this presentation. Dr. Ellis demonstrated its use to answer various information retrieval tasks. Meant to support but not substitute for the acquisition of knowledge about faculty and college expertise. It was shown how it could select possible awards and/or honors that a faculty member might be eligible for.

MARCH 18th, 2020. ONLINE via ZOOM.

GUEST: Kurt Kruschinska, University Registrar, spoke on Course Scheduling Software at Wayne State University.

ASSESSMENT:

The Registrar's Office supports students by certifying transcripts, posting degrees, reporting academic progress for financial and eligibility, and more.

Doing so requires collaboration with faculty and college offices whose grades and degrees inform the registrar's work.

This process has been known to take more time than necessary. The registrar's office has been focused on streamlining the process to get this information out to students, faculty, and advisers faster.

To this extent the office has been engaged in a massive effort to streamline the process, automate processes, reduce the need for manual entry, and increase and improve the communication of information to student and Faculty.

The result of this overhaul was to produce a three-day average reduction in the submission of grades when compared to the last two years. Manual data entry for degree posting was reduced by 25% making transcripts and diplomas available to students sooner and reducing overtime costs to the University.

A schedule of additional improvements was determined for 2019-2020.

A smart scheduling tool that uses Artificial Intelligence to optimize assignments of classrooms to Faculty base upon teaching styles and enrollment needs, EMS has been purchased for use in the upcoming year. Previously, several different schedulers were used across campus that resulted in various compatibility problems.

APRIL 29th, 2020. ONLINE VIA ZOOM.

GUESTS: Dawn Medley, Associate Vice President for Enrollment Management, and David Strauss, Dean of Students

CARES Act Funding

Dawn Medley started the meeting by talking about the money coming to the university for student financial assistance through the CARES Act. The university will be receiving slightly over 19 million from this act, one-half of which is to be distributed to students. The rules from the Department of Education change almost daily but as of now, undergraduate and graduate students will be eligible for assistance, except for those students who are non-documented aliens and DACA. Students will need to have a FAFSA form on file. Based on the rules of the CARES Act. None of this money will go directly to tuition. It is cash payments to the students. The students can use it for food, pay rent or pay tuition, it is their decision. The university has set up a special emergency fund to assist students that are not eligible for assistance through the CARES Act funding. Students who were enrolled for at least one credit hour this Winter Term, will be eligible to request assistance through the CARES Act funding or the university special funding.

CARES Act funding will come to the university through The Office of Sponsored Programs and will go to the Financial Aid Office for distribution. The Financial Aid Office will distribute a simple application and students can apply for aid ranging from \$100 to \$1000. Ms. Medley thought that they could turn applications around in about two business days. At this time the Financial Aid Office thinks it can help the majority of the students who may ask for assistance.

Report from The Dean of Students

The WSU Food Pantry has been operating and has been assisting many students. In addition to food, the Pantry has been distributing Chromebooks to students who need computing capacity. There have been 64 Chromebooks checked out, there are about 50 remaining. Students can retain the Chromebooks through the summer term, if they are enrolled. The one limitation with Chromebooks is that they cannot use Respondus Monitor. Students who do not have internet access can also request hot spots.

The volume of CARE reports has increased significantly. The CARE volume is up to 10 to 15 reports a day. Students have been experiencing anxiety about their own health and the health of friends and their family members. Students also have anxiety about financial issues and challenges with technology.

There has been an increase in academic misconduct cases. There is an increase in cheating. For example, there is a case pending currently in the Chemistry Department where many students were found with the exact same answers on an exam. Students who are caught cheating cannot opt for the NC for their final grade. One faculty member voiced concerns about using Respondus for exams. He stated that the faculty needed assistance with conducting exams using Respondus. It is nearly impossible to tell if students are cheating on an exam. C&IT is currently working with the OTL on this problem.

Fall Enrollment & Technology

Dawn Medley stated that up until the COVID-19 pandemic WSU was going to have a much bigger FTIAC class than last year. She still anticipates that we will have a solid freshman class. The FTIAC and transfer student orientation registrations are up from last year. Some things that Enrollment Management is doing to enhance Fall enrollment is using a virtual engagement platform called WIZER to allow the schools and colleges orientation staff to keep a continuous presence with their new students. There is also BETA testing by C & IT of a mobile experience for students called Warrior Road.

For faculty there is some funding available to address technology needs because of changes in teaching methods. There was some discussion and concern voiced about the new initiative that will consolidate all IT personnel currently spread among the colleges under the C & IT umbrella. Some schools and colleges have unique IT needs such as television studios and technology labs that are better addressed by having their own dedicated staff.

CONCLUSIONS:

I wish to thank all of our quest speakers and committee members for making this year a success in spite of the many obstacles that were placed in our paths.

Submitted by:

Dr. Robert G. Reynolds

Professor, Computer Science

Chair, FSST Committee, Academic Senate.