FACULTY SENATE

Faculty Senate Resolution Number F-2017-03

To: Joe Bertolino, Ed.D., President, Southern Connecticut State University
From: Maria Diamantis, Ed.D., President, SCSU Faculty Senate

The attached Resolution of the Faculty Senate is entitled:

RESOLUTION REGARDING the INFORMATION TECHNOLOGY HELP DESK SERVICES.

This Resolution was approved by Faculty Senate on: October 18, 2017

[ X ] This Resolution is presented for APPROVAL
[ ] This Resolution is presented for INFORMATION

In accordance with the CSU-AAUP Contract (Article 5.10), "When the Senate makes a written recommendation to the President, the President shall acknowledge and respond to the recommendation in writing within fifteen (15) school days of receiving the Senate’s recommendation."

After considering this resolution, please indicate your action on this form and return it to the President of the Faculty Senate.

Maria Diamantis, Ed.D., President, Faculty Senate 10/25/17

cc: Robert S. Prezant, Ph.D., Provost and Vice President for Academic Affairs

ACTION OF THE UNIVERSITY PRESIDENT

To: Maria Diamantis, Ed.D., President, SCSU Faculty Senate
From: Joe Bertolino, Ed.D., President, SCSU

Resolution for approval:
[ ] Resolution APPROVED
[ ] Resolution DISAPPROVED (Provide comments below or attach statement)
Comments See attached.

Resolution for information:
[ ] Resolution NOTED (applies to Informational Resolutions only)
Comments

Joe Bertolino, Ed.D., President, SCSU 10/26/17
SOUTHERN CONNECTICUT STATE UNIVERSITY
FACULTY SENATE

Faculty Senate Resolution Regarding the INFORMATION TECHNOLOGY HELP DESK SERVICES

Whereas, Southern Connecticut State University (SCSU) exists for the primary purpose of furthering academic excellence;

Whereas, SCSU seeks to be “a recognized leader for teaching, learning, and student success”;

Whereas, SCSU faculty depend of working classroom technology to facilitate student learning;

Whereas, SCSU faculty often discover technology problems before their classes officially begin; and

Whereas, SCSU faculty teach on campus from as early as 8:00 AM and as late as 10:00 PM during weekdays, and from 8:00 AM to 6:00 PM on weekends; therefore, be it

Resolved, That the Information Technology Help Desk shall open and offer services (including, but not limited to, dispatch of personnel to affected classrooms) to faculty by 7:30AM every day and continue to offer services for as long as classes are offered on any given day.
Thanks for your patience regarding the IT resolutions from the Senate. I have consulted with Rob Rennie on both resolutions. The good news is that the administration supports the end goal of both resolutions. We will make every effort to reach these goals. The bad news is that, as a practical matter, I cannot approve the current resolutions as written. Here is why:

Resolution #1 (Help Desk Times)

Per Nick Valsamis, he committed to opening at 7:30 and has been doing so. He is trying to expand hours from the current 9 PM closing to 10 PM, but there are no guarantees. Per Rob Rennie, I do not believe IT can commit to always having the extended hours due to resource limitations. We can, however, agree to a "best effort" understanding that we will do our best to maintain the extra open periods. It is in the process of collecting a time series report on classroom help tickets to determine the actual demand. Given this information, the administration does not believe the resolution is necessary and cannot approve the hard commitment to hours of operation. Such a commitment would likely not be sustainable.

Resolution #2 (Strategic On-Line Teaching Plan & Recommendations)

Rob Rennie and his team have begun the process of implementing various recommendations outlined in the plan. In fact, we have assigned staff to this project and are working closely with Charter Oak. However, it must be understood that the implementation of these recommendations is fluid and subject to IT technical consolidations at the system level. They are also subject to resource limitations. We can, however, agree to a "best effort" understanding that we will do our best to implement the recommendations of the committee in a timely fashion. It simply is not practical at this time to develop a timeline that the administration can commit to.

Unfortunately, the current resolution process only allows me to approve or disapprove a resolution as presented. It does not give me the option of approving the resolution "in part." For example, in this case, I would have approved the end goal of the resolutions:

Resolution #1 – making our best effort to adjust the hours to best meet the needs of our teaching faculty
Resolution #2 – making our best effort to implement those recommendations listed in the plan that best achieve our goal for online education (these would be fluid with changing technology)

Laying out specific dates and times (which I believe is a managerial function), in the resolution, is simply not practical and does not leave me the flexibility needed to approve the resolutions.

I hope this information is helpful and more clearly articulates the administration's position.

I will have these to you tomorrow.

Thanks

Joe