



DARE TO DO MORE

**President's Cabinet Meeting
Monday, November 22, 2021
9:00 – 10:30 a.m. in E-500**

Meeting Notes

Participants:

Present:

Kenneth Adams, President
Shahir Erfan, Vice President of Administration and Finance
Sunil Gupta, Vice President of Adult and Continuing Education
Henry Saltiel, Vice President of Information Technology
Gail Baksh-Jarrett, Interim Associate Dean for Enrollment
Fay Butler, Interim Associate Dean for Student Success
Robert Jaffe, Senior Advisor to the President/Interim Executive Director of Marketing and Communication
Cristy Bruns, Chair, College Senate
Laura Bartovics, Interim Executive Director of Development
Nayelli Valencia Turrent, Chief of Staff

On the phone:

Paul Arcario, Provost
Maria Cook, Executive Counsel to the President/Labor Designee
Rochell Isaac, President, Faculty Council
Wendy Nicholson, Executive Director of Diversity, Equity, and Inclusion

I. Campus/CUNY Updates (President Adams)

- a. We got another important contribution from a long time donor of \$500,000 to continue with the LaGuardia merit scholarship next spring.
- b. On a personal note, this weekend, the President went to MOMA and was extremely happy to show his LaGuardia ID Card and enter for free. We should take advantage of the benefits. Also, TDF is great.
- c. The Director of Enrollment job posting is up on the CUNY website.
- d. A quick thank you to Dean Butler and her team to organize the first Student Advisory Board Council.

II. Network Failure and Emergency Plan (Nayelli)

- a. On November 16 at around 1:28 pm some of the services like the mobile app and VPN. By 3:30 pm an unusual hardware malfunction caused numerous servers to become unavailable on our local area network. By 6:30 pm the phone systems were restored as well as LaGuardia website, Faculty, and staff portal, Sharepoint, and cybersecurity. By 10:45 pm the remaining apps were restored.

- b. The systems that were affected were: (LaGuardia Website, Hobson's student communications request Form, appointment app, LaGuardia Mobile App, Raise your hand (Faculty/Student 2-way messages), mobile App Notifications (One-way messages) (digital ID card), Live Chat, Web Attendance, Scholarship App, Sharepoint, Faculty & Staff Portal (FSP), Student Engagement Management System (SEMS), Connect to Complete (C2C), Connect to LaGuardia (C2L), Approval Of Leave Request (AOL), Accessibility to all Collaboration SharePoint Sites, My LaGuardia Hub, Twilio API, CUNY Vaccine DataHub API, DegreeWorks API) among others.
- c. Everybody was affected (Students, Faculty, Staff, Community Programs Services, Visitors/Public, Public Safety, Facilities).
- d. Our first communication to the LaGuardia Community was at 10:45 pm with a CUNY alert. At 11:19 pm it was communicated to staff and faculty via e-mail. The next day, Provost Arcario send communication to his staff early in the morning.
- e. We received some e-mails from staff and faculty about the outage. That opened up a different issue with the all the equipment faculty have to work with. We had 2 complaints on Social Media.
- f. It is worth mentioning that faculty and staff working from home were NOT affected.
- g. The recommendations are as follow:
 - i. Create a protocol for this type of emergency. The emergency plan we had doesn't cover this type of situation.
 - ii. Update the Emergency Plan as well as the Emergency Communications plan
 - iii. Create an MSM group with Cabinet members to assemble and assess the situation
 - iv. Have an outside conference number for emergencies
 - v. Create a phone chain system
 - vi. Host our website outside the campus
 - vii. Develop off-site notifications system using cloud or local virtual machine to host database
 - viii. Develop off-site alert web
 - ix. Create an application that contains employee and student contact information.
 - x. Ask staff and faculty to update their CUNY First contact information and add an alternate phone number.
 - xi. Create a dashboard to advise when services fail.

President Adams asked if we can clarify with Central Office what is the criteria to send a CUNY Alert.

III. Review 11/15/21 Cabinet Meeting Notes: Notes reviewed and Nayelli clarified that the last two meetings, the name of the Executive Director of Human Resources, Ronald Edwards was left out by mistake and that she will correct it for the next meeting notes.

IV. Enrollment

- a. Associate Dean Baksh-Jarret mentioned that overall all look good. That our count increased by 19 students from last week. Our enrollment at this point is stable and we will see an increase in January.

V. Returning to Campus (Staff and Faculty)

- a. Provost Arcario mentioned that the number of students that have not uploaded their vaccination records is high. The number is around 7,000 students. Most of them are online students and maybe 1,000 will graduate this semester. He also mentioned that the communication has to be clear about when is the deadline to upload the vaccination records. For the fall it is Dec 11th and the spring Feb 23rd.
- b. President Adams asked Robert to keep this information on the return to campus communication every time as a blurb so the students cannot say they missed it.

VI. Other:

- a. President Adams asked Professor Bruns what was the best way to communicate to the Senate about the BURSAR holds. She thinks that the best way is to go through their department meetings. That the chairs should be the ones distributing the information.
- b. Professor Issac mentioned that the faculty has the morale down and would like to know if Eric Hoffman can help with this.
- c. Students also feel unprepared to come back in person. President Adams suggested having a peer mentoring challenge. The idea will be to match successful students who are high GPA's and are close to graduation being assigned to students who are having a hard time with the transition. Provost Arcario will talk to Eric Hoffman to distribute material from the seminar the faculty already created.
- d. President Adams would like to activate more space for students to gather for the spring. Provost Arcario mentioned that we need to have more signs requiring the use of the mask in public spaces.
- e. Ron mentioned that random testing for faculty and staff will start. The testing site is at LaGuardia.

VII. UNITY Programs:

- a. Wendy wanted to thank all the administration that participated in the UNITY programs. We had 6 great events, 5 of them were recorded.
- b. President Adams asked if we can do this event every semester instead of every year.