



Attendees:

| Area | Name | Attended/Absent | Area | Name | Attended/Absent |
|--|------------------------------------|--------------------|-----------------------------------|--------------------------------------|----------------------|
| Advancement | Karen Paciero | Attended | Provost Office Representatives | Brian Erdman | Attended |
| Enrollment Management & Student Success | Paul Roberts | Attended | HR | Winifred Williams Danielle Hanson | Attended Attended |
| Facilities | Kana Henning | Absent | ITS/Facilitator | Susan Malisch | Attended |
| Finance | Wayne Magdziarz Teresa Krafcsin | Absent Attended | ITS | Jim Sibenaller | Attended |
| President's Office | Tom Kelly | Attended | Student Development | Keith Champagne | Attended |
| Provost | Margaret Callahan | Attended | UMC | Jeremy Langford | Attended |
| | | | School of Nursing | Lorna Finnegan | Attended |

Additional attendees: Laurence Bolotin & Brigette Petersen

Welcome, Meeting Purpose & Agenda

The minutes from the December 14th meeting were approved as written. The agenda for February 24th includes a status on HIPAA Compliant Teleconferencing, a Major Projects Update, details on recent Fake Job Phishing and how it relates to Email for Life, and finally, a review of Disaster Recovery Tiers.

HIPAA Compliant Teleconferencing – J. Sibenaller

Jim shared our recent activity in researching what changes would need to take place to use HIPAA-compliant teleconferencing services in academic activities post-pandemic. Interviews were conducted by the Office of Information Security, and it was found that PHI is being shared while utilizing teleconferencing. Next steps will help us better understand the requirements of a hybrid entity vs a covered entity. Level of training is one component but we need to understand the requirements beyond training. Lorna suggested that while becoming a fully covered entity may be more difficult, we shouldn't shy away from the possibility, because it also has its advantages that could benefit Loyola's expanding wellness center and multiple clinics.

Major Project Updates – S. Malisch, D. Fitzgerald, & J. Sibenaller

Student Mentoring – PeopleGrove: Dawn shared recent activity with the group. Next steps are to establish funding for staffing for the mentoring platform before the platform can be made available to all Loyola students and alumni. Alumni would be recruited to participate as mentors for current students. Having committed FTE for the hubs has been identified as an essential key for success. Margaret asked for more clarification on the requirement of one FTE per school/unit. Specific feedback from QSB resource, Rick Sindt, was shared. Laurence shared that they have done research indicating that alums want to give back, and the most common way is mentoring. Laurence and Brigette explained that having someone for each school, helps best highlight what makes that school unique and what alumni might come back to mentor for. Brigette and Laurence will work on creating a basic guidance that recommends an FTE allocation by school and expected participation rates. A presentation will be made at the March 24th Council of Deans meeting to provide an update and affirm support from the Deans for the program and proposed staffing model.

Faculty Administration Re-Architecture Strategy (FARS): The current health of FARS is lime, due to a personnel change. Eilene Edejer will be leading the project from OIE. This project is still on track for a May go-live.

School Based CRM Pilot: The pilot has just been initiated, the license agreement for Slatewith Technolutions has been signed. A consultant has been identified, they will have the expertise and resource capacity available for implementation.

Advancement CRM RFP: Contract signed with Zuri Group in January 2022. RFP project team kick-off was held. Stakeholder interviews interviews will be scheduled as a next step. The first Executive Sponsor report is planned for the 3rd week of March.

Data Governance & Integrity: The Data Governance & Integrity Steering Committee (DGISC) will soon be launched, with Jasmina Hoscheit and Brian Erdman as the co-chairs. Teresa raised concern that there are no representatives from the student financial data area. Jim confirmed that membership will be reviewed for accurate representation of student data. The working draft version of the charter was approved.

Student Experience Lifecycle: Susan shared that a pilot brainstorm/ working session was conducted with ITS to identify opportunities to improve student experience. As a next step, Susan and Keith will present at the March 17th Joint Cabinet and Deans Meeting to conduct a similar exercise, with the idea that expanding this conversation to targeted campus groups that include students, faculty and staff would produce results that would create what could become a prioritized working list of projects that would positively impact the student engagement across the entire lifecycle.



Fake Job Phishing/ Email for Life – S. Malisch & J. Sibenaller

Jim provided an update on the phishing attacks that began on Feb 7th. Over 700,000 emails were generated. 575,000 of those were blocked by our intrusion prevention systems, but 125,000 came through and were delivered. As a result, five students clicked the link included in the phishing email. Of the 133 total compromised accounts, 113 were alumni accounts with no MFA, 19 were active student accounts with MFA, and one was a staff member with MFA. Recommendations from the UISO include a password reset on old accounts, notification to users with weak passwords, and improvements to weak password notification at reset. Karen suggested that ITS and Advancement work together to curate a message to alumni that their password may be reset, and what they might expect when attempting to access that account. Jim S. confirmed Jim P. will reach out to Jeff Neal to work on the message to alumni.

Disaster Recovery Tiers – J. Sibenaller

Topic deferred to the next ITESC meeting.

Next meeting – Thursday, April 28, 2021 – 1:00pm -3:00pm –Via Zoom tele/video conference.

Respectfully submitted,
Megan Youngs