AP Committee Meeting
Guest: VP Topic
February th
KC 2270

Attendees:Name	Group	Expiration Term
Kyle Barnhart	Central Admin/Development/I&E	2027
Cassonya Carter	CHS, KCON	2027
Jason Cronkrite	CECI, PCEC	2027
Myesha Gholston	Academic Affairs Student Support Units	2026
Jaime Guizor	Finance & Admin	2027
Michelle McCloud	BCOIS, CLAS	2026
Justin Melick	Information Technology	2027
Bobby Nielsen	Student Affairs	2025
Michael Przydzial	Student Affairs	2025
Heather Taylor	Finance & Admin	2027
Daniel Vainner	Enrollment Development	2025
Jen Torreano	SCB/Library or University Relations	2027
Ex-Officio		
Mary Albrecht	Provost Office Liaison	
Tara Bivens	HR Liaison	
2023-24 Sub-Committee Chairs (optional)		
Keigh-Cee Bell	Social Justice Sub-Committee Chair	
Erica Herwig	Awards Sub-Committee Chair	
Jon Dean	Salary & Benefits Sub-Committee Chair	
Paul Cullen	Professional Development Sub-Committee Chair	

Member present in person
Member present virtually
Member not present

<u>Introductions</u>

<u>Q&A</u>

- **Multiple Questions relating to AI and how GVSU plans to respond through Policy and Training**
    - Background
        - Acknowledge the complexity of this environment and note that there is no single answer
        - Discussion of recent AI marketplaces and models and how new companies and technologies affect the environment
    - AI Policy (and the process so far)

- University Technology Counsel is advancing a foundational AI Policy for the university
  - UTC has representation from faculty & staff and within each Division.
    - UTC representatives are responsible to drive communication about the Committee's initiatives into their work groups
- ECS has reviewed UTC's proposed draft 2x and recently provided approval for UTC to send to SLT for endorsement
- If SLT endorses it, the Policy will be codified, and a multi-disciplinary announcement and rollout will occur
- Policy will be subject to periodic review with a cadence that acknowledges the dynamic AI environment
  - Training & Professional Development
    - Experiential opportunities driven through IT and PEC (People, Equity & Culture).
    - Others, as discovered
  - 3rd party products
    - In communication with multiple AI companies to determine efficacy & affordability product options
    - Current marketplace for large-scale option(s) isn't meeting our needs yet, but increasing Capacity and emerging products could drive competition for service, pricing, and corporate stability
    - Considerations:
      - Educational integrity
      - Educational innovation – developing students for their future workplaces
      - Stakeholder buy-in and impact on workplace
      - Managing risks (ex: inherent biases, hard coded beliefs, political influence, loss of privacy, Compliance, power resources and sustainability, etc)

- **Following the many 10+ page job aids needed to use Workday requires significant time and energy.**
  - Job Aids are designed by experts in those fields (payroll, financial aid, etc) not by IT professionals, and should meet "technical documentation" standards.

- Those standards don't allow for "any assumptions" on user's existing background, because there's no way to know what that background is. Yes, they're long, but that's the professional standard

- Acknowledge that this is a frustration about process changes as well as the format of training

- Some processes are longer or more challenging because we're bringing them into compliance. However, if you see a process that's simply inefficient, please advance that through the Workday Issues portal. If you don't know where that portal is, your Manager should help you

- **Will Workday Student be as complex as Workday Platform? If so, how are we planning for the significant impact this will have on both the student experience and staff workload?**

  - Longer launch and development timeline provides more opportunities in the pre-launch phase to identify and correct things that could cause unnecessary friction

  - Student product is purported to be more intuitive than Platform and in line with other student-serving platforms like PeopleSoft, Oracle, Banner, Elucian, etc

  - Small screen interface (ie: phone aps) is a Workday strength, and data shows students will interface through that model

- **Multiple questions about Technology Procurement and Decision Making**

  - Process:

    - IT Driven: It can approach Divisional or Departmental Management with a security or efficiency concern and then work collaboratively to resolve those issues. Options include managing current technologies or collaboratively choosing and implementing new options

    - Non-IT Driven (more common): Divisional or Departmental leadership will approach IT with an issue to be resolved, or a new technology they'd like to utilize. They work collaboratively together to determine which product(s) or processes are appropriate for efficacy, appropriateness, and scale

    - Institutionalized decisions are typically non-IT driven and include a long analysis period comparing products, determining if a change is needed, testing, collaborating, etc.

  - Considerations:

    - Longevity: Expect these decisions to outlive our individual tenure at the university (example: Banner)

- Does the company: have a track record for supporting and upgrading their technologies over time? Are they an imminent M&A target or if they're not Parented in the US are they located in a volatile geography? Is support provided in-house or subcontracted and if subcontracted – to whom? Are they financially stable?

  - Value: Do the technologies hold value in the face of the various types of associated costs? Are the costs for not transitioning greater than the costs of proceeding:

    - Cost considerations: financial, opportunity, efficiency, social and cultural

  - Why: What is the issue we're trying to resolve, and why is it worth the implementation phase?

  o Communication:

    - Divisional and Departmental leaders and managers, and relevant Committee Members should be driving communication outward to ensure that all stakeholders have access to plans and information

- **How does SLT weigh internal vs external hiring for senior leadership positions?**
  o Answer depends on who is hiring and for what position.
  o The University President has final decision-making authority on her direct reports (VP level positions).
  o VP's hiring within their Divisions may have different cultures.
  o Committee might consider asking that question of the President's office and/or the various VP's offices for those specifics
  o Within IT – most of Milos' direct reports have **internal** experience, but they meet standards and demonstrate competencies that make them appropriate in their positions and competitive against **external** candidates.

- **Trivia Question:** What is the most used technology product at GVSU?

  o Blackboard – by a lot