

Facilities, Support Services and Technology Committee

Annual Report 2013 - 2014

Members: J. Artiss, R. Ackerman, I Avrutsky, K. Kumasi, B. Madigan, R. Marback, H. Matthew, B. Morrow, T.R. Reddy, J. Withey and K-H Yang

Administration Liaison: J. Sawasky

AAUP Liaison: D. Golodner

Student Senate Liaison: R. Pfaff

October 2013 Meeting:

At the request of Mr. Sawasky, three members of the committee agreed to attend an introductory session on the selection of a new and enhanced telephone system for the university. Messrs. Avrutsky, Withey and Artiss attended and reported back to the committee in November. A detailed report from Messrs. Avrutsky and Withey is attached (Attachment 1).

Richard Dunbar, Professional Temporary, University Libraries-Administration, joined the meeting on behalf of Dean Sandra Yee to discuss renovations to the second floor of Manoogian Hall. There are thirty classrooms that are being gutted and rebuilt. A committee of heavy users of these classrooms has been assembled and in response to Mr. Dunbar's request for FSST committee input Mr. Matthew agreed to attend, represent and report back to FSST. There was some discussion around the pros and cons of chalk, white and smart boards. Mr. Mathew presented a Dean Sandra Yee's follow-up (Attachment 2) and drawings (not attached) to the committee at the November meeting.

Mr. Avrutsky raised the issue of power outages in the Engineering building and their adverse effects on freezer storage temperature sensitive samples. Mr. Artiss reported that it was his understanding of remarks made by the Provost at a recent Policy Committee meeting that the University is planning to change power providers but that the process would take an estimated two years to complete. Mr. Sawasky added that FP&M were just beginning the process of identifying the priorities for the changeover.

November 2013 Meeting:

Timothy Michael, Assoc. VP Business Operations and Leo Lieberman, Manager, Mail and Receiving Services attended the meeting to address a number of issues pertaining to mail delivery, especially at the SOM. They described how by purchasing a \$200,000 robot and negotiating agreements with the union they were able to reduce staff, consolidate mail/shipping/receiving services and moving into a new facility they were able to project a net savings of \$140,000 annually. Mr. Lieberman stated that a

significant part of the problem was that when people change offices that they do not always notify the mailroom. Mr. Michael added that when the operators attempt to manually correct the address from information in Banner they encounter thirty-four (34) different address fields. Mr. Sawasky agreed to look into reducing this number. Mr. Lieberman, who recently joined WSU having left similar responsibilities with Coca-Cola in Atlanta, presented the attached report (Attachment 3).

Mr. Artiss reported that he had spoken with the Provost and that the power switch over will take approximately two years and that the administration is currently prioritizing the order of buildings as the entire campus cannot be done at one time.

Mr. Sawasky reported on organizational and service changes at C&IT (Attachment 4).

December 2013 Meeting:

This was a joint meeting with Curriculum and Instruction Committee to discuss renovations to State Hall.

Mr. Artiss chaired the meeting and opened with a brief description of the charge from AS President L. Romano to propose the kind of changes that should be incorporated into State Hall when it is renovated, sometime in the future. The floor was then opened for comments from the committee members:

- The fourth floor has recently been renovated and looks better than the others.
- The smaller rooms are good for group activities but cannot hold more than 15-20 students at a time.
- Some of the rooms have (structural?) posts in the middle of the room which limits seating.
- Current A/V equipment requires that the instructor bring their own laptop.
- It was generally agreed that the façade made State Hall one of the two ugliest buildings on campus – *it looks like a 60's high school*. It was suggested that it might be best to demolish it but that was ruled out because of the need for the classrooms on an on-going basis.
- The only elevator in the building is too small, it may have room for one wheelchair, and is too slow. As space inside the building is limited it was suggested that a glassed-in external elevator might be considered if it could be incorporated into improvements to the façade.
- There are too few outlets for students' computers.
- Smart boards were suggested but it was pointed out that Math professors, in particular, require large surface areas to write complex equations.
- There should be continuity between the renovations made to the fourth floor and the lower floors.
- The lockers in the hallways add to the high school appearance of the building. It was suggested that they be removed.

- There are currently few if any good study areas, these should be enlarged and increased in numbers. Removal of the too small internal elevator would add to the floor space of the existing study areas.
- Replacement of the hallway lockers with windows might add to the esthetics of the building.
- Proper window treatments are necessary.
- It was suggested that we include, but not exploit, our art students in some manner; display areas for their works, murals and outside pieces to improve the façade.

A subcommittee of FSST and C&IT members, J. Artiss, J. Fitzgibbon, M. Richmond, R. Pfaff and P. Beavers was formed, charged to work on the suggestions and return to the two committees with their suggestions in the February/March time frame. Mr. Barnes (FSST) was added to the committee at a later date.

In a follow-up to the problems with addresses Mr. Sawasky reported that the mail sorters did not have a good source of current addresses for faculty and staff. There are over thirty different address fields in the current Banner system and there is no way to force people to update their address when they change addresses. C&IT is working on new software in an attempt to resolve this matter.

Mr. Golodner expressed concerns over privacy and storage of v-mails if we move to a VOIP telephone system. Mr. Sawasky responded that the current system stores v-mails in two different formats, one for voice retrieval and one for voice to e-mail applications. For legal purposes these messages can be accessed by C&IT but only after agreement between Messrs. Sawasky and Lessom (General Council). These same rules would apply to any new system.

January 2014 Meeting:

Mr. James Sears, Associate Vice President for FP&M, attended this meeting to present plans for renovations and new building construction.

Medical Bio-Research Building- The new building features a three story tall atrium and two facades from the original Dalglish building that have been salvaged and restored. The building will house 50-60 investigators in non-procedural clinical research areas and wet labs in the original building core area. Henry Ford Health System will have space in the building. The skylights in the third floor vaulted ceiling of the original building have been updated so as to provide a great deal of natural lighting in the third floor laboratory spaces. To date 22% of the \$93M budget, \$30M covered by MI, has been spent and despite numerous expensive setbacks the planned completion date is April 2015. Final decisions as to who will occupy the building have not been made. Upon completion of this space 110 East Warren will be closed and the occupants probably moved to the Elliman building.

Fountain Court Area- At present we are losing trees and there is a great deal of sidewalk breakage in this 3.5 acre area. The budget calls for \$2.25M plus an additional \$1.5M to restore the De Roy pool and

moat. A total of about \$4M needs to be raised in order to complete the renewal/restoration of these spaces. Mr. Sears shared several architectural concepts for this space.

Student Center Building- This \$26.5M project has begun with moving some businesses from their previous locations. Demolition and reconstruction will begin in earnest at the end of the academic year with a projected completion date of July/August 2015. A means of tying the indoor space into the outdoor space of the Fountain Court Area is being explored.

Electrical Issues- FP&M are currently working on the distribution of back-up generators and surge protection of -80 freezers. Detroit Edison will be taking ownership of the Detroit Public Lighting Department (PLD) in July but it will take 3-5 years to switch over all of the 43 buildings that are currently on PLD. Edison is planning to build a new substation to service WSU and MidTown.

New Laboratory/Classroom Building- \$15M has been requested from the State for a \$20M new building to be situated in the Physics parking lot. It is expected the proximity to the Physics Building will allow for the sharing of some of the existing infrastructure. Current plans call for 30 teaching labs to be used by STEM but there are competing views on the use of this facility.

Extension Center- this former Farmer Jack's building is scheduled to open in Fall of 2014.

Mr. Sears concluded by stating that he will seek faculty input in future projects.

As part of a general discussion after Mr. Sears had finished Mr. Sawasky commented that each student now averages three devices that require bandwidth.

February 2014 Meeting:

Mr. Jon Frederick, Director of Parking and Transportation attended this meeting to discuss various issues pertaining to parking at WSU.

Parking structure maintenance- Mr. Frederick began by presenting pie charts of how people accessed the parking lots in 2013 and 2014 (Attachment 5) Almost all projects that were planned for last year have been completed. Repairs to Structure 1 is/was a major project that is going to take a few more years to complete. Last year's renovations included replacing and installing new video surveillance equipment that is higher resolution and feeds directly into Public Safety. Mr. Sawasky offered to try to arrange an FSST meeting be held at Public Safety so that the committee could see the technology first hand. Mr. Frederick cautioned that Blue Light phones might not work. They attempt to keep them in good repair but between the inclement weather, normal wear and abuse it is an on-going struggle. Snow removal has been a major challenge this year. He stated that in a normal winter we see about 48 inches of snow, as of the date of the meeting we had already seen 71 inches. On top of which it has been a challenge to keep the gates working because of the extreme cold.

Major repairs are planned- Structures 1, 2, 3 and 5 are scheduled for repairs, especially the pot holes, during the spring and summer of 2014. Further to the Walker report, \$4.9M is budget for repairs this summer. This report has also aided in reducing on-street congestion. Mr. Barnes raised the issue of

parking in Lot 60 near the Hilberry Theater. As there is no credit card access it is unavailable for theater goers. Mr. Frederick apologized but stated that that lot is scheduled for major changes within the next couple of years. As the card readers could be re-cycled to the renovated lot, the committee asked Mr. Frederick to address this issue sooner rather than later. The changes that were planned in accordance with the Walker report are 85% complete.

Student Parking- Mr. Frederick was asked to comment on the possibility of a phased in “free” parking approach for students. Revenues could be recouped from the student fee. It is the university’s position that the user should pay. Furthermore they are concerned about increased demand for parking spots and additional wear and tear on the lots. The chair suggested that, in cooperation with the Student Council, a survey could be conducted to gather information on what effect such a program might have on enrollment and retention. Mr. Pfaff suggested that we might consider that as a first step we look at the effects on a more limited population; those students carrying a full credit load for example. Mr. Sawasky mentioned the results of a student services survey (<https://budget.wayne.edu/Analysis/login.aspx> - Title: "2012 Wayne State University Student Survey") that indicates a high level of dissatisfaction with the current situation. Mr. Frederick stated that his office has been working with Urban Studies and that they have developed their own survey (Attachment 6). He has asked for comments on the survey from the committee.

Questions from Members- The parking staff have been instructed that they are to accommodate the disabled by all means possible; especially in the inclement weather. An intercom/video system will be installed at every parking lot entrance this summer.

After Mr. Frederick left the meeting Mr. Sawasky reported that a small group, including himself, had joined the Provost for a site visit to Georgia State university. GSU has a very similar student population to WSU but has managed to address their retention problems. The Provost is working on a return visit by a group from GSU to help us with our retention issues.

Mr. Sawasky asked for volunteers from the committee to sit on his new e-Mail Service Selection committee. Messrs. Barnes, Pfaff and Artiss agreed to serve.

March 2014 Meeting:

Ms. Alicia Pendleton, Senior Director, Human Resources and Mr. John Vander Weg, Associate Provost for Academic Personnel attended the meeting to present an update on transformation of Human Resources.

Presentation- Ms. Pendleton made a short PP presentation on the transformation WSU’s Division of Human Resources (HR) (Attachment 7). She presented the new organizational chart that showed the consolidation of services under her office. HR is consolidated in their structure but have four separate physical locations around the campus. HR is not involved with labor relations. Although they assist in processing new hires the responsibility of searches still rests with the units.

Questions from Members- Several members expressed frustration over problems with start dates having to coincide with pay periods for student assistants. These problems appear to arise from the design of the software. Mr. Vander Weg said there were ways around these issues and that faculty should contact him if they experience these issues. He added that HR is currently working on the front end of the process in an effort to avoid these sorts of issues.

Following the departure Ms. Pendleton and Mr. Vander Weg the meeting continued.

Mr. Pfaff reported on the March 17th and 21st meetings of the Email Collaboration Services Advisory Committee (Attachment 8). Messrs. Artiss and Barnes reported on the March 25th meeting.

Mr. Sawasky reported that C&IT will be conducting surveys of faculty regarding campus technologies, including Blackboard.

April 2014 Meeting:

This meeting was held at WSU Public Safety Headquarters, 6050 Cass Ave. The committee was treated to lunch, a presentation and tour of the facility hosted by Chief Holt.

Presentation- Chief Holt began by explaining that because we have an open campus that the WSU police force had responsibilities beyond the campus and was responsible for the entire Midtown area including the surrounding neighborhoods. Today there are 60 officers up from 23 when he became Chief in 2008. All officers are required to have a bachelor's degree, 70% have a master's while several more are working on law degrees and one was formerly a physician. A constant theme that the Chief kept coming back to was service and that his officers understood that they were there to provide a service to the university and surrounding community. The officers patrol by foot, Segway, bicycle, patrol car and four Harley-Davidson motorcycles that are ridden by female officers. The target response time for an emergency call is 90-120 seconds. The officers are instructed to learn the community and its inhabitants. They have received grant funding to send two officers with a healthcare worker out twice a month to look after the homeless and those suffering from mental disorders. They give these individuals what immediate care they can and attempt to get them off of the street. They have three K-9 dogs, two bomb and one drug sniffers reducing the need to clear a building when a bomb threat is called in. The force has its own immediate response team so that in the event of an emergency there is no prolonged wait time. The campus has 312 blue light telephones with speaker capability all of which can be seen by video monitor. This capability allows the officers in the station to encourage "loiterers" to move along and thus preventing bad things from happening. They have worked with C&IT to develop both a Broadcast Message System and a state-of-the-art WSU video surveillance system consisting of 22 PTZ (pan-tilt-zoom) and about 800 stationary cameras including a number of street cameras that the City of Detroit PD did not know they had. License plates and faces around and on the campus can easily be seen. The system is capable of seeing individuals on the roof top of the abandoned train station on the edge of Mexican Village. In order to maintain a quick response their patrols are data driven, that is they look for trends and increase their activity in areas where there has been a sudden increase in

criminal activity. In 2008 70% of their activity was on campus today it is only 32%, the remainder is in the surrounding neighborhoods.

The Wayne State campus is the safest in the State of Michigan and has a lower rate of crime than several of the suburbs. Since their inception no WSU officer has been involved in a shooting.

Old Business

- a. Heating and Cooling Scott Hall Animal Facilities: Mr. Artiss reported that he had been involved on and off since last September with a concern raised by a researcher over wide temperature swings in the Scott animal facilities. He reported that he had received an e-mail from Mark Allen, Senior Director of Facilities Operations stating: *“Testing of the components serving the 200 Suite is complete. We are analyzing the results and formulating the plan for repairs which is likely to center on the replacing select control valves and installing a new, remotely monitored (and operable) controls system.”*, and that he was guardedly optimistic that progress was being made.
- b. New Telephone System: Mr. Sawasky reported that it would be phased in beginning this fall over some number of years as the budget allows.
- c. New e-Mail System: Mr. Sawasky reported that it was the unanimous recommendation of the members of the e-Mail and Collaboration Advisory Committee to migrate to Office 365 and that he was in the process of presenting the committee’s recommendation to administration and the Academic Senate (May 7th).
- d. Free Parking (for some students): Mr. Sawasky informed the committee that the matter was still being discussed but one idea proposed was for a, “First Time, First Term, Full Time Student Parking” pilot project. The projected cost is estimated to be at least \$300k per term per 1,000 students, a source of which would need to be explored. The Provost was to present the concept to the Cabinet on May 1st for their consideration, along with other concepts developed by the Strategic Enrollment Management Committee.
- e. SOM e-Mail Issues: Mr. Artiss reported that he has received a number of complaints from faculty members regarding the SOM e-mail service and that he had compiled these concerns and forwarded them on to Mr. Sawasky. Mr. Sawasky reported that he had met with Erwin Rauschendorfer, CIO, Medical School and UPG Information Systems and that they had divided all of the concerns into one of three categories; 1) privacy issues between WSU and UPG files, 2) benefits of emeritus faculty, and 3) integration of information systems. Further that they were in the process of getting the right individuals from WSU and UPG together in order to examine current policies and to develop appropriate policies or procedures. There is a policy detailing the privileges of emeritus faculty on the WSU website and Mr. Sawasky promised to forward the link to the chair so that he might pass it along (here’s the link: <http://provost.wayne.edu/policies/index.php>). Mr. Sawasky promised to report back to the committee as soon as possible.

Attachment 1

Ivan Avrutsky and Jeffrey Withey

Meeting notes

Nov. 5, 2013 and Nov. 6, 2013

As a FSST representatives, we attended the Nov. 5 meeting (Avrutsky) and Nov. 6 meeting (Withey) organized by C&IT as a part of efforts on transformation of the current phone system in the University. The meetings were attended by representatives from Schools and Colleges and other University units and by Jim Barbret, WSU Comptroller (Nov. 6).

Joe Sawasky and Kathy Guarano from C&IT provided basic statistics on the current system.

At present, we have a Centrex phone system from AT&T. It handles around 9,000 calls daily, provides services such as voice-to-email and virtual phone numbers, liked by many faculty. Overall, however, it is a decades old development, missing some features available in modern systems, and rather expensive. AT&T is planning to phase out this service in the very near future, so transitioning to another system is essential. University is looking to replace the current phone system with a phone-over-IP. A consulting company Vantage Consulting has been hired to help selecting the vendor and the configuration of the new phone system.

Vantage representatives, Geoff Tritsch and Brian Woroby, continued the discussion.

It has been stated that Vantage does not have any financial interest in companies or products they help to select as a replacement for the phone system. They have expertise in the subject and understand in what way the academic institutions' requirements for phone system are different from those of business organizations.

The type of product Vantage is advocating for is "Unified Communications" (UC) – a software-defined phone closely interacting with the e-mail system. The system can be flexible enough to provide desirable features for faculty across the campus. It does not have to be a one-fits-all solution, but can be adjusted to meet the needs of different University units. The soft-phone system uses data network as oppose to dedicated wires. Elevator phones, fax machines, blue light phones will remain as they are and will use a gateway to connect to the system.

To select an appropriate configuration, Vantage representatives asked attendees what they like and dislike in the current system, and what new features they wish to see.

Voice-to-email was mentioned as a useful feature. A question was asked if the email could also contain a transcript of the voice mail. An example of service provided by Comcast was given. Vantage responded that integration of voice-mail and e-mail is an inherent part of the soft-phone system and this feature will certainly be preserved. As for the transcript, automatic voice recognition is not yet good enough to generate acceptable quality transcripts. If this feature is needed, it will be either automatically generated set of words from the voice mail or a higher quality transcript prepared with some human involvement and additional cost and security concerns associated with the process.

Another question on voice-to-email service was on the synchronization issue: can both voice-mail and its email copy be deleted by one click on either a phone or computer screen? Vantage responded it should be possible with the new system

Representatives from some departments (English) noted that many faculty have abandoned phones in the offices because the service became too expensive, and the students do not call but rather text, and faculty have other ways to communicate among themselves. In other units (Nursing and Chemistry building) it is considered vital to have phones operational, especially because cell phones do not work in some areas on campus.

Current way of setting up the voice mail is considered to be confusing by, apparently, many faculty. If the voice mail is not set up right away, the chance is it will never be set up.

Accessing the voice mail from office phone is inconvenient: too much of redundant information to be entered – this can be addressed with a new system.

Blocking unwanted phone numbers is a desirable feature – should be possible to address as well.

The new system would permit much easier dialing and retention of phone numbers- copy pasting and/or clicking on a number, automatic addition of received calls to a contact list, and a log of past dialed and received calls, similar to what currently functions on most cell phones.

Vantage proceeded with further description of soft-phone systems. Among the advantages are unified messaging using voice- and email, perfectly synchronized. A question was asked if a caller ID could show up on the computer screen – yes.

Some savings are expected because the desk phones will no longer be needed. The soft phones can use the hardware (speakers, microphones) built-in into the computers. Some argued that actual phones are needed at front desks only. Others that use phones a lot prefer that they keep a desk phone of some kind. New desk phones in this system would be portable and multifunctional, as opposed to the current unitasker desk phones. Direct faxing should also be possible to these phones or to a computer version of the system.

Another advantage of soft-phones is mobility. The call can be answered using i-pad, your cell phone, or some other device, while keeping your University identity and not revealing your personal phone number. While on campus, using such service will not deplete your cellular minutes.

Comments from the attendees: as long as the business calls can be kept separate from the private calls, it should be OK to eliminate the desk phones and ask faculty to use their cellphones in this way. A problem that arose from this, however, is the poor quality of many cell phones. The new generation VOIP phones have much better call quality, possibly exceeding the quality of the current land line system.

A question was asked if a text message can be sent to a list of students – yes, but your private phone number may be visible. Apparently, calls and voice mail are processed differently from texts.

One more advantage: video capabilities. It is a part of many soft phone systems. There is no compatibility between the systems though – to take a Skype video call you will still need Skype.

Soft phone allows for remote work – you can be anywhere but answer your office phone. It has been noted, however, that some university policies may restrict work from home.

Faculty who have both office and laboratory phones with different numbers may want to keep this system in place to eliminate unnecessary calls to their office. Also, in a lab environment there are often multiple users of one phone so that flexibility is important.

Among the issues that need to be addressed are following.

First, in case of power failure, maintaining some phone operational is a vital safety issue.

Second, there should be a system in place that would allow for tracing locations for the 911 calls. Risk Management and University Police need to be consulted on the issue.

A major issue that will arise with a new system is that it will require major upgrades of the university wifi capability. The current wifi is quite poor in many buildings and adding a VOIP phone system would make it completely unworkable. Many buildings may require significant rewiring as well.

Joe Sawasky wrapped up the meeting stating that the overall goal is to bring a modern and less expensive system to the campus, presumably starting Fall 2014. Some pilot installations will be done before that.

Attachment 2

Dean Yee Follow-up Summary

MANOOGIAN HALL 2ND FLOOR RENOVATION

FACULTY COMMENTS

10/16/13

- I. Faculty representatives from Colleges teaching on the 2nd floor including CLAS, Engineering, Communications (FPCA). No one from Education attended the meeting.
- II. Concerns were expressed about infrastructure of the building. Jennifer Sheridan Moss contacted Deb Brazen directly.
- III. A majority of the rooms should be standardized but flexible
- IV. Faculty wanted to be sure that the overall number of seats not be reduced so that larger classes could still be accommodated. However, there was interest in some variation in the seating types and design of the rooms.
 - They did not see the need for the large cushy chairs
 - Flexibility in the rooms was of utmost importance
 - The orange moveable chairs, with storage for backpacks were very favorably received, as were the moveable chairs with the tablet arms that moved from left to right
 - Concern for chairs that were big enough to accommodate larger students
 - A bar stool type chair for the faculty member was recommended
 - No breakout rooms needed, make seminar rooms on the 1st floor slightly larger and then could be used for smaller classes
- V. There was support for the design of rooms like 409
 - Would like to see 4 students at a table rather than 5 for purposes related to test taking
- VI. Benches in the hallways for students are needed
- VII. More Power is needed, everywhere including the center of the rooms
 - Asked if power plugs could be built into the floors
- VIII. Light control needed in classrooms, motion detection causes problems, especially if watching a movie and someone gets up
 - Dimmers, or other controls for dimming the lights for technology needed
- IX. Clocks need to be working and on cell phone time
- X. More robust wireless throughout
- XI. Chalk Board vs. whiteboard. Need lots of space to write on, prefer (overall) whiteboards as long as maintenance is provided
 - Need maximum writing space
 - Some instructors mentioned they liked the huddle boards in State
 - No one from Math was there to discuss chalk
- XII. Technology needs
 - Pull down projection screens cover too much wall space
 - Like the idea of monitors, want to be sure to have sufficient monitors so students can all see

- Liked multiple screens and any screen on all approach-matrix mixing but pods not needed
- Need better sound systems and soundproofing
- Doc cam in all rooms/standard instructor station
- Interactive whiteboards/smartboards were mentioned, but some did not think they worked well

XIII. Special Needs

- Foreign language needs room to show films, have copy of proposal
- Video recording in classrooms for Comm1010
- No need for overhead transparency projectors or VHS
- Film Studies, rm 226 has special requirements
- Concern that heritage rooms remain true to donor requirements

XIV. Other

- Make sure construction starts after finals
- Building infrastructure upgrade is needed/ temperature, water, noise, etc.
- Concern about money for ongoing upgrades and maintenance
- Different departments may need some different designs. Can certain rooms be assigned to certain types of classes/departments?

Attachment 3



Mail Services

The Inbound Mail Process

- Mail is picked up twice daily from our post office (7AM & 2PM)
- Mail is organized and put through our mechanical sortation device
- Mail is bundled by drop location and delivered once daily between 10:30-12:30
- It takes our team no more than 8 business hours to sort and deliver mail
 - Unspecific/Undeterminable mail may take additional research time to determine recipients.

Volumes

- 500,000 Pieces of mail received annually
- 40,000 Packages received and delivered annually
- 34,650 WSU names in our database
- 75,600 pieces of mail received for former WSU employees and students - annually
- 21,600 pieces received that are not WSU related; misdelivered from USPS – annually

Concerns: Wrong Mail and Delays in Reception

- The sortation device relies on data provided to it by Banner/Pipeline.
 - Sorts by name not address
 - Updates are provided by Banner/Pipeline via daily download
 - Mail Services has over-ridden 1000+ locations provided by Banner
 - Only yourselves may update location/name data in Pipeline – no proxies
 - Departments may not be updating former and retired employees properly
 - There are 27,000 names in our database for former employees. Last month we received over 6300 pieces of mail for former employees and retirees – some are still here and want their mail, while others may be former – and we don't know about it.
 - Mail Services continues to pursue and work with individual departments in hopes of updating location data.
- Additional reasons:
 - USPS Relationship –Mail mis-routed to WSU. The same may be happening with portions of our mail.
 - Inter-office Mail – information may not be accurate- bad location address, not enough information, multiple names to choose from.
 - Poorly addressed envelopes – requires research and may not get to the correct recipients
 - End recipients are not picking up their mail in a timely fashion
 - Unspecific recipients – may have multiple locations to choose from
 - Mail department error – human error on our part
 - Duplicate names – more than one person with the same name
 - Additional mailrooms in the delivery chain – Karmanos, DMC (Hutzel, UHC, Children's) and Harper
 - Last Mile Program – UPS & Fed-Ex have partnered with the USPS to deliver their shipments. Extra time for reception; misinformation on websites as to being delivered.

Remedial Actions

- Campaign with C&IT & HR to improve accuracy of data in Banner
- Former employees lists
 - Reduce years former employee stay in our database; 8 years > 1 year
 - Ecological Mail Coalition –Will assist in getting former employee names of solicitor lists to reduce amount of unwanted mail. Hundreds of current universities subscribe and are taking advantage of this service.
- Mass communication for review/update Pipeline with current information
 - Campus wide email
 - Memos to departments
 - Flyers in mail slots
 - Mail stamps on mail pieces advising update needed
 - Support from key WSU personnel
- Ideas from the group

Utility IT Consolidation for Desktop and Workgroup Support in Administrative Units

Presented to FSST November 2013

Administrative IT Support Consolidation

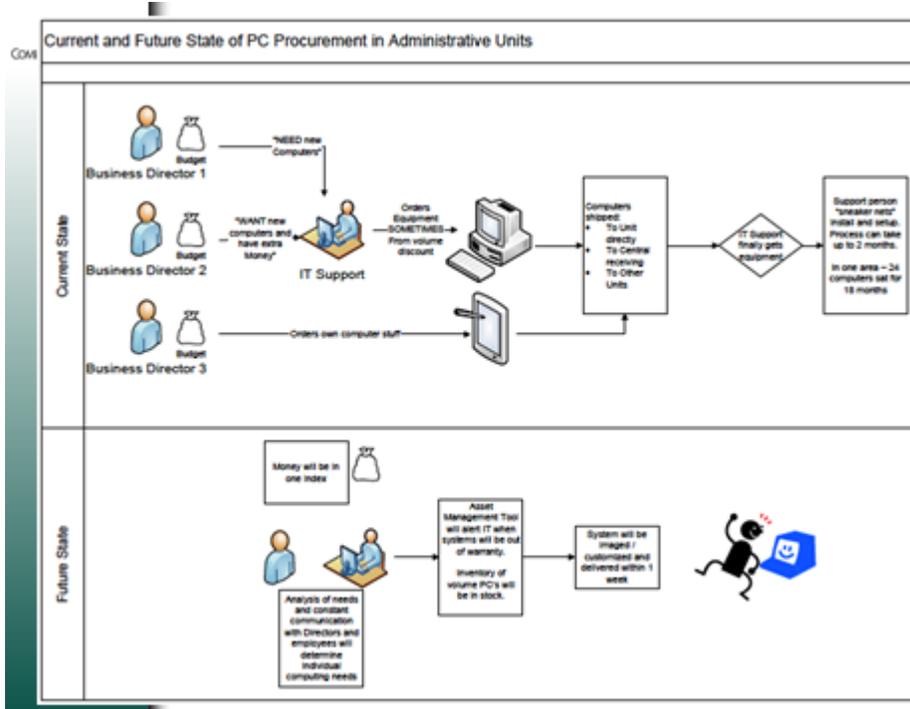
- Target areas for **administrative** IT service consolidation
 1. Desktop computer acquisition, deployment, management
 2. Active Directory consolidation, including file/print services
 3. Help desk services

New C&IT “DeskTech” Program Goals

1. One technical team through which participating administrative units order PC's and have them maintained
2. Increase the percentage of standard configuration PC's purchased to >80%
3. Create a one business week delivery standard for new PC's ordered by participating units
4. Create central inventory of PC's
5. Place all machines on 4 year lifecycle
6. Create single logical Active Directory/File/Print service infrastructure
7. Reallocation of involved departmental IT budget to central (personnel, hardware, software, supplies, training)
8. Annual operational expense reduction goal: \$225k

What was involved?

- Assignment of Melissa Crabtree from C&IT as program manager and assignment of C&IT staff to initial team
- Create project plan and communication plan with timelines
- Reassignment of departmental IT budget and staffing to C&IT from Provost's admin areas
- Analysis of departmental IT budget and staffing for Finance
- Assignment of involved departmental IT staff and budget from Finance to new C&IT team
- Validation of Dell standard configurations for WSU
- Collect complete inventory of PC's in administrative units
- Development of new PC acquisition and deployment processes
- Configuration of team facility workspace and secure PC inventory area
- Development of new campus Active Directory and file/print server technology infrastructure
- Develop modern PC management infrastructure & toolset
- Develop modern processes for remote PC troubleshooting



Results

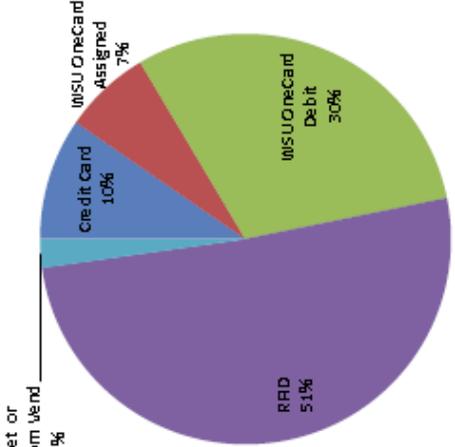
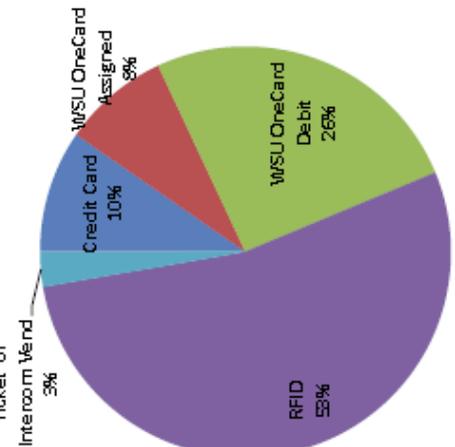
- IT support for Provost's administrative areas, CFO's division, President's Office, Marketing & Communications consolidated into C&IT
- Staff reassigned to C&IT DeskTech team
- Annual budget savings achieved for IT support and PC hardware purchases
- 10 Active Directory infrastructures decommissioned permanently
- 59 servers decommissioned permanently
- Advanced PC configuration and deployment techniques implemented
- Very little personnel drama

Questions?

Attachment 5

Parking & Transportation Services Department
Dashboard Indicator - January 2014

Primary Process Activity Utilization	Performance Indicator	Frequency	Goal
Method of accessing parking areas	Locations where RFID Technology is present lower WSU OneCard Assigned use to less than 10%	Monthly	

<p>Wayne State University Parking and Transportation Department 2013 Jan- Type of Access Device Used</p>  <table border="1"> <caption>2013 Jan- Type of Access Device Used</caption> <thead> <tr> <th>Device Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>RFID</td> <td>51%</td> </tr> <tr> <td>WSU OneCard Debit</td> <td>30%</td> </tr> <tr> <td>Credit Card</td> <td>10%</td> </tr> <tr> <td>WSU OneCard Assigned</td> <td>7%</td> </tr> <tr> <td>Ticket or Intercom Vend</td> <td>2%</td> </tr> </tbody> </table>	Device Type	Percentage	RFID	51%	WSU OneCard Debit	30%	Credit Card	10%	WSU OneCard Assigned	7%	Ticket or Intercom Vend	2%	<p>Wayne State University Parking and Transportation Department 2014 Jan- New Type of Access Device Used</p>  <table border="1"> <caption>2014 Jan- New Type of Access Device Used</caption> <thead> <tr> <th>Device Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>RFID</td> <td>53%</td> </tr> <tr> <td>WSU OneCard Debit</td> <td>26%</td> </tr> <tr> <td>Credit Card</td> <td>10%</td> </tr> <tr> <td>WSU OneCard Assigned</td> <td>8%</td> </tr> <tr> <td>Ticket or Intercom Vend</td> <td>3%</td> </tr> </tbody> </table>	Device Type	Percentage	RFID	53%	WSU OneCard Debit	26%	Credit Card	10%	WSU OneCard Assigned	8%	Ticket or Intercom Vend	3%
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<p>Data Observation/Notes 2013-14 Access device comparison usage for January – time period</p> <ul style="list-style-type: none"> • 3.92% percent increase in RFID use from 2013 to 2014. • 14.3% percent decrease in WSU OneCard Assigned use from 2013 to 2014. • 13.3% percent decrease in WSU OneCard Debit use from 2013 to 2014. • 50% percent increase in Ticket or Intercom vend from 2013 to 2014. 																									

Attachment 6

Wayne State University Student and Staff Transportation Survey

Spring 2014

Background

In 2009, WSU Business and Auxiliary Operations conducted a Transportation Survey among the campus community to assess opinions regarding the accessibility, responsiveness, and safety of the WSU parking and shuttle bus systems. The response rate was 6%, or nearly 4,000 of approximately 62,000 students, faculty, and staff.

The survey did not, however, include information on broader mobility patterns such as transit, biking, and sustainable transportation options. Understanding the transportation habits and preferences of students, faculty, and staff living on- and off-campus is an important step in planning ways to improve mobility, accessibility, quality of life, and campus sustainability.

WSU's Office of Economic Development would like to enter a service agreement with the Center for Urban Studies to develop a campus-wide survey. Based on the results of this survey, further focus groups or follow-up surveys may be conducted to get more information in a particular subject area.

Purpose

The WSU Transportation Survey is a survey to gauge the transportation habits, modes and preferences of WSU students, staff, and faculty. The following questions are those we hope to have answered to better address the needs and desires of our nearly 26,230¹ students and 8,000 faculty and staff.

Prize = Lottery for an Ipad

Q1. Where do you currently live?

- On campus
- <2 miles from campus
- In Detroit
- Outside Detroit
 - If, outside Detroit, which county?

Q2. How often do you use the following mode to get to campus? *(Check all that apply)*

	Always	Usually	About half the time	Seldom	Never
a) Personal automobile					
b) Carpool					
c) Vanpool/Park 'n' Ride					
d) DDOT					
e) SMART					
f) WSU Shuttle					

¹ All students enrolled for the current term (including School of Medicine). Source: Listserv Bulk Email Groups, updated 1/24/14

g) Bike					
h) Walk					
i) Other: _____					

Q3. Do you use a monthly bus pass?

- No
- Yes, Student fare
- Yes, Regular fare

Q4. If you could have unlimited access to DDOT and SMART bus services throughout Detroit and Southeast Michigan, would you support:

	Definitely	Very probably	Possibly	Probably not	Not at all
• The <u>option to purchase</u> a discounted semester-long pass					
• A discounted pass <u>included in tuition</u> (e.g., show your OneCard and ride)					

Q5. Do you ride the WSU Shuttle once you're on campus?

- No
- 1-3 times a week
- More than 3 times a week

Q6. In what ways does the WSU Shuttle meet or not meet your needs? *(Check all that apply)*

- It meets my needs.
- It doesn't run frequently enough.
- It doesn't go to the places I need to go.
- Its travel route is unclear.
- I don't know when it will arrive.
- Other: _____

Q7. How likely would you be willing to pay a small fee for the shuttle service if:

	Definitely	Very probably	Possibly	Probably not	Not at all
• It went to other places?					
• It ran more frequently?					

Q8. What extent do you agree or disagree that:

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
• there are <u>enough locations</u> to park bikes on campus?					
• there are <u>secure options</u> to park bikes on campus?					

Q9. If there was an electric vehicle charging station on campus, how likely would you use it?

- Definitely
- Very Probably
- Possibly
- Probably Not
- Not at all

Attachment 7

WAYNE STATE UNIVERSITY



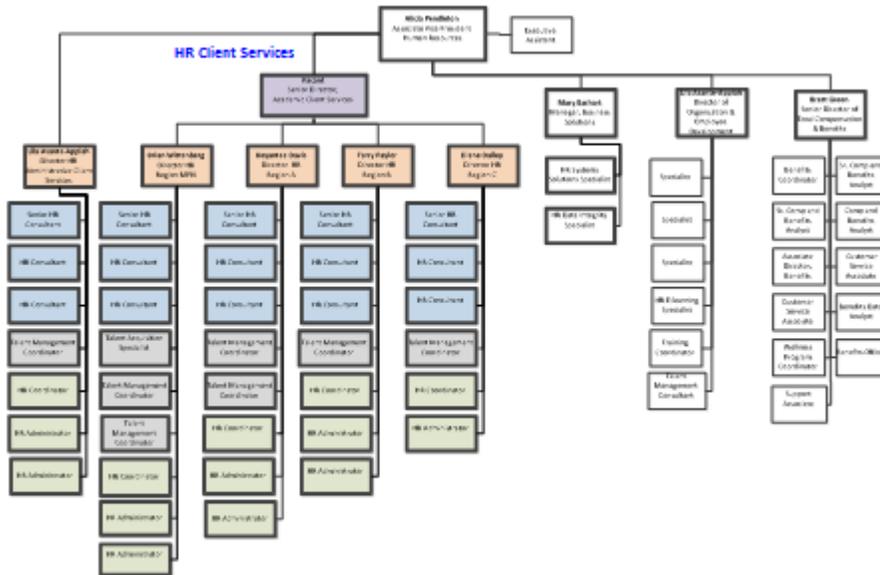
HR Transformation Update

March 26, 2014

Alicia Pendleton
Division of Human Resources

WAYNE STATE UNIVERSITY

NEW HR ORGANIZATION

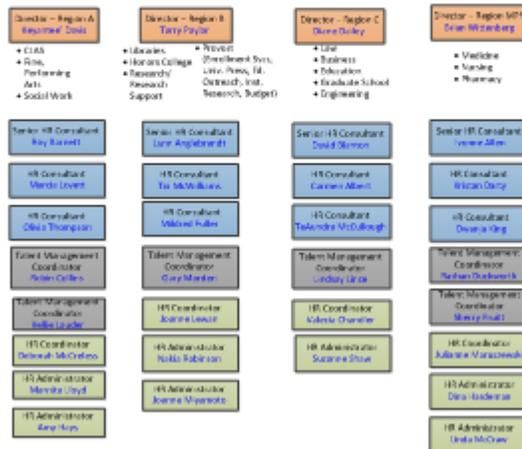


- The new Client Services HR organization went live July 22, 2013
- Internal HR professionals have been aligned to new roles in the organization.
- Internal talent has been leveraged and strengthened with the hiring of external HR expertise.
- All S/C/Ds now have access to a HR Client Services team who provides strategic, tactical and transactional support to address their human resources needs.
- All teams are located in proximity to their clients; Each team has a core transaction team located in one office, HR Consultants have offices within the S/C/Ds

- The HR Consultant, in many instances, is serving as a true business partner, understanding the client's needs and providing solutions-based approaches to address human resources matters.
- Professional development and training have been delivered to ensure that team members have the competencies to perform current and future roles.
- Service-level agreements have to been negotiated and signed for each school/college/division which details service delivery standards
- There are ongoing efforts to streamline operational activities, workflows and procedures. Working with collaborative partners (Labor Relations, Academic Personnel, OISS, Payroll, etc.) as the need arises.

- Since implementation in July, we have gone through two cycles of hiring – Fall and Winter
- Fall and Winter Hiring Successes & Lessons Learned
 - 97+ % (100% of what HR received and could process) of fall part-time faculty hires entered in system timely -- this compares to 86% last year.
 - 99% (100% of what HR received and could process) of winter part-time faculty hires were entered into the system by the first pay deadline
 - We have incorporated the new background check processes into our hiring processes. We have been continuously improving the process to ensure efficient processing and effective communication
 - Some isolated issues occurred which we addressed.
 - Teams are able to share resources when necessary and have been able to identify some opportunities for improved processes going forward
 - Have been working with Academic Personnel to improve the onboarding processes to ensure that academic hires have the necessary access (systems, parking, etc.) prior to the start of the semester
- Spring/Summer Hiring
 - Client Services collaborated with Academic Personnel and Educational Outreach to implement process improvements to ensure a smooth process (i.e. sending offer letters by email, workflow improvements, etc.)

Academic Client Services



Administrative Client Services

Director
Lita Asante-Appiah

- Access
- OHR
- Development and Alumni
- General Counsel
- Governmental Affairs
- President's Office
- Public Safety
- Secretary of Board of Governors
- WDTT
- Labor Relations
- Marketing and Communications
- Internal Audit
- Business Operations
- Facilities Planning and Management
- Fiscal Operations
- Human Resources
- Investment, Debt & Risk
- Purchasing

Senior HR Consultant
Sharon Walker

HR Consultant
Clady Peltow

HR Consultant
Vacant

Talent Management
Coordinator
Charles Benson

HR Coordinator
Tawanda Moore

HR Administrator
Olga Curry-Weems

HR Administrator
Jessie Salinger

Attachment 8

Robert Pfaff report on the March 17th and 21st meetings of the Email Collaboration Services Advisory Committee.

- i. With Google it is not easy to tell when a message has been either forwarded or replied to.
- ii. Google will not commit to not mining our data only that they will not use it for obvious purposes (e.g., user specific advertising).
- iii. Both Google and Microsoft forward all e-discovery requests to WSU's General Counsel.
- iv. If a user has multiple Google accounts the various services can be difficult to juggle. .
- v. Microsoft is both HIPPA and ITAR (Department of Defense) compliant whereas Google is not. Subsequently it has been reported that Google is now HIPPA compliant and cannot become ITAR compliant.
- vi. Google handles MS Office files in their own Google Docs format , which has limited capabilities. . For document collaboration, Google has some good positives.
- vii. In a C&IT survey, it was revealed that the "@wayne.edu" e-mail address is very important to students.
- viii. The MS Office 365 package would include a cloud version of Word, Excel and Power Point for all users. These are not the full versions of the software that we get from Software Clearing House. Rather, they have limited features but are adequate for essay and paper composition.
- ix. A survey conducted by C&IT shows that responding students prefer the Gmail interface, but that they are satisfied with the current Zimbra product.
- x. Microsoft's Office 365 package allows for stronger calendar collaboration and can integrate with Outlook.

Generally, it is recognized that younger individuals (students) gravitate toward and feel more comfortable with Gmail (because that is how they define email), while older (faculty/staff) will gravitate to Office (because of their familiarity with email clients)