

East Tennessee State University

## Digital Commons @ East Tennessee State University

---

University Council Agendas and Minutes

Agendas and Minutes

---

5-9-2022

### 2022 May 09 -- University Council Agenda and Minutes

East Tennessee State University

Follow this and additional works at: <https://dc.etsu.edu/university-council-agendas-minutes>



Part of the [Higher Education Commons](#)

---

#### Recommended Citation

East Tennessee State University, "2022 May 09 -- University Council Agenda and Minutes" (2022).  
*University Council Agendas and Minutes*. 50.  
<https://dc.etsu.edu/university-council-agendas-minutes/50>

This Agendas and Minutes is brought to you for free and open access by the Agendas and Minutes at Digital Commons @ East Tennessee State University. It has been accepted for inclusion in University Council Agendas and Minutes by an authorized administrator of Digital Commons @ East Tennessee State University. For more information, please contact [digilib@etsu.edu](mailto:digilib@etsu.edu).

**AGENDA**  
**University Council**  
Monday, May 9, 2022 Meeting  
Tennessee Room, Culp Center  
8:30 a.m. – 11:00 a.m.  
\*In person meeting\*

1. Call to Order
2. Roll Call
3. Standing Items
  - 3.1. Approve minutes of the April 14, 2022 meeting (**attachment**)
  - 3.2. Review agenda
  - 3.3. Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations
  - 3.4. Sub-Council Reports – Budget and Strategic Planning Committee – Dr. BJ King (**attachment**)
4. Action Items
  - 4.1. Old Business
  - 4.2. New Business
    - 4.2.1. Enterprise Information Systems Updates Policy – Dr. Mark Fulks and Dr. Karen King (**attachment**)
    - 4.2.2. Information Security Awareness Training Program Policy – Dr. Mark Fulks and Dr. Karen King (**attachment**)
    - 4.2.3. Hazardous Waste Management Policy – Dr. Mark Fulks and Dr. Mark Jee (**attachment**)
5. Information Items/Presentations
  - 5.1. Introduction of Carly Weaver, Esq., Staff Attorney – Dr. Mark Fulks
  - 5.2. Introduction of Jenny Lockmiller, Director of University Career Services- Dr. Bill Kirkwood
  - 5.3. New Student Enrollment Update- Dr. Heather Levesque
6. President’s Report
7. Announcements
8. Adjournment

***The next meeting is scheduled for June 13, 2022 at 8:30 a.m.***

***Zoom link provided for those that cannot make it in person.***

**Zoom link: [Click here](#)**

**University Council**  
**Monday, May 9, 2022**  
**East Tennessee Room/Zoom**

**1. Call to Order**

Provost McCorkle called the meeting to order at 8:34 a.m.

**2. Roll Call**

Mr. Joe Smith called the roll. Members present were Mr. David Atkins, Dr. Bill Block, Mr. Scott Carter, Dr. Cheri Clavier, Dr. Susan Epps, Ms. Joy Fulkerson, Dr. Mark Fulks, Dr. Adam Green, Dr. Lisa Haddad, Dr. Nick Hagemeyer, Mr. Stephen Hendrix, Dr. Michael Hoff, Dr. Keith Johnson, Dr. Karin Keith, Dr. Chris Keller, Dr. B.J. King, Dr. Karen King, Dr. Bill Kirkwood (for Dr. Joe Sherlin), Dr. Kimberly McCorkle, Mr. Mason Mosier, Dr. Brian Noland, Mr. Jeremy Ross, Dr. Don Samples, Dr. Janna Scarborough, Dr. Jeff Snodgrass, and Ms. Jessica Vodden.

**3. Standing Items**

*3.1 Approval of minutes of the April 14, 2022 meeting.*

A motion was made and seconded to approve the minutes. There were no requested changes. The motion passed.

*3.2 Review agenda*

There were no changes requested for the agenda.

*3.3 Call for Voluntary Reports*

Faculty Senate: No report.

Staff Senate: President Joy Fulkerson reminded members of the upcoming Staff Picnic on May 17 and thanked Dr. Noland for his support of the event.

Council of Chairs: Chairperson Keith thanked Provost McCorkle for sponsoring the recent chairs' social event.

Athletics: Director Scott Carter reported that 61 student athletes were part of the Class of 2022, and that the men's golf and tennis teams recently won championship games.

ITS: Dr. Karen King reported that Dr. Michael Lehrfeld has been named as ETSU's information security officer.

SGA: President Mason Mosier thanked everyone for making the Miranda Lambert concert a huge success.

*3.4 Sub-Council Reports – Budget and Strategic Planning Committee*

Dr. B.J. King gave a high-level financial update report reflecting the February 2021 – February 2022 time period. She recently presented this information to the ETSU Board of Trustees. Highlights of her report:

- The revenue for E&G restricted funds (state budget) were up on the main campus; tuition/revenue was down but state appropriations were up. At the Quillen College of Medicine, tuition/revenue and revenues were up, and for Gattton College of Pharmacy, tuition and revenues were down.
- State appropriations were up 10%.
- Grants/Contracts were up, primarily due to funding for the Blue Sky Institute and also an in-kind gift made to the engineering program.
- Other revenue increases were driven by athletics operations, medical resident income, and the return of ground-based activities.
- With expenditures, the main campus saw a decrease based on the transfer of HEERF dollars from restricted funds. HEERF dollars are transferred from the restricted funds and considered a negative expenditure. The medical school was flat, primarily due to savings realized from the prior year from the voluntary retirement program. Pharmacy was down, which aligns with the decrease in revenue.
- The increase in campus activities has led to an increase in operating expenditures.
- Scholarships are down with out-of-state tuition reset.
- Looking at functional classification, instruction and enrollment are down, while research, physical plant, and student services are up.
- The presence of HEERF had a dramatic impact on overall revenue and expenditures.
- ETSU has engaged with Huron to do a review of the institution's budget. A report is expected by the end of month.
- In addition, Huron has been asked to do an administrative effectiveness review. This will help ETSU identify opportunities for making organizational efficiencies.

#### **4. Action Items**

##### *4.1 Old Business*

There were no old business matters requiring attention.

##### *4.2 New Business*

Dr. Mark Fulks introduced Carly Weaver, who is a new member of the Office of University Counsel. Ms. Weaver is replacing Lisa Williams and is a graduate of Liberty University. She will be overseeing work related to contracts and immigration.

Dr. Fulks presented three new policies for approval by University Council. He was joined by Dr. Karen King and by Dr. Mark Jee who were available to answer any questions.

4.2.1 *Enterprise Information Systems Update Policy*. A motion was made and seconded to approve the policy. The motion passed.

4.2.2 *Information Security Awareness Training Program Policy*. A motion was made and seconded to approve the policy. Dr. King noted that auditors frequently asked for information about this policy.

4.2.3. *Hazardous Waste Management Policy*. A motion was made and seconded to approve the policy. The motion passed.

Following Dr. Fulks' presentation, Dr. Michael Hoff inquired about the possibility of future policy approvals being included in a consent agenda. Any member of University Council could request that a policy be pulled from the consent agenda for discussion; otherwise, the policies would be part of the consent agenda. This would expedite the time required for policies to be reviewed and voted upon. Provost McCorkle was supportive of this concept, and Dr. Hoff agreed to write the necessary language to have this change made.

## **5. Information Items/Presentations**

5.1 *Introduction of Carly Weaver, Esq., Staff Attorney* (see 4.2).

5.2 *Introduction of Jenny Lockmiller, Director of University Career Services*  
Dr. Bill Kirkwood introduced Jenny Lockmiller who is the new Director of University Career Services. Jenny brings an extensive and diverse background in workforce development and has been active various community engagement initiatives, including the Blue Plum Organization and the Johnson City Planning Commission.

5.3. *New Student Enrollment Update*

Dr. Heather Levesque began her presentation by introducing Timothy Lewis, who, this past January, joined the ETSU community as Director of New Student and Family Programs. Mr. Lewis comes to ETSU from the University of South Carolina where he was assistant director of the school's new student/family programs.

Dr. Levesque began her presentation reviewing the key messaging that her staff and others across campus are using as part of their recruitment and outreach efforts. The four pillars are academic quality, affordability and access, location, and the experience that students receive at ETSU.

New student orientation numbers are up from last year by 23% among first time freshmen and 8% across the transfer population. Application numbers are still up with an increase of 12% in applications and 14% in admits. Transfer numbers are still down

but orientation numbers among transfer applicants are up. Contact is being made with these students to keep the orientation numbers trending upward.

Dr. Levesque noted that housing registrations are up by 249. Both housing numbers and orientation registrations serve as key indicators to how fall enrollment may look.

The Office of Undergraduate Admissions has just completed an Intent to Enroll campaign. Students who indicated they intended to enroll at ETSU, or who indicated “maybe” received contact from the admissions staff every week. In particular, staff asked those who indicated “maybe” what their questions or concerns were in order to make a final decision. Staff gave the names and contact information to the respective offices on campus in order for those students to get their questions answered. Dr. Levesque noted that this has proven to be very successful; just last week, 112 students who were a “maybe” eventually signed up for orientation.

Admissions is now in its Yield Season and is working closely with University Marketing and Communications on outreach efforts. Dr. Levesque invited University Council members to join her staff at upcoming orientation events and meet new students and their families. She said that during her doctoral research study on first-generation college students, she found that the personalization efforts by ETSU have had a very positive impact on enrollment. College leads are getting information each week on students who have been admitted and have not signed up for orientation.

International applications are up by 86% and have risen by 91% in undergraduate student admits. Drs. Sherlin and Mayhew are currently at a recruiting event in Saudi Arabia, and they have reported that ETSU is well represented with its branding and messaging.

Preview and Quest are coming up soon. When asked about how proposed changes with the HOPE Scholarship will affect incoming students, Dr. Levesque reported that once these new changes are signed by the governor, the Office of Financial Aid will spend 3-4 days “repackaging” each student’s award, the new awards will be posted in the student’s Goldlink account and a new award letter will be sent. The Admissions staff will also reach out to students by text and/or phone call. Because the proposed changes with the HOPE Scholarship provide an increase in awards to students, this could be a game-changer to students in terms of them making a final decision. University Marketing and Communications will also be pushing messaging on social media.

## **6. President’s Report**

As part of the President’s Report, Dr. Noland:

- Thanked those who took part in Commencement and commented on how nice it was to see the Ballad Health Athletic Center nearing capacity during the events on Saturday.
- Expressed his appreciation to those who helped plan the event.
- Thanked Dr. Levesque and her team for their work in recruitment. He noted that housing numbers for the fall semester are currently at 2,828. In comparison to numbers from previous fall semesters, this reflects a strong increase.
- Commended Dr. Michael Hoff on his work in overseeing the Committee for 125 Chapter II visioning process.
- Commented on the working being done by Huron (see 3.4). One of the primary reasons why this review of operations is needed is reflective of the changes in how universities and other organizations operate differently now.
- Encouraged everyone to take time to rest. The past several weeks have been extremely busy. He underscored the importance of self-care and taking care of each other.

## **7. Announcements**

Dr. Cheri Clavier reported that work is progressing on the SACSCOC report.

Dr. Keith Johnson announced that a new publication from the Office of Equity and Inclusion called *Community Voices* is now available.

Dr. Janna Scarborough reported on an upcoming news conference that will provide opportunities for ETSU.

Dr. Noland added that more information will be provided at the next University Council meeting regarding a new initiative related to equity and inclusion.

## **8. Adjournment**

Provost McCorkle adjourned the meeting at 9:30 a.m.



Enterprise Information Systems Updates	
<b>Responsible Official:</b> Chief Information Officer	<b>Responsible Office:</b> Information Technology Services

### Policy Purpose

The purpose of this policy is to prescribe minimum standards of expectations related to maintaining appropriate software versions and upgrades within the East Tennessee State University (ETSU) data systems and information infrastructure.

### Policy Statement

Enterprise information systems and components used at ETSU shall have an established schedule of updates/patches/maintenance to ensure that systems, data, and personally identifiable information (PII) are adequately protected.

#### I. Scope

- A. Enterprise information systems covered by this policy:
  - 1. ERP regular updates released by the ERP Satellite Maintenance Organization (SMO) shall be installed in their entirety according to the adopted schedule. If there are no outstanding system conflicts or patch bugs, the institution shall not be more than one version behind the current ERP vendor-certified release and shall make every effort to maintain the latest version release upon release.
  - 2. Oracle patches and updates shall be installed according to the adopted schedule. . If there are no outstanding system conflicts or patch bugs, the institution shall not be more than one version behind the ERP vendor-certified Oracle release.
  - 3. Critical updates, patches or hotfixes shall be applied in a timely manner in accordance with institutional needs and requirements, and to minimize (and preferably avoid) unduly exposing the institutions to unnecessary risk.
  - 4. Third-party products directly related to the ERP system must be maintained at a minimum vendor-supported version.

#### II. Exceptions

- A. Exceptions to items 1 and 2 under section I. A. above (Enterprise information systems covered by this policy) must be approved by the CIO or his/her designee at the institution
- B. Other exceptions to this policy must be approved by the CIO or his/her designee at the



- institution.
- C. Each exception must be documented in detail and retained for future review.
  - D. External application and system hosting vendors shall conform to ETSU and/or institutional requirements with written exceptions being made as necessary based on the abilities and contractual obligations between the institution and the hosting vendor.

Authority: T.C.A. § 49-8-203 et. Seq.

Previous Policy: Migration of TBR Policy

### Defined Terms

*A defined term has a special meaning within the context of this policy.*

Third-party products:	Software applications that integrate with, or are ancillary to, the ERP system.
ERP regular updates:	Software updates to the existing ERP system that are developed, tested, approved and released by the SMO on a regular basis, typically 3-4 times per year.
Oracle patches and Updates:	Patches, fixes, and updates for the Oracle Database Server and related components that are released by Oracle on a regular basis, typically 3-4 times per year. These updates may be released off schedule if considered critical.
SMO:	ERP Satellite Maintenance Organization

### Policy History

Effective Date: April 2022

Revision Date:

### Procedure

## Procedure History

Effective Date: April 2022

Revision Date:

## Related Form(s)

## Scope and Applicability

Primary:

Secondary:



## HAZARDOUS WASTE MANAGEMENT POLICY

Responsible Official: **Chief Operating Officer**

Responsible Office: **Environmental Health and Safety**

### Policy Purpose

This Policy establishes the requirements for properly managing East Tennessee State University (ETSU)-generated hazardous waste and describes the procedures relating to hazardous waste labeling, disposal, training, and emergency response.

This policy applies to ETSU employees and students who engage in any University-sponsored activity on University-owned property.

### Policy Statement

#### I. Roles and Responsibilities.

- A. The ETSU Office of Environmental Health and Safety (EHS) has the overall responsibility for hazardous waste collection, Resource Conservation and Recovery Act (RCRA) hazardous waste determinations, packaging, storage, disposal, training, inspections, and record keeping.
- B. Each principal investigator, researcher, and faculty member are responsible for the proper management of hazardous waste in their laboratory or work area, including labeling of containers, segregation, inspections and maintenance of the area. This includes chemical, biological and radiological waste.
- C. Employees, Occupational Safety and Health Administration (OSHA) Coordinators, and anyone who handles or generates hazardous waste are responsible for participating in [EHS safety training](#). Employees are also responsible for the proper management of hazardous waste in their laboratory or area, including labeling of containers, segregation, and inspections and maintenance of the area.

Authority: TCA § 49-8-203, et. Seq., United States Environmental Protection Agency (EPA 40 CFR 271) and the Tennessee Department of Environment & Conservation (TDEC), Resource Conservation and Recovery Act (RCRA), Subtitle C.

Previous Policy: Environmental Health and Safety Policy Number 700.14: Hazardous Waste Management Plan

## Defined Terms

*A defined term has a special meaning within the context of this policy.*

**Hazardous Waste:** The EPA defines hazardous waste as a material that no longer has an intended value with properties that make it dangerous or potentially harmful to human health or the environment. Hazardous wastes can exist as liquids, solids, contained gases, or sludges. They can be the by-products of manufacturing processes or simply discarded commercial products, like cleaning fluids or pesticides.

In regulatory terms, under the Resource Conservation and Recovery Act (RCRA), a hazardous waste is either a listed waste that appears on one of the four hazardous wastes lists (F-list, K-list, P-list, or U-list), and/or exhibits at least one of four characteristics—ignitability, corrosivity, reactivity, or toxicity. Hazardous waste is regulated under the RCRA, Subtitle C, which is enforced by the EPA on a federal level, and by TDEC on a state level.

**Satellite Accumulation Areas** Areas designated for hazardous waste collection and temporary storage near the point of generation. When containers are filled they are picked up by EHS and transported to a Central Waste Accumulation Area. Never accumulate over 55 gallons of hazardous waste in individual lab.

## Policy History

Effective Date:

Revision Date: 3/24/2022

## Procedure

- I. Container Management in Satellite Accumulation areas.
  - A. Accumulate waste in containers that are clean, in good condition, chemically compatible, and appropriate for the quantity accumulated.
  - B. If small quantities are accumulated in larger containers, do not combine different kinds of waste unless it is known the wastes are compatible and are acceptable for disposal in the combined form.
  - C. Flammables must be stored away from oxidizers, water reactive chemicals away from moisture, acids away from bases, etc.
  - D. Containers must be within a secure area where any leak will not cause harm to the environment.
  - E. Containers must be closed at all times unless waste is being actively added to or removed from the container.
  - F. Label the waste container with the date accumulation started, identity of the contents with no abbreviations, quantity of each constituent, and the words "Hazardous Waste."
  - G. Schedule removal of the waste in a timely fashion by using the [Hazardous Waste Pickup Request Form](#).
  - H. Use the ETSU Hazardous Waste tags provided by the Environmental Health and Safety (EHS) Office to properly identify the hazardous waste.
  - I. Provide and maintain emergency material and supplies in case of a chemical spill.
  - J. Keep the Emergency Contact signage that is located outside of every lab current and up to date. Please contact EHS with any changes.
  - K. Never accumulate over 55 gallons of hazardous waste in an individual lab in satellite accumulation areas.
  - L. In case of an emergency contact ETSU Police at 439-4480 or EH&S at 439-6029.

## Procedure History

Effective Date:

Revision Date: 3/24/2022

### **Related Form(s)**

[Hazardous Waste Pickup Request Form](#)

[Hazardous Waste Reduction Plan](#)

### **Scope and Applicability**

Primary:

Secondary:



**Information Security Awareness Training Program  
(ISAT Program)**

**Responsible Official:** Chief Information  
Officer

**Responsible Office:** Information Technology  
Services

### Policy Purpose

This policy establishes the East Tennessee State University (ETSU) Information Security Awareness and Training Program (ISAT Program). The ISAT Program is implemented by the Office of Information Technology Services (ITS) and is intended to inform and educate all employees and third parties on their information security obligations, and to reduce the security risks to ETSU systems and data.

This policy specifies procedures for informing ETSU employees and third parties of system security requirements and their individual responsibilities to protect information technology 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, and appropriate use of ETSU information resources.

### Policy Statement

#### I. Applicability

This policy applies to all ETSU employees, regardless of whether they use ETSU 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 ETSU with access to ETSU 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 ETSU information security policies.

#### II. Policy

The Chief Information Security Officer (CISO), on behalf of ETSU, shall define and ensure the implementation of an ISAT Program to increase individual awareness of information security responsibilities with regard to protecting the confidentiality, integrity, availability, and

appropriate use of ETSU information resources. All ETSU employees, including temporary and student employees, and certain third parties, shall complete the ISAT Program:

- 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.

ISAT Program training shall be completed within thirty (30) days from the date of hire. Thereafter, ISAT Program refresher training shall be completed annually, and within sixty (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.

ETSU will review and update this policy and procedures as needed. Additionally, ITS will document and monitor individual information system security training activities, including basic security awareness training and specific information system security training. ETSU will 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. The individual's supervisor may request a grace period for completion or re-completion of ISAT Program training, not to exceed thirty (30) days, through the respective Vice President. In cases where ETSU 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.

Authority T.C.A. § 49-8-203 et seq., T.C.A. § 47-18-2107, Health Insurance Portability and Accountability Act (HIPAA) found at 45 CFR 160, 162, and 164.

#### **Defined Terms**

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: May 13, 2019

Revised Effective Date:

#### Procedure (s)

##### **ISAT Program 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 are automatically onboarded into the Information Security Awareness Training System (System).
  - b. The System sends 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 is 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 is enabled after the University Acceptable Use of Technology policy has been electronically signed.

The CISO provides mandatory ISAT Program training in an appropriate form based on ETSU's needs regarding 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 ETSU's needs regarding emerging security threats and data obtained from the System.

##### **Tracking, Evaluation, and Feedback**

The ISAT Program 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 provides reports to the CISO on individual training compliance and assigns risk ratings to individual users based on individual responses to training. The System automatically enrolls at-risk individuals for additional relevant security training as needed to

ensure individuals are effectively training and to protect the confidentiality, integrity, and availability and assure the appropriate use of ETSU Information Resources.

Procedure History

Effective Date: May 13, 2019

Revised Effective Date:

Related Form(s)

Scope and Applicability

Check those that apply to this policy and identify proposed sub-category.

	Governance	
	Academic	
	Students	
	Employment	
X	Information Technology	
	Health and Safety	
	Business and Finance	
	Facilities and Operations	
	Advancement	