Town Hall Notes
9/19/2017

The recent elimination of 2 positions – Annie
- It was a hard day.
- Leadership worked to reach out to everyone directly, but unfortunately, a lot of people were out that day.
- In the following days, we asked around to see how people were doing. Feedback was that it seemed abrupt and unfeeling.
- We wanted to assure everyone that we do not take these things lightly and evaluate all options.
- We have to make decisions that are holistically the best for the organization. If we don't, it harms the organization and the individuals working here.
- CECE's skill set needs have evolved and we needed to adapt. We do not have the funds for 2 additional positions, so had to make the difficult decision of which positions were luxuries to have.
- This is hard on everyone, but mostly on the person let go. We try to do these things in the kindest way possible.

HR process in a reduction in force – Danielle
- University has a specific process when there is staff reduction.
- We look at all options – if retirement is possible, etc. We do take into consideration number of years in service, etc.
- When a position is eliminated, the U's policy is to give a 30 day notice. The day of the notice is that individual's last day in the office. The reason for that is because we want them to begin looking for a new position right away and not worry about the position they are leaving. We do turn off access to technology so people don't feel they need to keep working, and also, to safeguard our systems.
- The individuals are not escorted out. Some people want to say good-bye and others want to get their things and leave immediately. It is up to the person as to how they want to move forward. We encourage them to proceed in a way that they are comfortable.

How to work with Web, Data and IT and Marketing moving forward – Jodi and James
- We are currently in a transitional phase.
- We are changing the way we build our systems, so we have a greater connection to the U and can leverage their resources.
- Long term most things will be done through Salesforce.
- The conversion over to Salesforce will be done in a phased approach. James will be supplying a visual timeline that he will work from and share, so that everyone knows where they are in the conversion process.
- We will be hiring a Data Analyst with skills in data warehousing, analytics, and programming. And, will be hiring a Salesforce administrator.
- However, may lose some luxuries with the loss of positions.
- Regarding website updates: Marketing will manage front end of website needs. No need to go to James' team. As we move through the transition, we will work together to figure out what makes sense for program and site teams to manage. For the short term, if you need simple web changes, email ce-web@utah.edu.

- There has been a change to submit task requests to Web, Data, or IT. You now submit tasks via email. You can do this two ways, you can click to send an email right from the Intranet main page under the "Submitting Tasks" section or you can submit a task directly from email:
  - For **Web Updates**, email: ce-web@utah.edu
  - For **Data Reports**, email: ce-data@utah.edu
  - For **IT Support**, email: ce-it@utah.edu
- Qualtrics – Jodi will do her best to build surveys and other needs with Qualtrics
- Tableau
  - Financial dashboards will be built and managed by Lynn
  - Other dashboards, like enrollment numbers, will be built and managed by James' team.
- Annie and James have been involved with an Integrated Student Technologies (IST) group, which acknowledges the value CECE brings to the rest of campus. Involvement on this committee has helped elevated on the priority list the need for CECE to purchase and integrate a new noncredit web registration system with U systems.
- James's team new name is **Information Systems and Technology (IS&T)**.

Are we scheduled to get a new color printer for copy room? Copy quality has been compromised for months. Service has been out many times and unable to repair to satisfaction. Instructors have noticed and commented about the poor quality (lines, color bleeding, etc). - Lynn
- Key take-away: we will try to hold onto the old copier until we are in the new building and then we will revisit the idea of getting a new one. We will also have the black and white printer up and running while still in the Annex.
- Ideas discussed:
  - We can create a Slack channel to log each time there is an issue.
  - Call service more often.
  - Could consider having teachers offer some things digitally—discuss at Program Team Meetings (although some student audiences like handouts so that they can add notes). (Claire to add to the next program team lead meeting agenda)
  - Risograph might be worth looking into – they print very quickly, and so may alleviate the long waits.
  - Note that the printer tends to default to color, so make sure to select black & white specifically.
- How to report/solve an issue if Katina isn't there
  - Submit a task to IT: ce-it@utah.edu

UPDATE ON COPIER: Katina is getting quotes for new copiers. We have been told that can get a much better price on a copier in the fourth quarter of the calendar year and they are willing to give us a good trade-in value for our current copiers. Once we have the prices, we will weigh our options and consider new copier cost compared to downtime with the current copier.

DESC recently became the customer service center for a few programs. How is that working out? Will DESC be taking on all customer service for all programs? - Lynn
- Key take-away: Please give feedback on how things are working
- If you don't want to forward your phone calls there is no need.
- Note: DESC name to be changed to **Information & Enrollment Services.**

Teamwork and other project management systems question - Jodi
- Key take-away: We will be using different systems for different services (using the best tool we can for each process)
- Marketing will continue to use Teamwork because it is suited to marketing work and it seems to be working very well for most people. If your job requires you to interact with Marketing, you'll need to adopt Teamwork. Please let Marketing know if you need help with training or arranging your notifications so you can stay up to date.

Training calendar – Annie
- We have identified what technologies people need to learn and we have identified those who need to take these trainings.
- Katina, Marianne and James working on a calendar along with identifying professional development options and updating the professional development request process.

Introduction of Jency Brown -- Jodi
- Will be helping us with the Return to the U program and other pathway programs
- Funded by UOnline and Academic Advising

540 – Katina
- 540 moving along and still on schedule.
- Selecting fabrics.
- If you haven't chosen your 3 desk options, let Katina know ASAP (Katina will send a reminder)