

# University Staff Senate Minutes

April 18, 2024, 11:00-1:00 p.m.

Raynor Memorial Library, Beaumier Suite C and virtual

## Present

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### Elected representatives:

Calley Hostad, Kirsten Boeh, **Amber Jensen**, Lizzy Machado, **Molly Eldridge**, Tina Aiello, Jack Bartelt, Dwayne Burtin, Maria Cooper, Robin Cork, **Latrice Harris-Collins**, Sarah Kazlauskas, Yvonne Printz, Steven Robertson, **John Sweeney**, Rae-Ann Vanek, and Karli Webster

### Other attendees:

Abing, Laura; Alba, Brigid; Blackmon, Yasi; Blanchette, Megan; Borchardt, Anna; Brummer, Cathy; Bukowski, Coreen; Busse, Jamie; Cirillo, Sue; Coffey-Guenther, Kathy; Cvetich, Irene; Dion, Paul; Dorff, Sherrie; Econom, Melissa; Eldridge, Molly; Empey, Annie; Felber, Margie; Kasbohm, Michelle; Kerrick, Lizzie; Kershek, Sheila; Kondracki, Jane; Langnes, Tia; Mendoza, Karina; Miner, Emily; Montezon, Lori; Patterson, Kim; Pavlic, Megan; Perez, Kim; Radford, Julie; Ruetz, Katie; Sachdev, Ritu; Sturgeon, Kiley; Tormala-Nita, Rosita; Trautschold, Vicki; Trecek, Carol; Vlach, Lisa; Zouabi, Amani

## Meeting started by Calley Hostad at 11:02am.

## Reflection led by Rae-Ann Vanek.

## Special Business/Meeting Guests/Topics

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Guest Speakers: [Mary Czech-Mrochinski](#), Senior Director for Public Affairs, [Jean Dole](#), Chief of Staff in the Office of the Senior Vice President/Chief Operating Officer, [Lynn Griffith](#), Chief Marketing and Communication Officer

1. Thanks for the opportunity to speak with all of you again!
2. The City of Milwaukee will host the RNC, July 15-19. This is like hosting 4 Superbowl's in 4 days. We were involved in this in 2020 and wanted to be good stewards of the city. This is a great economic opportunity for the city and showcase the importance of Milwaukee. It's about green money, not red or blue money.
3. All the revenue we're generating will go to student scholarships and using this as an opportunity to showcase campus and faculty expertise.
4. Biggest priority-make sure campus is safe.
5. Lynn
  - a. The committee has been meeting for 2 years.
  - b. All residence halls are 100% booked. We did reserve some of them for students and staff. All revenue is going to student scholarships.
  - c. We're booking university apartments and the Marq as well.
  - d. We're working on booking campus event spaces, that's picked up in the last couple of weeks.
6. Mary
  - a. This is an exciting opportunity for us and our partner businesses in the area as well.
  - b. There will be a welcome package from our campus retailers for guests.
7. Lynn

- a. We are locking all campus buildings starting the Gift of Time and through the convention. AMU will be open during that week.
  - b. Have your ID with you.
- 8. Kirsten-Who will staff the residence halls during the summer?
  - a. We do this all summer, there is a conference services team, we already have a structure for doing this.
- 9. Lynn
  - a. We've been clear that this is not a hotel.
  - b. The secret service is in charge of the security, traffic control, and streets near the convention.
  - c. We will keep campus updated as best we can via texts, makes sure you're signed up on My Job.
  - d. We'll be generating \$ 3.5 million in revenue for scholarship
  - e. We are on the edge of the security perimeter, there will be increased traffic around the security zone, but we shouldn't be impacted.
- 10. Jean
  - a. MUPD has been meeting with Secret Service and MPD.
  - b. All buildings except AMU will be card access only from gift of time through the convention.
  - c. Eckstein Hall will be closed except for days they are hosting events.
  - d. There will be additional security in residence halls.
  - e. Guests will use rec plex and have exclusive use of O'Donnell rec space.
  - f. Residential guests will access residence halls but no other campus buildings. Some campus buildings will be hosting events during the convention.
  - g. Gift of time remains.
  - h. Dental schools will be open during gift of time but not the week of the convention. This is out of respect for patients and disruption of bus services during the convention.
  - i. No in person classes or camps the week of the convention
  - j. Really good collaborative effort
  - k. We've been encouraging people to work from home, for people who have to work on campus, thank you!
  - l. Construction projects will not stop, and grounds will still be tended to
  - m. EagleExpress will be operational.
  - n. Trying to centralize parking, street parking may be limited; MUPD to verify.
  - o. The childcare will be open, they are communicating with parents.
  - p. Campus tours for those attending RNC will be available and research will continue.
  - q. Only the Commons will be open for meals
- 11. Lynn
  - a. Funding available to faculty and staff doing events related to the convention.
  - b. Look on MU today for more information.
  - c. Many organizations looking for interns, look on Handshake for those opportunities.
  - d. Access to the convention is not controlled by us, you have to go through the RNC.
  - e. Trying to advertise Marquette on global stage, trying to pitch our faculty experts, highlighting the Law Poll.
  - f. Admissions tours for attendees and welcome packages highlighting campus vendors.
  - g. You can reach out to us, visit the convention page, or look for updates on MU Today
- 12. Mary
  - a. We will not have RNC specific t-shirts but there will be American themed MU shirts available in the Spirit Shop in early June.
- 13. Lynn-other questions?
- 14. Yvonne-parking question. Where will staff park and where will guests park?

- a. Early arrival guests will park at the Marq.
  - b. We'd like to centralize everyone for safety and to get cars off streets. We still don't think the parking structures will be full.
  - c. We're still figuring out the impact of no street parking and how staff without parking passes will park on campus those weeks.
15. Amani-how are campus tenants being communicated with about the event? They want to know everything about the event. Who is getting here when?
- a. Kelsey Otero, chair of the external engagement workgroup, is leading efforts with a small group. We will look at creating a flyer to share pertinent information with our retailers.
16. Calley – what should we do if we something suspicious
- a. Contact the MUPD emergency line if it's an emergency, non-emergency if it's non-emergency!

## Guest Speakers: Laurie Panella, Chief Information Officer, Jeremy Edson, Director of Information Security

***Link to meeting recording with slides [here](#).***

1. Laurie Panella
  - a. I've been here for 4.5 years but the first 2 years was during covid and moving the campus online.
  - b. The first two years I felt like I didn't really get to know the university or the people. We're also not on campus.
  - c. I spent 27 years in government, I supported IT A-Z, and the government prepared me well. Marquette is like a little city- it has businesses, education, a hospital
  - d. At the county I supported over 40 different types of business, which is similar to Marquette - our colleges and the various administrative offices all have different needs.
  - e. Since 2020, the cyber activity against higher ed and MU has increased substantially so we've been working hard to protect our environment which means we have to do something different. Everything we do is to protect you, our students, and the university.
  - f. We've been doing a lot of infrastructure work and now we're moving into different areas.
  - g. If we build a 5-story house, cyber criminals will build a 6-story ladder so we are constantly watching what is happening in the cyber world and pivoting when needed.
  - h. Today we're here to let you know what initiatives we are having coming up in the next 18 months and to let you know that things will keep coming.
2. Laurie
  - a. We're rich in data, higher ed is known to have outdated systems, ERP, student information systems, etc., cyber criminals take advantage of that.
  - b. We have a large untrained network, students click on everything, from a physical and virtual perspective we're open access.
  - c. Post 2020, it's become a lot of work anywhere anytime, home and public networks might not be secure, we are a unique target for cyber attackers.
  - d. We get 5-9k phishing attempts a day, most are stopped but not all
  - e. As an example, between mid December to mid March, we had 5 billion pieces of telemetry that were analyzed. Of that, there were 96 threats in our environment, 5 were considered severe (ransomware, identity theft) we were able to catch them.
  - f. We have to be diligent in how we are protecting our data from malware.
  - g. We have 3rd party penetration tests and risk assessments; the 3rd parties pretend to be hackers and try to hack us.
    - i. They hacked into high ranking official by password, it was 8-word password.

- ii. You need 12-15 characters to be safe, so we changed the password policy.
  - h. We have 3rd parties who monitor what risks are prevalent in the research and education industries. This is called REN-ISAC - The Research and Education Network - Information Sharing and Analysis Center:
    - i. This organization informs us of Risks that are going on in the higher ed industry and how we can protect ourselves.
    - j. We have to find the right risk tolerance. So, we talked with the ISGC (information security governance committee) we talk about how this affects the campus and how to communicate with the community.
    - k. From a 1-5 we're trying to get a to a 3.5
      - i. Maturity model index, they gave us initiatives to help us move to 3.5.
- 3. We have 4 projects coming up.
  - a. Project 1: Port Authentication
    - i. Network port authentication-locking them down to only MU people. Wi-Fi still requires you to authenticate. Guests must use the guest Wi-Fi network
    - ii. All Ports will be done before the RNC
  - b. Project 2 and 3: MDM phase 1 & 2: mobile device management
    - i. People who are using cell phones and tablets to access Marquette information.
    - ii. Laptops and desktops, this isn't just about personal devices but university devices that leave the university, when they leave the university, harder to monitor them when they are off campus.
  - c. Project 4: Data protection initiative
    - i. Relying on people in this room. We have data stored all of the place.
    - ii. Because we have FERPA, GDPR, HIPAA whit our medical clinics, a police force, credit cards, etc. we have strict data requirements we must follow:
    - iii. As an example of a data requirement: GDPR, is a data requirement Marquette must follow for all citizens of Great Britain. If we have any students, staff or faculty from Great Britain and they ask for their data to be removed from the Marquette environment and if we don't know where all their data is, we are not in compliance with this regulation.
    - iv. With our Data Loss Prevention Tools we will be deploying as part of the Data Protection initiative, once we deploy this tool, you'll get pop ups asking you if you want to send secure information.
    - v. More and more, with Software as a Service, Applications are moving to the cloud and off desktops. We will be deploying a Cloud Access Security Broker tool that will protect your data from your desktop in flight to the cloud application.
  - d. The Data Protection initiative will be happening in lock step with MDM.
    - i. What data is privileged? We want to make sure that it's protected.
  - e. Difference between MDM and MAM
    - i. Can you read my texts and emails? NO
    - ii. Look at the chart of things we can and can't see.
    - iii. If you have Marquette information on your phone, it is safe.
    - iv. We can wipe and reset MU devices if they are lost or stolen.
    - v. This isn't big brother-this is just protection.
- 4. Jack-if I open up an email, how do downloads work?
  - a. We're going to require people to use outlook.
- 5. Jack-are there other alternatives before having to download something on my phone.
  - a. Yes, we looked at other options.

- b. Outlook application policies are only applied to outlook applications.
  - c. The outlook experience gives us more control over security.
  - d. We can only see things that are in your Marquette email.
  - e. We wanted to have a system that was as user friendly as possible without compromise security
  - f. We're having listening to sessions and trying to get the word out.
6. Next steps-we'll go back to ICGC at the end of month to let them know what we heard.
  - a. What's in it for me? -we're protecting your data! We're also protecting Marquette from a breach which would be a brand, research, and financial risk, need to stay in compliance with NSF and NIH
  - b. We have 2 websites posted that give updates and information.
  - c. We use your questions to create FAQs and myths vs reality.
7. Kristen-a root of a lot of concerns is not specific to this initiative but larger questions about who has access to what and why. What does Marquette as big brother see? Black box mistrust of who has access to our devices?
  - a. Laurie-your data sits in system, if something is missing, you can call us, and we'll go through the system to see if we can find it.
  - b. If a supervisor asks to see emails, we send them HR.
  - c. Acceptable use policy-everything you do is available to Marquette University
  - d. There are several policies on our website describing what we do and don't have access to
  - e. We don't collect information to monitor your
8. Kristen-if there ever was a concern about someone in IT that doesn't line up, what do we do?
  - a. There is an audit trail of everything we do, it would be sent to HR.
  - b. Start with HR if you have a concern.
9. Sarah-do those credible threats happen immediately, or do you watch as they pass through layers of security?
  - a. We have multiple tools in place, we have systems that monitor that and have 3rd party monitoring during off hours.
  - b. It can be a long-drawn-out process.
10. Karli-if you aren't using virus protection on your phone, you said we should. Can you share more about that?
  - a. Duo app
  - b. We don't have recommended antivirus for personal devices, you could try Norton but there are many more. Do your research and find what works best for you.
11. Kristen-to your first point about untrained users and outdated systems. What do we have to support staff in learning these skills? What is our long-term trajectory to make sure we aren't vulnerable?
  - a. Grow classes and cyber security
  - b. The user training piece is always hard because it's self-directed.
12. Sherri-as you update the systems and the browser wants you to save the password, is that safe?
  - a. We always recommend using a password manager, don't use the one built into your browser.
  - b. Last Pass is a good option but there are many more. Do your research and find what works best for you.
13. Sherri-is there a plan to destroy records.
  - a. Retention records, HIPPA timeline-7 years, there are legal retention schedules we have to follow.
14. Sherri-are the residence hall ports a concern for RNC?

# USS Officer Reports

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## Secretary: Lizzy Machado

1. March minutes passed.

## Treasurer: Amber Jensen

1. No report
2. Follow up with Amber about ordering swag or doing mini grants in the future.
  - a. Yvonne, Nicolle, and Calley will brainstorm how to establish the PD Fund

## Vice Chair: Kirsten Boeh

1. Met with HR to discuss how to report things that are less than satisfactory about our jobs.
2. Lynn advised that employees use the comments section to discuss challenges and successes outside of the goals. You are empowered to use the performance review form to document positive and negative things.

## Chair: Calley Hostad

1. In May, Dr. Lovell is visiting, we will solicit questions.
2. Agenda
  - a. Update from his point of view.
  - b. We'll ask him questions.
  - c. He'll ask us questions.
3. In June-
4. In July-organizational meeting, closed meeting, planning for 2024-2025AY.
5. Question of how staff senates are structured at other peer institutions, explore structure, shared governance, and policies.
  - a. Kristen, Dwayne, and Jack will explore during the summer.
6. Ralph and Jill debrief.
  - a. Calley
    - i. Letter from Academic Senate signed letter.
    - ii. These are important conversations to have, and I appreciate how the staff senate is being involved in these conversations. In the past, we've been an afterthought and now we get to be at the table.
    - iii. The letter only stated that this conversation needs to happen, it wasn't approving of any of the changes.
    - iv. Is there anything anyone wants to discuss?
  - b. Jack-Academic Senate expressed displeasure at the letter. I'm not mad at Calley, and I understand the spirit in which the letter was written and signed.
  - c. Calley-in the time, I made the best decision that I could and believe Chris did the same thing, this is a good way for us to be involved in the conversation moving forward. Does anyone disagree with that? Staff have a unique perspective, there are portals where staff can submit our perspectives. We also bring perspectives from outside higher education so we can contribute that perspective as well.
  - d. Karli-that resolution did pass. People want to be involved in shared governance. Academic Senate felt like the letter committed the Senates to more than it let on. I've been involved with a lot of Academic Senate conversations and trying to let them know that I'm trying to reflect their interests. Trying to get another academic staff representative on Academic Senate. Those conversations are heading in a good

direction, and they are recognizing the importance of staff. There are different interpretations of shared governance. There needs to be a better conversation about what shared governance means and how to implement it. How are staff voices incorporated into shared governance structures?

## **Subcommittee Reports/Comments**

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### Bylaws: Jack Bartelt

1. I've written up a proposal after talking with the team to create more structure and procedures during our meeting.
2. I will send you a long document to explain these things, talk about them in the next email, and vote on them in June.

### Communication: Dwayne Burtin

1. No updates

### Nominations and Elections: Robin Cork

1. We have 16 members of USS, 5 are academic, 6 at large, 5 administrative.
2. Nicolle-why can't we have just 16 representatives? Why does it need to be segmented out?
3. Kirsten-concern about administrative staff not having representation because they apply at smaller rates.
4. Nicolle-I feel like we're missing out on great people by having the three categories. Increase at large to 8 or 10.
5. Calley-no changes will be made this year, we will continue this discussion next year.
6. We start recruiting in May, think of coworkers who might be interested.

### Service: Maria Cooper

1. No updates

### Staff Outreach: Robin Cork/John Sweeney

1. Promote the poker walk on May 22

### Work Environment: Kirsten Boeh

1. See Vice Chair report.

## **External Facing Committee Reps**

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### Cyber Security-Sherri Lex

2. No updates

### MUPD Board-Chris Bartolone

1. No updates

### Safety Task Force-Latrice Harris-Collins

1. No updates

### Staff Compensation-Carol Trecek

1. No updates

### Strategic Planning-Calley Hostad

1. No updates

University Academic Senate-Karli Webster

1. No updates

UFPRC-Molly Eldridge

1. No updates

**New Business/Discussion:**

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None

**The meeting adjourned at 1:05pm.**