

**MINNESOTA STATE UNIVERSITY ASSOCIATION  
OF ADMINISTRATIVE AND SERVICE FACULTY MEET and CONFER**  
**Thursday, April 2, 2020 | 1:15-2:45 p.m.**  
**Zoom**

**Present: President Davenport, Melissa Iverson, Henry Morris, David Jones, Matt Cecil, Steve Barrett, Rick Straka, Rachel Tanquist, Carolyn Nelson, Lynn Akey, Tracy Stokes-Hernandez, Deb Schulz, Amanda Weister, Anne Dahlman, Brian Martensen, Marie Slotemaker, Bobby Fleischman, Sheri Sargent**

**Meeting Chair –President Davenport**

**I. Information Items**

A. Review of Notes

- No changes noted. If changes need to be made they can be recommended to the MSUAASF President.

B. MSU President's Report

- The first priority is to keep everyone safe and healthy. The second is to continue communications to keep everyone informed. The cabinet has been meeting every day. The Chancellor's Council was meeting every day, but has now moved their meeting to twice a week. The cabinet is also listening to the governor's updates at 2pm every day. The situation is changing everyday as new questions and challenges are arising.
- R. Davenport thanked ASF for bearing with us since this is not an easy time.
- We're doing well, especially compared to other universities and the two-year colleges. We are the model that other institutions are following. This is thanks to the great team we have to make this possible.
- Since there are so many questions we have to zero in on the ones that are most important. Many of the answers are on the COVID-19 homepage. Information is there from everyone on the cabinet.
- We are running into challenges with students now spread all over the states as well as students still here on campus. We have international students here with nowhere else to go and domestic students still here because they don't have a home to go to. We are meeting their needs and making sure there is still food for students living in the dorms.
- Student government brought up the issue that students are having with getting to the grocery store.
- M. Johnson has been opening up more technology access and M. Cecil is helping faculty and staff transition.
- There is a lot of pressure to get everything lined up and ready to go quickly.
- It has truly been a team effort which is why we are successful. We will continue to be in planning mode for the rest of the semester and the goal is to get students through this term and onto the next term or graduation. We want to help students get registered for summer and fall and to have classes and faculty lined up. Everyone plays a role
- R. Davenport is currently hesitant on hiring and is evaluating the situation day to day.
- Good news is that Dr. Akey has received word that we got a positive letter of approval from the Higher Learning Commission.

C. MSUAASF President's Report

- ASF Members are adjusting to working remote and bringing their services online. All our members are in different phases of adjustment.
- M. Iverson is proud of all of our members for being on the ground level serving our students to get them through this transition successfully.
- We are moving our services online to support online learning. We were able to move online quickly without interrupting our services for students.
- Members have served in other areas, such as helping with the calling campaign to help make it possible.

- There was a lot of engagement in our recent membership Zoom meeting regarding COVID-19. Our members have expressed a lot of appreciation for management, especially regarding their communication efforts and response to questions. M. Iverson has heard multiple times from multiple areas how impressed, appreciative, and grateful we are to have this leadership team to help us move through the transition.
- ASF members are now adjusting to the new normal and what it means if this continues into summer and fall. We getting through this transition and think about the next one since planning needs to start now.
- Management thanks M. Iverson and the whole leadership team for our leadership. The whole university community is going all out to make us successful.

#### D. Vice President Student Affairs & Enrollment Management Report (D. Jones)

- Enrollment is down 22.9 FYE for spring, (.4%). This is the lowest of any MinnState institution.
- COVID-19 has been disruptive for high school students.
- Undergrad applications are up .5 compared to last year and admits are up 10%, which is a good sign. We are also up 3.7% continuing student confirmation to enroll. We are down 15 transfer students since there has been a delay in transfer activity which will likely be the norm moving into summer.
- D. Jones does not have an update on graduate enrollment numbers.
- There have been additional outreach efforts to make sure that the confirmation to enrolls don't soften.
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#### E. HR Topics (S. Barrett)

- Human Resources Vacancies
  - The President's Office is reviewing the vacancy queue to see what positions are being moved forward and what ones will be suspended in lieu of COVID-19.
- Workplace Environment Investigations
  - Please see attached.
- COVID-19 Leave
  - This policy has changed over time.
  - On March 18<sup>th</sup>, MMB released the policy relating to paid administrative leave for COVID-19. It covered school closure, health, distance, and agency closure leave. The Federal government then passed the COVID-19 federal relief package including the expansion of FMLA. MMB revised their policy to fit the federal government's mandate. The revisions then went into effect yesterday. The change expanded school closure leave for students older than the age of 12 (with some limitations). It also allows for paid leave to care for someone affected by the COVID-19 virus. An email went out to all employees with the details.
  - HR is counseling supervisors and employees as these cases come up based on individual circumstances and to help employees complete the request form. The default answer is to telecommute and adjust schedules as necessary if possible since this works in a lot of circumstances. If that can't happen then they explore the other leave categories.
  - HR expects to see more questions later this week and early next week. So far all questions have been answered and HR has been able to help a good number of employees navigate this process to adjust their schedules and assignments to make the transition as painless as possible.
  - M. Iverson asked if the decision to transition the employee to paid COVID leave comes from the supervisor or HR. S. Barrett answered that the final decision is from HR, who consults with the supervisor and employee.
  - D. Schulz asked how reassignment happens for the work that needs to be done when an individual needs to go on this leave. S. Barrett answered that they assess what work really needs to be done right now and what can wait. The duties are then portioned out to others. This causes a domino effect, where then some of their work is taken off their plate. The goal is to portion duties and workloads among as many people as possible to make it as painless as possible. These are evaluated on a case by case basis, and HR has been able to navigate them effectively so far.

## II. Discussion Items

### A. COVID-19 Update (M. Cecil & Cabinet)

- R. Davenport stated that there is constant communication from the state level and systems office and the message is changing, which means that sometimes an immediate change occurs that runs contrary to our prior operations. R. Davenport asks us to bear with them as they work to navigate these changes.
- The presidents' cabinet will give an update on how each of their areas are responding to COVID.
- M. Cecil gave an update on Academic Affairs. M. Cecil echo'd the president's gratitude and thanked ASF for our amazing work during this strange time. The campus community has really pulled together and all credit goes to faculty, staff, and students for adapting so quickly. M. Cecil is proud of whole campus community for pulling together.
- Please continue to email [provost@mnsu.edu](mailto:provost@mnsu.edu) for any questions. The team is answering 1,000s of questions as they come in.
- The university has opened up the Pass/No Credit grading with the goal of keeping people safe and progressing towards graduation. There has been a lot of anxiety about moving online from both staff and students and business as usual doesn't work right now. There are a lot of implications with this change. This is an unusual semester and we need to hold students harmless for the requirements it effects. Many national organizations, accrediting bodies, and licensures are adapting and dealing with this change since binary grading is a national trend for this semester. We are the first in our system to do so, but many will follow suite. Professional programs will need to adapt to this.
- M. Cecil is also asking faculty members to consider shaded grading since it may not be realistic with moving classes online and students having three weeks off. He does not want students penalized with shaded grading.
- M. Cecil has also been coordinating with the Systems Office and the Registrar's office for if a student accidentally makes the wrong grading choice.
- The goal is to ease student's anxiety and to help them be successful. M. Cecil recognizes that ASF staff are helping them figure out the possibilities for success.
- There are a lot of teaching and learning resources online, such as the Keep Teaching and Keep Working websites. The credit goes to IT Solutions for all these new tools.
- Mnsu.edu/grading is where people can go for more information on pass/no credit grading. Students should always talk with their professional and faculty advisors before making this decision. Everyone should take their time to make the decision and think it through so that they understand the implications.
- They are reviewing all searches to see which ones should move forward. The plan is to move forward with Student Support positions since we want more student support positions during this time, not less.
- They are still looking at investing in strategic programs where they want growth in academic affairs.
- Summer term will likely also be all online since it is only 5-6 weeks away. We are only in week 1 of the stay at home order that could be extended.
- We need to make sure that we have the right mix of classes for summer that may attract students with our lower price point to come to us since they can no longer attend their higher priced campuses anymore.
- M. Iverson asked who students/faculty/etc. should contact if they have questions on pass/no credit grading. M. Cecil answered [provost@mnsu.edu](mailto:provost@mnsu.edu)
- T. Stokes-Hernandez added that she has met with students who are very anxious about making this decision. There are also students who don't seek out an advisor and make the decision on their own. L. Akey answered that they are looking into the grade change process. Our current process allows for students to apply for a grade change up to two years after the grade is posted. The System Office is looking to expand the current process, since the current grade change process only looks within the grading method the student already selected. They are looking at expanding this so students can change the grading method with the current process in place.
- ISRS only captures one grade right now, but they are looking at adding the capability for both a letter grade and a pass/no credit option to be recorded to make it easier to switch if students are requesting the change. This work is happening at the systems level with IT.
- L. Akey stated that the registration team is working hard to transition online. They are also working to implement the later full term withdraw date, moving the start date for courses that were supposed to start during the extended spring break, changing the grading process to account for pass/no credit

grades, and looking at virtual summer and fall registration processes. There has also been a lot of activity with changing the access code process and creating fillable PDF forms for the website.

- Advising services went virtual without missing a beat. They've created videos and done one-on-one and groups advising sessions. This will serve us well now and in the future to meet our students' needs.
- In Student Success, 65 individuals helped with the calling campaign. They were able to connect with 5,500 students so far and the campaign will wrap up tomorrow. The campaign was well received by students.
- They are watching our university's withdraw rates closely to compare the last two weeks to historic trends. We typically lose 2-3 students over this time, but 11 students withdrew over the last two weeks. They are doing follow up with these students.
- They're also looking at re-enrollment for numbers for fall. We are only a week and a half into registration and we are trending on par with last year, and only a little behind. They are launching additional activities and altering re-enrollment outreach efforts.
- M. Iverson asked when the new withdraw date would be communicated. L. Akey answered that they are working on that messaging as well as more messaging for pass/no credit. The plan is for the first message to go out early next week, with a reminder the following week, and a final communication the week before the new deadline.
- A. Weister asked for more information on the calling campaign. L. Akey answered that we're obtaining data on who we've connected with and the qualitative data from the calls. Individuals are entering detailed into MavConnect and the callers are filling out an online feedback form. L. Akey will look at themes and keyword analysis and share the data. A. Weister thanked L. Akey, since her unit can use that data to better serve students.
- D. Jones stated that high school students were disrupted with pandemic and the ACT and SAT tests were suspended through June 13<sup>th</sup>. We currently have 250 high school seniors with complete applications outside of their test scores. The President has formally approved suspending the test score requirement for admissions for new students for fall only. Admissions will instead use GPA, class rank, additional info etc. to make admissions decisions so that we don't leave these students in limbo.
- Under campus housing, we currently have 400 students either still living on campus or who still have their stuff on campus in the dorms. Students have until April 5<sup>th</sup> to notify us that they will no longer be living in the dorms to get a partial refund. 70 students so far have requested to remain with us. The plan is to consolidate them into a single building. The dining center is serving brunch and dinner daily and are prepared to serve with to-go containers.
- Student services are open and providing distance opportunities. For example, campus rec is offering virtual workout classes and yoga. The Counseling Center is able to provide distance counseling with the challenge that counseling licenses are by state so they are not able to provide out of state counseling services, which limits their abilities to help students. They are giving students resources and trying to help students find local providers.
- Campus housing was visited by the State Emergency Operations Team and local county leaders to vet the space to see if it can be used as an alternative location if our local hospital becomes overwhelmed. Julia Sears was reviewed as an overflow space. We still have many questions on what this would mean. The State Emergency Operations Team will review the list of locations and then develop an agreement with us if they would like to use it.
- Kent Stanley noted that while we had to cancel May graduation and commencement we are committed to providing students that opportunity, either in December or possibly earlier in the fall. There may also be an upcoming surprise for graduates.
- M. Iverson thanked D. Jones for thinking of our students during this time.
- M. Johnson outlined the new key technology resources available.
- Password reset has been paused during this time.
- IT added wifi into lot 11A so that students can get access to wifi by staying in their cars and using it when needed. Students will not be ticketed for using this lot, but they do need to stay in their cars.
- IT added a two-way chat feature on their website.
- There's now curbside computer drop off and pick up outside of Wissink Hall. They will pick up your computer, sanitize it, and give it back at that location.
- There have been many webinars and trainings on the transition to go online. These have been well attended and the recordings are posted on the keep working website.
- There is a new service and systems status website.

- The keep learning website helps students navigate the new online learning tools.
- The keep teaching website helps instructors move their courses online.
- Student government made IT aware that many students may need laptops. Cabinet quickly purchased 150 laptops that students can rent. There have been 106 requests so far so there are still laptops to rent.
- Students need technology, wifi, computer, etc. to go online. There is a student tech hotline to help them sort through how to get and set up this technology. This was used a lot the week before class.
- Students are now able to use the Adobe Creative Suite off campus and can download it on their home computers now through May 31<sup>st</sup>.
- WorkMSU is a brand new service that allows staff to access programs as if they were sitting at their desk in Mankato.
- There were VPN and remote desktop enhancements. It went from 4-5 users to 400-500, with capabilities up to 900.
- Jabber softphones allow individuals to answer their work phones from home.
- There are many ongoing webinars and trainings and active Zoom sessions are ongoing.
- MavLABS allow students to simulate on campus lab computers off campus.
- Video solutions are available to help record events.
- IT is looking at high use software and responding.
- IT is getting the word out through simple well written documents with infographics and a link to the website to learn more.
- MavLife was highly successful with the COVID-19 upgrade. The MavLife Creator featured our site as an example on how to do COVID-19 advertising. We are seen globally as a leader.
- M. Johnson thanked all the IT staff for the work they've done.
- M. Iverson also thanked the IT staff from ASF since it is nothing short of amazing what they've done in this short of a time. They've been working long hours to make it easier on us. These are awesome resources and solutions to use both now and in the future. M. Iverson asked if we plan on using these in the future (ex. Remote lab access). M. Johnson answered that they hope to move the labs onto the cloud with cloud access. They're looking at what's next, how can we make it better
- IT has also strengthened the wifi access for between Wissink and the Performing Arts Building.
- C. Nelson brought up that since the library is closed students don't have anywhere to stop, sit, and do homework if they don't have a car.
- M. Iverson asked about arranging tables 6-10 ft apart so that they can access wifi with social distancing. M. Johnson said it's a good idea, and they will think about it after next week.
- R. Straka said he would talk with facilities, since they would need signage to stay 6ft apart. Most of our seating arrangements are set up for multiple people.
- It has worked hand in hand with risk management and sanitation.
- D. Cowen has also helped with traffic control.
- IT was able to get the whole thing working in collaboration with Rick's team.
- R. Straka stated that the two biggest issues he's been working on are student payroll and student refunds. We received some guidance and communication from the Systems Office to send to student worker supervisors on how we continue to pay students who are still able to work.
- For students who are still working, there is no change to their current process. Student workers who are still working would enter their hours, the supervisor would approve them, and they would get paid.
- For students unable to work due to COVID-19, student supervisors need to report on the reason that students are unable to work their scheduled hours. The reasons are that the university moved to online, they are personally quarantined or sick due to COVID-19, or that the student is caring for someone with COVID-19 or caring for children out of school.
- No matter the reason above, we are still able to pay students, but it determines whether we are paying them out of student help or state or federal work-study.
- The state work-study program was updated to now match the federal program.
- R. Straka's team is working on an email to all students with active work authorizations that is more precise and bullet pointed that the current system given directive.
- The plan is to pay students for work they were scheduled to perform for the remainder of the semester.
- C. Nelson stated that through the emergency grant program she has been contacted by students who are anxious because they believe that they lost their jobs so she wondered on what the timeline for communication is. R. Straka plans to release the communication before the weekend.

- They are still creating a guidance and operational plan for students paid in lump sums, such as note takers, referees, etc.
- A. Weister asked how students would be paid. R. Straka answered that they would be paid biweekly and there would be two payments in one since they weren't paid in the last pay period. They are not doing a lump sum since it has tax implications.
- A. Weister asked if students should put in hours if they are not working. R. Straka answered that only students who are still working should put in hours. Students not working should not put in hours since work-study supervisors will enter the scheduled hours.
- Every supervisor needs to enter the reason why the student is no longer able to work.
- Students have until this weekend to notify ResLife if they're staying on campus. If they notify ResLife, they will reverse some of the room and board charges. If students are still enrolled in classes there will not be financial aid implications. If students paid for the charges by credit card, the refund has to go to the same credit card which is a one-by-one manual process.
- There will be 2,000+ students with housing, dining and/or parking refunds. They will try to automate as best they can.
- Faculty and staff will not be refunded parking passes, only students will.
- H. Morris is working with his team to keep up enrollment numbers and to recruit new students. They saw a dip in enrollment confirmations, but that is now increasing.
- They are also creating a lot of virtual programs for students, with five to six completed so far. Attendance was lower than it is face-to-face so they're figuring out how to do them differently.
- They are still working towards the Equity 2030 goal. Since diverse students often don't do as well online as other student populations, they are concerned with how going completely online will affect the achievement gap. They have been connecting with students and collaborating with other departments with virtual advising and remote financial aid drop in sessions.
- H. Morris thanked M. Johnson for the laptop rentals since it was a concern they've heard from students. They will continue to share any concerns they hear from students with other areas.
- B. Fleischman thanked ASF for the work that has been done. Some highlights from his area with strategic partnerships in noncredit areas, such as workforce development, continuing education, and CARE Act funding to retrain workforce in the new norm we find ourselves in. They're hosting statewide webinars on workforce development in the new space, leading in a virtual environment, and effective remote education. They're also working on noncredit webinars in international spaces to expand the for credit student base and to attract a wider audience.

#### B. Budget (R. Straka)

- No updates. He is concerned with the short term Residential Life budget, since they're giving up 20% of their revenue overall with the half a semester refunds. This has a significant impact on our reserves, and will eat up 50% of our reserves. Assuming that students are back on campus this fall we can build them back up by the fiscal year 2021-2022.
- R. Straka is hopeful for state and federal financial relief. The general fund will tick up on accounts receivable.
- He will bring the proposed budget to the Board of Trustees in May. He is consulting with his colleagues on what to put in for estimated enrollment and impacts since we don't know how long this will last of the impact on our enrollment and the economy.
- R. Straka is also concerned about the parking fund, but it's not the same dollar value as the Residential Life budget. This will have a big hit on the revenue fund.

#### C. School Workgroups Update and Plans (MSUAASF)

- M. Iverson asked what the status is for the ongoing workgroups and the plan for the spring semester for the schools, colleges, etc. M. Cecil answered that things are on pause and that he will consult with faculty and administrative co-chairs on what is possible. It's unrealistic to expect action at this time due to bandwidth and the reporting deadline will likely be pushed to fall.

#### D. Cultural Contribution Scholarship Proposed Changes Feedback (A. Dahlman)

- The proposed changes are the Cultural Contribution Scholarship will be changed to the International Maverick Scholarship, the 24 required service hours will be changed to 4-6 experiences per year.
- Tuition will stay under the \$10,000 mark.

- A. Dahlman received positive feedback on the proposal.
  - Student Government and International Student Organization gave positive feedback on keeping tuition below \$10,000 and providing emergency grants for international students. A. Dahlman thanked C. Nelson for working with J. Frye for how to run the emergency grant program.
  - They are currently determining what the experiences can be. Offices can propose experiences based on their needs.
- E. Academic Calendar Recommendation 2021-2024 Feedback (B. Martensen)
- Please provide feedback on the attached Academic Calendar and other information. You can email B. Martensen directly with feedback.
  - Once these calendars are set, HR will set floating holidays.
  - M. Iverson stated that the only feedback she's received is if we can have flexibility with the summer start date so that there's more time between end of spring and summer for SAPS processing. Currently students are already attending classes and then find out their on warning, suspended, etc. B. Martensen will pass this feedback to the groups for consideration.
- F. Common Bell & Coordinated Scheduling Feedback (L. Akey)
- L. Akey thanked M. Iverson for the feedback to include MSUAASF to the space teams.
  - Please send in any additional feedback. This item will be on the agenda in May.
- G. Formal Policy Review Reminder (B. Martensen)
- Formal review process has started for policies and closes April 20<sup>th</sup>. Please send in feedback via the form on the website.
  - M. Iverson asked if we can anticipate that some of the formal policies will be fast tracked with orientations coming up where they will be at play. B. Martensen answered that he's not expecting a lot of changes from what's out there. Some policies may delay implementation due to feedback. For example, the admission to majors policy may have a delayed implementation since we have to change the language on every bulletin. There may be a fall 2021 implementation to get correct language in place on every program.
  - R. Davenport appreciates everyone in the chat session. The future is unknown, but hopefully there is a light at the end of the tunnel. Please stay tuned in every day for new developments. R. Davenport thanked everybody for everything that they do to help students succeed.

**FY20 Meeting Dates**

May 7, 2020