

NOTICE OF MEETING

There will be a meeting of the Senate
on, Friday, December 12, 2020, at 2:30 p.m.

LOCATION: Virtual Meeting

Link: [Join Microsoft Teams Meeting](#)

AGENDA

- 1 **Approval of Agenda** (Unstarring agenda items)
- 2 **Minutes of the meeting of November 13, 2020** S201113M
- 3 **Business arising from the minutes**
- 4 **Outstanding Business/Action Items**
- 5 **Reports/New Business**
 - 5.1 **Report from the Student Presidents (USWA, GSS, OPUS)** UWSA/GSS/OPUS - Information
 - 5.2 **Report of the President** Robert Gordon
 - 5.2.1 **COVID-19 – Update**
*Update on changes made pursuant to the COVID-19 Emergency
Academic Plan between May 8th and December 1st, 2020*
 - 5.2.2 **Addressing Anti-Black Racism – Update**
 - 5.2.3 **Equity, Diversity, and Inclusion Review – Update**
 - 5.3 **Report of the Academic Colleague** Philip Dutton
 - 5.4 **Senate Student Caucus** Phebe Lam
 - 5.5 **Program Development Committee**
 - *5.5.1 **Program/Course Changes** Greg Chung-Yan-Approval
S201211-5.5.1a-k
 - *a) **Minor in Film Studies – Minor Program Changes (Form C)**
 - *b) **Minor in Popular Culture – Minor Program Changes (Form C)**
 - *c) **Minor in Race and Ethnicity Studies – Minor Program
Changes (Form C)**
 - *d) **Minor in Indigenous Studies – Minor Program Changes (Form C)**
 - *e) **Psychology – Minor Program Changes (Form C)**
 - *f) **Sociology, Anthropology, and Criminology – Minor Program
Changes (Form C)**
 - *g) **BFA in Visual Arts and the Built Environment – Minor Program
Changes (Form C)**
 - *h) **Faculty of Arts, Humanities, and Social Sciences – New Course
Proposal (Form D)**
 - *i) **Visual Arts and the Built Environment – New Course
Proposals (Form D)**
 - *j) **Business – Degree Completion Pathway (Form C1)**
 - *k) **Business – Minor Program Changes (Form C)**

***5.5.2 Honours Anthropology and Combined Honours
Anthropology – Deletion**

Greg Chung-Yan-Information
S201211-5.5.2

5.6 Academic Policy Committee

**5.6.1 Information Technology Services Annual Report
(2020-2021)**

Antonio Rossini-Information
S201211-5.6.1

5.7 Senate Governance Committee

5.7.1 Revisions to Bylaw 20

Rick Caron-Approval
S201211-5.7.1

5.8 Report of the Provost

Douglas Kneale

5.9 Report of Vice-President, Research and Innovation

K W Michael Siu

6 Question Period/Other Business

7 Adjournment

Please carefully review the 'starred' (*) agenda items. As per the June 3, 2004 Senate meeting, 'starred' items will not be discussed during a scheduled meeting unless a member specifically requests that a 'starred' agenda item be 'unstarred', and therefore open for discussion/debate. This can be done any time before (by forwarding the request to the secretary) or during the meeting. By the end of the meeting, agenda items which remain 'starred' (*) will be deemed approved or received.

University of Windsor
Senate

*5.5.1a: **Minor in Film Studies – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the Minor in Film Studies be approved.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Faculty of Arts, Humanities, and Social Sciences Coordinating Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.1.

University of Windsor
Senate

*5.5.1b: **Minor in Popular Culture – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the Minor in Popular Culture be approved.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Faculty of Arts, Humanities, and Social Sciences Coordinating Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.2.

University of Windsor
Senate

*5.5.1c: **Minor in Race and Ethnicity Studies – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the Minor in Race and Ethnicity Studies be approved.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Faculty of Arts, Humanities, and Social Sciences Coordinating Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.3.

University of Windsor
Senate

*5.5.1d: **Minor in Indigenous Studies – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the Minor in Indigenous Studies be approved.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Faculty of Arts, Humanities, and Social Sciences Coordinating Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.4.

University of Windsor
Senate

*5.5.1e: **Psychology – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the degree requirements for the Psychology – IAS Major Concentration be changed according to the program/course change form.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Department of Psychology Council, the Faculty of Arts, Humanities, and Social Science Coordinating Council, and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.5.

**University of Windsor
Senate**

*5.5.1f: **Sociology, Antropology, and Criminology – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the degree requirements for the Honours Criminology, Combined Honours in Sociology and Criminology, and Combined Honours Criminology be changed according to the program/course change form.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Department of Sociology, Anthropology, and Criminology Council, Faculty of Arts, Humanites, and Social Science Coordinating Council, and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.6.

**University of Windsor
Senate**

*5.5.1g: **BFA in Visual Arts and the Built Environment – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the the degree requirements for the BFA in Visual Arts and the Built Environment be changed according to the program/course change form.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the School of Creative Arts Council, the Faculty of Arts, Humanities, and Social Sciences Coordinating Council, and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.7.

**University of Windsor
Senate**

*5.5.1h: **Faculty of Arts, Humanities, and Social Sciences – New Course Proposal (Form D)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

**MOTION: That the following course be approved: ^
GART/SOSC 2050. Community Program Delivery and Evaluation**

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The new course proposal has been approved by the Faculty of Arts, Humanities, and Social Science Coordinating Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item, go to item 5.8.

**University of Windsor
Senate**

*5.5.1i: **Visual Arts and the Built Environment – New Course Proposals (Form D)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the following courses be approved:[^]

VABE-2640. Building Structures I
VABE-2660. Building Environment I
VABE-2680. Building Construction I
VABE-2840. Building Structures II
VABE-2860. Building Environment II
VABE-2880. Building Construction II
VABE-4600. Space in Acoustics and Light

[^]*Subject to the approval of the expenditures required.*

Rationale/Approvals:

- The new course proposals have been approved by the School of Creative Arts Council, the Faculty of Arts, Humanities, and Social Sciences Coordinating Council, and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item, go to item 5.9.

University of Windsor
Senate

*5.5.1j: **Business – Degree Completion Pathway (Form C1)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the Bachelor of Commerce (Honours Business Administration) Program for 3-year Diploma Holders in Accounting from St. Clair College be approved.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Odette School of Business Council and the Program Development Committee.
- Supporting documentation for the proposal can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.10.

**University of Windsor
Senate**

*5.5.1k: **Business – Minor Program Changes (Form C)**

Item for: **Approval**

Forwarded by: **Program Development Committee**

MOTION: That the degree requirements for the Bachelor of Commerce (Honours Business Administration) with Specialization in Supply Chain and Business Analytics (with/without Co-op and with/without Thesis), Bachelor of Commerce (Honours Business Administration and Economics) Specialization in Supply Chain and Business Analytics (with/without Thesis), Bachelor of Commerce (Honours Business Administration and Computer Science) Specialization in Supply Chain and Business Analytics (with/without Co-op and with/without Thesis), Bachelor of Commerce (Business Administration and Mathematics) with Specialization in Supply Chain and Business Analytics (with/without Thesis) be changed according to the program/course change form.^

^Subject to the approval of the expenditures required.

Rationale/Approvals:

- The proposal has been approved by the Odette School of Business Council and the Program Development Committee.
- Supporting documentation for the proposed changes can be accessed by contacting the University Secretariat at ext. 3325, or through the November 23, 2020 Combined Program Development Committee PDF meeting file posted on the PDC website at: <http://www.uwindsor.ca/secretariat/59/pdc-agendas-and-minutes>. To access this particular item go to 5.11.

**University of Windsor
Senate**

*5.5.2: **Honours Anthropology and Combined Honours Anthropology – Deletion**

Item for: **Information**

Forwarded by: **Program Development Committee**

The following is submitted to Senate for information:

Based on the application of the Senate Policy on Course and Program Changes and using official enrolment numbers generated by the Institutional Analysis, the Department was notified that Honours Anthropology and Combined Honours were marked for deletion as of Fall 2020, since they did not meet the minimum enrolment thresholds (*“where an undergraduate program does not have more than a total of the equivalent of five full-time students for three successive years or not more than ten for five successive years, the program should be deleted.”*)

At its December 2019 meeting, Senate approved an extension of time before the Honours Anthropology and Combined Honours Anthropology programs must be deleted, in order to provide the affected program additional time to devise alternative programming or prepare for program deletion.

On October 27, 2020, the Department reported that “After careful deliberation, we have determined that the deletion of the Honours Anthropology and Combined Honours must go ahead as there is not enough institutional or financial support to maintain these programs.”

**University of Windsor
Senate**

5.6.1: **Information Technology Services Annual Report (2020-2021)**

Item for: **Information**

Forwarded by: **Academic Policy Committee**

See attached.

**Academic Policy Committee
Annual Report
Information Technology Services
Fiscal 2020 / 21**

1. Executive Summary

A. Introduction

The [mission](#) of the Information Technology (IT) Services Department is to ensure that University systems, applications, and processes are designed, implemented and operated both effectively and efficiently, and serve the Mission and Strategic Priorities of the institution.

For additional information regarding how the strategic direction of IT Services supports the Strategic Priorities of the University, please refer to the [IT Services IT Strategic Plan](#).

B. Goals and Objectives of Reporting Year

In alignment with the Strategic Priorities of the University, IT Services has established a set of Departmental goals and supporting initiatives for the fiscal 2020/21 year:

Ref.	Goals and Objectives	What Will Success Or Completion Look Like?	Supported Strategic Priorities
20-IT-01	IT Campus System Enhancements	Implementation of UWinsite IT sustainment model and other key planned system (VIP, Drupal) enhancements	1,2,3,4,5
20-IT-01	IT Client Service Enhancements	Completion of procurement activities for ITSM renewal and development of implementation planned and continued refinement of existing ITSM program (KBA's, SLA's, Forms)	1,2,3,4,5
20-IT-02	Desktop Modernization	Completion of project to upgrade all University devices to current versions of Windows and Office 365 systems	1,2,3
20-IT-03	Student E-Mail Migration	Completion of project to migrate student e-mail platform from Google (gmail) to Office 365 (Outlook)	1,2,5
20-IT-04	IT Sustainment Plan Implementation	Continued implementation of refined business (finance, operations) and technical (system support, network, classroom) sustainment plans	1,2,3
20-IT-05	<u>IT Initiatives</u> <i>Cybersecurity, Data Governance, Documentation, IAM, ITS Website, Service Excellence, Team Dynamix, Web Governance</i>	Completion of identified objective(s) for respective initiatives as per plans	1,2,3,4,5

IT Services has further identified a number of additional goals and objectives for the current fiscal for respective sub-units within the Department that support the priorities of the institution and provide areas of focus for supporting staff. These goals and objectives can be referenced at [IT Services Goals & Objectives](#).

For IT related projects that are identified, IT Services undertakes a robust project management process to ensure they are aligned to the University's Strategic Priorities. Some specific examples of this alignment to the University's Strategic Priorities can be referenced in the projects and initiatives highlighted below:

1. ***Provide an exceptional undergraduate experience:***
 - Worked collaboratively with key campus partners to implement additional server capacity and other technology enhancements to ensure availability and robustness of campus systems to support online learning environment
 - Extended service coverage hours on the IT Service Desk to include evenings and weekends and introduced new chat function to provide additional support coverage for campus users
 - Supported implementation of several new features and functions for key student systems including UWinsite (redesign of SAFA module to support application process and student sick time reporting), Blackboard (increased server capacity to support online learning environment) and Office 365 (Microsoft Outlook – student email, Teams - collaboration, Stream – video sharing and Bookings – lab and appointment scheduling)
 - Ongoing modernization of the campus wireless network infrastructure (CAW Student Centre, Joyce Innovation Centre - Student Service One Stop Shop, Erie Hall, GLIER, Essex Hall - 1st Floor South and Welcome Centre) and classroom technologies (Erie Hall, Odette, Chrysler Hall North, Dillon Hall)
 - Provided technical support for the planning of several University capital projects including Transforming Windsor Law (TWL) and Lancer Sport & Recreation Centre (LSRC)
2. ***Pursue strengths in research and graduate education:***
 - Continued support of the campus Research Data Management (RDM) in collaboration with the Leddy Library and Office of Research Services
 - Supported implementation of RedCap to assist researchers in the management of online databases and surveys
 - Initiated efforts to support the upgrade of the eRSO system (research portal) that will include migration to cloud based service
3. ***Recruit and retain the best faculty and staff:***
 - Supported on-going campus professional development and training activities for faculty, staff and students for core University systems including UWinsite, Office 365 (Teams, Stream, Bookings, Shifts) and Windows 10 applications
 - Supported core upgrade of VIP, the University Human Resource Information System, to assist with future implementation of new modules including Time Capture, Time & Attendance and e-Recruitment
4. ***Engage and build the Windsor and Essex County community through partnerships:***
 - Through participation in [Connecting Windsor-Essex \(CW-E\)](#), a non-profit organization comprised of over 40 local stakeholder members, supported negotiation of revised agreements for both high-speed internet access and smartphones available to the University and broader local community
 - Supported development of a new strategic plan for CW-E
5. ***Promote international engagement:***
 - Supported continued enhancement of UWinsite Engage to improve outreach and communications capabilities with international students
 - Current development of an international cohort-based tuition structure (target implementation for Fall 2021)

C. Successes

In collaboration with campus partners, IT Services has completed and continues to support several key University projects and initiatives including:

Major Campus Projects / Initiatives

- New Facilities and Renovation Projects
 - On-going technical support for planning and development of Lancer Sport and Recreation Centre (LSRC) and Transforming Window Law (TWL) projects, as well as other ongoing campus space renovation projects
- NSSE Survey
 - Continued technical support for the solution used to conduct the National Survey of Student Engagement (NSSE) survey

Major IT Services Projects / Initiatives

- Infrastructure
 - In coordination with Facility Services and other key stakeholders, IT Services has supported the implementation of several major IT infrastructure upgrades / updates to improve user experience including:
 - Infrastructure
 - Added server capacity and other system performance enhancement
 - Network
 - Completed updates to the campus wireless infrastructure to deliver improved network performance for end users, most notably for CAW Student Centre, Joyce Innovation Centre (Student Service One Stop Shop), Erie Hall, GLIER, Essex Hall (1st Floor South) and Welcome Centre
 - Classroom Technology
 - Supported the upgrade of classroom technology as part of renovation work for Erie Hall (Room 1118, 3123), Toldo Health Education Centre (200, 202, 204), Odette (B03, B05), Dillon (361), Chrysler Hall North (G100)
- Applications
 - Significant upgrades / updates have been made to key University systems including:
 - Microsoft
 - Office 365
 - Deployment of several new MS applications including Teams, Stream, Bookings and Shifts for the University community to further enhance collaboration and scheduling activities
 - Migration of student email from Google mail to Outlook to support further integration of services and collaboration between faculty, staff and students
 - Windows 10
 - Continued migration of University owned PC's from non-current versions of Windows to Windows 10 to support modernized desktop experience
 - Continued implementation of new features including Device Management to enhance information security and other administrative activities

- UWinsite (ERP)
 - Continued provision of technical expertise and support to the respective Student, Finance and CRM (Engage, Service) systems:
 - Implementation of a number of system enhancements including:
 - Infosilem - exam / room scheduling improvements including expansion of block enrolment functionality
 - eGAS system performance enhancements (via containerization)
 - Student Services - T2022A process updates, self-service features
 - Chat functionality implemented in the Office of the Registrar
 - On-going development of reports, queries and other analytical tools including new workflows developed for International recruitment, GA / TA applications and the Outstanding Scholar process
 - Continued support of functional areas to resolve open service requests
- Blackboard (LMS)
 - In collaboration with the Centre of Teaching & Learning and Office of Open Learning, several key system enhancements have been implemented:
 - Bb Learn
 - Implemented server capacity to ensure robustness of system for increased online use
 - Completed upgrades to deliver several new features including a virtual classroom that provides instructors and students with access to an interactive whiteboard and other tools
 - Bb Collaborate
 - Implementation of toll-free phone service to provide cost-effective solution for students utilizing audio services to access their courses
 - Successfully archived Bb collaborate recordings (prior version) to allow for continued access
 - Bb Analytics (A4L)
 - Post required upgrades to A4L, considerable efforts were undertaken to re-create previous reports, as well as to continue development of new reports that will provide measurement tools for student achievement and engagement in terms of course, program and accreditation level outcomes
- Student Choice Initiative (GT Forms)
 - Supported the implementation of GT Forms, a new solution to address requirements of the provincially mandated Student Choice Initiative regarding non-compulsory fees and ability for student opt-out
- VIP Core Upgrade
 - Completed HRIS core upgrade to facilitate future implementation of modules that support time capture, time and attendance and e-Recruitment activities
- Website
 - Continued development and enhancement of the University website, more specifically as it relates to:
 - Deployment of [Coronavirus](#), [Return To Campus](#), [Together](#) websites
 - Continuing efforts to review University websites to ensure accessibility compliance prior to December 31, 2020 deadline
 - Substantial completion of migration of remaining University websites from Drupal v6 to v7, as well as preparation for subsequent migration

- IT Service Management (ITSM)
 - Extended service coverage hours on the IT Service Desk to include evenings and weekends and introduced new chat function to provide additional support coverage for campus users
 - On-going development of ITSM program to facilitate continuous improvement of technical services and support including:
 - Service Model Integration
 - Continuing progress being made to establish a fully integrated, “one-stop” shop for Client Services to support all information and classroom technology related needs through:
 - Standardization of systems and operational processes for all information and classroom technologies and services
 - Reassignment of staff to provide enhanced services and support
 - Consolidation of Service Desk support for Classroom
 - Training of all IT Services staff on service management industry best practices (ITIL version 4) to ensure alignment of services with operational needs
 - Centralization of equipment and staff
 - Performance Metrics
 - Continuing review of key service metrics related to the technologies, systems and processes supported by IT Services to assess and improve Departmental performance, most notably:
 - Service Requests (Tickets)
 - Volumes
 - Significant increase in 2020 ticket volume (39%) in comparison to 2019, prior years

Year	Ticket Volume ¹	Variance (YOY)
2020 (Estimated ²)	24,786	39%
2019	17,885	3%
2018	17,309	15%
2017	15,032	4%
2016	14,436	-

- Service Level Agreement (SLA) Resolution Rates by Service Type
 - IT Services reviewing SLA metrics to make continuous service improvements through process efficiencies and resource allocations

Service Type Category (2020 Ticket Volume)	Number of Days ³			SLA Improvement (YOY)
	2018	2019	2020 ⁴	
Identities & Directories (5,454)	4.5	7.8	2.6	67%
Teaching & Learning (2,506)	3.8	5.9	4.6	22%
UWinsite (2,141)	7.7	29.2	20.4	30%
Messaging & Collaboration (1,695)	11	13.8	5.2	62%
Other Services (4,994)	10.4	16.9	13	23%

¹ Not including ‘cancelled’ status tickets

² Estimated based on ticket volume up to Oct 31st with Nov and Dec estimates based on average monthly volume

³ Average number of days (based on business / operating hours), not including tickets with no defined SLA (e.g., Scantron service requests)

⁴ As of Oct 31st, 2020

▪ Client Satisfaction

- IT Services continues to administer surveys to assess client satisfaction with services
 - Overall satisfaction scores of survey respondents increased in 2020 by 4%
 - Online and website experience scores increased in both 2019 (2%) and 2020 (3%) as compared to 2018

Year	Average Satisfaction Score (rating out of 5)			Satisfaction Variance (YOY)
	Online / TDX ⁵	Website Experience	Overall Service Rating	
2020 (Oct 31 st)	4.72 (94%)	4.65 (93%)	4.78 (96%)	3%, 3%, 4%
2019	4.56 (91%)	4.52 (90%)	4.62 (92%)	2%, 2%, -2%
2018	4.49 (90%)	4.45 (89%)	4.69 (94%)	-

▪ System Availability

- Average uptime of core systems (monitored) has slightly decreased in 2020

Year	Average Uptime	Variance (YOY)
2020 (through Sep 30)	97.9	-0.7%
2019	98.6	1%
2018	97.6	-

▪ Security

- Several existing and new security related metrics are being monitored including:

Metric	Performance (2020 YTD Oct 31*)	Performance (2019 YTD Nov 30*)
Incoming Connections Blocked at Firewall	98%	98%
Known Comprised Accounts	93	75
Encrypted University Devices	1,992	610
Centrally Managed University Devices	10,872	3,091
Accounts Utilizing MFA	100%	>1%

▪ Network

- Performance of the University network system continues to be monitored with usage being significantly down under current remote working conditions

Metric	Performance (2020 YTD Oct 31*)	Performance (2019 YTD Nov 30*)
Average Inbound Traffic (mb per second)	157	24.82
Average Outbound Traffic (mb per second)	297	2,030

▪ E-Mail

- Total campus e-mail volumes continue to remain high

Year	E-Mail Volume	Variance (YOY)
2020 ⁶ (YTD Oct*)	75.4M	15%
2019	249M	28%
2018	194M	-

⁵ Online / TDX refers to using TeamDynamix ticketing application

⁶ Mail infrastructure changes no longer include total number of spam messages. Variance based on 2019 legitimate email

- Training
 - IT Services continues to deliver several client orientation and training sessions for the campus community, most notably:

System	Sessions Completed (2020 YTD Oct 31*)	Number of Attendees
Microsoft / Office 365 (Windows, Teams, Stream, Bookings, Shifts)	60 ⁷	714

- Virtual Desktop Infrastructure (VDI)
 - In collaboration with the Leddy Library, supported process to install new virtual desktop infrastructure (VDI) in Leddy Library, Faculty of Engineering and Faculty of Science to provide students with virtual, remote access to software and other computing resources to support online continued studies
- Desktop Technologies
 - Continued refinement of the preferred PC [OECM](#) program (Dell) for desktop technologies to deliver:
 - Further standardization of supported PC devices and additional options for high-powered computing hardware
 - Improved pricing and lead / delivery times
 - Improved procurement efficiencies through the self-service portal
- Security
 - Continued efforts to build the University's cybersecurity program through a number of activities:
 - Enhanced the already successful IT [Cybersecurity](#) website by adding more content and resources to support work from home and other important information security protocols
 - Implemented Multi-Factor Authentication (MFA) and for all campus users to further protect University systems and corresponding data
 - Maintained participation in number of external cybersecurity initiatives with partner organizations (i.e. CUCCIO, CW-E) to further assess program against relevant benchmarks and identify potential opportunities for improvement
 - Continued progress as per the IT Services Action Plan (associated with the prior PwC Cybersecurity Review) to address identified audit recommendations and institute other opportunities for cybersecurity improvement
- Governance
 - Maintained efforts on number of governance related issues to ensure continued campus awareness and engagement on key IT initiatives:
 - IT Governance
 - Continued review and refinement of Committee mandate and membership to ensure a disciplined and transparent process for decisions related to information technology, as well as to facilitate an affordable, aligned, secure and sustainable technology strategy
 - Additional information on the updated campus IT Governance model can be referenced at [IT Governance](#)

- Data Governance
 - Supported on-going Committee and Working Group activities to further develop and implement key data governance initiatives including:
 - Continued evolution of the LMS Data Governance pilot project to support development of a potential campus data governance framework and associated best practices and include development of Bb archiving and retention policies
 - On-going collaboration with Leddy Library, Office of Research Services and other campus partners to support development of a proposed campus framework to address Tri-Council Research Data Management (RDM) requirements
- Security Governance
 - Supported continued activities of the Security Governance Advisory Committee to:
 - Further develop and implement cybersecurity governance / management policies and procedures, in particular those related to system passwords and multi-factor authentication
 - On-going review of potential solutions, best practices, tools, processes in order to further enhance information security initiatives
- Web Governance
 - Continued support of Web Advisory Committee activities provide oversight to the development, implementation and management of the University website
 - Specific activities related to the University homepage, header and accessibility were undertaken by the Committee during current fiscal
- IT Services Strategic Plan
 - IT Services has continued efforts to review and refine the [IT Services IT Strategic Plan](#)

D. Challenges

There are several challenges that IT Services continues to face in supporting increasing service and technology expectations from the campus community, particularly in the remote, on-line environment in which the University continues to operate, primarily in the following areas:

- Resources
 - Core systems and client support, most notably for Office 365, UWinsite, Blackboard systems and Windows 10 upgrade project, continue to consume significant IT Services time and resources in order to address operational needs. This increased demand for support requirements, combined with other urgent technology and related service requests continue to challenge the Department's ability to provide expected levels of service. Given the University's plan to continue operations in an on-line environment, resources within IT Services will continue to be constrained.
 - To help address this challenge, IT Services continues to leverage an operational resource plan to ensure, to the extent possible, that staffing is appropriately aligned with required departmental activities
- Financial Sustainment
 - Recent budget realignments, combined with increasing capital (i.e. technology infrastructure) and operational (i.e. software, licensing) costs, have significantly constrained the current budget of IT Services
 - To help manage this challenge, IT Services continues to leverage a business plan that identifies and projects anticipated capital and operational expenses, as well as planned activities to ensure that these costs remain aligned, to the extent possible, with established Departmental budgets

- Information Security
 - Particularly in the remote, online environment in which the University continues to operate, the information security landscape has intensified with increasing risks and potential external threats
 - To help address this situation, IT Services continues to leverage its Cybersecurity Program to provide a robust and reliable security infrastructure and to improve general cyber awareness and vigilance within the campus community
- Professional Development
 - Limited departmental budgets continue to impair ability to provide IT Services staff with appropriate training and development opportunities to keep pace with increasingly evolving technologies and systems
 - IT Services continues to regular assess professional development needs of staff and strategically fund these, to the extent possible, on a case-by-case basis
- Governance
 - IT Services continues to monitor and refine the existing IT Governance framework to address growing needs, however availability of resources, both from IT Services and campus community, remains an on-going challenge due to other priorities
 - To help address this challenge, IT Services continues to seek engagement opportunities with other campus community members in order to appropriately share governance related activities and workloads

2. Report

A. Goals and Objectives and the University's Strategic Plan

As mentioned previously in the Report, details on the goals and objectives that have been established for IT Services for the current fiscal year and how these support the University's Strategic Plan can be found at [IT Services Goals & Objectives](#).

B. Future Actions/Initiatives

- Microsoft
 - Windows 10
 - Continued phased deployment and completion of the Windows 10 platform via the [Y2K20 Project](#) to respective areas across campus prior to pending Microsoft support deadlines
 - Office 365
 - Continued implementation of Microsoft apps including Teams, Bookings, Shifts and others to further enhance collaboration and productivity across campus
- UWinsite (ERP)
 - Continued assessment and refinement to the IT Services sustainment model
 - Identification and prioritization of planned system enhancements for UWinsite Student, Finance, Engage and Service, most notably for:
 - eGAS - Grad Application process enhancements (eGAS)
 - SNAP – replacement of existing solution
 - GT Forms – development of additional student self-service forms to improve experience
 - Reporting – development of required system reports and queries utilizing PowerBI capabilities
 - Implementation of digital credentials

- Blackboard (LMS)
 - Continued implementation of planned updates to Bb Learn to ensure new system features and capabilities are available to faculty, staff and students including integrations with new LMS tools such as Better Examinations and Yuja
 - Maintain efforts to support development of a phased, future deployment plan for Bb Analytics (A4L) to support achievement of identified accreditation requirements
 - Seek to finalize long-term solution renewal strategy, with consideration for potential future collaboration opportunities (eCampus Ontario)
- VIP (HRIS)
 - As part of the established VIP Optimization Plan, IT Services, in collaboration with the Office of the Provost, Human Resources and Finance, will re-engage efforts to implement new system modules:
 - e-Recruitment – replacement of Authorization for Hire, ARAC and Form 1 processes
 - Time & Attendance – establishment of a standardized, enterprise solution
 - Time capture – integration of time capture devices and VIP system
- Website
 - Support continued enhancement of the University website, more specifically as it relates to:
 - On-going development of [Return To Campus](#) and other critical University websites to support current operating environment
 - Continued training and support for campus content editors
 - Completion of accessibility audits and updates to University websites to ensure compliance prior to Ministry deadline (December 31, 2020)
 - Completion of migration of remaining University websites from Drupal version 6 to 7, as well as plan development for pending migration to v8
- Desktop Technologies
 - Continued review and refinement to the desktop technology procurement process and improved overall offering of standardized products
 - On-going enhancement to existing automated desktop deployment processes in order to achieve service efficiencies and improve user experience
 - Continued modernization and standardization of approximately 3,000 computer workstations across campus including upgrading the Windows operating system and enrolment of devices in the University device management system
- Network Infrastructure
 - Continue efforts to update the campus wireless network to improve performance and ultimately enhance user experience for the following locations:
 - Medical Education Building
 - Chrysler Hall Tower
 - Complete planning efforts for pending server and storage area network infrastructure scheduled for replacement during 2021/22 fiscal
- Virtual Desktop Infrastructure
 - Provide continued support for existing implementations in Leddy Library, Faculty of Engineering and Faculty of Science
 - Continue development of a phased, future plan for other identified computer lab spaces across campus

- Classroom Technology Modernization
 - Review existing classroom technology standards and update as necessary
 - In alignment with on-going and planned campus renovations, establish a prioritized classroom technology modernization schedule
 - Creation of one or two high-flex classrooms to support synchronous teaching capabilities for selected University courses
- Cybersecurity Program
 - Continue efforts to further develop existing IT Cybersecurity Program to strengthen user awareness and improve current security protocols
 - Finalize implementation plan for enterprise encryption solution
- Business Intelligence / Data Analytics
 - Continue efforts to identify potential enterprise-class data analytics solutions to serve as a primary and standardized tool for the campus to better support institutional decision making and reporting requirements
 - Retire other existing reporting tools and migrate content to new enterprise solutions
- IT Services Management
 - Completion of process to renew existing IT Service Management (ITSM) system licensing
 - Continued development of a balanced IT scorecard that can be used to assess overall Departmental performance and effectively communicate status of identified key performance indicators (KPI's) including:
 - Financial
 - Budget versus actual
 - Customer
 - Client satisfaction, service quality
 - Service
 - SLA compliance, system uptime, ticket aging, incident / problem resolution
 - Security
 - Spam volume, security incidents, managed devices, cybersecurity training
 - Organizational capacity
 - Professional development, resource efficiency

C. Recommendations for Senate consideration (if any)

Continue efforts to support IT Services through the following activities:

- Providing regular feedback on current campus technologies, systems and services that will support further enhancement of the student experience
- Fostering awareness and promoting the value of information technology related services within the broader University community
- Reinforcing the need to be compliant with applicable policies, protocols, recommendations and best practices to ensure the protection of University information technology related assets

**University of Windsor
Senate**

5.7.1: Revisions to Bylaw 20

Item for: **Approval**

Forwarded by: **Senate Governance Committee**

MOTION: That the proposed changes to Bylaw 20 be approved.

Proposed Revisions

[revisions are in bold and strikethrough]

1.1 Regular appointments

- (i) A regular appointment will be to a position within a ~~given~~ **single AAU, within or two AAUs, or within an AAU and a non-AAU.** ~~and In the case of an appointment to two AAUs, the appointment shall be called a joint appointment. In addition, a regular appointment may be made to a position within a given AAU and in a non-AAU based program or other non-administration unit within the University and s~~ **In the case of an appointment to an AAU and a non-AAU, the appointment** shall be called a hybrid appointment.

- 1.3.1** A Limited Term Appointment is a full-time appointment to a position at any academic rank in the University for a specified length of time.

A Limited Term appointment will be to a position within a ~~given~~ **single AAU, within or two AAUs, or within an AAU and a non-AAU.** ~~and In the case of an appointment to two AAUs, the appointment shall be called a joint appointment. In addition, a Limited Term appointment may be made to a position within a given AAU and within another academic body within the University and~~ **In the case of an appointment to an AAU and a non-AAU, the appointment** shall be called a hybrid appointment.

1.5 Cross-appointments

A faculty member may hold or be appointed to a cross-appointment in a different AAU(s), **or in an AAU(s) and a non-AAU.** ~~In the former~~ **In the former** which case, the appointment shall be called a joint appointment, ~~and in the latter or in a non-AAU based program(s) or other non-administration unit(s), in which case the appointment shall be a hybrid appointment, subject to the following provisions:~~

- 2.1.3** For hybrid appointments the appointments committee shall be composed as follows:

- [...]
- two faculty members elected by and from all regular faculty members in the AAU, one of whom in the case of an AAU that is also a Department shall be the Head, and two representatives of the ~~other body in which the appointment is held~~ **non-AAU** one of whom shall be the academic leader **or the director of the non-AAU of the other body**, or designate.
- one student representative from the AAU elected by and from the students in the AAU.

- If the non-AAU is associated with a program(s), one student representative elected by and from the students in the associated academic program(s).
- student alternates, to a maximum of two per AAU and non-AAU, may be elected by and from the students in the AAU or associated academic program(s), as the case may be, to serve as representatives in cases where the elected student representative is unable to participate for an extended period of time due to program requirements (e.g., co-op or field placements, internships, etc.). In all instances, there shall be no alternating among and between student representatives during the course of a single search.

Additional Revisions: “non-AAU based program or other non-administrative unit” will be replaced with “non-AAU” throughout the bylaw for consistency and clarity.

Rationale:

- The proposal addresses the concern raised by Senate at its May 22, 2020 meeting around clarity with regard to the terminology for areas that are not AAUs. Since areas are either AAUs or not, the Bylaw Review Committee agreed that it would be simpler and clearer to refer to non-AAU without additional qualify information.
- Brings consistency to language around hybrid appointments. Ensures student representation from non-AAUs that are associated with a program (eg, Forensics, Women’s Studies), consistent with other bylaw provisions. Where there is no program associated with the non-AAU, and therefore no students (eg, CTL), there would be no call for student representation from the non-AAU.