

**2019-2020 Academic Senate**

**MINUTES  
April 20, 2020**

**I. The meeting was called to order at 2:00 p.m. and roll call was taken by the Senate Administrator. Fifty Senators were present.**

<b>Ex Officio:</b> Present: Van Selst, Frazier, Curry Parent, Mathur, Rodan Absent: None	<b>HHS Representatives:</b> Present: Schultz-Krohn, Shifflett, Grosvenor, Chin, Sen Absent: None
<b>Administrative Representatives:</b> Present: Day, Faas, Del Casino, Wong(Lau) Absent: Papazian	<b>COB Representatives:</b> Present: He, Khavul Absent: None
<b>Deans / AVPs:</b> Present: Lattimer, Ehrman, d'Alarcao Absent: None	<b>EDUC Representatives:</b> Present: Marachi Absent: None
<b>Students:</b> Present: Kaur, Gallo, Trang Birrer, Roque, Delgadillo Absent: None	<b>ENGR Representatives:</b> Present: Sullivan-Green, Kumar, Okamoto, Ramasubramanian Absent: None
<b>Alumni Representative:</b> Absent: Walters	<b>H&amp;A Representatives:</b> Present: Riley, Kitajima, McKee, Coelho, Khan Absent: None
<b>Emeritus Representative:</b> Present: McClory	<b>SCI Representatives:</b> Present: Cargill, French, White, Kim Absent: None
<b>Honorary Representative:</b> Present: Lessow-Hurley	<b>SOS Representatives:</b> Present: Peter, Hart, Sasikumar, Wilson, Lombardi Absent: None
<b>General Unit Representatives:</b> Present: Masegian, Monday, Higgins Absent: None	

**II. Approval of Academic Senate Minutes**–The Senate minutes of March 23, 2020 were approved with 1 abstention (42-0-1).

**III. Communications and Questions –  
A. From the Chair of the Senate:**

This meeting will be recorded for purposes of transcribing the minutes. Only the Senate Administrator and Chair Mathur will have access to it.

The Senate Administrator will be using the Participant List to do Roll Call.

Please ensure you mute when not speaking. If you are having bandwidth issues, please consider stopping your video. Please wait until you are called,

but you may post your questions in the chat. We will vote using the polling feature. When we get to the proposals, please type amendments in the chat window. Use the “raise hand” feature to get on the speakers’ list. Please do not email the Chair during the meeting, use private chat instead.

The Senate Office is working with AVC Marachi to staff the committee seats for next year, and preparing for the Senate Officer elections on May 11, 2020. We are also working closely with OU to update aspects of the Senate website. Last week we had extreme difficulty with OU campus and updating the website which turns out to be a VPN issue. The Senate Administrator spent over 20 hours trying to upload materials for this meeting.

Although elections are over for the new Senate, we still need two Senators from the College of Humanities and the Arts, one Senator from the General Unit, and one Senator from the College of Education. Senators can now be appointed for a one-year term until the next General Election.

The Campus Climate Survey deadline has been extended until May 8, 2020. The response rate from students and faculty is still below 30%, but the staff response rate has been very good. Please encourage your colleagues and students to respond.

Senator Curry sent out an email about the Faculty Innovation and Leadership Award and nominations are due to the Chancellor’s Office by May 1, 2020. One of our faculty members received this award last year, Dr. Tina Korani.

SJSU Cares has a student crisis support fund please help if you can at this time. The website is <https://www.sjsu.edu/sjsucares/>

Chair Mathur commented on how proud she was to be working at SJSU. She has seen some amazing things out of our faculty, staff, students, and administrators over the last few weeks. She especially recognized faculty for moving to an online format in such a short period of time, students for adapting to the change so quickly, staff for supporting everyone, and administrators for being available 24-7.

Chair Mathur encouraged anyone needing support or assistance to reach out to the administrators on campus if they need anything.

The President had an emergency work-related conflict and is unable to be here.

**B. From the President:** No report.

**IV. Executive Committee Report:**

**A. Minutes of the Executive Committee:**

**Executive Committee Minutes of March 16, 2020-** No Questions.

**Executive Committee Minutes of April 1, 2020-** No Questions.

**Executive Committee Minutes of April 6, 2020-**No Questions.

**B. Consent Calendar:**

Consent Calendar of April 20, 2020. There was no dissent to the consent calendar as amended by AVC Marachi.

**C. Executive Committee Action Items:**

Chair Mathur presented ***AS 1770, Sense of the Senate Resolution, Endorsing Senate Executive Committee Action on University Policy S20-4, Optional Exclusion of student Opinion of Teaching Effectiveness Surveys (SOTEs) Administered During Spring 2020 (Final Reading)***, for the Executive Committee. **The Senate voted and AS 1770 was approved (47-0-0).**

Chair Mathur presented ***AS 1771, Sense of the Senate Resolution, Endorsing Senate Executive Committee Action on University Policy S20-7, Temporary Modification to University Policies, F18-5, Grading Policy and S16-16, Probation and Disqualification due to Special Circumstances of COVID-19 (Final Reading)***, for the Executive Committee. **The Senate voted and AS 1771 was approved (47-0-0).**

Past Chair Frazier presented ***AS 1777, Sense of the Senate Resolution, Condemnation of Ethnocentrism, Xenophobia, and Racism in the Wake of the COVID-19 Pandemic (Final Reading)***, for the Executive Committee. Senator Wong(Lau) presented an amendment that was friendly to the body to replace “and Latinx,” on line 46 with “, Latinx, and Native Americans”. **The Senate voted and AS 1777 was approved as amended (48-0-0).**

**V. Unfinished Business:**

**VI. Policy Committee and University Library Board Action Items (In rotation)**

**A. Instruction and Student Affairs Committee (I&SA):**

Senator Sullivan-Green presented ***AS 1765, Policy Recommendation, Instructor Drop Policy (Final Reading)***. Senator Shifflett presented an amendment that was friendly to the body on line 59 to change the parenthesis to read, (student’s designated primary email). Senator Riley presented an amendment that was friendly to the body to change line 44 which reads, “...as per F15-3. This policy” to read, “...as per F15-3, which.” Senator Okamoto presented an amendment that was friendly to the body to change line 56 from, “Does not meet the stated course prerequisites.” to read, “Does not meet the stated course prerequisites, or the course is restricted to a major other than the student’s major.” Senator Rodan presented an amendment to

line 61 to read, "...respond. Students must be allowed at least 72 hours to respond....". Senator Rodan presented an amendment to his amendment to change it to read, "at least 48 hours to respond...". The amendment was seconded. Senator Peter called the question on both amendments. The Senate voted on the 48 hour Rodan amendment and the amendment passed (26-10-8). The question was called on the Rodan amendment (28-7-4). The Senate voted on the Rodan amendment and the amendment passed (23-17-5). Senator Masegian presented an amendment that was friendly to the body to change "was" in line 10 to "are". Senator Van Selst presented an amendment to change line 41 to read, "The instructor of record is permitted to drop students from the courses they teach if: 1. for in person (or hybrid) classes, the student fails to attend. 2. for online courses, the student fails to log onto the Learning Management System class shell on the first scheduled day of class or informing the instructor of the intention to continue in the class within 48 hours after the first day of instruction. 3. Or, the student does not meet the course prerequisites. The amendment was seconded. Senator Shifflett made a motion to refer back to committee. The motion was seconded. **The Senate voted on the Shifflett motion to refer back to committee and it passed (26-18-4).**

**B. Professional Standards Committee (PS):**

Senator Peter presented ***AS 1772, Sense of the Senate Resolution, Expressing Support for the Report by the Professional Standards Committee: "Improving Implementation of San José State University's Retention, Tenure, and Promotion Policies" and Endorsing its Recommendations (Final Reading).***

Senator Peter presented an amendment that was friendly to the body to add a "s" to "Professional Standard" in line 11. **The Senate voted and AS 1772 was approved as amended (42-0-3).**

**C. Organization and Government Committee (O&G):**

Senator Shifflett presented ***AS 1775, Senate Management Resolution, Rescinding Senate Management Resolutions Related to Bylaws and Standing Rules (Final Reading).*** **The Senate voted and AS 1775 passed as written (37-1-3).**

Senator Shifflett presented ***AS 1774, Policy Recommendation, Rescinding Policies related to Bylaws (First Reading).***

Senator Marachi presented an amendment that was friendly to the body to spell out "Professional Standards" instead of using the acronym "PS" in the Chart on page 2.

The Senator Riley made a motion to move the resolution to a final reading. The motion was seconded. **The Senate voted and AS 1774 passed as amended (41-0-2).**

Senator Shifflett presented **AS 1776, Senate Management Resolution, Update of Senate Bylaws (First Reading)**.

Senator Marachi presented a motion to extend the meeting until the end of questions for AS 1776. The motion was seconded. **The Senate voted and the motion passed (23-17-3)**.

**Questions:**

Q: Can you explain when people can vote remotely?

A: This pertains to policy committees.

**D. University Library Board (ULB): No report.**

**E. Curriculum and Research Committee (C&R): No report.**

**VII. Special Committee Reports:**

**Information Technology Updates by Bob Lim, VP of Information Technology and CIO, *Time Certain: 3:00 p.m.***

VP Lim thanked the Senate for inviting him to the meeting and introduced himself.

VP Lim explained that he would be talking about the scope of the switch to an online modality and other changes IT has enacted related to COVID-19. From the scope perspective, IT has moved 40,000 faculty, staff, and students to an online modality from a traditional campus operation. In order to do that IT had to also change its support model, because the people being supported are no longer on campus. The bad news is it had to be done very quickly, but the good news is that this process of an online modality started three years ago. What is meant by that is that in 2017, President Papazian elevated IT to its own division and elevated Bob Lim to VP. The reason this is important is that SJSU is located in the heart of Silicon Valley. Technology is seen as a competitive advantage and most CIOs in Silicon Valley report directly to their Presidents. It was the vision of the President to move us in this direction.

Three years ago, we were really an operations organization. We focused a lot on desktops, classroom support, and infrastructure. We were never able to elevate the conversation beyond operations. One of the things VP Lim did was to have a conversation with the leadership team to better understand, as a campus, what the culture was and what the campus wanted from IT. VP Lim created a handful of consultation boards to help people better understand the challenges of IT. At the same time VP Lim knew we could not just focus on fixing IT only, he also had to reach out to our industry partners. He had to make sure they understood we would be partners beyond just consuming their solutions and technology. One thing IT had to do was do was a self-inventory of everything that the campus had as far as technology. IT had to assess our technology and how our technologies integrated with each other in support of our students and faculty.

What VP Lim discovered was that the technologies we were using were to meet immediate needs. There really was no long term strategy. From a leadership transformation perspective, IT should be a professional organization that maximizes our competitive advantage not only for our campus, but for our community. In fact, for the first two years we did not make any changes at all. The reason for that was because VP Lim wanted to ensure his team engaged with the campus leadership team, faculty, staff, and our students. VP Lim really wanted to be intentional in how he structured IT, the culture, and the process. This is how IT was able to migrate to an online modality fairly quickly. VP Lim holds his leadership team responsible and IT has a lot of happy employees. The transformation is continuing. IT isn't done yet. Our digital transformation is going to change, because we don't know what the new normal will look like.

In terms of the transformation, our focus for the next 7 years will be on:

- Technology and Solutions
- Customer Service
- Information Security
- Processes and Workflow
- Industry Partnerships
- Research and Research Support
- Management Transformation

Technology is focused on industry megatrends and the megatrends VP Lim is focusing on are leveraging big data, cyber security and compliance, mobility and communications, personalization, how to make things easier (integration), and making sure IT is always seen as a competitive advantage to help our campus.

From a technology solutions perspective, IT's solution was to make sure they gave everybody the flexibility to work where they wanted. At the same time, IT had to make sure the solutions they found were easy to use. From a cybersecurity perspective, IT really made an effort to strengthen SJSU's cybersecurity office and program. VP Lim hired a third party cybersecurity company.

From a workflow perspective, we have always had workflow on the campus, but never focused on technology that would allow us to cross different applications. We have digitized about 65% of our processes online now. Every IT manager is required to make two processes/programs in support of our students.

Industry partnerships are one of our key competitive advantages. In fact, Chair Mathur had wanted this presentation to be about our partnership with IBM, but COVID-19 got in the way of that and we decided to focus on this presentation.

For research and research support, IT is highly engaged with researchers. It works very close with AVP Stacks and Dean D'Alarcao in support of what they need for research.

From a management transformation perspective, IT is really just holding themselves more accountable. IT also has recognized all its staff for their hard work.

As far as customer satisfaction is concerned, VP Lim shared IT's customer satisfaction ratings. From October 2019 through March 2020, IT's customer service rating was 4.53 out of 5.00. IT closed 16,000 tickets. The average response rate was 14%. The industry standard is usually 5%-30% with 30% being the rate when things like free items and gift cards are being given out. IT also closes most of their tickets within 3 business days.

From a security side, some of the major security issues IT has worked on include 5 mandated audits, and consolidating 43 firewalls into one. From a proactive side, IT is engaging with a third-party company right now to help us prevent continuous penetration into our environment. IT has also expanded its cybersecurity office.

None of the transformation that has occurred over the past three years would have been possible without the staff. VP Lim thanked all his staff. Several of VP Lim's staff have received awards for programs they have developed. Between 2018 and 2019 IT digitized over 3 million pieces of paper.

VP Lim commented that if the pandemic had occurred three years ago, IT would not have been able to make this switch to online classes so quickly. VP Lim has been working closely with the Provost to meet the needs of faculty and staff, and IT is loaning out equipment where needed.

All Zoom concerns have been addressed and a zoom security checkup has been conducted by Senator Rodan.

**Questions:**

Q: Can you speak to the vetting process and ongoing standards for IT software such as Zoom?

A: All vendors are required to go through a stringent process to make sure they will protect our data a privacy.

Q: Is there a particular process or particular standards they must meet?

A: Yes.

Q: Can you share the presentation with the Senate.

A: Yes.

**VIII. New Business:**

**IX. State of the University Announcements:**

**A. CSU Faculty Trustee (by standing invitation)**

**B. Statewide Academic Senators**

**C. Provost**

**D. Associated Students President**

**E. Vice President for Student Affairs**

**F. Chief Diversity Officer**

**G. CSU Faculty Trustee (by standing invitation)**

**X. Adjournment:** The meeting adjourned at 5:02 p.m.