PRESENT: Dee Braswell, Lynn Fox, Molly French, Mark Garrison, Shametra Graves, Lawrence Jones, Tara Josey, Sheila Lagasse, Dan Lawless, Jeremy Monday, Brent Reser and Sharon Sluys.

ABSENT: Debbie Burch, Lee Carter, Jerry Starling and Matthew Vanderbilt.

APPROVAL OF MINUTES: The November 16th minutes were approved.

OLD BUSINESS

1. “As a fairly new staff member, I am interested in moving forward with a master’s degree. When I attempt to find the policy regarding compensation, I cannot find anything other than the tuition waiver/reimbursement policy. Since appropriate approval is required for these programs, will compensation follow and what is that policy? Some of my colleagues have mentioned that it comes with a salary increase. Thank you for your time.”

There were no updates at this time. Matthew Vanderbilt will follow up with Kim Sherfesee, Associate Vice President for Human Resources.

2. “The staffing report mentioned yesterday in the President’s Town Hall MUST be made public. Everything else that supports the Strategic Plan is very transparent. This should be no different. You cannot say that decisions are being made based on a report that no one can see. It creates an atmosphere of fear and judgement amongst colleagues. This report should be on a website for everyone to see so that we can understand why decisions are being made. Also – there needs to be more transparency on the fallout from the Phishing scam. There are several employees who are no longer at Coastal because of this scam, BUT nothing has been shared to explain the steps that are being made to prevent this from happening again – as well as reorganization that is taking place to correct this situation.”

Dan Lawless distributed a staffing document received from President DeCenzo. Council members reviewed and discussed the information in the document. Dan Lawless will follow up with President DeCenzo on questions raised by council members.

3. “The G lot needs help! On many occasions, there are cars parked at the ends of the rows making it very difficult to make the turn into the rows. In addition, many drivers are driving in the wrong direction. According to the painted arrows, it appears that the rows are one-way. Finally, there are many drivers that are driving too fast so maybe speed bumps could help with that issue. Thank you!”

This suggestion has been passed to Dr. Byington, Provost and Executive Vice President.

This suggestion has been addressed by the Council and will not be included in future Council agenda items.
4. “I know this question keeps being asked and justifiably so; when will the third installment from the Salary Compression study be paid? The Salary Compression was initially completed and determined that certain employee’s salaries were not on target. In the initial letter sent to employees it never stated this was tied to retention. Three years later, we are told it is tied to retention. If this is the case, retention and numbers have only grown! It is disheartening that the reply to this question keeps being changed. It was previously stated, “The decision will be communicated after final enrollment data for Spring 2017 is collected.” It is only fair and right that employees who are eligible for the third installment have the following answers.

   When will the third installment be paid?
   What are the retention numbers at the time?”

Dan Lawless spoke with President DeCenzo on this issue but as of this meeting, there was no update to report. Dan Lawless will continue to follow up with President DeCenzo.

5. “The speed limit on University Boulevard (now maintained by the University) is posted at 30 MPH. We all know that most times it is not followed. Cars are speeding all the time on the road. I noticed that there is only one speed limit sign on the road. It is on the right hand side once you turn from 544. There is probably one as you turn from 501 as well. This is a long stretch of road for just one sign from one end to the other. (There is a sign for the speed limit as you pass thru the round-about.) Perhaps consider posting additional signs. Especially, with the students/parents arriving for the fall semester, the traffic is increased and the driving can often be very erratic. Thank you.”

This suggestion has been passed to President DeCenzo and Chief Roper, Director of Public Safety. Per President DeCenzo, signs will be ordered for University Boulevard.

6. “Has the university ever considered an ombuds for staff or a similar position?”

Dan Lawless discussed this suggestion with President DeCenzo. There is no definitive update at this time. If a determination regarding an ombuds for staff is made, it will be announced by the President’s Office.

This suggestion has been addressed by the Council and will not be included in future Council agenda items.

7. “It would be awesome if the IT/Phone area would audit the "zero" destinations for all of the departments. Often when calling someone if they don't answer and you push zero you get transferred to a completely different building or irrelevant office. It’s frustrating internally but is an example of being unorganized when an outside person/customer/student/parent experiences this.”
Sharon Sluys provided the following answer from David Yancey, Assistant Provost for Special Projects:

“The process ITS follows is that each time a new extension is set up the “0” target is defined by the department setting up the line. This target is connected to the extension, not the person. So if the department replaces the person with the same extension, the “0” target remains the same. If that position is not replaced, it will go back into the available pool and a new “0” target request will be made the next time it is assigned.

That being said, there is no systematic, periodic audit of these targets. This cleanup is handled at a transactional level as extensions are issued and reclaimed. “

This suggestion has been addressed by the Council and will not be included in future Council agenda items.

8. A concern was received regarding ITS related services, including:

- Poor WiFi service across campus (both speed and network access).
- That administrative network ports may only be used for the computer assigned to them.
- The inability to access the network T: drive from home.
- The amount of time it can take service tickets to be resolved.

Dan Lawless received a response from Abdallah Haddad, Chief Information & Technology Officer, Information Technology Services.

In summary:

- **On being technologically up to date**: ITS is either ahead or at least within the same level as all other SC higher education institutions.
- **On infrastructure**: with regards to Wi-Fi infrastructure, we have made major investments and transformational changes the past a few years. For example, we grew from few access points (hot spots) 4 years’ age to over 2500 access points across campus and UH. We have a complex ecosystem with many enterprise systems, thousands of users, with various personal devices. Areas with limitations (due to physical or other challenges) may exist; we will do our best to address those challenges collaboratively and in reasonable manners (e.g. it would be nearly impossible to rip and replace everything at once).
- **On speed and network accessibility**: Our bandwidth, grew from 38Mb a few years ago to 5Gb (peaking at 4 Gb) in spite of old physical structure challenges. We have between 9100-11000 different types of devices simultaneously connected to our Wi-Fi. These infrastructure changes are without a doubt transformational. This is very good, in comparison to other Universities similar in size or even higher. We immediately know about access issues that are impactful and large in nature. IT staff always attend to issues appropriately. For example if there is an issue in UH (that is not client based e.g. browser, configuration, etc., we will learn about immediately and we address accordingly.
• **On administrative network ports:** This needs to be addressed more specifically so we can help the individual. Access to our Administrative Lan is very critical to manage accordingly. The need of this person can be worked with accordingly if addressed appropriately. For example, Laptops can be assigned to Admin ports along with a desktop as long as they are university owned and managed.

• **On IT help ticket resolution times:** Even though it has been very busy year for IT in terms of projects, moves, and maintenance, ITS received 11,959 tickets since January 2017, 11,346 tickets have been completed; open tickets are addressed with the respective units. Similar to other Universities, we do have challenges and only so much resources, but we work very diligently to address the needs. I am not sure customers see how hard many of the IT staff works in the background, going way beyond the call of duty to support CCU and its constituents and I am really proud of them. If there are concerns about specific ticket issues, please contact the help desk so that it can be effectively addressed.

Mr. Haddad and Mr. Lawless also believe that some of the concerns that were brought up could have been alleviated with better communication and education being provided by ITS. To address this, ITS is expected to resume publishing their newsletter regularly by the end of February 2018.

This suggestion has been addressed by the Council and will not be included in future Council agenda items.

9. “Instead of dumping winter rye grass seed on the section of Prince Lawn that everyone has clearly turned into a walk-way, couldn’t facilities build a sidewalk there and put the grass seed next to the sidewalk?”

Jerry Starling provided the following response from Facilities Planning and Management, and Campus Grounds:

“The study indicates that the installation of the construction fence for the Smith Science Building renovation has contributed to the Prince Lawn walkway detour. When the construction safety fence is removed, the walking traffic can return to normal and an additional sidewalk is believed to be unnecessary. The Smith Science Project Manager indicated that Chancel Builders would dismantle the fence on or before 11 December 2017.”

10. Council members will pursue creating a staff climate survey.

There were no updates at this time. Dan Lawless will follow up with President DeCenzo.

11. Council members will pursue transitioning the Staff Advisory Council to a Staff Senate.

There were no updates at this time.
NEW BUSINESS

Suggestion 1:
“I had a piece of slate on my window that fell off the roof of the Wall Building. It’s been there for a couple of years. In the past couple of weeks, someone has come into my office and taken it. It's a little unnerving to know that people are in your office without a work order messing in your stuff and then taking it unless they came in specifically to take that piece of slate. Nothing else seems to be missing.”

Molly French will follow up with Thomas Hoffman, Chair of the Math & Statistics Department.

Suggestion 2:
“With AIM ending soon is the University planning to replace it with something in-house? Many Offices are dependent on messenger to reach other offices/coworkers that are high volume at the beginnings of each semester. It’s a wonderful customer service tool that prevents us from "ping-ponging" students from office to office just to stand in another line. Thanks for addressing my query.”

Dan Lawless will follow up with the IT department.

Suggestion 3:
“Whenever the right lane in front of Brooks is going to be blocked off please put signs up further back that state the lane closure. This will give people more time to prepare and get over.”

Dee Braswell will follow up with Chief Roper, Director of Public Safety.

Suggestion 4:
“The Registrar's office should offer trainings about the exam schedule and how to read it. Many instructors and admins that have to schedule their exams because they need a different space or they do not fall under the exam schedule cannot figure out how to schedule their exams since they are not booked into 25Live.”

Dan Lawless reported that the Registrar’s Office would be glad to answer any questions concerning the exam schedule. Examinations are conducted in the same location a course was taught during the regular semester. Courses that did not have a normal location (e.g. distance learning/online, or block examinations) that require an in-person examination must reserve a location through the Office of Conference Services.

The meeting adjourned at 11:15 a.m.

The next meeting will be held on January 4, 2018 at 10:30 a.m. in EHFA 164.