LSU | Staff Senate

MEETING MINUTES
December 16, 2020

President Jonathan Levesque presided over the December 16, 2020, Staff Senate meeting held by Zoom Video Conferencing at 10:30 a.m.

Executive/Administrative/Managerial

P – Reonas, Barbara (’21)
P – Tammy Millican (’23)

Professional/Non-Faculty

P – Aslin, Jessica (’21)
P – Baldridge, Samantha (’21)
P - Braden, Laurie (’21)
A – Bonner, Amber (’21)
P – Dawan, Hope (’21)
P - GheBreiyessus, Walta (’21)
Pr - Henry, Rachel (’21)
P – Lane, Madison (’21)
A – Olson, Darcee (’21)
P - Rafaiti, Karina (’21)
P – Garner, Karen (’22)
P – Herman, Catherine
P – Holstein, Lindsey (’22)
A – Lee, Mark (’22)
P – Levesque, Jonathan (‘22)
A – Nickerson, Jon (’22)
Pr – Roth, Nicole (“22)
P – Clemmons, Jill (’23)
P – Kimmell, Alyssa (’23)
P – Harb, Ryan (’23)
P – Lewis, John (’23)
P – Marrero, Ali (’23)
P- Sansoni, Gerald (’23)
P – Shows, Haley (’23)
A – Slocum, Jenee (’23)
P – Stone, Megan (’23)
P – Wilson, Derek (’23)

Service/Maintenance

Skilled Crafts

P – Corbitt, Brent (’22)

Technical/Paraprofessional

P – Matkovic, Igor (’23)

Clerical/Secretarial

Pr – Salesneves, Sarah (’22)
P – Salvadras, Amber (’22)

A – Indicates Absent
P – Indicates Present
Pr – Indicates Proxy

GUESTS:

Craig Woolley, Information Technology Services
LaTrista Funches, LSU Campus Life
Danielle Taylor, LSU Biological Sciences
Ellen Cummings, School of Kinesiology
Dr. Dereck Rovaris, Office of Diversity
Susannah Knoll, Faculty Senate
Roxane Berthelot, Campus Federal Credit Union
Brian Ainsworth, Campus Federal Credit Union
Casey Coughlin, Campus Federal Credit Union

CALL TO ORDER

The meeting was called to order by President Jonathan Levesque at 10:30 a.m.

ATTENDANCE

There was a quorum with three proxies noted.

PLEDGE OF ALLEGIANCE

Member-at-Large Alyssa Kimmell led the Pledge of Allegiance.

APPROVAL OF THE MINUTES – November 18, 2020, Staff Senate Meeting

A motion to accept the minutes was made by Senator Megan Stone. The motion, seconded by Senator Brent Corbitt, carried.

GUEST SPEAKER – CRAIG WOOLLEY, CHIEF INFORMATION OFFICER

President Jonathan Levesque introduced Craig Woolley who is the new Chief Information Officer (CIO) with Information Technology Services (ITS) as he speaks to the full Senate. Craig Woolley thanked the Staff Senate for the invitation to speak today.

Craig Woolley began by sharing a presentation and providing some of his background and experience.

Craig Woolley was welcomed into the LSU family as the new ITS Chief Information Officer in early August. He has 33 years of leadership experience in higher education Information Technology (IT). In his last position as the Assistant Vice President for IT with the University of South Florida, where there is 47,000 students and 13,000 faculty and staff members. They had about 300 employees in their IT department. Craig obtained both his BS in Engineering Technology and M. Ed. in Instructional Technology from the University of South Florida. Woolley first served as CIO at Wright State University, where there was about 18,000 students and 2,500 faculty and staff members. The student population has dwindled down over the past

few years. He loved his time there but he felt very fortunate for the opportunity to come to LSU.

He mentioned some of his beliefs that include that ITS needs to be a customer focused organization. We need to find ways to collaborate better with key constituents. They have created a Departmental IT Subcommittee to brainstorm on doing a better job of communicating. He would like to also survey customers yearly to see how well IT is handling their needs on campus.

The first Customer Satisfaction Survey that went out in October 2020 generated 153 responses. Out of those Reponses, 76% were staff and 24% were faculty. The overall satisfaction yielded a 70%. There was also 280 comments received which were mostly positive but did show room for improvement.

Some of the Customer Satisfaction Ratings included,

- ITS is aligned with LSU's mission and goals – 71%
- ITS is focused on the right priorities – 74%
- ITS values the customer – 73%
- ITS changes do not disrupt my work – 71%
- I am satisfied with the availability of IT Services – 73%
- ITS proactively looks for ways to help me do my job – 56%

ITS needs to do a better job at being proactive with their customers.

Woolley mentioned that 11% strongly disagree that they are satisfied customer of ITS which is a big number. 25% strongly agree, 45% somewhat agree and 15% somewhat agree. All of the comments received were put into some different categories to try to find out the theme of what needs to be done the most.

Out of this feedback, there were some things that could be implemented pretty quickly to help with the customer experience. One of which is how they close out trouble tickets too quickly. Tickets need to remain open until the user's problem is resolved. They are working on overhauling the software acquisition process which should be completed by February 2021 to roll out. He hopes this will make buying software much easier. He thinks that there are things that we don't do or provide as a central organization that we probably should. They will be looking into that for the long term.

Woolley provided an update on the Student Information System (SIS) which is running on a custom coded mainframe for the past decades. We have to get off of this system as quickly as we can but without creating too much disruption. The process started in December where LSU has contracted with a consulting firm called, TSI. They will be doing a competitive process for a new SIS. There will be some communication released about what is going on throughout this process. Projects Teams will be created based upon subject matter. They will be doing a competitive solicitation process but there is really only 3 vendors in the marketplace that has a SIS that would work for the size of LSU. Then they will begin implementation in July 2021 with the goal to go live by spring 2023 or spring 2024.

Woolley mentioned some important things to keep in mind for all to have that are participating in the SIS.

- We must select a new commercially available SIS (we don't have the option to wait any longer)
- Most likely our new SIS will be one of 3 available products
- NONE of the products are going to meet all our specific needs
- We most likely will have to modify some of our business processes to work around what the chosen SIS can handle

Q: How does someone provide feedback?

A: There will be a centralized website to be able to submit feedback. Woolley would like to also visit regularly with key constituents for continued collaboration.

There was some discussion regarding the Workday implementation for Human Resource Management services and the issues that some users were having.

Q: Will there be a conversation with key users (advisors, etc.) who use the SIS on a daily basis for feedback?

A: Yes, he will implement a group for discussions with those users.

Q: When do you expect to make the project webpage available to students, staff and faculty?

A: In January it will be live. It will be part of their communication plan to go out.

President Jonathan Levesque thanked Craig Woolley for attending today's meeting.

PRESIDENT'S REPORT

President Levesque thanked President-Elect Amber Salvadras for leading the November General Meeting. The months of October and November were very busy. He has attended numerous committee meetings.

- Efforts to improve Staff diverse hiring's, Staff Professional Development and efforts to identify buildings with names that should be reviewed for removal.
- The Staff Diversity Group recently completed its "University Diversity Statement". That document is under review and will be presented for approval very soon if it has not already been approved.
- Human Resource Management is currently investigating opportunities to raise the entry level salaries of our classified janitorial employees. Clay Jones, Associate Vice President and Chief Human Resource Officer has taken that project on himself and is working with the state to identify ways to increase salary and stay within state law.

- Staff Diverse Promotions and Development will be a long developing project and there are no substantial updates to provide at this time. He will update the Senate more thoroughly in the January meeting.
- IT Governance of which Levesque is a member will change its overall structure. There will now be an "Executive Level" committee that consists of campus CIO's and select A&M executives. His role on the committee will now be more focused on the Baton Rouge campus but with select opportunities for system-wide projects. IT Governance is currently focused on collaboration with ITS to fix the Software purchasing process as well as creating a list of currently available software for every unit on campus.

As Staff Senate President, he was asked to serve on the Enrollment Management Strategy Committee which will brief campus leaders in the status of enrollment and retention while also developing interdepartmental opportunities to affect those efforts.

On December 2, he attended the Staff and Faculty Forum. The forum peaked with just over 1000 attendees. The Title IX allegations were a focal point of the forum but the President and Interim CFO did brief our campus on COVID, spring campus operations, and University budget matters. I asked if the university was developing a policy on vaccination for staff/faculty and was told they were not planning on forcing vaccination.

Last week he had the enjoyable opportunity to judge our "Box Decorating Contest". Thanks to everyone involved in the event and kudos to those who presented some incredibly creative food boxes. We raised over 1300 items for the LSU food pantry, a service that has exploded in importance and popularity on campus.

Our incredible social media duo have once again run a successful social media engagement campaign. He will leave the details up to Senator Samantha Baldridge but just wanted to express his deepest gratitude to her and Senator Madison Lane.

President Levesque encouraged Senators to check their email and vote on our constitutional amendment. We aim to place it on the all staff ballot soon. Thanks to Senator Nicole Roth and the Long Range Planning and Review Committee for writing up the amendment. Awesome Job!

President Levesque shared some employee concerns regarding the membership of the Presidential Search Committee and the Title IX allegations that have been published.

STANDING COMMITTEE REPORTS

Community Engagement

The Community Engagement Committee has planned another treasure hunt on campus through social media. They have been highlighting the Executive Committee members as well as staff members on campus. Senators Samantha Baldridge and Madison Lane will be meeting soon to plan out the spring semester.

Long Range Review and Planning

The Long Range Review and Planning Committee submitted the rationale for the Constitutional Amendments for Senators to review.

Staff Benefits, Policies and Development

The Staff Benefits, Policies and Development Committee will hold a meeting in January.

SPECIAL AD HOC COMMITTEE REPORTS

Staff Appreciation

The Staff Appreciation Committee met on November 19. The committee has named the Recognizing YOU program as the Staff Stripes Award. A nomination form has been drafted. This will be a quarterly award. The committee will give out 3 awards per quarter (12 per calendar year). No self-nominations will be accepted. There will be a certificate along with something tangible. The committee is working to choose a nice item that will be dedicated to this program with the LSU Staff logo. The Holiday Box Decorating Contest was a huge success. President-Elect Amber Salvadras thanked Senators Ali Marrero, Gerald Sansoni, Catherine Herman and Jonathan Levesque for all of their help with Judging. Salvadras will share how much food was donated once she receives that information.

Staff Senate Scholarship

President Levesque will call a committee meeting once all of the scholarship recipients have been chosen, so they can be recognized. The scholarship awarding process is also being reviewed as there has been issues for quite some time now with the timeliness of receiving information on award winners.

LIAISON COMMITTEE REPORTS

Organizational Relief Fund

The Organizational Relief Fund Committee met on November 3. The report was included in the meeting packet for review.

OLD BUSINESS

Constitutional Amendment for Caucus Membership

President Jonathan Levesque announced that the drafted amendments to the Constitution to reflect the change for the appointed caucus seats on the Staff Senate has gone out to the full Senate for a vote. All Senators were encouraged to place their vote.

Staff Senate Budget

Treasurer Catherine Herman provided a brief written financial report in the meeting packet for review by the full Senate.

The Staff Senate Gift Fund is in need of contributions. This fund was implemented to recognize certain events for Senators and former Senators that may happen throughout the year. The guidelines for giving were mentioned, and Senators were asked to donate $20 each to the fund for the year.

Staff Senate Apparel

Orders are still open and are being taken for Senators to order Staff Senate apparel.

NEW BUSINESS

Future Guest Speakers

President Jonathan Levesque announced that Jennie Stewart, Title IX Coordinator to attend the January 20, 2021 General Meeting.

Please submit any suggestions for future guest speakers to the Staff Senate Executive Committee.

ANNOUNCEMENTS

Staff Senator Birthday

Staff Senator December birthdays:

- President Jonathan Levesque will celebrate his birthday on December 23.
- Senator Samantha Baldridge will celebrate her birthday on December 27.

Happy Birthday!

LSU Pregnancy and Parenting Program is looking for topics to cover in the spring. Please share those with Past-President Rachel Henry and Senator Tammy Millican.

There was a question if staff and faculty are also eligible to receive food from the LSU Food Pantry. Yes, they are eligible as well. The LSU Food Pantry works in conjunction with the Baton Rouge Food Bank and will not turn anyone away.

MOTION TO ADJOURN – With there being no more business, Senator Brent Corbitt made a motion to adjourn. The motion, seconded by Senator Megan Stone, carried.

The meeting adjourned at 12:00 p.m.

Jessica Aslin, Secretary

JA/mm