

University Council
August 9, 2021
Meeting conducted via Zoom

1. Call to Order

ETSU Provost Kimberly McCorkle called the meeting to order at 8:31 a.m.

2. Roll Call

Mr. Joe Smith called roll. Those in attendance were Mr. David Atkins, Dr. Bill Block, Mr. Scott Carter, Dr. Cheri Clavier, Dr. Susan Epps, Ms. Joy Fulkerson, Dr. Mark Fulks, Dr. Adam Green, Dr. Lisa Haddad, Dr. Nick Hagemeyer, Mr. Stephen Hendrix, Dr. Mike Hoff, Dr. Keith Johnson, Dr. Chris Keller, Dr. Karen King, Ms. Candy Massey, Dr. Sam Mayhew, Dr. Kimberly McCorkle, Dr. Arpita Nandi, Dr. Brian Noland, Ms. Pam Ritter, Mr. Jeremy Ross, Dr. Don Samples, Dr. Janna Scarborough, Mr. Joe Smith, Dr. Jeff Snodgrass

3. Standing Items

3.1. Approval of minutes from July 12, 2021 meeting

Mr. Stephen Hendrix made a motion to approve the minutes; Dr. Susan Epps seconded the motion. The minutes were approved.

3.2. Review of agenda

Provost McCorkle noted that Dr. Epps has requested that her report be moved to the September University Council meeting. She also asked that the meeting begin with a discussion of ETSU's current reopening plans.

Mr. Hendrix reported hearing feedback from some faculty regarding use of masks as well as classroom space. Is physical distancing going to be required?

Dr. Don Samples said he recognizes the tough challenges this presents, particularly in the basic economics of how decisions might impact fall enrollment. He said he has heard from some faculty who are wondering if they should be prepared for hybrid teaching.

Dr. Sam Mayhew talked about messaging his office has sent to students. He said to some people, masking equals social distancing.

Dr. Susan Epps said she heard from one person who said communication has not been as thorough as it was last year.

Dr. Arpita Nandi said faculty have been asking if we will have the option of going remote or partially remote this fall. What is our flexibility?

3.3 *Call for voluntary reports*

Faculty Senate: President Hendrix reported that the Faculty Senate is currently planning its fall retreat.

Staff Senate: President Candy Massey reported that the July 26 Staff Picnic was a tremendous success and that over 300 staff attended. Elections to fill current staff senate vacancies has concluded, and the senate will now hold elections for the executive board.

Council of Chairs: Dr. Jeff Snodgrass, Council Vice-Chair, reported that the council is looking forward to an all-day retreat scheduled for August 16, and that the executive council recently had a good meeting with Provost McCorkle. He also noted that work to develop formal and ongoing training programs for new chairs will begin this semester.

Information Technology Council: Dr. Karen King requested to hold her report until later in the program when she makes another formal presentation.

Athletics: Mr. Scott Carter informed the council that all fall sports programs are back on campus and that student athletes are engaging in pre-season practice. The sports medicine staff is working with ETSU Health and Ballad Health to host vaccination clinics.

3.4 *Sub-Council Reports/Quality and Effectiveness Sub-Council*

Dr. Cheri Clavier, Director of Institutional Effectiveness and Accreditation Liaison, said the group is meeting today and that additional information will be shared at an upcoming council meeting.

4. **Action Items**

4.1 *Old Business*

There were no old business items.

4.2 *New Business*

There were two new business items for the council to consider. Both items – the Conflicts of Interests and Commitments Policy and the Institutional Financial Conflicts of Interests – were presented by Kay Lennon-McGrew.

4.2.2. *Institutional Financial Conflicts of Interests Policy:* Ms. Lennon-McGrew noted that the Institutional Financial Conflicts of Interests Policy is critical for the university's accreditation with the Association for the Accreditation of Human Research Protection Program (AAHRPP). She turned the presentation over to Dr. Nick Hagemeier who noted the upcoming accreditation visit is scheduled for the end of August. This is a revision of the FP-30 policy; there were

revisions to this policy to update it for accreditation purposes, and the policy was last updated in 2007.

4.2.1. Conflicts of Interests and Commitment Policy: Ms. Lennon-McGrew added that the Conflicts of Interest and Commitment Policy applies to all ETSU-covered employees. The policy requires that employees disclose any conflicts and outlines how the institution would address and/or mitigate, if necessary, any conflicts.

President Noland made a motion to approve the policy; Susan Epps seconded the motion. The two policies were approved.

5. Information Items/Presentations

5.1 Update on Emergency Policy on Name, Image, and Likeness – Kay Lennon-McGrew

Ms. Lennon-McGrew reported that this emergency policy on name, image, and likeness (NIL) is a collaboration between Athletics and the Office of University Counsel. The NCAA enacted new legislation on June 30, 2021 that went into effect on July 1, 2021, which did not give ETSU time to create a new policy and allow for the public comment process. As a result, the university is putting an emergency policy in place. The State of Tennessee has enacted an NIL law which will go into effect on January 1, 2022, and because there is a gap in time, an emergency policy is needed.

President Noland added that discussions on name, image, and likeness have been taking place over the past decade, and he echoed Ms. Lennon-McGrew's comments that the timing of the NCAA action did not afford ETSU the time to take a new policy through the traditional process. He believes this topic will be part of the ever-evolving landscape in athletics.

5.2 ITS Report – Dr. Karen King

Dr. King reported on recent updates from the ITS team. Many of these projects and changes were implemented during the COVID-19 pandemic, and much of those accommodations are still in place. Highlights of Dr. King's report included:

- The work of the special projects team to support the Model Mill Project;
- The new 32-foot video wall in the Cave is now operational. It is used by the Esports team but is available for other purposes;
- The web team spent considerable time revising the ETSU website in order to make it more effective. They completed 185 sites, and some 142 are in process;

- ITS implemented a Project Management System that allows the campus to request new projects and systems. This allows for more efficient use and the ability to track projects;
- The use of soft phones has aided in switchboard staff in answering calls more efficiently;
- The Computing Technology Services remained on campus during the past year while the major of staff and faculty worked remotely. Their presence on campus was especially helpful during times of power outages as they were able to prevent minimal disruption to business and academic operations;
- Access to a universal digital signage system is now available. This is an effective way for departments to get messaging out to campus;
- The Help Desk worked hard to support students, faculty and staff who were working remotely;
- ITS purchased laptops and hot spots to facilitate instructional activities. Those remain in place, and the university has renewed its licenses for hot spots for another year;
- The staff has also worked hard to improve outdoor wireless for networking. More than 300 outdoor wifi access points are available. The team is now looking at all indoor spaces to ensure access points are in the right place;
- Guest access points have been installed on campus;
- The Academic Technology Services team was a great assistance to students and faculty in helping with the transition to remote instruction. A significant amount of content was created to support the transition, and a great volume of training was done remotely;
- Work was done to increase presence in Amazon Web Services;
- Upgrades to DegreeWorks were made;
- Heightened work is being done to support information security, including more scans to the network;
- The team is supporting an increase in the installation of security cameras;
- The Esports team had a successful inaugural year. This fall, a new Rocket League team has been added; and
- A number of ITS staff members achieved certification in specialty services, including Amazon Cloud Services.

Dr. King closed her report by again saying how proud she was of the ITS team and all they do.

5.3 Provost's Task Force on Digital Creation, Preservation, and Access – Dr. Jeremy Smith

Dr. Jeremy Smith, Director of Archives of Appalachia, chaired the 13-member task force which was charged with three tasks: to quantify the needs, across ETSU, for digital content stewardship; to identify current digital stewardship practices at peer institutions; and to provide recommendations for university-wide action.

Dr. Smith noted that over 93% of the world's annual intellectual output is produced in digital form; at ETSU, there are 1.3 petabytes (or 1,300 terabytes) of known data on ETSU-support infrastructures, including cloud services and computers. The task force issued two survey. The first was to other universities to assess peer-institution benchmarking. A second survey was sent to 54 ETSU department chairs and seven service center directors. Findings from the ETSU survey included:

- 80% indicated they had enough digital storage; however, 80% also indicated that their faculty use some combination of non-ETSU cloud storage, a PC that was not issued by ETSU, or removable storage for work related files;
- 30% indicated their department does not actively use OneDrive for file storage;
- 90% said their department does not have a department-specific policy on document retention or storage;
- 80% of respondents reported not knowing what content they should save as part of ETSU's official institutional records;
- 45% said they believed the greatest current need was for enhanced polices and/or education about existing policies on digital stewardship.

In summary of their findings and other work, the task force is offering recommendations:

1. Create a standing digital stewardship committee that could advise on digital storage needs and continue the focus on digital preservation;
2. Develop and provide targeted training on the benefits of ETSU resources;
3. Provide funding for a university archivist; and
4. Implement a centrally funded system for unlimited storage of department-specific data.

Provost McCorkle thanked Dr. Smith for his presentation.

5.4. Update on Fall 22 Changes to APS/Work Study – Dr. Sam Mayhew, Ms. Kathy Feagins, and Ms. Catherine Morgan

Dr. Sam Mayhew thanked Ms. Catherine Morgan and Ms. Kathy Feagins for their work on this revised policy. He noted that the Approved Revised Policy for APS Service Hours and APS/FWS Awards goes into effect next fall for the fall 2022 semester.

Kathy Feagins said a review of the current policy was requested. One of the reasons the policy was reviewed was that there has been an increase in the number of APS awards, which has presented some challenges for incoming students to find APS jobs. There also is a great disparity in the level of work required by offices on campus; for some students, their work assignment is essentially a “paid study hall” and there is a concern

regarding what job skills they are learning and how this prepares them for the job market. Upperclassmen also have challenges in completing service hours as they enroll in more intensive courses and also have internships and clinical experience hours to complete.

Ms. Feagins said the policy change going into effect for Fall 2022 states that:

- APS recipients will not be required to complete service hours during the junior or senior years;
- APS recipients will be required to complete service hours for the first two years, regardless of credit hours earned;
- Students are required to maintain eligibility during the first two years;
- Junior and Senior APS students will be eligible to hold an FWS position; and
- All FWS students are strongly encouraged to work 15 hours per week.

Ms. Feagins said the benefits of keeping service hours requirements for incoming APS students include recognition that the supervisor is a valuable connection for new students to have on campus. This may be the student's first and only job before graduation, and students who are employed in settings with other APS students have the opportunity to engage with other students.

Eliminating the service requirement for juniors and seniors allows them to concentrate more on school, and it will open additional job opportunities for incoming freshmen. Departments have the opportunity to keep APS students as FWS employees during their junior and senior years if they are eligible for FWS.

Ms. Catherine Morgan noted that FWS funding comes from the Department of Education, and during a typical year at ETSU, more students qualify for FWS positions than funding is available. In addition, most students do not earn as much money as they are eligible to receive. Most FWS awards are for \$3,000, and the average student earns \$1,200.

She shared with the council the criteria that will guide the process of APS reductions, and she also discussed Department of Education guidelines for FWS employment. The team will begin communications with the campus this fall, and this will include meetings with departments and units as well as students, and also hosting town halls.

Dr. Mayhew added that one important goal for next fall will be to focus on early placement of APS students. Ms. Morgan confirmed that the hourly rate for FWS employees has been increased to \$8.50 effective this fall.

NOTE: Following the presentation, University Council members took a brief break at 9:48 a.m.; the meeting resumed at 9:56 a.m.

5.5 Enrollment Update – Dr. Mike Hoff, Dr. Sam Mayhew

Dr. Mayhew provided an enrollment update which, at the time of presentation, showed undergraduate enrollment down 438 students (4.16%) from this time last year, and FTEs down 6.67%. Academic advisors are actively engaged in communicating with students who we have not heard from. In terms of new student enrollment by looking at this date in previous years, we are up 167 freshmen students compared to 2020 (up 18 students compared to fall 2019) and up 29 transfer students compared to 2020 (down 3 students compared to fall 2019).

Recruitment activities have been robust during the past 14-16 months. Over 1,800 events (virtual and in-person) have been held, and other communication efforts include some 5.3 million emails, 336,000 letters mailed, over 80,000 text messages and more than 20,000 phone calls.

Dr. Hoff added that August is a critical time for getting student registered. The disenrollment, or purge date, is again earlier. The week following disenrollment is important for communicating with students to get them registered and to close the enrollment gap. He presented a data chart that showed that the university does have capacity to accommodate an increase in students in both the on-ground and online instructional settings.

5.6 ETSU Strategic Planning Update – Dr. Mike Hoff

Dr. Hoff reported on the work of Michael Webb, who was a doctoral intern in his office during the summer. One of his assignments was to review the web for ranking listings that included ETSU programs. Dr. Hoff's office will be cataloging a listing of rankings.

The six task forces for the Committee for 125 Chapter II are wrapping up their work and are drafting vision statements. The Committee for 125 Chapter II will meet in September. That same month, town halls will be held, and a presentation to the campus is slated for October. Dr. Hoff reported that President Noland is holding meetings with several groups, including government officials, school superintendents, local leaders, and business owners to listen to what their expectations are for ETSU.

He also informed members that he will be bringing the institution's mission statement and mission profile to the University Council for review and approval.

6. President's Report

President Noland began his report by recognizing this as Provost McCorkle's first University Council meeting as chair. He again welcomed her to ETSU and commended her for the work she has done during her first month as she has been meeting with various people across campus.

In terms of the budget, enrollment remains fluid. While overall enrollment is down, increases have been reported in the number of freshmen, the number of residents residing in housing, and the number of meal plans purchased. An important take-away is that there is still time before census to bring enrollment to a strong close. The institution remains within its budget planning parameters, and he still plans to take to

the Board of Trustees during its September meeting a request for salary enhancements. As we approach the fall semester, he recognizes there are concerns from students who both desire an on-ground experience, and from those who have concerns about their health and safety and desire for the institution to transition back online.

A fair amount of construction continues. Work is under way at Lamb Hall and the projects remains on-time at this date. The proposal for the academic/humanities building will soon go before the state building commission and, if approved, the next steps will be to select an architect and to begin work on programmatic design. Other projects include renovation work to Carter and Stone halls as well as work in the Dome and the Bud Frank Theatre.

A possible change may take place with the university's ERP. President Noland informed the group at the University of Tennessee is looking to upgrade its ERP, and that ETSU is considering this as well. If ETSU elects to move in the direction of replacing Banner, this would begin with staff in finance and human resources. President Noland said he would keep the council and the campus update on this potential change.

In addressing the ongoing concerns related to the COVID-19 pandemic, President Noland said that he has received questions why ETSU is mandating the vaccine. He noted that within Tennessee, we are not allowed by code to mandate the vaccine, and that state code also prohibits us from asking individuals to declare their vaccine status. ETSU is making considerable effort to make the vaccine available to students, faculty and staff. Vaccine clinics have been held during orientation, and similar clinics will be held at upcoming welcoming events planned later in August. He encouraged everyone to be vaccinated if they have not done so already. In the days ahead, a large scale incentive program will be announced for students, faculty, and staff. Also during the upcoming week, President Noland will be hosting listening sessions on campus and a Town Hall.

The Committee for 125 Chapter II is allowing time for the task forces to complete their work. President Noland is currently meeting with employers and community leaders to hear their hopes and dreams for ETSU.

He also announced that Jessica Vodden has been named as ETSU's Chief Marketing and Communication officer.

7. Announcements

Provost McCorkle said future UC meetings will be scheduled from 8:30 – 11 a.m. and that for the near future the group will continue to meet on Zoom.

No other announcements

8. Adjournment

Provost McCorkle called for an adjournment at 10:38 a.m.