



Minutes: March 30, 2022 (12:30-1:45) (In person and online)

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| <b>Present</b>           | Jessica Berge, Cody Busch, Susan Chandler, Nina Denis, Ciera Edwards, Patricia Fragola, Michael Gorman, Becky Jones, Rick Pues, Huckleberry Rahr, David Reinhart, Terry Tumbarello, JP Villavicencio, Jessica Walz, Abbie Windsor  |
| <b>Excused</b>           | Christine Hoover, Brenda Johansen  |
| <b>Priority Business</b> | <ul style="list-style-type: none"> <li>• Meeting called to order at 12:36 p.m.</li> <li>• Review/Approval of March 9, 2022 Minutes: Motion, Becky Jones; Second, Huckleberry Rahr. No discussion, approved unanimously.</li> <li>• Review/Approval of March 16, 2022 Minutes: Motion, JP Villavicencio; Second, Patty Fragola. No discussion, all vote aye with one abstention.</li> </ul>   |
| <b>Chair's Report</b>    | <ul style="list-style-type: none"> <li>• <b>Welcome:</b> Excited to have an in-person opportunity for the first time in about 2 years.</li> <li>• <b>Personnel Rules:</b> Proposed rules agreed on at the 3/16/22 meeting have been passed on to HR and the Provost's Office for a review.</li> <li>• <b>Promotions Recommendations:</b> Provost's Office notified Terry that all promotions recommendations and materials were forwarded on to the Chancellor's office the same week as the 3/16/22 meeting. The timeline for the next step is currently unknown, but the process seems to be moving quickly and efficiently. Terry suspects that promotions candidates should receive notifications or may already have received those.</li> <li>• <b>Chancellor's Search Committee:</b> The deadline to send names to the Regents is 4/1/22. Terry has instructional academic staff names, but is still looking for names for academic staff. Review- ASA has been guaranteed 1 position, and after a request, may be able to have 2 seats. In the meantime, System requested that two names be proposed for each seat. We should know the number of ASA seats soon. If you want to be considered, notify Terry as soon as possible.</li> <li>• <b>ICIT NetID Update:</b> The issue of legacy NetIDs for staff who have transitioned from student status to staff status without a legal name change continues. (Account creation as student leads to account with last/first/middle/birthdate formula. Account creation as staff leads to account with last/first/possible middle). Terry notes that, aside from TTC, this issue has led to the highest amount of complaints and engagement from academic staff. After a fall meeting with Director Pokot, she indicated that any solution would have a labor cost, and she agreed to put together a menu of potential solutions. These solution options were provided in early March 2022, and were included in the March 9, 2022 minutes. <b>(See Appendix A)</b> <ul style="list-style-type: none"> <li>○ Discussion on solution options: Huckleberry asks- are these the options that ICIT is considering? Terry answers that these are the options that they have identified, but none are currently being worked on. Huckleberry notes that most options seems to have numbers attached to them (hours/costs). Terry notes that the request was for ICIT to brainstorm multiple solutions to this issue and include the potential costs in order for ASA to be able to make a</li> </ul> </li> </ul> |



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|  | <p>specific recommendation or request. Becky Jones notes that it seems options 2 and 3 would need to be combined: neither seems acceptable on their own. Becky also notes that the last paragraph before “Process” for option 3 states an estimate of about 240 hours annually, but this seems to contradict the statement of 4 to 20 hours of overnight running processes: This seems to be an inaccurate or confusing representation, and Becky would ask for clarification on specifically how much staff time versus real time. Annie LaValley: Currently on fourth NetID, but agrees that the options should not be mutually exclusive, and that option 3 needs to be on the table for all current staff, and options 1 and 2 would be an implementation plan over the long term. Also notes that the current changes being done are being done individually, and would like information on whether completing these changes en masse will change the staff time calculations, especially if a deadline for requests is implemented. Has personally experienced the situation of having a student ID and then moving to staff status blocked ability to make orders and access campus systems because student status was still attached to NetID. Nina notes that she recently went through this process, and that while ICIT notes that a number of hours are allotted to the process, she also needed to reach back out multiple times to address issues after the implementation, as multiple systems had not been updated correctly. Nina also notes that it may be more manageable for ICIT if this is only done upon request, rather than being a full mandated change. Terry notes that there have been multiple complaints from academic staff who have been denied access to software services or other services because they had a NetID that was perceived to label them as a student rather than a staff member. Specifically, multiple employees have forwarded to Terry some rather rude responses saying that a request was not going to be accepted or processed because that particular service or process is not for students. In terms of the numbers being presented in the proposal, Terry has a hard time wrapping his head around the idea that updating NetIDs could take up to 20 hours of senior technical staff labor per ID, while acknowledging that he doesn’t know what he doesn’t know. (Terry and Dave insert a discussion of the length of time it takes to get a picture from Mars, leading to an analogy around our current technological capabilities) (David will follow up with a more accurate note on the time it takes for a picture to be sent from Mars) Terry notes that the other governance groups are also discussing this issue, and that it continues to be brought up at cabinet level and in meetings with the Chancellor. With the number of entities having this discussion, Terry is confident that this issue will be addressed. Rick notes in the chat that if it truly takes 20 hours to update a NetID, a</p> |
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|                                      | <p>task force should review this process and provide some process improvement recommendations.</p> <ul style="list-style-type: none"> <li>• <b>TTC Update:</b> Recently had the first TTC Title Appeals meeting. A total of 3 appeals have made it up to the appeals level, which means that the employee worked with their direct supervisor, their supervisor’s supervisor, and were unable to resolve it at those levels. From Terry’s system level meeting with other chairs, he notes that schools smaller than ours have had more than 20 appeals that made it to this level. While it’s unknown what the reasons for this gap in appeals numbers may be, Terry’s opinion is that at least part of the reason for our low numbers is due to Amy Sexton’s hard work throughout this process in working with supervisors and employees to bring about positive resolutions in the first and second levels of the process. Patty agrees that the process was straightforward and a good meeting.</li> <li>• <b>Honoring Dr. Pulliam:</b> Pulliam Memorial Ceremony: Saturday, 4/2/22 at 10 am, Dr. Roger Pulliam Memorial. Starin Hall Renaming Ceremony: Saturday, 4/2/22 at 1 pm. Starin will be renamed as Dr. Pulliam Hall. Terry notes that the name “Starin” was never meant to be a long-term name- it was simply a name of convenience due to the location. It has taken this long to identify the appropriate name for that building. It is likely that the ceremony will be indoors at the University Center, based on the forecast. Ceremony will showcase rainbow sherbert, which was a favorite of Dr. Pulliam.</li> </ul> |
| <b>Vice-Chair’s Report</b>           | <ul style="list-style-type: none"> <li>• None</li> </ul>   |
| <b>Comm. Director Report</b>         | <ul style="list-style-type: none"> <li>• None</li> </ul>   |
| <b>Faculty Senate Liaison Report</b> | <ul style="list-style-type: none"> <li>• Faculty Senate discussed the NetID issue, reviewed and passed the Upward Evaluation Resolution, a policy on long-term leave clarifying the FMLA 25% load, and names for the search committee for the Chancellor.</li> </ul>   |
| <b>Action Items:</b>                 | <ul style="list-style-type: none"> <li>• None</li> </ul>   |
| <b>Committee Reports</b>             | <ul style="list-style-type: none"> <li>• <b>Awards:</b> (Annie LaValley- Chair) <ul style="list-style-type: none"> <li>○ The Committee submitted a full report on the Awards Committee process results. <b>(See Appendix B)</b> This was the largest group of nominees that has been reviewed in the last several years! Terry extends thanks to the entire committee, especially to Annie. Terry also emphasizes the large amount of high-quality nominations, especially given the difficult nature of the last few years. Terry requests that the committee craft a resolution recognizing and honoring all nominees. Annie agrees to bring that to a future meeting.</li> </ul> </li> <li>• <b>Elections</b> (JP Villavicencio – Chair)</li> </ul>   |



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|                       | <ul style="list-style-type: none"> <li>○ Committee is still in need of nominations. The call went out and originally closed 3/29/22. JP and committee propose (and ASA agrees) to extend nomination deadline, and to do a more extensive outreach to constituencies on campus specifically in need of representation. The Elections Committee will send out additional solicitations. Huckleberry notes that the original solicitation may have made academic staff from areas not specifically noted feel that they were ineligible, and says that clarifying that all academic staff are eligible. Becky notes that she heard a similar message from colleagues. Sue also notes that many people may have tuned out because of spring break and the timing of the solicitation and deadline.</li> <li>● Promotions (no report)</li> <li>● Outreach (including Onboarding) (no report)</li> <li>● Titling (no report)</li> <li>● Title appeals (no report)</li> <li>● Ad Hoc: By-Laws (no report)</li> <li>● Ad Hoc: Personnel Rules (no report)</li> </ul> |
| <b>Other Business</b> | <ul style="list-style-type: none"> <li>● <b>Mars Photo Transmissions:</b> David notes that the time for a photo from Mars to reach Earth is between 20 and 40 minutes, and not the 3.5 seconds originally noted by Terry, which is duly noted for the record. Terry notes that he stands by his comment, and that this still seems like an adequate amount of time to update a NetID.</li> <li>● <b>Commencement/Celebration Volunteers:</b> Abbie Windsor notes that there is still a great need for academic staff to participate in the commencement ceremony May 14 or the celebration ceremony on May 15. All academic staff are encouraged to reach out and participate.</li> <li>● <b>Distance to Mars:</b> It was noted in the chat that the closest Mars ever comes to Earth is 182 light seconds.</li> <li>● Meeting adjourned at 1:27 p.m.</li> </ul>   |

# Net-ID and Email Format: Review of Options

## Background:

Current automated process that generates credentials (Net-IDs) for UW-Whitewater employees and students uses two different formats:

|                 |   |
|-----------------|---|
| Employee Format | last name (first 7 characters) + first Initial + 1 digit to resolve duplicates, if needed   |
| Student Format  | last name (first 8 characters) + first Initial + middle initial (if available) + birth date |

Email addresses then are generated using the net-Id +@UWW.edu

During its affiliation with the university an individual may have many roles (applicant, student, employee, retired, etc.), some simultaneously, such as student can be an employee. In 2005-2006 UW-Whitewater made a cornerstone decision to architect its identity management based on three principles:

- one person, one identity, multiple roles
- Net-Id will be retained indefinitely
- Net-Id will only be changed when requested by employee due to a legal name change

## Statement of the problem:

Due to the principles laid out above, when former UW-Whitewater students become UW-Whitewater employees, they retain their original net-Id and email address. This inadvertently created a perception of inequity of email addresses – while most employees have email address format that confirms to an employee format pattern, a few have email address that confirms to a student format pattern.

ICIT was asked to identify potential approaches to address this problem.

## Process:

ICIT team surveyed other UW institutions regarding the services they provide in this space, investigated a variety of options and narrowed it down to four viable solutions. This document contains detail review of each solution, including pros, cons and a rough estimate of resources and costs associated with each solution.

The solutions options are listed in order resource intensity, from the lowest to the highest.

To illustrate the outcome of each solution, we will use a mock personal data as following:

|                |         |
|----------------|---------|
| First Name     | Jaime   |
| Last Name      | Smith   |
| Middle Initial | A       |
| Birthdate      | July 12 |

## Review of options:

### Option 1: Remove any format differentiation

UW-Whitewater could use the same format for all Net-ID/email addresses going forward.

The convention in this scenario would be:

|         |  |
|---------|--|
| Format  | last name + first Initial + middle initial (if available) + birthday |
| Example | smithja12@uww.edu  |

We could also transition to a new format, if the campus wishes to develop a new convention, as long as it allows for collision avoidance as each Net-ID must be unique. Also, for privacy reasons we could consider swapping birth date out for a random number from 01 to 99.

The resource time required to make this change would be 3 hours.

Pros:

1. This option would eliminate a email format distinction between roles, achieving a true email address equity
2. It would require minimal resources, so achieving this outcome would not interfere with any other institutional priorities

Cons: ?????

### Option 2: Change Net-IDs for newly hired former students to employee format

In this option a new hire would need to request a Net-ID change before their employment record is created. The impact of this change would be the loss of existing student mailbox (if it still exists). This option will only be available to a permanent hire (not a student employee or a grad assistant).

|          |  |
|----------|--|
| Format   | last name + first initial + middle initial [if required] |
| Examples | smithj@uww.edu, smithja@uww.edu                          |

Resource Time required for this option would be 1-2 hours per newly hired former student.

Process:

1. At the time of processing hiring paperwork HR would need to identify a new hire as a former student and give the individual an to request the Net-Id change.
2. ICIT will work with the individual to transfer his student role-related emails
3. ICIT will change Net-Id and notify HR.
4. HR will process the hiring as usual.

Pros:

1. This option would allow future employees to choose whether they want to retain their student email format or transition to employee email format.
2. It would require relatively small amount of resources, so choosing this option should not interfere with other institutional priorities, unless an unforeseen problem arises with certain student accounts.

Cons:

1. This option does not address current employees that have student format for their emails.
2. This option would require a coordination between hiring department, HR and iCIT, and a timely response from a future employee.

Option 3: Change Net-IDs for existing employees who were former students to employee format

This option would extend the current opportunity to change a net-id due to the legal name change to employees who have a student net-id format.

Due to the number of connected systems and technical differences in how these systems use net-id or email data, this process cannot be automated nor run in mass.

Currently we change about 30 Net-Ids annually, it takes anywhere between 4 and 20 hrs per Net-Id, depending on how many systems employee is using. It also creates a disruption for employees. While we try to do the bulk of the work overnight, certain systems require a highly manual intervention, and in some cases involving system vendors. The change and the associated disruption can take up to 72 hours.

If this option is selected, to estimate the amount of resources required we would need to know how many employees would want to change their Net-Ids. If we process additional 20 changes a year, it would take about 240 hrs annually, and may delay other strategic initiatives by about 15%.

Process:

If this option is selected affected employees who wish to have their account changed would need to put in a ticket to be scheduled by ICIT. ICIT will process requests on “first come – first served” basis.

Recommendation:

Pros:

1. This option would allow employees to choose whether they want to retain their student email format or transition to the employee email format.

Cons:

1. This is a resource-intensive option, requiring key ICIT resources. It will result in delaying key institutional initiatives and compliance with UWSA security requirements.
2. This option will create a disruption and a temporary productivity loss for those employees who choose to change their Net-Id.
3. Depending on the number of employees who choose to change their Net-Id, it may take multiple years to achieve the desired outcome.

Option 4: Decouple email address from Net-ID

In this option an individual would have an opportunity to request a firstname.lastname@uww.edu email address. While this would be their primary email address, their Net-ID would not change and would still be able to receive email at their Net-ID@uww.edu address and all logins would use their Net-ID.

|                 |                     |
|-----------------|---------------------|
| Net-ID          | smithja12           |
| Primary Email   | jaime.smith@uww.edu |
| Secondary Email | smithja12@uww.edu   |

If this option is adopted, future Net-ID creation for employees would have 3 options:

|                  |   |
|------------------|---|
| Net-ID format    | last name + first Initial + middle initial (if available) + birthday      |
| Example          | smithja12   |
|                  |   |
| Net-ID Format    | last name + first Initial + middle initial (if available) + random number |
| Example          | smithja78   |
|                  |   |
| Net-ID Format    | No Change from current practices  |
| Example Student  | smithja12[78]*  |
| Example employee | smithj(a)[12   78]*   |

\* As is done currently if there is an existing match on Net-ID format middle initial, birthdate or random number are used to resolve any conflicts.

Pros:

1. This option would offer employees more variety and personalization of their email account
2. This option could potentially offer additional security, since knowing someone's email address and password would not allow an attacker to access their account.

Cons:

1. This is the most resource-intensive and costly option. To provide an estimate for this option, ICIT engineers would need to conduct additional investigation to understand implications for all systems (over 100), particularly those that use email address to enable access. Forty (40) systems are based on email as a unique ID and 82 systems consume email and may use it as a unique ID. Rough estimate for the discovery phase is about 1000 hours. This time includes:
  - a. Project planning.
  - b. Vendor consultation.
  - c. Final estimates.
2. Just the discovery phase alone will considerably delay other initiatives and work required to comply with UWSA security requirements. As a resource alternative, to bring outside resource to assist with the discovery efforts would cost between \$100,000 and \$200,000. UWW engineers would still need to be involved to provide guidance.
3. At the earliest, the actual email address format change would take place a year from the start of the project, more likely 18 months from the start.
4. Not having the same Net-Id as email address may create a confusion, employee may need to use different identifiers to log into different systems.



## APPENDIX B: AWARDS COMMITTEE REPORT

The ten nominees for the excellence in academic staff are an incredibly impressive group. Their roles on campus span the breadth of ways in which academic staff contribute to a functioning university - academic technology, advising, marketing, finance, and administration. These 10 individuals have contributed a combined 95 years of service to UW-Whitewater. They lead and participate in system-level groups, bring grant dollars to the institution, provide proactive and holistic support to students, create and expand programs and research opportunities, support staff and instructors in their technology needs, and connect our campuses to the community.

While all of our nominees are exceptional individuals and contribute to a robust university, I want to take a moment to highlight some of the work of our academic staff award winner, Aaron Axelsen. Aaron is an unsung hero in the realm of academic technology. His work has been absolutely essential in the ability of this university to rapidly move to remote instruction and function effectively during pandemic-related disruptions. He led the charge in procuring wireless microphones so students could hear instructors clearly through masks, pitched in to deploy 31 Hyflex and video-enabled classrooms to support flexibility during uncertainty, and created the documentation and resources necessary for users to access these technologies. Aaron's work in normal times is also essential though largely unseen. The nomination materials contained several accounts of his dedication, patience, humor, and knowledge in providing technological support to campus users.

Academic staff are in many ways the backbone of the university. Maintaining the systems and structures that support instruction and all of the various services that the institution provides. They are essential for the success of our students, our departments, and the advancement of our mission. As these ten incredible nominees demonstrate, Academic Staff are varied in their talents, contribute in many, often unseen, ways, and demonstrate every day their dedication to the mission of the university.

Now onto the instructional academic staff award. First, a special thank you to Dr. Ashley Barnes-Gilbert for allowing me to use her words today to describe our instructional staff nominees.

The five nominees for the excellence in instructional academic staff award are an incredibly impressive group. Collectively, they have given 52 years of service to UW-Whitewater and have contributed 40 courses to the university curriculum, both undergraduate and graduate. These instructors all netted exceptional teaching evaluation scores, consistently receiving above 4.5 for overall evaluation of their courses—even through the difficulties of the covid-19 pandemic. In addition, these five instructional academic staff have sought out countless professional development opportunities, enhancing their in-person and online teaching skills and pedagogical approaches. Although not in their job descriptions, these instructional academic staff have also published more than 35 articles, attended multiple national conferences, served as academic advisors, and developed innovative curriculum for their departments.

While all of our nominees are phenomenal instructors and contributors to the campus community, I want to take a moment to highlight some of the work of our instructional award winner, Dr. Nadine Kriska. Nadine coordinates the introductory biology courses for both majors and non-majors. These time and resource-intensive courses enroll between 600 and 900 students per semester. Additionally, Nadine has taught 14 different courses in her time on campus and has mentored 30 undergraduate students in their research. In her profession, Nadine is the world's expert on false blister beetles and considered the current expert on the Midwestern Scarabaeoidea.

Reflecting on the collective accomplishments of our nominees highlights the fact that instructional academic staff at UW-Whitewater are essential for the success of our students, our departments, and the advancement of our mission. As these five stellar examples demonstrate, Instructional Academic Staff often go well above and beyond their job descriptions and expectations, contributing invaluable labor, passion, and commitment to UW-Whitewater.

I would also like to thank the ASA Awards Committee members Brian Schanen, Ciera Edwards, Ashley Barnes-Gilbert, and Chad Ahrens for their work in selecting the award winners.