



# Northeastern University

## Office of the Faculty Senate

**TO:** FACULTY SENATE  
**SUBJECT:** Minutes, 3 November 2021

Professors: Avalon, Bourns, Caracoglia, Carr, Chiou, Cisewski, Dau, Dennerlein, Ergun, Fernandez, Gonyeau, Gundavaram, Herlihy, Hertz, Landsmark, Mages, McSherry, Molnar, Mukerjee, Musselman, Nieves, Rappaport, Smith, Spencer, Strange, Toledano Laredo, Willey, Wood, Zaarour, Zimmerman, Zulick

Administrators: Madigan, Abowd, Cohen, Gallagher, Ronkin, Sceppa

Absent: (Professors) Board  
(Administrators) Reid

**CALL TO ORDER:** 11:48 a.m.

I. The minutes for the 10.20.21 Senate meeting were approved.

### II. SAC REPORT

- Prof. Gonyeau reported that since Oct. 21, 2021 SAC has met twice. SAC continues to work on finalizing the staffing for six search committees. SAC has also distributed another Senate Newsletter.
- In an effort to battle survey fatigue, SAC has asked the various standing committees to send questions to SAC for one comprehensive survey to faculty to gather data related to committee charges.
- SAC has met once with Provost Madigan, Chancellor Henderson and Sr. Vice Provost Franko. Discussion topics included classroom space/capacity, new HR benefits, follow up on past senate resolutions, Mills college updates, communication strategies and all things Covid-19.

### III. PROVOST REPORT

- Provost Madigan reported that there was a lot of work going on related to the academic plan. It had been adopted a couple of the weeks ago by the Board. Now need to develop the long-range plan of how to implement the academic plan. A key dimension of the academic plan is the global university. There are a lot of interesting questions around research and the network and how we exploit our global presence to enhance our research enterprise.
- The Provost said he has been visiting global campuses: London, Arlington, Seattle, San Francisco, and San Jose.
- Regarding Mills College activity there is a lot of accreditation work going on right now to ensure existing Mills students will not have any issues.
- The Provost said faculty hiring season is underway and noted there were a lot of searches throughout the university.

- He said the Spring planning group has been meeting weekly and is all over issues related to spring like classrooms, beds and the student experience. Things look like they will be in good order for spring.

#### QUESTIONS AND DISCUSSION:

- Prof. Toledano Laredo asked the Provost if he could say a bit more about hiring. Has COVID-19 impacted the volume of our hiring?

Provost Madigan said that last year at the height of COVID our hiring season was very successful with 70 T/TT faculty hired. Northeastern didn't have as much competition at that time. This year there are a lot of joint searches. The Provost hopes the University continues successfully diversifying the faculty.

- Prof. Toledano Laredo asked if there was a set number of interdisciplinarian searches.

Provost Madigan said there are both interdisciplinarian and then more disciplinarian searches going on depending on the needs of the unit. He is not sure of the total number of approvals for hires this year but can get that information for the senate.

- Prof. Caracoglia noted that, from a PR perspective, when you google/search the new theme *Experience Unleashed* the first thing that comes up is a company in Stockholm.
- Prof. Herlihy said in regards to FTNTTF and the terminal degree requirement at the university, that makes sense in some disciplines more than others (STEM versus music industry for example). Could this requirement could be more nuanced?

Provost Madigan said that it is one of the metrics that the accreditor looks at. (NECHE looks at percentage of faculty with terminal degrees.)

- Prof. Poe said that there is a rumor that TT lines are only to be given to colleges in so far as they connect to the Provost's impact Engines. Is that the case?

Provost Madigan said it is much more nuanced than that. Yes there is hiring going on related to impact engines and emerging inter-disciplinary areas, but also searches not related to these areas. It is a mix. The Provost is happy to come back to the senate with a full report.

- Prof. Musselman said that faculty are concerned about the timeline, Dec. 15 deadline, for the new required diversity training modules. Given that faculty are deep into the semester, there is a concern that the level of faculty engagement may decrease due to grading and exams. There was also a question as to what would happen with the responses.

The Provost said that no data is stored in anyone's name. Regarding the timeline, the Provost will reach out to Chief Inclusion Officer, Karl Reid.

#### IV. PRESENTATION:

Cole Camplese

V.P. Information Technology and C.I.O. Information Technology Services

*Information Technology Services Update and Priorities*

(The presentation slides can be found on the Faculty Senate website.)

C.I.O. Camplese what IT is planning to do over the next 5 years, how ITS strategy aligns to the new academic plan and how to build a long-range plan to execute on that.

The biggest IT news is the acquisition and partnership with Mills. Another big advancement is the replacement of Banner HR and the launch of the Workday HR system. This will be the 1<sup>st</sup> of several major system transformations that they will execute over the next 2-3 years to support the growth of the global university.

In an overview of IT Services, V.P. Camplese noted how IT services have grown. There are currently 250+ staff/contractors and 300 student workers for IT. And 30,000+ Teams meetings a day at Northeastern. He said that the service HELP desk is very busy with the large number of students on campus.

The ITS core priorities of Personalization, the Digital University, System Transformation and Information Security are the foundational pieces of faculty and student support and engagement.

He discussed how COVID has transformed our digital world and and technological needs -- COVID Test Scheduler, Wellness Portal, Daily Wellness Check, 125 Classroom AV Upgrades, Student Hub, Dynamic Class Scheduler, Digital Signatures, etc.

Personalization of data has become extremely important to users and the Student Hub continues to be at the center of the digital experience for students. The Student Hub connects to 17 different data systems in real time.

Over the next 5 years, the goal is to support the new Academic Plan. These steps include:

1. *Complete Enterprise Resource Planning Moderation* – including HR, Finance, Student Giving and Enrollment Management.
2. *Complete Network Modernization* – enhance the reliability of telecommunications and research networks across all locations in the University
3. *Hub Platform and Ecosystem* – continued development of Student Hub and develop an Employee Hub and a Hub for Parents and Alumni
4. *SalesForce Modernization*
5. *Global Research Support* – enhance partnership with NURes to transform the research technology experience
6. *Transform Classroom Technology* – work to reduce AV costs in classrooms by moving to a simplified model and greater adoption of Teams platform to support instruction
7. *Business Process Optimization* – invest in the moderation of university wide tools
8. *Global Network IT Support* – create robust approach to support all locations equally
9. *Device Automation* – centralize overall procurement and lifecycle of computing devices
10. *Enhance Digital Dexterity* – create a comprehensive faculty and staff ITS training for all locations

C.I.O. Complesse also noted a few highlights from this semester. Now 97% of sections are using Canvas. Students are thrilled by that. The biggest complaint from students is an inconsistency in platforms.

This fall they had a tablet pilot with 32 faculty members. There was a split between surface devices and tablets/ipads. What would it look like if we move away from building out a lot of complicated AV in classrooms and instead connect to a device seamlessly to be able to teach your class?

#### **QUESTIONS AND DISCUSSION:**

- Prof. Ergun said classroom technology is in need of help, especially later in the day. Often the classroom computer needs to be re-booted, and someone from IT needs to come and determine this, and then the re-boot needs to happen remotely. It is happening about once a week at this point. This is disruptive. Is there a schedule for re-booting in place now? If not, could one be developed?

C.I.O. Complesse said he would follow up with Prof. Ergun. He would need to know the room location because in some situations, ITS does not control every room on campus. ITS does reboot and patch classroom computers every night.

- Prof. Musselman noted that some faculty are concerned about the University's remote access/control over a person's university issued computer. Concern has been expressed by faculty that certain websites were being blocked.

C.I.O. Complesse shared that a Blocking of websites has nothing to do with computer, but happens at the firewall. We do not block websites for content, we block websites that are known to distribute malware or other malicious sites from a security perspective

He added that unmanaged computers can pose a threat to the overall system because they cannot be automatically updated. C.I.O. Complesse will share FAQs on this topic with faculty to hopefully address questions/concerns that were posed at the meeting today.

In addition, managed computers occurred due to the pandemic. In the past, machines were only allowed to be delivered to offices on campus, but now need to be able to deliver anywhere. So the process has changed.

ITS is creating a service request to have allow faculty to have machines unmanaged by IT, but this is not IT's preference due to security threats etc.

- Prof. Fernandez said she was not very aware of the Student Hub and its capabilities. Currently, her department is using email as primary means of communication, but is there a way to communicate out to students through the Hub?

C.I.O. Complesse said the Student Hub is not an advertising platform, but it does have direct access into communities at NU. They are working on moving centralized student event information into the Student Hub now as well. He said he thinks they can work with the department and can come up with a way to do something.

- Prof. Caracoglia said there were some design issues with the tech box in some classrooms.

C.I.O. Camplese said they were working on this – all panels are being re-programmed (through fall and spring), but need to think about classroom AV and how to make it simpler. There will be no more NUFlex classrooms in terms of design. They are too complicated. ITS understands the time loss due to technology issues and they are working to make it better.

- Prof. Carr asked if faculty are ever notified that IT is accessing their computers?

C.I.O Camplese said ITS does not access our NU managed machines unless faculty allow them to. Computers are updating software all the time and IT does not have anything to do with that.

The meeting adjourned 1:05 p.m.