

**SCSU Graduate Council**  
**October 5, 2009**

**Minutes**

**Present**

*Councilors:* **Arts and Sciences** —John Critzer, Ken Florey (for Nicole Fluhr), Ross Gingrich, Scott Graves, Andrew Karatjas, Jessica Kenty-Drane, Christine Petto, Carlos Ramirez, Jessie Whitehead, Leon Yacher (for Mirela Newman) **Business** — Wafeek Abdelsayed, James Thorson **CILS** —Elsie Okobi, Hrvoje Podnar **Education**— Bob Axtell, William Diffley, Suzanne Duke, Margaret Generali, Adam Goldberg, Mary Jo Kramer, Lara Smetana, David Squires **HHS**—Suzanne Carroll, Glenda DeJarnette, Deborah Flynn, James MacGregor, Antonia Nelson, Mary Purdy, Barbara Worden  
*Guests/Observers:* Dean Sandra Holley, Lisa Galvin, Provost Selase Williams, Mike Shea, Deborah Weiss, Cesarina Thompson

1. Call to Order  
Chairperson Jane McGinn called the meeting to order at 1:02 pm.
2. Disposition of Minutes from May 4, 2009 and September 21, 2009 Graduate Council Meetings.  
The minutes of May 4, 2009 were passed unanimously. The minutes of September 21, 2009 were passed unanimously.
3. Announcements

*a. Office of the Provost*

*Dr. Selase W. Williams*

Provost Williams commended the graduate coordinators and Graduate School Staff for enrolling 990 new graduate students, almost meeting the enrollment goal of 1000. He thanked everyone for following up on files over the summer and early fall.

Provost Williams addressed the Council regarding the current economic concerns of importance to the university. A budget has been signed by the legislature, but not by Governor Rell. The budget is still being worked on in terms of how it will be implemented; education money will be one of the last things to be determined. Provost Williams does not know the final outcome of the budget for higher education. Once those numbers are determined, the CSUS office will have to figure out what the numbers mean for the CSU system. The university is operating on a budget from the governor that was proposed in January as a baseline for operations. The final budget may be richer than the original, and the final numbers should come soon.

Provost Williams addressed the Council regarding faculty hiring. Last year there were 27 lines that were recruited for but not filled with tenure track faculty due to the hiring freeze. In addition, 37 faculty have retired. There is authorization for 14 tenure-track positions in areas that have been identified as high need. Permission has been given for

the positions but not yet for recruitment. Requests have been submitted for additional positions, but those decisions will not be made until there is a final budget. The expectation is that the budget for 2011 will be worse than 2010.

Dr. Williams addressed rumors regarding faculty reassigned time. Some reassigned time has been reduced in smaller departments with multiple overlapping graduate coordinator positions. Deans made decisions about whether some positions could be consolidated. However, they have not eliminated any graduate coordinator positions or the reassigned time associated with them.

Dr. Williams explained some of the reorganization that is occurring across the university. The Marriage and Family Therapy program, which currently has 2 full time faculty due to 1 retirement, will be folded into the Social Work program. The MFT program will not be eliminated; rather there will be one chair for both programs. In addition, Dr. Williams met with faculty from the School of Communication, Information, and Library Science on September 17 regarding the pending dissolution of that school. The faculty is currently discussing where they should be housed. The Board of Trustees is requiring all 4 campuses to reduce administrative positions by 10%. Southern has reduced 5 positions so far through vacancies that have not been replaced, however other reductions will have to be made by June 30, 2010. Dean Harris' retirement will create one vacancy; additionally the Director of Institutional Research position will be eliminated.

Authorization has been given to replace Dean Holley. Recruitment will begin this year for a new Dean of Graduate Studies. The Provost and the President are using this as an opportunity to rethink the direction of the Graduate office, beginning with renaming it as the Office of Research and Graduate Studies.

Dr. Williams addressed a question from a Council member regarding whether searches from last year will have to be redone. He explained searches from last year were closed, and will have to be reopened. A department may be able to do an expedited search if they have a one year hire in place who is a good candidate. However, they want to make sure that there is an adequate pool of candidates for each search.

*b. Office of the Dean of Graduate Studies*

*Dean Sandra Holley*

Dean Holley welcomed the Council to the 2009-2010 academic year. She extended a special welcome to the members of the Graduate Council Executive Board: Chairperson – Dr. Jane McGinn, Academic Standards Committee Chair - Dr. Jim Thorson, Curriculum Committee Chairperson - Dr. Glenda DeJarnette, Procedures Committee Chairperson - Dr. David Squires, and Secretary - Dr. Dina Moore

Dean Holley introduced the two other administrators in the Graduate School Office: Assistant Dean - Lisa Galvin and Aide to the Graduate Dean – Dr. Ces Thompson.

Assistant Dean Lisa Galvin is the Information Technology guru for the Graduate School; she has taken the leadership role in Graduate School IT operations. She maintains the

Graduate School website; handles continuous enrollment; sends out the monthly pending application lists to graduate programs; handles probation and dismissal reviews, and other administrative tasks. She very successfully directed the Orientation for New Graduate Students and she is directing the Graduate Open House on the 22<sup>nd</sup> of this month. Dean Holley asked Lisa to give the Council an update on her IT related projects.

Lisa stated that the web chat on the website now has a new IM feature that is available during times when Lisa is online. As of this week, all correspondences to graduate applicants that are sent as a hardcopy will also be sent via email.

Aide to the Graduate Dean Dr. Ces Thompson has been assigned to the Graduate School office to assist in the implementation of many of the tasks formerly executed by Associate Dean Roseann Diana who retired. She has interacted with many graduate program coordinators and chairs and is rapidly becoming a vital member of the Graduate Studies team. One of her major assignments is the editing of the Graduate Catalog.

Dr. Thompson informed the Council that revisions to the Graduate Catalog are due to each academic dean by November 2. These revisions will be forwarded from the dean to Dr. Thompson by November 23. This is an earlier deadline than usual. Dr. Thompson noted that the cover of the catalog is being revised. She would like to have the new catalog ready for the Spring Open House.

Both Lisa and Ces are available to meet with new graduate program coordinators to provide them with an orientation to the functions of coordinators.

The third week fall semester enrollment statistics have been reported; full-time graduate enrollment increased 4.5% from last fall. According to the statistics reported by the Office of Management & Institutional Research, we had a total of 980 full-time graduate students for this fall; last fall we had 938 full-time graduate students. Part-time enrollment decreased by 4% resulting in a total of 2,241 part-time graduate students for the Fall semester. A new dimension to the report prepared by Rick Riccardi is a delineation of enrollment statistics for new and continuing students.

The School of Graduate Studies hosted its Annual Orientation for New Graduate Students in August. There were over 250 persons in attendance.

Dean Holley reported that her focus for this academic year is a continuation of the theme articulated last year: "Re-Envisioning Graduate Studies at SCSU". The two basic goals guiding our activities will be: 1) To focus on graduate enrollment management; 2) To enhance the quality of life of our graduate students.

Graduate Enrollment Management will be a major focus of the Dean's Council and the university's Enrollment Management Advisory Council. Specifically, focusing on recruitment, admission, enrollment, advisement, retention, graduation, and alumni follow-up will be major initiatives.

The academic school deans will work with their department chairpersons and faculty to:

- 1) Establish enrollment goals for graduate programs;
- 2) Evaluate graduate programs in terms of quality, centrality to the mission of the university, resources and other factors;
- and 3) Review programs within the context of the Strategic Plan.

Dean Holley explained that in order to address the second major goal: to enhance the quality of life of our graduate students, she is working closely with Dr. Peter Troiano, Assistant Vice President and Dean of Student Affairs to identify and address the unique issues of graduate students. She also meets regularly with the Graduate Student Advisory Committee (GSAC). She introduces the GSAC chairperson, Kurt Sollanek (EXS) and Vice Chair, Brian Mason (MBA).

Dean Holley introduced Kurt Sollanek, the GSAC chairperson. Kurt announced that he is currently recruiting 200 participants for a balance study that he is conducting with Dr. Robert Axtell. They are gathering some normative data on equipment that measures stability. If anyone is interested in participating they can contact either Kurt or Dr. Axtell. Kurt also reported that GSAC has funds available for graduate students to cover both conference attendance and research costs. The GSAC manual is on the website or students can contact Mrs. Arlene Lucibello in the Lyman Center. There is also funding for departments to bring in speakers for graduate students.

Dean Holley announced that the Noel-Levitz Survey was not conducted in May due to budget limitations. She anticipates that a student satisfaction survey will be conducted during the 2009-2010 year using the resources of the office of Assessment & Planning.

Monthly meetings hosted by the Graduate Dean for graduate program chairpersons and coordinators will be continued this year. Future seminars will focus on: 1) Management of Graduate Enrollment; 2) Best practices in graduate education; and 3) Enhancing the quality of life of graduate students. The specific meeting dates will be announced. Typically they are held Monday afternoons from 2 – 4:00 p.m.

There will be two Graduate School Open Houses this academic year. The first will be held on Thursday, October 22<sup>nd</sup>, from 3:00 – 7:00 p.m. in the Adanti Student Center ballroom. The second will be held on Thursday, April 22<sup>nd</sup>, 2010. Dean Holley looks forward to faculty involvement to implement the Open Houses and asks that each Councilor inform his or her department about the Open Houses. She would like to have a 100% response from every graduate program.

The Ad Hoc Committee on the Special Project Capstone Experience will be reconvened to complete its work on developing standards and policies for the Special Project. This process is important and we shall keep the Council informed as we progress.

Dean Holley concluded her remarks to the Council with a welcome to all members of the Graduate Council. She stated that there are many issues that will be addressed by the Council this year, and recognizes and appreciates greatly the work that will be done. She

noted that attendance at Graduate Council meetings as well as at Committee meetings is a critical factor in completing the work of the Council.

Dean Holley also expressed that the success that we have witnessed over the past decade reflects the concerted efforts of faculty, staff, and students in promoting excellence in graduate education. The work that is done by the Graduate Councilors in the standing committees is laudable. She thanked the Council for its support and looks forward to another successful year.

*c. Chair of Graduate Council*

*Dr. Jane McGinn*

Dr. McGinn announced that the Faculty Leadership Council, comprised of representatives from UCF, Graduate Council, the Chairs Council, and AAUP met last week to discuss the dissolution of the School of Communication, Information, and Library Science

Dr. McGinn reported that she will also meet with the University Strategic Planning Review Committee (USPaC) on October 30 as a representative of the Graduate Council. USPaC is involved in implementation of the university strategic plan and a section of the plan mentions maintaining the excellence of the Graduate School.

The Executive Committee of the Graduate Council meets the third Monday of each month. Dr. McGinn announced that at the meeting on September 28 the committee agreed to invite Dr. Wendy Chang to address the Council. In addition, the Executive Committee also addressed concerns relevant to the Graduate Council that should be discussed with Provost Williams.

Dr. McGinn reminded Councilors to hand in their red envelopes and to sign the attendance sheet.

Standing Committees

a) *Academic Standards (ASC)*

*Dr. James Thorson*

The next meeting of the Academic Standards Committee will be Monday, October 12 in EN B119. Dr. Thorson expects that reports will be hand delivered to members on October 6.

b) *Curriculum Committee*

*Dr. Glenda DeJarnette*

The Curriculum Committee reviewed one course proposal; EDU 544 is recommended with minor revisions.

Dr. DeJarnette thanked Dr. Ilene Crawford for her service to the Curriculum Committee.

The Graduate Council gave unanimous approval of the committee report.

c) *Procedures Committee:*

*Dr. David Squires*

Dr. David Squires reported that two departments selected new Graduate Faculty Members: Dr. Jan Louise Jones from Recreation and Leisure and Dr. Thomas Radice from History

4. Old Business  
None.

5. New Business

The Graduate Council welcomed Dr. Wendy Chang, Chief Information Officer from the Office of Information Technology (OIT) to address concerns regarding various technology changes that were brought up at the September 21 meeting of the Graduate Council.

Dr. Chang began by explaining various changes to the student email system. OIT is in the process of redesigning MYSCSU so that students and faculty can modify their personal profile. These changes will begin next month. Dr. Chang noted that students can set an autoforward in the MYSCSU email system so that they can forward email to their own personal email accounts. OIT is also in the process of migrating student email to a new system, Microsoft Lite. They first need to be able to sync between the current system and the new system which is difficult. Dr. Chang wants to have all student email moved to the new system by the spring. She also wants to move University Assistants, Graduate Assistants, and adjuncts to this new system while also offering them the option of an Exchange account. The MYSCSU system will be phased out once this migration is complete.

Dr. Chang also addressed several questions regarding MYSCSU courses versus eLearning VISTA. She reported that overall they have not received a large volume of calls from students regarding problems with the features on VISTA. The majority of the calls that they have received are regarding how to do a browser check that is necessary because some of the new browsers do not work well with the older version of VISTA that the university uses. She noted that they do not have a plan to provide training to students for VISTA; the help feature in VISTA is very useful and they recommend that students use this option.

Dr. Chang noted that OIT has held many workshops and training on VISTA since April. Stan Walonoski and his staff have also been working with faculty on a one-on-one basis and will continue to do so. Dr. Chang expressed that this has been a challenge as there are currently only 5 staff members.

OIT is also in the process of putting together a faculty technology center in the basement of Engelman. The focus will be on having a place for faculty to go to explore and pilot

new technology before it is implemented. Chang is still looking for an adequate space for this program.

Dr. Chang also explained some changes to the Help Desk. She noted that upon arriving at the university she discovered that the model that the Help Desk was using was very labor intensive, not using the latest tools, and that the process were not automated and thus prone to lots of errors. Dr. Chang has tried to change this model by moving towards a more self-serve model and by pushing some services through the website. She noted that the entire second tier support team, those members who are responsible for new computer set-up and fixing broken computers, is only comprised of 5 people with over 2000 computers on campus. She would like the second tier support system to handle more of the major problems, while helping faculty and staff to be better able to solve their own smaller problems. To facilitate this goal, Dr. Chang has expanded the Help Desk. There are now 4 locations on campus with extended hours. The Help Desk is open Monday-Thursday until 8 pm. Dr. Chang noted that there is no full-time staff member available after 4:30 and that the student workers are limited in regards to the problems they are allowed to handle. She wants to continue to improve service and also to decrease response time for work orders.

Dr. Chang explained that some of the delay in response time for work orders is due to the high number of requests that her staff receives. This is explained in part by the fact that many faculty and staff on campus have computers that are outdated. These computers have more problems and need more repairs that take longer to fix than newer computers. Dr. Chang noted that there is a need to address upgrading equipment on campus. She is currently working with vendors so that there can be a 3 year replacement cycle for computers on campus. She met with all of the major PC vendors and was able to negotiate a significantly reduced cost for computers (moving from a \$1200 average to \$580 per machine). Dr. Chang noted that the 3-year cycle will be difficult to sustain at this time given the current budgetary constraints.

Dr. Chang also addressed a question about loss of email accounts by retired faculty over the summer who were subsequently rehired to adjunct in the Fall. Several of these faculty members had a difficult time getting email access restored. Dr. Chang noted that this issue has to do with Human Resources as they are responsible for faculty hires. The system that Human Resources uses to enter or change employee information does not link with Banner, so this information must be entered twice. Sometimes problems occur when this is not done. The IT office deactivates accounts when a faculty member leaves Southern. If IT does not receive notification that the faculty member has been rehired, they do not create a new account. One project for OIT is to merge the system that Human Resources uses with Banner to make this process more automatic and to help control human error.

Another question concerned where to direct students who have problems/questions about Banner. Dr. Chang explained that there are several resources for students. She suggested that students begin by going to the FAQ area on eLearning VISTA. If they cannot find a solution on VISTA, they then should try to contact the Help Desk. If the problem is

serious enough, the concern will be forwarded to Stan Walonoski who advises approximately 30 students per day. A follow-up question concerned whether there is a common place where students can be directed to check for problems regarding VISTA, specifically when VISTA is inaccessible. Dr. Chang explained that because VISTA is not housed at Southern, often OIT does not immediately know why VISTA is down.

Another question was raised regarding the STARS program. Dr. Chang explained that she examined the STARS program and decided that while the students could help with some problems, she wanted faculty to get more help with going beyond the basics of the systems. Students are limited in terms of how much help they can provide to faculty members. Dr. Chang would like to provide an additional layer of service from University Assistants and full-time staff. She is currently still hiring student workers, but is using them for other purposes.

Dr. Chang addressed several questions regarding email, including the overload of email that faculty receive, planned changes to increase the memory load in email, and systems for handling junk email. Regarding the overload of email, Dr. Chang noted that several changes have been made to decrease the amount of email that faculty receive from office on-campus. All events emails have been consolidated into one email. In addition, the new MYSCSU portal design will allow OIT to have more flexibility to target communications. Dr. Chang also explained that there is a plan to increase the storage quota for email, however there is a need to fix the current storage issues on campus. There has been some progress made including the purchase of an additional storage system and a brand new back up architecture. She noted that there cannot be an increase in quota until the back-up system is in place. She has plans to have this all in place by next summer. Regarding junk email, Dr. Chang explained that the current spam filter, Sonic Wall, is not a great product. Dr. Chang would like to move from Sonic Wall to a new product to filter spam by June 2010.

There were several questions for Dr. Chang from faculty who teach courses online. One question concerned whether streaming video can be used on VISTA. Dr. Chang explained that streaming video should be available, and that faculty should contact Stan Walonoski if they are having difficulties. Another question concerned whether a faculty member can have virtual office hours for more than one course at a time. Dr. Chang again suggested contacting Stan Walonoski regarding this question. She also explained that the Southern's version of VISTA is an old version, and that her office is looking for a new version.

Dr. McGinn thanked Dr. Chang for attending this meeting and addressing many of the concerns of the Council members.

The meeting was adjourned at 2:48 p.m.

Respectfully submitted,

Dina Moore

Secretary