

**Approved: September 11, 2018**

**2018-2019: Meeting # 1**

**MICHIGAN STATE UNIVERSITY  
FACULTY SENATE APPROVED AGENDA  
SEPTEMBER 11, 2018 3:15 PM  
115 INTERNATIONAL CENTER**

**1. CALL TO ORDER**

**2. Approval of Agenda for September 11, 2018**

**3. Approval of Draft Minutes for April 17, 2018** (Appendix A)

**4. Approval of Draft Minutes for Emergency Meeting April 24, 2018** (Appendix B)

**5. President's Remarks:** Interim President John Engler

**6. Provost's Remarks:** Dr. June Youatt

**7. Chairperson's Remark:** Dr. Rob LaDuca

**8. NEW BUSINESS**

8.1. University Committee on Curriculum (UCC) Report, Professor Marci Mechtel, UCC Chairperson (Information Item) (Appendix C Short Report) ([Long Report](#) – click on link)

8.2. IT Centralization Process and Fielding Questions, Rob McCurdy, Associate Vice President, Technology Services and Chief Information Officer (Information Item) (Appendix D)

8.3. Presidential Search Committee Update, Mary Finn, Director, Criminal Justice, Trustee Dianne Byrum, and Trustee Melanie Foster (Information Item)

8.4. Issue Regarding the Board of Trustees (BOT) and the Michigan Constitution, Dr. Rob LaDuca (Information Item)

**9. Comments from the floor**

**10. ADJOURNMENT**

**Approved:**

**2017-2018: Meeting # 7**

**MICHIGAN STATE UNIVERSITY  
FACULTY SENATE DRAFT MINUTES  
APRIL 17, 2018 3:15 PM  
115 INTERNATIONAL CENTER**

**PRESENT:** Provost Youatt, R. Abramovitch, E. Appiagyei-Dankah, R. Bellon, Y. Bolumole, A. Borcila, N. Bunge, S.H. Choi, L. Cloud, J. Dulebohn, B. Dutton, K. Foley, C. Grosso (for J. Francis), S. Gasteyer, J. Goddeeris, J. Goldbort, D. Gould, K. Hampton, L. Harris, C. Hogan, G. Hoppenstand, M. Johnson, I. Kovar-Gough, R. LaDuca, L. Lapidus, Y. Liu, G. Lourens, V. Mandrekar, L. McCabe, M. Mechtel, J. Meier, M. Miklavcic, G. Miksicek, D. Miner, D. Moriarty, J. Morningstar, R. Ofoli, A. Olomu, N. Parameswaran, A. Pegler-Gordon, R. Quispe-Agnoli, D. Rivera, E. Rosser, S. Safferman, A. Sanders-Jackson, L. Skibbe, N. Smeltekop, P. Soranno, R. Spiro, G. Stone, E. Strangas, M. Cooper (for G. Swain), R. Tegtmeyer, T. Tomlinson, J. Vargas, E. Watts, D. Wilson, B. Zandstra, R. Zegers

**ABSENT:** Interim President Engler, G. Breitzer, R. Cichy, S. Counts, M. Dease, M. Floer, L. Mansfield, B. Mavis, K. Miller, K. Noe, R. Pratt, A. Ross, R. Schwab, J. Schwartz, J. Seita, J. Tang, E. Torrez, L. Tortorelli, P. White

**1. CALL TO ORDER**

The meeting was called to order at 3:15 pm.

**Approval of Agenda for April 17, 2018**

Professor Anna Pegler-Gordon of James Madison College introduced a motion to add a new agenda item: she noted that she is offering a resolution to call the Academic Congress into session to discuss the Presidential Search process, and the criteria needed in the election of a new MSU President. A motion was made, and was first and seconded. **The motion carried.** The amended agenda for April 17, 2018 was **approved**.

**2. President's Remarks:** Interim John Engler

Interim President John Engler was unable to attend.

**3. Provost's Remarks:** Dr. June Youatt

Provost Youatt addressed concerns about an email that went out last Thursday that talked about the integration of IT (Internet Technology) on campus. She provided an update that noted a concern across campus about the IT integration process. She stated that there was a meeting this morning with Interim President Engler and Vice Presidents to discuss the situation. She added that there will be additional communication about the next step, which is understanding the efforts of the people in the units that are actually doing what is called IT work. She reported that the following step, then, would be to engage in conversation with the MSU Colleges and individuals who are engaged in IT work. Provost Youatt stated that

she has spent a great deal of time interacting with people by phone and email who were worried about this process of transition. Discussion ensued.

#### **4. Chairperson's Remarks: Dr. Laura McCabe**

Dr. McCabe reported that she attended the first statewide meeting of the Faculty Senate Chairs at the University of Michigan on April 7. All the Faculty Senate Chairs of the universities and colleges in Michigan were invited. She noted that there was a discussion about a variety of issues, including RVSM (Relationship Violence and Sexual Misconduct) issues. She stated that there was discussion about forming a Legislative Committee that could have a strong voice for higher education within the State of Michigan.

Dr. McCabe also reported that the NSF (National Science Foundation) is reviewing proposed policies in response to high-profile cases of sexual harassment by prominent scientists. She said that the NSF-funded investigators could potentially remove investigator funding from individuals involved in sexual harassment.

Dr. McCabe stated that on April 11 Brian Breslin, writing on behalf of the MSU Board of Trustees in response to the Faculty Senate's vote of "no confidence," said that the Board remains committed to MSU; the Board of Trustees desires to work alongside all members of the University community, including the Faculty Senate, to strengthen our Institution, which includes a renewed commitment to transparency and proactive communication. She noted that several Board members have been interviewing individuals to serve as an advisor during the search process for the permanent President to lead MSU. This advisor will provide guidance to the Board, assisting in establishing a process that is inclusive and that provides MSU with the strongest possible Presidential candidates.

Provost Youatt added that she had a conversation with the Board of Trustees about this advisor or counselor role. She stated that what the Board is doing is speaking with AAU former presidents. They intend to hire one of those individuals, a former president, to help the Board of Trustees to help form a process for the selection of the next President. Provost Youatt reported that she is hopeful that the individual that they hire can help steer them, but also hopes MSU faculty "calibrate" where issues stand in this process.

She remarked that this summer a document will be created that describes Michigan State University and its assets. She believes that the timeline of the Presidential Search process will be to be able to identify someone by spring to hire in for the Fall Semester of 2019.

A motion was made, and seconded, to suspend the rules to allow a non-faculty member of the Faculty Senate to speak. **The motion carried.**

A student speaker from James Madison College inquired of Provost Youatt if the Board of Trustees is only gathering information about the Presidential Search through channels other than the faculty and other involved and invested community stakeholders.

Provost Youatt responded that this question involves a misunderstanding of her previous statement. She noted that the current Board of Trustees have never conducted a Presidential Search, and what they are doing is asking someone to help them with a process that is inclusive and that involves the sentiments of faculties and students.

Deborah Moriarty gave Laura McCabe a gift and stated celebratory remarks about Dr. McCabe's service as Faculty Senate Chair. She underscored in her statement the many hours

Dr. McCabe has worked responding to emails from concerned faculty and her engagement in seeing Academic Governance through a trying and difficult time. Dr. Gary Hoppenstand, Secretary for Academic Governance, echoed Professor Moriarty's praise of Dr. McCabe.

Dr. McCabe responded that both The Steering Committee and the Office of Academic Governance worked diligently in supporting her efforts, and thanked them as well.

Dr. Lisa Lapidus from the College of Natural Science stated that: "We have been fighting with central IT for years. Now I understand the need for it, but I would like to impress upon you, and I would like you to impress upon IT, that the way they do almost everything is at the last second, with no notice and no understanding of what is required from people when they make these edicts. They gave us days' notice that they were going to start blocking certain websites that used to be available from off campus without using a VPN. Our IT person was running around trying to desperately get everything on the exception list because we had people trying to access certain websites. That is ridiculous. Why did it have to be done in 24 hours' notice?"

Professor Moriarty added that: "I'm not going to go into the IT problem, but I would like to say that they do operate on this very last minute and they operate in a way that is completely authoritarian just acting on their own. I would like to be assured that they would need to go through The Steering Committee, go through UCFA, go through UCSA, and then come to Faculty Senate, before they make these huge changes that they not be allowed to simply operate on their own, that they are responsible to the faculty and they are responsive to the faculty. I think we all need to be assured that is the case."

Professor Moriarty then stated that The Steering Committee had made it very clear that faculty wanted "to have voice and vote" on the Presidential Search Committee. She said that one of the ways in which we wanted to have representation would be to open up to vote for the entire faculty who their representatives would be. She said The Steering Committee made the point that it would be a mistake to have administration appoint the representatives. She also said that they had communicated that: "to form a Search Committee in the summer would be a terrible idea." A potential vote, she added, could be conducted the same way that At-Large Members of The Steering Committee are selected: there would be nominations, there could be self-nominations, or one could nominate someone else. She also recommended that the Board of Trustees should meet with various individuals from Colleges across the University for their input.

Dr. McCabe stated that Faculty Senate Members in attendance should have in their possession a handout of criteria for the Presidential Search that was developed by the University Council. There was a motion in The Steering Committee that the criteria for the Presidential Search be approved by the MSU faculty, with an additional motion that the criteria list be sent to Academic Congress for their review and vote. Dr. McCabe reported that there were 494 votes cast: 397 votes approved to move the criteria forward; 72 votes disapproved to move the criteria forward; and 25 abstained. This information, she added, could be provided to the Board of Trustees.

Dr. Andaluna Borcila from James Madison College stated that the Faculty Senate should call for a meeting of the Academic Congress, noting that a resolution was presented today that involved wording for Faculty consideration and for adoption. Dr. Borcila, stated that:

“[my]colleague and I sent to all Faculty Senate and I know you were copied, actually I addressed it to you, an email in which we said that our opinion is that we should call for a meeting of the Academic Congress. For that matter, we introduced the resolution today that we worked on wording for faculty consideration and for adoption. That was what our perspective was and it is on the agenda for later but we sent that email way in advance, which was the idea, thank you.”

Dr. Lisa Lapidus from the College of Natural Science stated: “I was the one that made the initial motion that we pass it to The Steering Committee. I have to say that this is not exactly what I was expecting. I thought it should have been shorter, because I just do not think the Board's going to read anything longer than five items and that these things ... and each sentence should be shorter. I definitely do not think that they are going to read all of this. If the choice is between sending it all and Wordsmithing it, I would definitely vote for Wordsmithing it. In addition, there were many comments in the feedback that said why we could not just put on these things individually, and that was a suggestion I made. Is it technically impossible to do it?” Vigorous discussion ensued regarding the process of “wordsmithing” the statement and the content.

Provost Youatt responded by stating that there is every intention of going into the Presidential Search process seriously, and hopefully that MSU can do the right thing and be respectful of those who have been hurt, as well as come to some conclusion about what the University’s responsibility is.

Dr. Robert Ofoli from the College of Engineering stated: “I was going to wait to make my comments later, but the struggle we are having with this is a reflection that we don't really know what we are looking for. I think this idea of having a President here by the fall of 2019; I do not think it is even possible. The problem is that this place is a mess. The first decision we have to make we are going to look for somebody who is going to come in and clean it up or are we going to clean it up and then hope that we will find somebody who is willing to come into an environment that is much different from what we have right now? I think we need to make that decision.”

Dr. Ofoli also stated that: “It seems like business as usual. During the first part of the discussion, I was hoping that the Provost or Laura would bring some updates on that incredible news that was displayed at the Board of Trustees meeting last Friday, that somebody is claiming that our Interim President, who knows exactly why he is here, would make such an offer, if it is true. This sounds to me like all the young girls and women who made claims, and we never did a thing about it because I have not heard a single word since Friday.”

Dr. Ofoli concluded his remarks by stating: “Also, we heard that our Interim President actually made an offer to a survivor during that phone call. As long as these things just happen and we never seek to find the truth, I am not sure how long it is going to take to fix this place. My guess is that it is going to be very difficult to find a President with all these leadership attributes that we are seeking to come into this mess. If we are looking for somebody to clean it up, then I'm all in, but if you are looking for somebody who's going to

come to the Michigan State that everybody, all of us want to have, I think putting a lot of energy into finding a President is totally premature.”

Dr. Dan Gould from the College of Education stated that “One thing I'm concerned with is there's a lot of investigations going on and, hopefully, by the end of the summer we'll have some results. I am becoming alarmed over this year. First, what happened was horrible; we are all on the same page with that. But there is another side of it. This is a huge billion-dollar business and some things need to get taken care of like finances and settlements, and Interim President Engler talked about that. Whether something got misconstrued on the phone, it's very difficult.”

Dr. Gould added: “One the problems right now, I think no matter what anybody from MSU says about settlement, and it's going to get interpreted in a certain way. Maybe on our agenda for fall, if the investigations are in, we should get those a discussion of those, because that will solve I think some of the problems of knowing what is fixed or what is not fixed. Just the discussion we had earlier, I think some of the problems we are running into is...I would probably be shot for this but sorry what I say is what I say; people have hired Presidents for a long time, there is a system. The problem is we're doing it in a political cesspool where nobody trusts anybody else.”

Dr. Gould concluded his remarks by stating: “I think maybe we should have a plan that addresses like what we're going to do with the findings, how we're going to rebuild the culture and, probably most important, I think we need to start trusting each other a little, because nobody around here seems to trust anybody anymore, and we're not going to be able to move forward and we also have to make a commitment on that I think.”

Provost Youatt responded that: “I think there's really, at least from the Michigan State University side, there is every intention of going into this very seriously and hopefully that we can do the right thing and be respectful of those who have been hurt, and also come to some conclusion about what our responsibility is. It doesn't fix everything that everyone is concerned about on this campus, but it would alleviate one anxiety if we knew what our liability was and what our responsibility was.”

Dr. Andaluna Borcila from James Madison College said that the Board of Trustees' meeting was outrageous for a number of different reasons, adding that it would be a good idea for MSU to listen to survivors, because this institution has not done so. She added that “the fact of the matter is we had trust, we lost trust, and we need to do something about it.” Vigorous discussion ensued.

## **5. NEW BUSINESS**

### **5.1. University Committee on Curriculum (UCC) Report, Professor Marci Mechtel, UCC Chairperson ([Long Report](#), [click on Link](#))**

Professor Marci Mechtel presented the UCC Report. She reported that the UCC approved four new programs, including a Communication of Arts and Sciences Certificate Programs, a K-12 Computer Science Education Program, and a Media

Analytics and Organizational Communication for Leadership Program, all effective Fall Semester of 2018. She said that the UCC approved an additional 20 program changes, and no program deletions. She added that the UCC considered and approved 13 new courses, 29 course changes, and one course deletion. Only one course moratorium was approved in the Computer Science Disciplinary: the Teaching Minor for Secondary Education, (only for one semester) Spring Semester of 2019. She added that the short report is available on appendix B, which contains the link for the long report. A motion to approve the Report was made and seconded. **The motion carried.**

**5.2. University Committee on Faculty Affairs (UCFA) Salary Recommendations, Tom Tomlinson, and University Committee on Faculty Affairs (UCFA)**

Dr. Tomlinson presented the Salary Recommendations. He noted that faculty could review the letter to the Provost, with the UCFA's recommendations regarding the raised pool for this coming year. He stated that faculty could also see an accounting of the raises that have been requested for over the last five or six years, and what the University ended up being able to give faculty. The premise behind these requests, he stated, is to try to make sure that MSU remains competitive with peer institutions, and that our faculty are receiving a fair compensation for the work that they do. A motion to approve the Salary Recommendations was made and seconded. **The motion carried.**

**5.3. MSU's Relationship Violence & Sexual Misconduct (RVSM) Expert Advisory Work Group Discussion, Dr. Rebecca Campbell, RVSM Workgroup Chair, MSU Department of Psychology and Carrie Moylan, MSU School of Social Work Rebecca Campbell, Carry Moylan, Andrea Munford, Detective Lieutenant with MSU.**

It was reported that this group was tasked with advising the Interim President on steps moving forward to improve victim services and prevention. It was stated that this group makes advisory recommendations to the Interim President, and that they wanted to insure that people are aware of who they are, that their door is open for discussions, that their email is open for comments, and that they are available to hear individual suggestions. It was noted that the Interim President has a website where people can send in their suggestions. It was also stated that about 140 suggestions were received to date, and that each suggestion is responded to individually. These comments are discussed in various workgroups to consider what can be recommend to the President in an advisory capacity.

Four recommendations have been made to this point. The first recommendation was to insure that complete consistency in how referral and sharing of information is provided. Survivors always have the option to say: "I do not wish to pursue this further," with subsequent information being provided to them about additional options. The second recommendation involved a request to restructure the Title IX office. The third recommendation concerned the understaffing levels of the MSU Sexual Assault Program, which were not commensurate with need and demand, and that increased staffing levels were required. The fourth recommendation was to administer a climate survey that is truly comprehensive of all issues regarding Relationship Violence and Sexual Misconduct, to be conducted sometime in the coming year, after there has been

an opportunity for broad-based involvement from students, faculty, and staff. Discussion ensued.

#### **5.4. Health Care Benefits, Renee Rivard, Director, Human Resources Benefits**

Renee Rivard presented a brief, positive report on working with the Faculty Health Care Council to address health issues and accomplishments. She addressed the great expense in “specialty medications,” and stated that voluntary new programs being offered allow the individual, if they are on one of these medications, to reduce the co-pay, which will subsequently allow MSU to save on purchasing those medications as well. She added that these cost-saving programs offer a win for the patient, as well as a win for MSU. She also discussed a second initiative involving a Diabetes Management Program. Finally, she discussed an initiative to research “Telemedicine,” which involves offering medical advice on the telephone, allowing an individual to pick up the phone and talk with a Board-Certified physician 24/7.

#### **5.5. University Standing Committees – Semester Reports**

**University Committee on Curriculum (UCC) – Chairperson Marci Mechtel**  
Chairperson Mechtel presented report in 5.1.

**University Committee on Undergraduate Education (UCUE) – Chairperson Richard Miksicek (See Appendix A)**

**University Committee on Faculty Affairs (UCFA) – Chairperson Tom Tomlinson**

Chairperson Tomlinson reported that recommendations have been made to Provost Youatt that the University provide retirement contributions to summer salary for faculty and academic staff. He also stated that a conversation regarding the University's policy on conflict-of-interest in educational responsibilities, resulting from consensual amorous or sexual relationships, has begun. He noted that this conversation is about whether the University could simply ban such relationships.

**University Committee on Faculty Tenure (UCFT) – Chairperson Michael Dease**  
No report.

**University Committee on Graduate Studies (UCGS) – Chairperson Chris Hogan**  
No report.

**University Committee Academic Governance (UCAG) – Chairperson Gayle Lourens**

Chairperson Lourens reported that the formation of an Ad Hoc Committee, which was previously approved by Faculty Senate to review University By-Laws concerns and language, will be populated with MSU faculty members. She noted that this Ad Hoc Committee would begin its work in May.



**University Committee on Student Affairs (UCSA) – Lorenzo Santavicca**  
No report.

**5.6. Reclaim MSU Policy Proposal, Professors Andaluna Borcila and Anna Pegler-Gordon, Faculty Senate Members, James Madison College**

Professors Andaluna Borcila and Anna Pegler-Gordon introduced the Reclaim MSU Policy Proposal. They requested that the Faculty Senate formally endorse this Policy Proposal. They stated that Reclaim MSU is asking the Board of Trustees to change their Bylaws in order to allow full participation of MSU faculty and students in governance. Reclaim MSU proposes the creation of a University Board, which involves changing the Board of Trustees' By-Laws. It is critical, they added, that members of the MSU community play a central role throughout the process of searching for and selecting a new President. A motion to endorse the Reclaim MSU Policy was made and seconded. **The motion carried.** Vigorous discussion ensued.

When it was requested by several individuals that the approval of the Reclaim MSU policy be tabled until the following year, a majority of faculty voted not to table the Reclaim MSU policy.

The question was called, and an electronic vote was then taken to endorse the Reclaim MSU Policy. The results of this vote follows:

**Vote to Reclaim MSU Proposal:**

- A- Approve YES - 29
- B- Disapprove NO - 18
- C- Abstain – 2

**The Reclaim MSU Policy Proposal passed.**

**6. ADJOURNMENT**

A motion to adjourn was made, and seconded. **The motion carried. 5:14pm**

**STANDING COMMITTEE SUMMARY REPORT  
SPRING SEMESTER 2018**

**Committee Name: University Committee on Undergraduate Education**

The **University Committee on Undergraduate Education** (UCUE) is charged broadly with oversight of university policy on items pertaining to grades and undergraduate academic programs of Michigan State University. UCUE operates in conjunction with the University Committee on Curriculum (UCC) and the University Graduate Council (UGC).

**Committee Chairperson: Richard J. Miksicek**

**Meetings Held:**

01/11/2018 □  
01/25/2018 □  
02/08/2018 □  
02/22/2018 (Cancelled due to lack of agenda items)  
03/15/2018 □  
03/29/2018 (Cancelled due to lack of agenda items)  
04/12/2018 □  
04/26/2018

**Summary of Committee Activities and Actions for Spring Semester 2017:**

UCUE Agendas can be found online at: <http://ucue.msu.edu/2017-2018>

**The following curricular actions were discussed and approved by UCUE during Spring 2017:** *(Unless otherwise noted, all motions passed unanimously)*

1. Request for a New Minor in History, effective FS18. (approved by email ballot on 12/22/17)
2. Request for a Moratorium on Admission to the Disciplinary Teaching Minor in Latin Available for Secondary Teacher Certification, effective SS18 (1/11/18)
3. Request for a Moratorium on Admission to the Disciplinary Teaching Minor in Italian Available for Secondary Teacher Certification, effective SS18 (1/11/18)
4. Request to Phase Out and Discontinue the Agricultural Technology Certificate in Applied Plant Science, effective US18 (1/25/18)
5. Request to Phase Out and Discontinue the Agricultural Technology Certificate in Landscape and Lawn Management, effective US19 (1/25/18)

6. Request to Phase Out and Discontinue the Agricultural Technology Certificate in Grounds Management, effective US18 (1/25/18)
7. Request to Phase Out and Discontinue the Agricultural Technology Certificate in Beef Cattle Management, effective US18 (1/25/18)
8. Request to Phase Out and Discontinue the Agricultural Technology Certificate in Swine Management, effective US18 (1/25/18)
9. Request for a New Linked Bachelor of Science Degree in Construction Management and Master of Science Degree in Construction Management, effective US18. Approved (1/25/18) with a recommendation to confirm that language regarding GPA admission requirements in the program request form (ID 3563) is consistent with the proposed catalog language.
10. Request for a New Linked Bachelor of Arts Degree in Accounting and Master of Science Degree in Accounting, effective FS18 (1/25/18)
11. Request to Change the Admission Requirements for the Bachelor of Arts Degree in Hospitality Business, effective US18 (1/25/18)
12. Request for a New Bachelor of Science Degree in Statistics, Advanced, effective SS19. This request was tabled by UCUE (2/8/18) for the Dept. of Probability and Statistics to consider the following suggestions:
  - a) to amend the introductory section (under section 1a, background information) to clarify differences between the various degrees offered by the Dept of Probability and Statistics, in particular to describe differences between the BS and BA degrees in Statistics, and the differences between the corresponding Statistics and “Advanced” Statistics degrees. The goal is to provide clarity and transparency for students who are deciding between these various options.
  - b) to clarify the honors/advanced curricular experience that will be part of the advanced degrees. This may be implemented by offering a new course, or senior thesis, among other possibilities, but probably can’t be accomplished by requiring completion of an Honors Course or an H-option by students who are not members of the Honors College.
  - c) to consider a minor change in the name of the program, such as “Analytical Statistics” rather than “Advanced Statistics” to avoid unintentional denigration of the existing Statistics degrees.
13. Request for a New Bachelor of Arts Degree in Statistics, Advanced, effective SS19. Similar to the BS request this request was tabled by UCUE (2/8/18) for the Dept. of Probability and Statistics to address the concerns noted above. In addition the department is encouraged to consider whether there is need and demand for both Bachelor of Arts and a Bachelor of Science degrees in “Advanced” Statistics.

14. Request to Phase Out and Discontinue the Bachelor of Science Degree in Computational Chemistry, effective SS21 (2/8/18)

15. Request to Change the Admission Requirements in the College of Engineering, effective FS18. This request was tabled by UCUE (2/8/18) for the College of Engineering to consider the following concern:

- a) to reconsider the proposed admission requirement for “a minimum grade of 2.0 in all mathematics courses” versus other options (such as minimum grades in specified courses), and how this relates to equivalent credit that is not earned by completing MSU coursework, such as calculus advanced placement and math transfer credit.

UCUE members raised concern that such a standard might be applied inconsistently for students pursuing admission to the College of Engineering, advantaging some students and disadvantaging others, and that this might also create a different standard of admission for MSU students compared to transfer students.

16. Request to Change the Graduation Requirements for All Majors in the College of Engineering, effective FS18 (2/8/18)

17. Request to Change the Graduation Requirement for the Bachelor or Arts Degree in the College of Arts and Letters, effective FS18 (3/15/18)

18. Request to Change the Graduation Requirement for the Bachelor or Arts Degree in the College of Fine Arts and Letters, effective FS18 (3/15/18)

19. Request to Change the Graduation Requirement for the Bachelor or Arts Degree in the Eli Broad College of Business, effective FS18 (3/15/18) pending correction of the credit tally (57-58 credits under item 1.a.2.) within the catalog text, and with the recommendation that the college develop and maintain a robust list of courses and options that fulfill the international experience requirement (item 1.a.2.c).

20. Request for a Moratorium on Admission to the Disciplinary Teaching Minor in Computer Science, Available for Secondary Teacher Certification, effective FS18 (3/15/18)

21. Request to Change the Admission Requirements in the College of Engineering, effective FS18. (Reconsidered from 2/8/18 UCUE meeting). Leadership of the College Engineering offered the following changes to Item 15 of the Program Change Form:

- Requirement 2. Completion of Mathematics 132 and 133 with a minimum grade of 2.0 in each course (revision underlined)
- Requirement 3. A minimum grade point average of 2.0 in all mathematics courses (reverting to existing catalog language).

These changes were accepted and endorsed by UCUE, without opposition, with the recommended changes noted above.

22. Request for a New Minor in Photography, effective SS19 (4/12/18)

23. Request to Change the Admission Requirements for Admission to the Eli Broad College of Business, effective FS18 (4/12/18)

24. Request to Change the Admission Requirements for the Bachelor or Science Degree in Actuarial Science, effective FS19 (4/12/18). This request was tabled to resolve some details related to math course requirements required for admission, and will be reconsidered once these issues are clarified.

25. Request for a New Bachelor or Science Degree in Quantitative Risk Analytics, effective FS19 (4/12/18). This request was tabled to resolve some details related to math course requirements required for admission, and will be reconsidered once these issues are clarified.

#### **Other Actions and Activity:**

1. Continued discussions on planned changes in the I-D-N system for administering the integrative studies University Diversity Distribution Requirement. On 1/11/18 Jim Lucas (Assistant Dean, Global Education and Curriculum) together with the directors of the IAH and ISS Integrative Studies Programs, provided an updated report on proposed language to realign and consolidate the Global Competencies (GCs) with our Undergraduate Learning Goals (ULGs), with definitions that will be applied to appropriately classify IAH and ISS courses as either I (International Diversity), N (National Diversity), or D (Diversity that is not constrained by either place or time). The committee made recommendations for advancing and implementing these changes with the goal of implementation as part of the AY19-20 Work Copy.

2. On 1/11/18 John Gaboury (Associate Provost for Academic Services and Enrollment Management) provided a status update on the MiTransfer system, identifying four programs (Biology, Business Admin/Management, Criminal Justice, and Psychology) that are likely to be the first programs for which a state-wide articulation agreement will be finalized.

3. On 3/15/18, Jen-nien (Ryan) Yang and Jessica Nott of IT services presented a summary report on MSU utilization of TurnItIn, and commenting on competing products in the plagiarism detection marketplace. Guidance was requested from UCUE, which recommend that the MSU institutional license for TurnItIn be renewed for an additional cycle.

4. On 3/15/18, Chairman Miksicek reported to UCUE on the results of a Qualtrics survey to gather information from committee members about platforms and methods to gather student opinions on courses and teaching. Survey results were circulated to UCUE members.

5. On 3/15/18, Assoc Provost Chivukula updated the committee on changes to the Gateway Mathematics Curriculum Reform (including eventual phase out of MTH 1825), as well as plans and timeline for implementing changes.

6. Jim Lucas, Assistant Dean for Global Education presented information and requested input from UCUE regarding planned change over from classifying students as “No Preference” to “Exploratory Preference”. Feedback from UCUE was supportive.

**Projected Activities and Items:**

1. UCUE will continue to hear plans for refinement of the I-D-N designation used to administer the University Diversity Distribution (UDD) requirement.

2. UCUE is participating in an *ad hoc* committee to consider the future of SIRS and methods for student evaluation of teaching.

Approved:

2017-2018: Meeting #8

**MICHIGAN STATE UNIVERSITY  
FACULTY SENATE DRAFT AGENDA  
APRIL 24, 2018 4:00 PM  
EMERGENCY MEETING  
115 INTERNATIONAL CENTER**

**1. CALL TO ORDER**

The meeting was called to order at 4:00 pm.

**2. Approval of Agenda for April 24, 2018**

A motion was made to move 7.1. from the University Council agenda to the Faculty Senate Emergency meeting. The motion was first and seconded. **The motion carried.** The agenda for April 24, 2018 was made, and first and seconded. **The motion carried.**

**3. NEW BUSINESS**

**4. Resolution by Faculty Senate to Call the Academic Congress into Session to Discuss the Presidential Search Process and the Criteria needed in the MSU President, Professors Andaluna Borcila and Anna Pegler-Gordon, James Madison College and Faculty Senate Members (Action Item) (Appendix A)**

A motion to have an Academic Congress meeting was made by Professor Anna Pegler-Gordon, before the end of the Academic Year, stating that it was critical to hold the Academic Congress meeting soon, and not in the Fall Semester, when the Board of Trustees may have made key decisions about the Presidential Search. The motion was first and seconded. Discussion ensued.

A suggestion was made to develop a ranked list of requirements in a Presidential search, and then have an electronic vote. Professor Moriarty responded that an extensive list has already been developed that could be sent to the Board of Trustees. Discussion ensued regarding holding an Academic Congress in person on May 2, or calling an Academic Congress by electronic vote.

**The vote on the motion by Professor Borcila: The Resolution by Faculty Senate to call the Academic Congress into session to discuss the Presidential Search Process and the criteria needed in the MSU President.**

A friendly amendment was made to precede the meeting with the Academic Congress with an electronic survey where the members would rank order issues in order of importance, and after the Academic Congress meets, then conduct a second electronic survey where all members of Academic Congress can vote on what was to be decided. Discussion ensued. There was a second to this motion. Discussion ensued.

**Professor Moriarty called the question, and stated the revised motion is to have Academic Congress meet, to call a meeting of Academic Congress prior to the meeting, in order to conduct a survey that rank orders the criteria, and then after the Academic**

**Congress meets, to have a vote by the voting Faculty of the University to support it or not support it.**

**A – Vote “Yes”**

**B – Vote “No”**

**C – Vote “Abstain”**

**Voting Results: “No” votes carried.**

A motion was made to assign to The Steering Committee to organize the process of selecting representatives who will be participating and communicating with the Board of Trustees, but will be our representatives in the process of selecting a new President. Discussion ensued.

Professor Moriarty stated that the same process would be used in the selection of these representatives as is currently in the selection of the Steering Committee At-Large members. There was a second to the motion. **The motion carried.** Discussion ensued. .

**Ready to vote:**

**A – Vote “Yes”**

**B – Vote “No”**

**C – Vote “Abstinance”**

**Voting Results: “Yes” votes carried.**

A friendly amendment was made from Dr. Richard Miksicek that would poll the Academic Congress to rank order the 11 criteria that Faculty have developed, adding a 12<sup>th</sup> “box,” so that individuals could add an item not identified on list and rank order it.

**Professor Deborah Moriarty called the question: A friendly amended motion was made on the floor to send out a refined list of criteria to Academic Congress (which includes input from the original list developed, as well as input from the list that contained comments gathered from the Faculty). An additional criteria was added including an individual who has had successful experience dealing with Relationship Violence and Sexual Misconduct in the process.**

**A- Vote “Yes”**

**B- Vote “No”**

**C- Vote “Abstinance”**

**Voting results: “Yes” votes carry.**

## **5. ADJOURNMENT**

A motion to adjourn at 5:07 p.m. was made, and first and seconded. **The motion carried.**



**SHORT REPORT of the UNIVERSITY COMMITTEE ON CURRICULUM (UCC)**  
**September 11, 2018**  
**To view the full UCC Report visit: [www.reg.msu.edu/Read/UCC/fs091118.pdf](http://www.reg.msu.edu/Read/UCC/fs091118.pdf)**  
**PROGRAM ACTIONS**

Highlights:

Accounting, B.A./M.S. Linked, effective Fall 2018.  
 Construction Management, B.S./M.S. Linked, effective Summer 2018.  
 Teaching in Nursing, Graduate Certificate, effective Fall 2018.

College	Department	Program Name	Award Type	Action
Agriculture and Natural Resources	Community Sustainability	Environmental Studies and Sustainability	B.S.	C
	Fisheries and Wildlife	Conservation, Recreation and Environmental Enforcement	Minor	C
		Fisheries and Wildlife	B.S.	C
		Marine Ecosystem Management	Minor	C
	Institute of Agricultural Technology	Applied Plant Science	Certificate	D
		Beef Cattle Management	Certificate	D
		Grounds Management	Certificate	D
		Landscape and Lawn Management	Certificate	D
		Swine Management	Certificate	D
	Planning, Design and Construction	Construction Management Linked	B.S./M.S.	N
Arts and Letters		African American and African Studies	Minor	C
		Global Studies in the Arts and Humanities	B.A.	C
			Minor	C
	Art, Art History and Design	Apparel and Textile Design	B.F.A.	C

College	Department	Program Name	Award Type	Action
Arts and Letters	Art, Art History and Design	Apparel and Textiles	B.A.	C
		Art Education	B.F.A.	C
		Art History and Visual Culture	B.A.	C
		Graphic Design	B.F.A.	C
			Minor	C
		Studio Art	B.A.	C
			B.F.A.	C
		Women, Gender, and Social Justice	Women's and Gender Studies	Minor
Business		Admission to College	B.A.	C
		Entrepreneurship and Innovation	Minor	C
		International Business	Minor	C
	Accounting and Information Systems	Accounting Linked	B.A./M.S.	N
	Supply Chain Management	Supply Chain Management	M.S.	C
Engineering	Mechanical Engineering	Mechanical Engineering	B.S.	C
Law		Law	J.D.	C
Natural Science	Biochemistry and Molecular Biology	Biochemistry and Molecular Biology	B.S.	C
		Biochemistry and Molecular Biology/Biotechnology	B.S.	C
	Chemistry	Computational Chemistry	B.S.	D

College	Department	Program Name	Award Type	Action
Natural Science	Physics and Astronomy	Astrophysics	B.S.	C
		Physics	B.S.	C
Nursing		Teaching in Nursing	Certificate	N
Social Science	Economics	Economics	B.A.	C
			B.S.	C
Veterinary Medicine		Veterinary Medicine	D.V.M.	C
	Pharmacology and Toxicology	Integrative Pharmacology	M.S.	C
		Pharmacology and Toxicology	M.S.	C

C = Change D=Deletion N=New

**Totals**    **New:**     **Change:**     **Deletion:**

## COURSE ACTIONS September 11, 2018

College	Department	Subject	New	Changes	Deleted
Agriculture and Natural Resources	Community Sustainability	CSUS	2	0	0
	Food Science & Human Nutrition	FSC	5	0	0
Arts and Letters	Art, Art History, and Design	ATD	0	7	0
		GD	18	0	0
		HA	1	1	0
		STA	3	16	13
		GSAH	5	4	0
		REL	1	0	0
		ACC	0	1	0
Business	Accounting and Information Systems	ITM	0	1	0
	Management	MGT	0	1	0
Education	Department of Supply Chain Mgt	SCM	2	4	2
	Teacher Education	TE	0	6	0
Engineering	Mechanical Engineering	ME	6	8	3
Natural Science	Chemistry	CEM	0	2	0
	Earth and Environmental Sciences	GLG	0	1	0
	Mathematics	MTH	2	3	0
	Natural Science Dean	NSC	0	0	1
	Statistics & Probability	STT	1	0	0
	Osteopathic Medicine Dean	OST	1	0	0
	Anthropology	ANP	1	0	0
Social Science	Economics	EC	1	0	0
	History	HST	3	0	2
	Psychology	PSY	1	0	0
	Social Work	SW	0	9	0
	Sociology	SOC	0	5	0
	Pathobiology & Diagnostic Inves	PDI	1	0	5
	Pharmacology & Toxicology	PHM	1	1	0
Veterinary Medicine	Physiology	PSL	0	0	1
	Veterinary Medicine Dean	VM	41	0	4
	Law School Programming	LWG	18	0	0
	MSU College of Law	LAW	5	0	0
Graduate School Dean					
MSU College of Law					
<b>Total</b>			<b>119</b>	<b>70</b>	<b>31</b>

**INFORMATION ITEMS**  
**September 11, 2018**

**Moratorium –**

None.

**Discontinuation –**

Applied Plant Science, Agricultural Technology Certificate, UCUE consultation 1/25/18; Provost approved 3/15/18 – Effective Summer 2018.

Beef Cattle Management, Agricultural Technology Certificate, UCUE consultation 1/25/18; Provost approved 3/15/18 – Effective Summer 2018.

Grounds Management, Agricultural Technology Certificate, UCUE consultation 1/25/18; Provost approved 3/15/18 – Effective Summer 2018.

Landscape and Lawn Management, Agricultural Technology Certificate, UCUE consultation 1/25/18; Provost approved 3/15/18 – Effective Summer 2019.

Swine Management, Agricultural Technology Certificate, UCUE consultation 1/25/18; Provost approved 3/15/18 – Effective Summer 2018.

Computational Chemistry, Bachelor of Science, UCUE consultation 2/8/18; Provost approved 3/15/18 – Effective Spring 2021.

**Other –**

None.

# IT Transformation

Prepared for Faculty Senate  
September 11, 2018

Rob McCurdy

[cio@msu.edu](mailto:cio@msu.edu)

<https://tech.msu.edu/>

# Agenda

- Principles, purpose and deliverables of the program
- Service and support in the new model
  - Tech bars
  - Location strategy
- Relevant quick updates

# MSU Information Technology

## MISSION

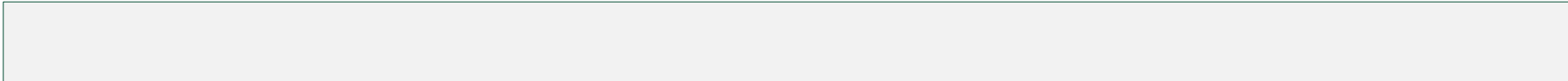
Implement and maintain **practical** information technology solutions that provide the platform for Michigan State University to excel in research, education, and outreach.

## VISION

Exemplify visionary leadership and deliver **effective** technology solutions to **enable** Michigan State University students, faculty, and staff to positively impact vital global issues.



# MSU IT Organizational Alignment Principles



<b>Enable Students through Innovation</b>	<b>Create Service-Oriented Delivery</b>	<b>Leverage Key Strengths Across IT</b>	<b>Reliably Support Unit Specific IT Needs</b>	<b>Align Across IT Organization</b>
<ul style="list-style-type: none"><li>• Innovations created by both MSU faculty/staff and MSU students</li><li>• Provide a digital learning experience for MSU students</li><li>• Enable MSU with new digital platforms</li></ul>	<ul style="list-style-type: none"><li>• Improve IT consumer satisfaction</li><li>• Consistent consumer experience</li><li>• Consumable IT services, in a published catalog</li></ul>	<ul style="list-style-type: none"><li>• Enhanced collaboration and common priorities</li><li>• Increased depth and breadth of IT skills across MSU</li><li>• New and integrated processes</li><li>• Reduced technical debt</li></ul>	<ul style="list-style-type: none"><li>• High engagement with Service Delivery Managers</li><li>• Ensure information security for units</li><li>• Reduce outages affecting units</li><li>• Deliver on unit commitments</li></ul>	<ul style="list-style-type: none"><li>• Improve employee engagement</li><li>• Effective governance</li><li>• Increase both individual and team effectiveness</li><li>• Talent retention with diverse career opportunities</li></ul>

MSU IT has to balance all internal, administrative, and academic unit influences to deliver both near term performance and longer term innovation

# MSU IT Transformation

## Rapid innovation for the future

**MSU IT must transform to meet rising MSU student experience expectations**



**Focus on developing our people at MSU IT**

Foster and empower our workforce to deliver on goals through culture, skills, and a collaborative work environment



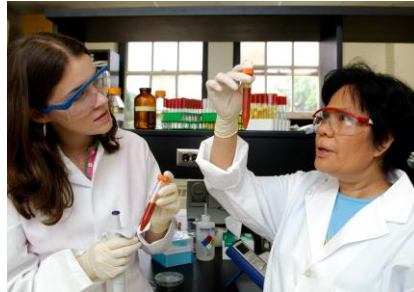
**The new MSU IT will:**

- Enable MSU students with innovative technology capabilities
- Deliver with speed
- Improves satisfaction through service orientation
- Leverage key strengths and skills across the organization
- Supports unit specific needs
- Enables clients to spend less time running IT and more time on innovation



**Emphasis on innovative university-centric IT services**

Everything we do must start with our students and end with our students and by doing so, we create an innovative culture that delivers a digital experience



**We need YOUR help to achieve our mission**

We will engage the right people at the right time to ensure we are meeting the needs of the MSU students, faculty and our people

Continue to support unit specific functions including faculty research



**We will be transparent and communicate often to ensure we are aligned throughout this transformation**



# How Will the Operating Model Change?

## Student, Faculty, and Research driven operating model

### New model will feature:

- Service Delivery Management organization will harmonize currently disparate functions & demand, and will assist the Units and faculty navigate IT, and **maximizes the University's value of IT**
- Flexibility that **allows IT to shift with changing student and Unit priorities**
- Shift to providing **student and Unit-centric IT services** through service oriented functions and a service catalog
- Capability driven application teams (working on similar systems) that allows for sharing of resources and **drives down technical debt** by maximizing reuse & rationalization

## Service Orientation

- Services delivered as a bundled offering, and not as individual components, making it easier for IT consumers to get the right services in a timely manner
- Consolidation of end to end functions around IT service operation, delivery of platform, core development, and infrastructure services



MSU IT will foster **innovative solutions**, expediting ideation, incubation, and industrialization by encouraging innovation, reducing rigorous approvals, & increasing faculty productivity

## Efficiently managing the business of IT

A centralized IT management function will manage the portfolio of MSU IT services, establish shared standards and policies, drive consistent processes across functions and set strategic goals

## Agile focus

Common use of a standardized agile methodology for development, as the default delivery model, leveraging Unit-IT scrum teams made up of business resources, Unit capability-aligned developers and allocated infrastructure team members. Shift to development in the cloud.



Process ownership and end to end managed processes allow for impactful improvements and efficiencies around automation and standardization

**Emphasis on delivering value**



The future operating model will drive behaviors aimed at maximizing the realization of university benefits with **performance management tracking metrics**

## Flexibility

Standardized delivery model allows for flexible sharing of resources and better anticipation to changes in student needs and Unit demand

## Clarity

Clearly defined roles and functions create efficiencies and maximize the organization's strengths



CoE's focused on enabling solutions addressing common Unit demand or core "Big Bet" services:

- Advanced Analytics
- Collaboration
- Shared Platforms
- Mobile

## Consolidated and integrated

technology and infrastructure operations functions standardizing the provisioning of common capabilities across IT, while still addressing Unit specific needs

# Unit Onboarding Activities



- Introduce transformation to Unit leveraging new onboarding strategy and material
- Review integration plan with Units for process transparency as well as to advise them of the next steps
- Identify Unit point of contact to work with in order to collect detailed IT information

- Pre-populate the questionnaire with information about the Units that's currently available
- Socialize questionnaire with Unit points of contact for information validation and additional information

- Distribute completed response to all IT integration teams (e.g. CTO office, Finance, Service Help Desk etc.) to review and prepare for integration
- Schedule working sessions with Units for clarification, as needed
- Follow up with Units to ensure understanding and prepare for migration

- Leverage completed questionnaire to create asset integration and management plan
- Map Unit resources to appropriate structure in central IT organization, creating new structures where required
- Identify skills and training needs for Unit resources

- Create migration plan to onboard Unit resources with minimal disruption to their consumers
- Create mitigation plan for potential risks identified and known issues documented in the questionnaire
- Communicate migration plan with Unit to prepare them for integration

- Assign SDM
- Assist onboarding Units (HR orientation package)
- Create work streams for each IT integration team to execute on their integration plan
- Determine metrics to measure Unit performance

- Monitor Unit integration performance and acceptance
- Collect feedback from Units regarding onboarding effectiveness and satisfaction
- Apply lessons learned as part of continuous improvement to optimize onboarding processes and update onboarding documentation

# MSU IT Transformation Overview

## 3 months

## 6 months

## 12+ months

### People & Org

- ▶ Consolidate all IT staff **under a central organizational structure**
- ▶ Design new organizational model, and identify roles required to support the new MSU IT operating model
- ▶ Begin target state organizational structure implementation

- ▶ Optimize Reorganize IT organization landscape to prepare for new IT functions
- ▶ Optimize IT organization to support the new operating model and transformed roles

- ▶ Optimized future state organization structure in alignment with new operating model and MSU IT's vision
- ▶ New roles and fuctions staffed to support the new IT operating model

### Process

- ▶ The integrated IT organization works with MSU's **existing IT governance** processes
- ▶ **Future state** processes are **designed** (e.g. governance structures, proposed future IT service centers & functions)

- ▶ **Future state** IT processes are being designed and **implemented**
- ▶ Standardized on application development methodology
- ▶ Service definitions and service catalogs are developed

- ▶ Centers of Excellence (**CoEs**) are **set up** for best practices across MSU (e.g.: Agile, Innovation, Faculties / Department IT Liaison, etc.)
- ▶ Continual process improvement

###

# Measuring Performance and Results

## ADS Summary and Trends

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
User Created Reports/Contents	3,898	3,955	4,081	4,079	4,159	4,211

## Client Services Summary and Trends

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Total Calls Presented	11,411	8,309	6,805	6,703	5,019	8,099
Average speed to answer (sec)	1.16	1.16	0.49	1.09	1.14	1.41

## Academic IT Summary and Trends

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Small Academic Project Health (>=90%)	100%	100%	80%	100%	100%	100%
Turnaround of Scoring Request (<25h on average)	23.9h	29.1h				
Web Accessibility (trending positive)	29.6%	29.8%				
# of Priority MSU Websites (trending up)	303	303				

### KEY ACCOMPLISHMENTS AND PARTNERSHIPS

- Innovate: Consulting with Undergraduate Education on Proactive
- Innovate: Assisted Mathematics with new adaptive learning project
- Aligned SIS planning with Enrollment Services and Professional

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## Security Summary and Trends

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Security Incidents	62	62	58	71	52	52

## Application Services Summary and Trends

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Project Time (Hours)	3,938	4,234	5,558	4,122	3,830	4,681
Operational Time (Hours)						
Break-Fix Time (Hours)						
SIS Availability (%)						

## Infrastructure Summary and Trends

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
MSU Data Center capacity	-	-	-	0%	1%	3%
Data Center by	100	100	100	100	100	100
Availability	99.9	99.9	99.9	99.9	99.9	99.9
Availability	99.9	99.9	99.9	99.9	99.9	99.9

### COMPLISHMENTS AND PARTNERSHIPS

- Installation of OSIRIS equipment to connect MSU HPCC/ICER to other research universities (through April).
- off CICS ("kicks") framework application on mainframe, reducing annual maintenance by \$98K.
- escalation process with AthenaHealth after EMR outage affected MSU Health Team clinics, resulting in new protocols for involving vendor directly.

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## MSU IT Summary and Trends

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Security Incidents	62	62	58	71	52	52
Vulnerabilities Remediated	4,254	72,588	21,855	7,477	5,261	4,585
IT Projects On-Plan	83%	86%	75%	74%	89%	84.6%
Cognos Reports Generated	33,892	33,642	37,824	33,583	29,924	39,422
D2L Availability	100%	99.9%	99.8%	99.9%	99.9%	100%
SIS Availability	99.7%	99.9%	100%	98.3%	99.3%	97.6%
EBS Availability	99.9%	99.8%	100%	98.6%	99.9%	99.4%

### KEY ACCOMPLISHMENTS AND PARTNERSHIPS

- Implemented web registration for student laptops, smartphones, gaming systems, streaming gadgets. Previously, students were required to call the Service Desk to register their devices and get connected to the MSU Network. Streamlined service to students and reduced Service Desk call volume.
- The Web Application Firewall now protects over 400 critical web applications, preventing targeted attacks.
- Devices enrolled in MSU Patch Management are 89% patched, protecting them from Spectre and Meltdown vulnerabilities.

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# MSU IT Summary and Trends

	Feb-18	Mar-18	Apr-18	May-18	June-18	July-18
Security Incidents (<100)	103	122	159	282	95	87
Vulnerabilities Remediated (>10%)	4,502	9,570	9,750	5,300	7,554	6,318
IT Projects On-Plan (>80%)	81%	82%	81%	84%	72%	67%
User Created Reports/Contents (Positive trend)	4,211	4,371	4,456	4,577	4,646	4,664
D2L Availability (>= 99.9%)	90.0%	99.3%	99.8%	99.9%	100%	99.9%
SIS Availability (>= 99.9%)	97.4%	99.5%	100%	94.3%	96.5%	99.4%
EBS Availability (>= 99.9%)	99.9%	99.0%	99.2%	98.6%	99.9%	99.9%
Customer Satisfaction (>= 85%) Per Service Desk Survey	89.7%	95.5%	90.5%	90.5%	94.2%	88.9%

## ACCOMPLISHMENTS AND PARTNERSHIPS

- IT doubled campus internet capacity overall and quadrupled building-to-building (internal) capacity in some areas. The increased bandwidth will benefit the entire on-campus community, especially researchers and those who process considerable amounts of data.
- The Avaya softphone application was made available for all managed workstations on campus, enabling the use of campus telephone numbers and features from internet-connected devices.

# Agenda

- Principles, purpose and deliverables of the program
- **Service and support in the new model**
  - Tech bars
  - Location strategy
- Relevant quick updates



# MSU IT Tech Bar

## MSU IT Spartan Tech Bar

Spartan Tech Bar staff provide on site support including:

- Technology issues and questions, ticket tracking
- Immediate mobile device support
- Walk-in help Monday-Friday from 6:00 a.m. until 6:00 p.m.

## Currently Live

- MSU IT Tech Bar @ComputerCenter
- MSU IT Tech Bar @IPF
- MSU IT Tech Bar @CVM
- More pop-up MSU IT Tech Bars will be available during the MSU IT integrations and will become permanent on a case-by-case basis

Email [CIO@msu.edu](mailto:CIO@msu.edu) to request an MSU IT Tech Bar for your unit or area!

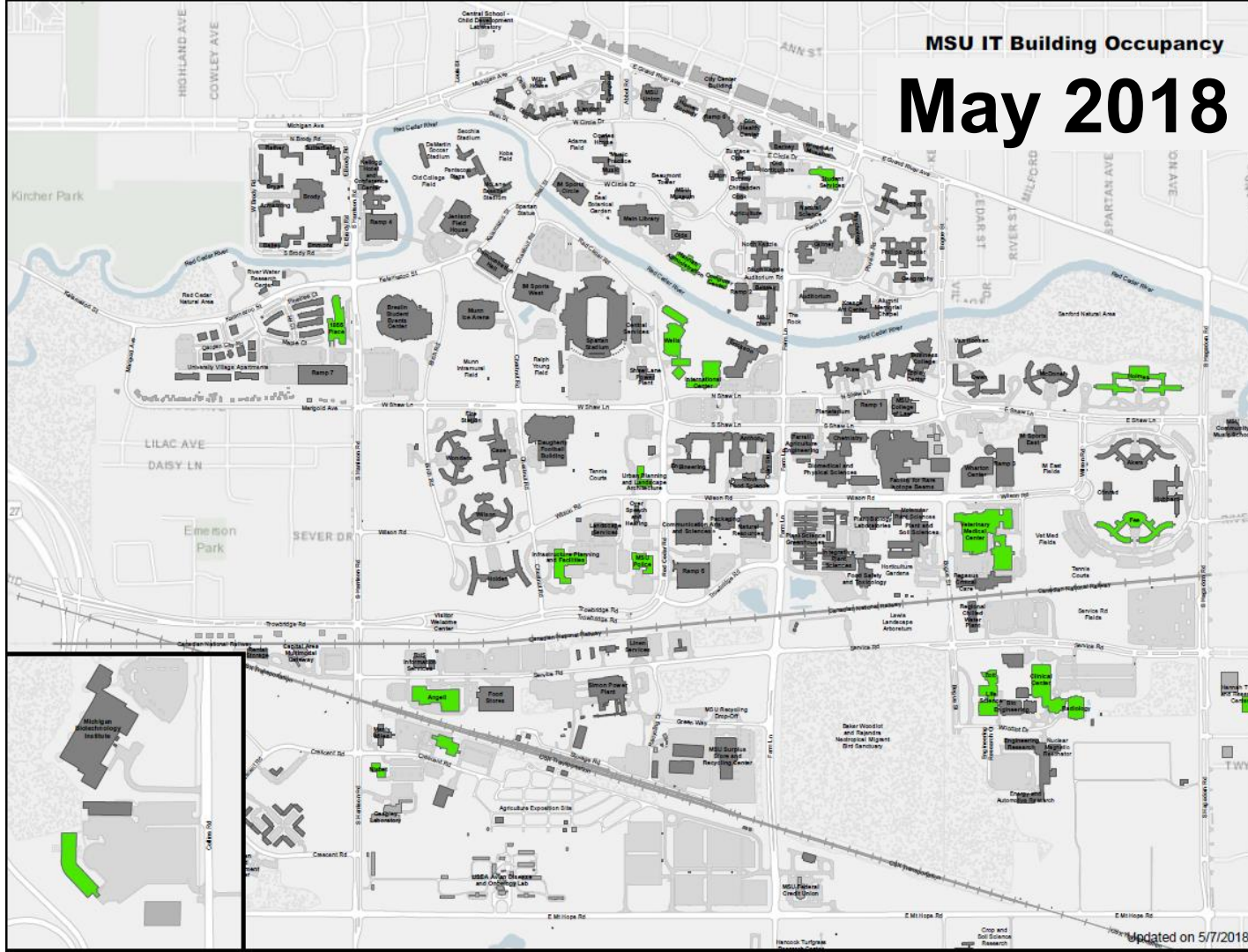


# Location Strategy

- MSU IT has three primary locations
  - Computer Center
  - Collins Road
  - Crescent Road

...and over a dozen client based locations

# May 2018



# Agenda

- Principles, purpose and deliverables of the program
- Service and support in the new model
  - Tech bars
  - Location strategy
- **Relevant quick updates**

# Relevant Quick Updates

1. Eduroam live! (<https://tech.msu.edu/support/getting-online/>)
2. MSU Mobile App live!
3. Increased enablement of Amazon Web Services (AWS)
4. All ResHalls have WiFi
5. ServiceStatus live for current status of IT services (e.g. D2L) and subscribe for updates (email, SMS, and Teams) - <https://servicestatus.msu.edu/>
6. Major Constituent Relationship Management kicked-off with Advancement and CABS
7. Enhanced VPN coming soon

# Questions?

Contact me – [cio@msu.edu](mailto:cio@msu.edu)

<https://tech.msu.edu/> for technology services, help, and more information

- <https://bolderit.msu.edu/> for more information on major initiatives
- <https://servicestatus.msu.edu/> for current status of IT services (e.g. D2L) and subscribe for updates (email, SMS, and Teams)