CDA Top 10: Term 3 Summary

The Term 3 Chairs and Directors Top 10 working team began meeting in May 2019. The team developed their top 10 concerns and worked with the area experts to determine appropriate solutions. The list below represents the concerns and associated solutions.

Annual CDA Retreat

Problem Statement
A consistent theme has been present through the first three CDA top 10 working teams: communication. There are many updates, new processes, and changes occurring across the university that impact the CDA community, yet the audience is often unaware or find it difficult to keep track of the many initiatives occurring. The term 3 committee felt one approach to help with communication was to hold an annual CDA retreat.

Solution:
The first annual CDA retreat was planned, in coordination with the Provost office. It occurred on August 1, 2019.

Awards Program for Lecturers

Problem Statement
The current faculty awards program at KSU tends to reward tenured faculty, with minimal awards going to lecturers. While the teaching award is structured to allow lecturers to apply and receive the award, the implementation of this award review process in the colleges leans towards to tenured faculty and thus the lecturers do not feel they have an opportunity.

Solution:
Dr. Michele DiPietro was previously charged with developing a task force, which would review and recommend a new structure for the faculty awards program. This task force will have their first meeting in August, with a goal of developing recommendations by October. To address the CDA concerns, Dr. DiPietro will ensure either a CDA is either added to the task force or he will invite our CDA representatives to a meeting to discuss the concerns with awards for Lecturers.

Faculty Handbook

Problem Statement
The faculty handbook is the collection of academic policies and practices; however, it is very difficult to find pertinent information when needed. The committee has suggested the handbook structure be reviewed to allow for quick access to policies when needed.

Solution:
The Faculty Handbook has been updated to Acculog and revised as of July 1, 2019. Dr. Laura Palmer reviewed the updated handbook and provided suggestions for improvements to Lynn Lamanac by the end of July 2019. An additional meeting has been scheduled to review the suggestions.

Faculty Line Distribution

Problem Statement
Many departments, across KSU, have seen tremendous growth in their program enrollments; however, have not received adequate faculty lines to keep up with this growth. The CDAs want to better understand how faculty lines are distributed to the departments and colleges.
Solution
At this time, the CDA workteam determined the best solution would be to provide an update to the larger CDA team in fall 2019, giving a high-level overview of the process. Michael Rothlisberger will also ask the Provost to cover this topic during her visit with the CDA.

The high-level process:

- system office uses a formula to determine KSU funding for faculty lines,
- colleges request funds from Provost office,
- data is supplied to Provost office to help understand request,
- Provost office makes final decision on faculty line distributions.

Payroll Communications

Problem Statement
The current payroll communication tends to come off as aggressive, with the use of all CAPS, **bold**, and **red** formatting. The timing of the communication is also difficult; many messages say a person has until Sunday to submit, but the departments are closed on the weekend and unable to approve the submission.

Solution
The Controller’s office agreed to review current payroll communication for timing, content, and format. This review was put on hold during fiscal year end close and will started back in July. Some communication is controlled by the USG through our OneUSG system; however, where alterations are allowed KSU will look to make improvements. These improvements should be seen in August 2019.

Pcard Levels

Problem Statement
Many departments across campus must make several small purchases of specific electronics. The current Pcard limits create obstacles to getting this equipment purchased in a timely manner and in some cases are causing faculty/administrators to purchase the equipment on their own. The CDA working team inquired to see if the Pcard limits could be increased.

Solution
The solution to this concern is again tied to communication. The Pcard levels cannot be changed; however, departments may request additional cards if there is a justifiable need.

Faculty Health Resources

Problem Statement
We have had several instances where there have been faculty on campus who have developed behaviors that are considered inappropriate; however, it has been difficult to know how to handle these situations.

Solution
The solution for this concern is to use the Behavioral Response Team (BRT). The BRT can be used for faculty and staff. Communication will be sent out in August to the CDA, Faculty Senate, and Staff senate to notify them that the BRT is available for this use. Additionally, an updated BRT folder has been developed that clearly explains the process can also be used for faculty and staff.
Content Repository

Problem Statement
Information is sent out in various e-mails, newsletters, website updates, etc.; however, the information is often lost if it is not pertinent to the consumer at the time the information is distributed. Various departments across campus have developed, or use, their own internal tools to capture content or information for quick retrieval; however, Kennesaw State does not have one location where information is maintained to allow for quick retrieval or updates.

Solution
A project proposal has been drafted and submitted to the President's Cabinet for review. The request is to develop one, centralized content repository for KSU.

System Access Renewals

Problem Statement
System access renewals often require different information to be populated onto a “renewal” form. This information is often repetitive and time consuming.

Solution
The process for system access has been improved recently to allow for some automation of content population on forms. This improvement can been expanded by the use of DocuSign. DocuSign has been released to the campus; however, has limited understanding by faculty and chairs. In order to assist with this, a communication/training tool was developed, and sent to the Chairs and Directors to expand the understanding and use of the tool.

System Authentication

System Problem Statement
Chairs and Directors often work in multiple systems simultaneously. The current Duo authentication into each system, with different timeout lengths creates a burden on the chairs and directors when they have to continuously log into the systems. Additionally, you currently must go through OwlExpress to get to DegreeWorks. OwlExpress has a different logout time than degree works and causes you to have to re-authenticate anytime you want to go back into DegreeWorks.

Solution
UITS is conducting testing to ensure that providing a direct link into DegreeWorks can be done securely and that there are no other negative impacts on functionality. This testing has completed and the changes are now moving through implementation, with an expected delivery of early fall 2019. UITS also determined that activity in OwlExpress is defined as clicking on something within the application. As of 06/28, they have changed the inactivity timeout for OwlExpress to one hour.