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2020 April 13 – University Council Agenda and Minutes

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AGENDA

University Council

Monday, April 13, 2020

Meeting Conducted Via Zoom

<https://etsu.zoom.us/j/315450313>

8:30 a.m. – 11:00 a.m.

1. Call to Order
2. Roll Call
3. Standing Items
 - 3.1. Approve minutes of the March 9, 2020 meeting (*attachment*)
 - 3.2. Review agenda
 - 3.3. Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations
4. President's Report
 - 4.1. COVID-19 Response Update
 - 4.2. Preparing the University's Response for the Foreseeable Future
5. Action Items
 - 5.1. Old Business
 - 5.2. New Business
 - 5.2.1. Budget -- Dr. B.J. King (*attachment forthcoming*)
 - 5.2.2. Policy on Information Security Awareness Training – Dr. Karen King (*attachment*)
6. Information Items/Presentations
 - 6.1. Review of Student Responses to COVID-19 Adjustments – Dr. Hoff (*attachment*)
7. Announcements
 - 7.1. Day of Giving Initiative – Ms. Ritter
8. Adjournment

University Council
April 13, 2020
Meeting conducted via Zoom

1. Call to Order

Dr. Wilsie Bishop called the meeting to order.

2. Roll Call

Ms. Amanda Mowell called the roll. Those in attendance were: Ms. Bridget Baird, Dr. Joseph Bidwell, Dr. Wilsie Bishop, Dr. Bill Block, Mr. Scott Carter, Dr. Cheri Clavier, Dr. Dennis Depew, Dr. William Duncan, Dr. Susan Epps, Dr. Mark Fulks, Dr. Adam Green, Mr. Stephen Hendrix, Dr. Mike Hoff, Dr. Keith Johnson, Dr. Karin Keith, Dr. B.J. King, Dr. Karen King, Dr. Claudia Kozinetz, Mr. Joseph Kusi, Ms. Candy Massey, Dr. Sam Mayhew, Dr. Brian Noland, Ms. Pamela Ritter, Dr. David Roane, Mr. Jeremy Ross, Dr. Don Samples, Dr. Jana Scarborough, Mr. Amir Shaikh, Dr. Joe Sherlin, Ms. Alicia Williams, Mr. Andrew Worley

Those absent were: Mr. Joe Smith

Others in attendance: Dr. Batchelder, Ms. Mary Cradic, Ms. Amanda Mowell

3. Standing Items

3.1 Approve minutes from [March 9, 2020 meeting](#)

A motion by Dr. William Duncan to approve the minutes was unanimously approved.

3.2 Review agenda

No changes were made to the agenda as presented

3.3 Voluntary Reports of UC-Essential Action Items from Governance Organizations

Mr. Stephen Hendrix had no updates to report for Faculty Senate.

Dr. Joe Bidwell reported that the Council of Chairs is working with colleagues to check in and get a sense for how the transition to remote learning is going. In March, the Council held a productive meeting with Drs. Joe Sherlin and Sam Mayhew to discuss ideas on recruiting in a virtual context.

Ms. Candy Massey said Staff Senate will begin accepting nominations for Distinguished Staff Awards.

Mr. Joseph Kusi had no specific updates to report for the Graduate and Professional Student Association but said graduate courses are transitioning well to the online format.

Mr. Amir Shaikh had no specific update to report for the Student Government Association but said the volume of questions and concerns from students has

decreased significantly. The big picture questions remaining are related to refunds and graduation.

Dr. Karen King stated that the Information Technology Council is working on two-factor authentication for GoldLink that will go live this month and will be announced to campus.

Dr. William Duncan reported that the Research Council is meeting with Associate Deans for Research and communicating with researchers across campus to learn about issues and concerns. A plan is also being developed for how to resume research when the time is right, which is a major topic across the country.

Dr. Bishop said the Academic Council has approved three new graduate certificates – Data Analytics, Esports Management, and Heritage Interpretations and Museum Studies.

4. President's Report

Dr. Noland said campus operations have changed dramatically since the last meeting – classes moved online and the university issued a remote work policy. Senior leadership is finalizing decisions on camps, conferences, travel, and other activities scheduled in May and June. All summer courses will be offered online, and Dr. Noland said he is hopeful that a mini-term may be offered later in the summer for on-ground practicums, internships, and other educational gaps from spring semester.

Around 400 students remain in the residence halls, and students with extenuating circumstances will be allowed to remain in the residence halls on a limited basis throughout the summer. Pro-rated refunds for students who vacated the Residence Halls and incurred out-of-pocket expenses for housing will begin soon. Dr. Noland said many students are facing economic hardships, which is why the annual Day of Giving campaign has been refocused toward crisis relief. Donations to “Bucs Help Bucs” will provide emergency assistance funds for students.

In the coming weeks, an employee job pool will be activated with individuals who, due to the nature of their jobs, may have extra time on their hands while working at home and could use their talents to work on other projects if needed.

Hiring justification protocols have been scaled back in an effort to simplify workflow. Dr. Noland reminded University Council members, who have hiring authority, to consider possible budget impacts when moving forward with searches. ETSU does not have a formal hiring freeze in place.

Education Secretary DeVos has released some details about the CARES Act funding. ETSU will receive \$11.3 million, which will be primarily directed toward students. Some of the funding may also be used to cover institutional costs associated with taking programs online and other impacts of the COVID-19 outbreak. Dr. Noland said senior leadership will continue to explore options for how to best distribute these resources. They will not be used to backfill housing and food service refunds.

The Tennessee General Assembly wrapped up activities and paused the legislative

session. The amended budget was approved and contains enhanced operating and outcomes funding, as well as a reduced 1.5% salary pool. Dr. Noland noted that the General Assembly may choose to revisit the budget this summer. The university would like to put the salary pool in a reserve fund to see how enrollment and state budget looks for fall and then come back and use that information to make the best decision on how to use the funds. No new capital projects were funded in the state budget.

The Board of Trustees will meet April 24 and will take action on tuition and fees, budget, and promotion and tenure. The Finance and Administration Committee has recommended a 0% increase for tuition and fees. Quillen College of Medicine and Gatton College of Pharmacy have also decided to eliminate previously approved tuition and fee increases for this fall.

Prior to the meeting, Dr. Noland shared several articles from the Chronicle of Higher Education, which he referenced. He said, as we look toward the fall, now is an opportunity for institutions to reflect and innovate. Dr. Noland has been meeting with individuals to get a sense of emergent opportunities for ETSU, including the chance to be more aggressive in the online space. Growing online programs, not just courses, has been discussed for a long time. Dr. Noland asked how we can take the online experience we quickly moved and adapted to and position ourselves to grow and establish new online programs.

Dr. Noland said he is also envisioning marketing opportunities. He said we are doing a good job as a university of telling the story of ETSU on the ETSU News website and receive a lot of media coverage. Dr. Noland then discussed his reflections regarding ETSU's mission and vision and reasons to simplify the lengthy language.

Dr. Noland remains dedicated to holding the Committee for 125, Chapter II, but it may not occur as soon as originally thought. He is gathering feedback from faculty, staff, students, employers, and community leaders. Visioning work will move forward in late summer and early fall.

To conclude his report, Dr. Noland said the immediate focus is to ensure that students receive the best experience possible through the end of the semester. Although there are likely budget challenges on the horizon, he said the significant opportunities to transform portions of campus remain as long as we follow our hearts and our mission. Dr. Noland expressed his excitement for the fall semester because ETSU has shown the community that we have the ability to lead with excellence and compassion.

Dr. Noland then answered questions regarding the impact of the state budget on the university budget.

5. Action Items

5.1 Old Business

No old business was brought before the University Council for consideration.

5.2 New Business

- 5.2.1. Dr. BJ King provided [materials](#) that she will present to the Board of Trustees at the forthcoming quarterly meeting. The Finance and Administration Committee met April 1 to discuss the impact of the governor's amended budget. Operation increases for Quillen College of Medicine and Family Medicine were eliminated. Main campus did not see a reduction in the outcomes formula and retained dollars for operating increases, but salary increases were reduced from 2.5% to 1.5%. Although tuition increases were approved at the February Board of Trustee meeting for Quillen College of Medicine and Gatton College of Pharmacy, each college has since decided to forgo the increase; therefore, we are proposing flat tuition for the entire university, Dr. King said. The previously approved housing rate increase will also be rolled back to current rates. Additional program service fees that were planned to begin this fall, such as a new wellness fee brought forward by SGA and year four of a five-year TAF fee increase, will not go into effect.

Dr. King said both the spring estimated budget and July proposed budgets will go before the Board of Trustees. The most significant impacts to the spring estimated budget was decreased revenues in auxiliaries for housing, food service, and bookstore. Dr. King said she and her staff are working on pro-rated refunds for unused housing and food services for students. The university has budgeted for an estimated decline of 100 students and to cover the faculty tenure and promotion pool. Dr. King said the budgets are balanced, and everything looks to be in good shape at this time. There are many unknowns, and the main impact will be fall enrollment.

Housing and Food Service are the units most impacted so far, Dr. King said. She is reviewing the debt service for next year and said things look fine through November, but if enrollment is down more than 100 students, budgets will need to be revisited in October.

A discussion ensued about enrollment projections for fall 2020 and the financial impacts of moving coursework online.

Dr. Janna Scarborough made a motion to approve the budgets as presented. Dr. Epps seconded the motion, and it passed unanimously.

5.2.2. [Policy on Information Security Awareness Training](#)

Dr. Karen Kings reported that the proposed policy has been out for public comment, went through University Counsel, and the Information Technology Council. State audit groups require the university to provide security training. Phishing and scamming attempts are on the rise, so this security training is needed, and the policy outlines how it will be implemented for employees.

A discussion followed about the policy and procedure sections, and grammatical changes were suggested.

Dr. Susan Epps made a motion to accept the policy as edited, which was seconded by Mr. Stephen Hendrix. The policy passed unanimously.

6 Information Items/Presentations

6.1 [Review of Student Responses to COVID-19 Adjustments](#)

Dr. Mike Hoff said students received a survey a week prior that was designed to see if students had specific needs as a result of the COVID-19 pandemic. Student Life and Enrollment, Department Chairs, and others have been receiving email from students asking for assistance, and the survey was a way to reach out to all students to measure overall needs. Of the 3,360 surveys started and 1,712 completed, Dr. Hoff said the number of responses noting food and/or housing insecurity was lower than suspected, but he fears the number may increase the longer the shelter at home orders remain in place. The survey will relaunch with some new and adjusted questions in order to reach students who may have had a resurgence of needs since the first survey went out.

Dr. Hoff is collecting the comments provided in the survey and will send reports to deans. The majority of respondents said the university has communicated well with students, and about 72% indicated they had no opinion or were satisfied with academic courses now online. He said the other 30% is normal with behavioral data because some people expect results that are unattainable. He welcomed feedback for what should be included in the next version of the student survey.

The second survey may also help with enrollment projections for fall. In reality, Dr. Hoff explained, enrollment will be down more than 100 students, but the margin of error in the Markov Chain is down more than 100 students, so the focus is keeping enrollment projections inside the margin of error. Everyone is doing a lot to make a positive impact, and deans will receive weekly enrollment reports and comparisons of credit production.

Dr. Hoff will meet with Dr. Amy Johnson and faculty members to finalize the draft of a faculty survey to be distributed soon.

Dr. Hoff answered a question about the availability of EAB profiles.

7 Announcements

7.1 Day of Giving Initiative

Ms. Pam Ritter spoke about the transition from the annual Day of Giving fundraiser to the Bucs Help Bucs campaign to concentrate on providing crisis relief for students, faculty, and staff. Funds will go to help students such as those identified in the survey Dr. Hoff discussed. She charged University Council members to help promote and participate in Bucs Help Bucs.

7.2 Other announcements

Dr. Sam Mayhew said Admissions has several “Get Connected” events underway and is receiving assistance from Athletics to produce the videos for the virtual events.

Dr. Noland said plans for a Virtual Commencement are underway and all graduates will be welcomed back to participate in a separate ceremony in December.

8 Adjournment

The meeting adjourned at 9:50 a.m.

Salary appropriation –

The Governor’s Budget was released in conjunction with the State of the State address on February 3, 2020. The budget related to higher education can be found at <https://www.tn.gov/content/dam/tn/finance/budget/documents/2021BudgetDocumentVoll.pdf>. Subsequent to the release of the Governor’s Budget, budget reductions were released which reduce the percentage pool for salary increases from 2.5% to 1.5% for higher education employees due to changes in State revenue projections. The pools were established for the main campus as well as the College of Medicine and Family Medicine.

On April 1, 2020, the Finance and Administration Committee approved the 1.5% State funded salary appropriation for all appropriation units be set into reserve pool accounts. The Finance and Administration Committee will meet at a later date to determine how the funds may be distributed in January 2021.

Tuition, Fees and Charges -

The College of Medicine was approved for out-of-state tuition to be set at 30% of in-state at the September meeting. This change is effective for this summer/fall.

At the February 21th meeting of the Board of Trustees, tuition increases of 2% for the College of Medicine and 1.5% for College of Pharmacy were approved based on cost studies of peer institutions. Additionally, Housing rent increases of \$35 - \$100 per term for residence halls and \$60-\$75 per term for apartments were approved.

In light of the economic impact of the COVID-19 pandemic, both Colleges and the Office of Housing & Residential Life are asking for approval to forego increasing tuition and rent.

Tuition and fees for the main campus graduate and undergraduate was initially proposed in the February meeting with a 1.98% increase within the THEC binding limit of 2.0%. Due to the impact on our students, the recommendation at the April 1 committee meeting was to hold tuition and fees flat for FY21.

Maintenance Fee/Tuition Request – Per Semester				
		2020-21		
	2019-20	Original	Revised	
	Actual	Proposed	Proposed	\$ Increase
Undergrad Tuition @ 15 cr hr	\$3,786.00	\$3,786.00	\$3,786.00	\$0
Graduate Tuition @ 9 cr hr	\$4,230.00	\$4,230.00	\$4,230.00	\$0
UG Out of State @ 15 cr hr	\$9,591.00	\$9,591.00	\$9,591.00	\$0
Grad Out-of-State @ 9 cr hr	\$7,560.00	\$7,560.00	\$7,560.00	\$0
Program Services Fee – caps at 8 cr hr	\$959.50	\$991.00	\$959.50	\$0

Spring Estimated and July Proposed Budgets

The three main factors in the budget preparation process are State appropriations, enrollment growth or decline, tuition and fee revenues, and salary increases. Budgets for July were prepared based on salary funding of \$1.2M for the Main Campus, \$789,000 for Medicine and \$219,000 for Family Medicine. College of Medicine also received funding for the Pediatrics Surgery and Pediatrics and Children's Services. The Main Campus received \$2,306,900 in operating increases which will be used for the following:

- \$512,000 is required to fund our portion of OPEB increases in retirement benefits
- \$800,000 is required to offset projected enrollment declines
- \$250,000 is required to cover costs associated with faculty promotion and tenure
- The remaining funds are set aside for inflationary operating increases and strategic initiatives

Main Campus Budget

	Actual 18-19	Orig. 2019-20	Oct. Revised	Est. Spring	July Proposed	F20 to F21
Revenue	\$ 270,662,400	\$ 272,257,100	\$ 274,175,200	\$ 270,001,600	\$ 275,648,900	\$ 3,391,800
Expenditures and Transfers						
Instruction	\$ 101,238,200	\$ 110,711,900	\$ 118,692,900	\$ 114,604,300	\$ 111,005,000	\$ 293,100
Research	2,975,900	2,949,500	5,309,500	4,770,600	2,888,600	(60,900)
Public Service	2,382,800	2,564,200	2,915,400	3,086,100	2,742,200	178,000
Academic Support	23,227,600	24,400,500	27,356,000	27,467,500	25,094,500	694,000
Student Services	26,133,600	26,983,400	26,964,600	27,098,100	27,712,500	729,100
Institutional Support	15,660,600	16,641,700	18,908,800	19,511,000	17,494,300	852,600
Facilities	24,052,800	17,557,500	18,476,200	18,559,700	17,807,100	249,600
Scholarships	33,008,700	34,580,500	35,736,800	36,408,700	36,138,100	1,557,600
Total before transfers	228,680,200	236,389,200	254,360,200	251,506,000	240,882,300	4,493,100
Debt Service	4,230,800	3,798,800	4,845,500	4,845,500	4,845,500	1,046,700
Non-Mandatory Transfers	8,865,900	5,344,500	4,440,400	7,100,900	4,581,800	(762,700)
Auxiliaries Exp & Tnfrs	25,652,100	26,503,700	26,250,100	22,268,500	25,186,400	(1,317,300)
Total	\$ 267,429,000	\$ 272,036,200	\$ 289,896,200	\$ 285,720,900	\$ 275,496,000	\$ 3,459,800

FT Unrestricted and Auxiliary Positions	Orig. 19-20	Oct. Revised	July Proposed	F20 to F21
Faculty	699	711	722	23
Administration	48	48	47	(1)
Maint/Tech/Support	521	519	506	(15)
Professional Support	526	532	549	23
Total	1,794	1,810	1,824	30

Quillen College of Medicine Budget

	Actual 18-19	Orig. 19-20	Oct. Revised	Est. Spring	July Proposed	F20 to F21
Revenue	\$ 59,912,900	\$ 64,896,200	\$ 65,248,900	\$ 60,890,300	\$ 64,576,000	(\$320,200)
Expenditures and Transfers						
Instruction	\$ 38,041,500	\$ 48,843,600	\$ 48,079,500	\$ 43,646,700	\$ 47,245,100	(\$1,598,500)
Research	1,882,700	4,081,700	4,846,300	4,885,100	3,730,300	(351,400)
Academic Support	5,802,100	6,972,000	6,652,200	7,006,200	7,041,100	69,100
Student Services	1,547,200	1,832,400	1,645,200	1,779,300	1,873,300	40,900
Institutional Support	3,303,300	3,116,500	3,031,000	3,052,200	3,142,400	25,900
Facilities	5,096,400	6,660,900	6,725,700	6,759,700	6,801,200	140,300
Scholarships	256,700	260,000	260,000	260,000	260,000	-
Total before transfers	55,929,900	71,767,100	71,239,900	67,389,200	70,093,400	(1,673,700)
Debt Service	84,600	88,860	88,800	88,800	88,000	(860)
Non-Mandatory Transfers	3,516,700	(7,021,600)	(3,587,300)	(4,006,200)	(5,702,500)	1,319,100
Total	\$ 59,531,200	\$ 64,834,360	\$ 67,741,400	\$ 63,471,800	\$ 64,478,900	(\$355,460)

FT Unrestricted and Auxiliary Positions	Orig. 19-20	Oct. Revised	July Proposed	F20 to F21
Faculty	154	156	157	3
Administration	7	7	7	-
Maint/Tech/Support	113	112	111	(2)
Professional Support	89	88	88	(1)
Total	363	363	363	-

Family Medicine Budget

	Actual 18-19	Orig. 19-20	Oct. Revised	Est. Spring	July Proposed	F20 to F21
Revenue	\$ 16,849,600	\$ 17,239,900	\$ 17,318,900	\$ 17,318,900	\$ 17,550,700	\$ 310,800
Expenditures and Transfers						
Instruction	\$ 11,191,700	\$ 11,540,400	\$ 11,904,500	\$ 11,976,600	\$ 12,018,000	\$ 477,600
Research	353,300	268,400	273,900	309,500	260,400	(8,000)
Academic Support	3,395,100	3,607,100	3,650,500	3,799,900	3,788,500	181,400
Institutional Support	1,629,300	1,706,100	1,669,300	1,681,100	1,650,900	(55,200)
Facilities	339,100	400,000	424,300	483,300	387,900	(12,100)
Debt Service	262,900	262,900	262,900	-	-	(262,900)
Transfer from R&R		(200,000)	(350,000)	(350,000)	(375,000)	(175,000)
Transfer from COM	(444,400)	(350,000)	(400,000)	(465,000)	(200,000)	150,000
Total	\$ 16,727,000	\$ 17,234,900	\$ 17,435,400	\$ 17,435,400	\$ 17,530,700	\$ 295,800

FT Unrestricted and Auxiliary Positions	Orig. 19-20	Oct. Revised	July Proposed	F20 to F21
Faculty	31	31	32	1
Administration	-	-	-	-
Maint/Tech/Support	54	53	52	(2)
Professional Support	25	26	29	4
Total	110	110	113	3

Gatton College of Pharmacy Budget

	Actual 18-19	Orig. 19-20	Oct. Revised	Est. Spring	July Proposed	F20 to F21
Revenue	\$ 11,553,300	\$ 11,541,800	\$ 11,541,800	\$ 11,560,600	\$ 11,039,560	(\$502,240)
Expenditures and Transfers						
Instruction	\$ 6,353,100	\$ 7,049,200	\$ 7,905,000	\$ 7,885,700	\$ 7,146,480	\$97,280
Research	149,300	294,100	533,000	530,000	108,060	(186,040)

Academic Support	1,316,000	1,462,200	1,637,600	1,637,600	1,311,650	(150,550)
Student Services	639,400	608,100	714,400	684,800	661,380	53,280
Institutional Support	452,400	432,900	609,800	613,500	595,750	162,850
Facilities	489,100	528,400	648,000	658,500	494,550	(33,850)
Scholarships	481,400	467,600	467,600	529,700	416,000	(51,600)
Total before transfers	9,880,700	10,842,500	12,515,400	12,539,800	10,733,870	(108,630)
Debt Service	661,000	661,000	661,000	661,000	661,000	-
Non-Mandatory Transfers	36,600	38,300	38,300	35,900	(355,310)	(393,610)
Total	<u>\$ 10,578,300</u>	<u>\$ 11,541,800</u>	<u>\$ 13,214,700</u>	<u>\$ 13,236,700</u>	<u>\$ 11,039,560</u>	<u>(\$502,240)</u>

FT Unrestricted and Auxiliary Positions	Orig. 19-20	Oct. Revised	July Proposed	F20 to F21
Faculty	34	34	34	
Administration	1	1	1	-
Maint/Tech/Support	13	14	14	-
Professional Support	15	15	15	-
Total	63	64	64	-



Information Security Awareness Training	
Responsible Official: Chief Information Officer	Responsible Office: Information Technology Services

Policy Purpose

This policy establishes the University's Information Security Awareness And Training Program ("Program"). The Program is intended to inform and educate all employees and third parties on their information security obligations and reduce risk to University systems and data. This policy specifies procedures for informing university employees and third parties of system security requirements and their individual responsibilities to protect information technology ("IT") systems and data, commensurate with their roles at ETSU. It also describes the security awareness and training controls that will be established to protect the confidentiality, integrity, availability, and appropriate use of University Information Resources.

Policy Statement

I. Applicability

This policy applies to all University employees, regardless of whether they use computer systems and networks. All employees are expected to protect all forms of information assets, including computer data, written materials, paperwork, and intangible knowledge and experience. This policy also applies to third parties working for or on behalf of the University with access to University resources, whether they are explicitly bound (e.g., by contractual terms and conditions) or implicitly bound (e.g., by generally held standards of ethics and acceptable behavior) to comply with University information security policies.

II. Policy

The Chief Information Security Officer (CISO), on behalf of the University, shall define and ensure the implementation of an Information Security Awareness Training Program ("Program") to increase individual awareness of information security responsibilities in regard to protecting the confidentiality, integrity, availability, and appropriate use of University Information Resources. As part of the Program, all University employees, including temporary and student employees and certain third parties, shall complete security awareness training

- before being authorized access to an information system or performing assigned duties;
- when required by information system changes;
- as needed thereafter; and
- as otherwise determined necessary by the CISO.

Security Awareness training shall be completed within 30 days from the date of hire. Thereafter, Security Awareness Refresher Training shall be completed annually, within 60 days of the anniversary of the previous instance of such training.

Additional role-based security awareness training shall be required for employees or third parties whose responsibilities require elevated access, including access to regulated or confidential information, such as HIPAA, PCI-DSS, and related Information Systems. Additional role-based security awareness training may be required at the discretion of the CISO. Role-based training shall be completed on an annual or periodic basis, as required by the relevant regulatory or contractual compliance programs or as determined by the CISO.

The University will review and update this policy and procedures as needed. Additionally, Information Technology Services will document and monitor individual information system security training activities, including basic security awareness training and specific information system security training, and retain training records for three years.

III. Non-compliance

The CISO is authorized to limit network access of individuals not in compliance with this policy, or take other necessary action to protect the security of information systems and data. An individual's supervisor may request a grace period for completion or re-completion of security awareness training not exceeding 30 days through the respective Vice President. In cases where University resources are actively threatened, the CISO will act in the best interest of the University by securing the resources in a manner consistent with the Cybersecurity Incident Response Plan.

Definitions

Phishing emails	Emails purporting to be from reputable companies in order to induce individuals to reveal confidential or personal information, such as passwords and credit card numbers
Social engineering	The use of deception to manipulate individuals into divulging confidential or personal information that may be used for fraudulent purposes

Policy History

Effective Date:

Revision Date:

Procedure (s)

Required training

1. Review and acceptance of the University policy on Acceptable Use of Technology
2. Security Awareness training videos.
 - a. New employees and certain third party accounts will automatically be onboarded into the Information Security Awareness Training System ("System").

- b. The System will send email notifications to new accounts 30, 20, 10, 7, 5, 3, 2, and 1 day before the signature deadline or until the required action is completed.
- c. Network access will be limited to computer and wireless logins until the individual is compliant.
- d. Access to sensitive systems such as the University Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Financial Systems will only be enabled after the University Acceptable Use of Technology policy has been electronically signed.

The CISO will provide mandatory security awareness training in an appropriate form based on the University's needs, taking into account emerging security threats and data obtained from the System. Such training may include (e.g.) short informational videos or illustrations, phishing campaigns, and social engineering experiments.

Ongoing training

The frequency and method of delivery of ongoing training shall be determined by the CISO based on the University's needs, taking into account emerging security threats and data obtained from the System.

Tracking, Evaluation, and Feedback

The security awareness training system will track users' training progress and users' susceptibility to social engineering attacks to validate training effectiveness and help the CISO improve training delivery. The System will provide reports to the CISO on individual training compliance and will assign risk ratings to individual users based on individual responses to training. The System will automatically enroll at-risk individuals for additional relevant security training as needed to ensure individuals are effectively trained and to protect the confidentiality, integrity, and availability and assure the appropriate use of University Information Resources.

Procedure History

Effective Date:

Revision Date:

Related Form(s)

Spring 2020 COVID-19 Student Survey Draft Response 4/6/2020

Food Insecure	N	%
No	2628	95.1%
Yes	136	4.9%
Total	2764	100.0%

Housing Assistance	N	%
No	2684	97.1%
Yes	80	2.9%
Total	2764	100.0%

Have your instructors contacted you?	N	%
No, none of my instructors have contacted me with how to proceed online.	16	0.6%
Yes, all of my instructors have contacted me with how to proceed online.	2409	88.1%
Yes, most of my instructors have contacted me with how to proceed online.	309	11.3%
Total	2734	100.0%

How satisfied are you with onilne academic activities so far?	N	%
Extremely satisfied	338	12.6%
Satisfied	912	34.0%
Neither satisfied nor dissatisfied	680	25.3%
Dissatisfied	541	20.2%
Extremely dissatisfied	212	7.9%
Total	2683	100.0%