



Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Karen Paciero	Attended	Provost Office Representatives	David Slavsky Sheila McMullan	Attended Absent
Enrollment Management & Student Success	Paul Roberts	Attended	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Attended	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz	Attended	ITS	Jim Sibenaller Dan Vonder Heide Dawn Fitzgerald	Attended Attended Attended
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Norberto Grzywacz	Attended	UMC	Jeremy Langford	Absent
Strategy & Innovation	Margaret Callahan	Attended	School of Nursing	Lorna Finnegan	Attended

Welcome, Meeting Purpose & Agenda

The minutes from the June 18th meeting were approved as written. The agenda for August 13th, 2020 includes updates from ITS on Start of School, the EAB Student Success Platform, Loyola Digital Experience Schedule Progress, and the Faculty Administration Re-architecture Strategy, as well as a discussion regarding recommended adjustments to the FY21 Q1-Q2 Project Portfolio Prioritization approved in June.

Start of School Update – Dan Vonder Heide & Dawn Fitzgerald

Dan presented an update on start of school ITS support. ITS saw nearly 1,400 attendees for a total of 64 training sessions offered on 50 unique session topics. Training sessions are mainly aimed at faculty, with a few sessions for incoming freshmen and transfer students. More student trainings may be added if the current ones are well-received. Over the summer the Service Desk received 30,000 calls in the call center and answered over 50,000 specific requests. The Service Desk will remain open for the same hours as last fall, and will revise if necessary. Dan noted an increase in use of “soft phones” which allows staff members to utilize a Loyola phone number remotely for incoming and outgoing calls. Agreed to share with MPC and Council of Dean’s as a reminder this option is available, particularly for high volume service areas. In preparation for a mostly online learning environment this fall due to COVID-19, 26 classrooms on LSC, 7 classrooms on WTC and 11 classrooms on HSC for configured for Dual-Mode teaching. Among other solutions, faculty have access to Labster, Hands on Learning (HOL), Respondus, Proctortrack and Adobe to support remote learning. Additionally, ITS expanded the equipment loan program for faculty and staff to mirror the loan program we had in place primarily for students. Over 250 devices have been loaned out to faculty and staff through this program.

Dawn reviewed the various Integration and Application changes being applied due to the change of online learning this fall.

EAB Student Success Platform – Paul Roberts & Dawn Fitzgerald

Paul described the value and impact of the implementation of EAB Navigate as a new system for students and advisors. This change will positively impact user experience for students and advisors and will hopefully lead to a higher retention and graduation rate. It offers students a service-focused, friendly interface by pooling together all relevant information for both student and advisor to access. It allows advisors and staff from undergraduate advising areas to more easily identify students or groups that may need assistance. In a previous audit of student services by Baker Tilly (April 2019), a more user friendly platform was recommended to allow for more efficient and effective communication.

Dawn shared updates from the Navigate Staff go-live. 43 staff members have already synced their Outlook calendars and the emailing and texting components have already been utilized. Navigate Staff functionality offers the ability to access all necessary information on one page, whereas the information exists within different pages on LOCUS. Navigate Student functionality will include a mobile app, as well as a tile within the Loyola mobile app. Feedback from students indicates that the experience is very intuitive, easy to navigate and overall received positive responses. Five UNIV101 courses will be piloting the EAB Student Success platform this fall.

Loyola Digital Experience Schedule Progress: Dan Vonder Heide & Dawn Fitzgerald

Dan and Dawn shared the current LDE schedule. MFA enrollment is targeted for completion by mid-September. Our current password self-service solution will be replaced by Microsoft solution; the experience will be the similar for users with a slightly different look. The chatbot pilot, LUie, is planned to expand across other areas of LUC web pages and there is an opportunity to use LUie for COVID-19 related inquiries. Jim shared that Loyola University Chicago has been identified as a PeopleSoft Feature Innovator as a result of Loyola’s pilot work on LUie.

Faculty Administration Re-architecture Strategy: Susan Malisch & Jim Sibenaller

Susan and Jim explained replacing the faculty admin architecture is a 2XL project on the t-shirt sizing scale. LSC has two primary applications and about 10 interfaces, but HSC (primarily SSOM) has two primary applications and about 60 interfaces. The complexity of the connections must be fully understood before making any changes so as to best anticipate



the consequences of bringing in new technology and products. This project will be iterative in approach, with incremental improvements planned for the next 18-24 months in phases due to the size and complexity of the project. Costs estimated at ~\$300k in initial costs and roughly ~\$200k in ongoing costs; negotiations are underway.

Project Portfolio Prioritization – Susan Malisch and Jim Sibenaller

At the last ITESC meeting on June 18th the July - December project prioritization was reviewed and approved. However, largely due to COVID-19, over 30 new project requests have been received. Due to the urgency/priority, and the quantity and complexity of these projects adjustments to the prioritization were recommended. Susan and Jim presented the recommended adjustments to the prioritization that will allow us to address the more time sensitive items that have come in. The projects that will be slowed or deferred as a result of these changes were highlighted.

The ITESC confirmed the updated prioritization for the POR FY21 Q1 Q2 as recommended.

Next meeting – Tuesday, September 29, 2020 – 1:00-3:00 –Via Zoom tele/video conference.

Respectfully submitted,
Megan Youngs