

## **Administrative Council Meeting Minutes**

**Meeting date:** February 19, 2019      **Time:** 9:00-10:30am      **Location:** CC220

**Chair:** Bob Lazer      **Vice Chair:** Blake Haggerty

**Scribe:** Bob Lazer

**Attendees:** Bob Lazer, Blake Haggerty, Todd Miller, Joe Bonchi, Annie Crawford, Jackie Cusak, Laurent Simon, Ann Hoang, Jim Krucher, Mike Smullen.

### **Agenda:**

- Acceptance of November 12, 2018 meeting minutes
- Facilities update-Todd Miller
- IST Update-Blake Haggerty
- Update on Human resource initiatives-Bob Lazer
- Comments, feedback, and open discussion
- Next meeting: April 25, 2019

### **Minutes:**

**Facilities Update:** Todd presented the current and future renovation and upgrade projects going on around campus, including:

- Memorial Hall (roof, elevators, doors and windows, fire and safety) with \$20m in state funds and additional capital request for FY20
- Tiernan lecture hall #1 renovation completed
- Maker Space 2, with target completion date of Aug. 2019. This is a 10K sq. ft. two story building, with Bleeker St. access. Handicap access ramps currently on Central, pending ramp redo and completion of MS 2.
- GITC, 5<sup>th</sup> Fl. YWCC dean's suite. GIC 1400 lecture hall renovation is being planned.
- Current and near term renovation and technology and furniture upgrades, include Tiernan 209 (forensic lab), MEC 221 and 224, EDC 1<sup>st</sup> fl., Weston Lecture hall #1, GITC 4<sup>th</sup> fl. computer labs and common area.

**IST Update:** Blake discussed the upcoming IST transformation study, to be conducted this spring by an outside consulting firm. The goal is to establish a strategic direction for IST, which may include elements of outsourcing.

The help desk was outsourced in 2018, and after a rough start and poor performance, extensive and intensive intervention and training of the firm, 1<sup>st</sup> call resolution performance and response times have improved. Continual improvement is expected, with an 80% goal for 1st call resolution. Outsourcing was entered into as a way to provide peak time and 24/7 coverage. Most frequent issue is account set-up and access.

Dave Ullman is no longer the CIO and has moved to a professor of practice position.

A new 40 seat computer lab was completed in Fenster, 1<sup>st</sup> fl. and the ballroom will have new A/V this summer.

Digital learning technology is piloting moving from Moodle to canvas, as a result of its better technology, reliability, and customer service. Two on-line programs were brought in-house from Pearson.

A classroom advocacy program, to ensure technology is set-up and ready for use, will start with students, from 6:00-8:00am.

A new program will launch in March which will require each employee to claim their account. Unified password will be instituted, with new PW requirements, including security questions (annual resets vs. 6 mo.). DUO is not currently being considered.

**HR Update:** Bob discussed the upcoming Wellness Initiative, a week-long series of events, being planned by Danielle Mason and Athletics, scheduled for this spring. A planning committee meeting is scheduled for March 5.

A committee for Take Your Child to Work Day (April 25<sup>th</sup>) has been formed, chaired by Lauren Rubitz. A series of activities and department participation is being planned and additional ideas are welcomed. Registration will be required, along with an insurance waiver.

A Just-in-Time on-line recognition program is being developed. A request for names will be sent to the NJIT community by March 15.

Bob reviewed the upcoming Management and Staff academy programs, with dates.

Bob noted that GCTWF survey focus groups were scheduled to delve into several of the less positive results. Only the exempt professional group had sufficient participants to conduct. Registrants of cancelled groups were invited to respond by email, which two did.

The proposed “development day” was discussed and, will be scheduled for spring 2020. Several departments (finance and public safety) have already agreed to participate and conduct sessions.

**Open discussion:**

Bob noted that the next scheduled Administrators Council meeting is April 25, which conflicts with Take Your Child to Work. As a result, the next council meeting will be rescheduled.

It was suggested we could increase meeting participation if we offered food (breakfast or lunch (ala staff council)).

A suggestion to have a “bring your dog to work day” was made and discussed. Most comments related to why this is not a good idea, including risks, allergies, fear of dogs, etc.

The PSA review issue from 2018 was discussed and the negative impact on managers (i.e., their motivation for completing the review process) and PSA staff performance. There is a need to hold senior management more accountable for completing the process by the established CBA timeline.

Qt: will the OPEIU form be on-line this year? Ans: tbd

Qt: OPEIU floating holiday determination? Annie noted this is in the CBA