

Senior Leadership Team Meeting
Staff Edition
August 14, 2019

1. Approve minutes from the last meeting
 - a. Minutes approved
2. Discuss student CRM ideas (Jared)
 - a. Raised by CRM consulting engagement
 - b. Loretta Early and Erika Ogedegbe
 - i. Initial ESE use of CRM has broadened to include admissions, advising, etc.
 - ii. Desire to ultimately track students from interest through alumni
 - c. Goal: University-wide CRM roadmap
 - d. What is our input on CRM?
 - i. GH: Being able to follow students using Academic Commons, workshops, etc. to track outcomes
 1. In future, perhaps micro-credentialing
 2. Faculty interest in tracking Learning Assistants impact
 - ii. GL: Express need for CRM for our own faculty; measuring same stuff, but for a different population (and can be integrated with student success)
 - iii. PHO: Undergraduate research also could use tracking, especially in regard to outcomes, longitudinal impact, high-engagement faculty and departments, etc.
 - iv. Micro credentialing in other areas of the university in CRM?
 - v. JJ: Opportunity for LAI to raise its own role in this effort, especially vis-a-vis ethical considerations beyond FERPA and HIPAA
 1. GL: Protocols in place to do research across all courses in Health Sciences courses provide precedent
 2. Needs to be discussed in order to proceed appropriately from the outset from an architectural standpoint
 3. Architecture needs to support multiple uses while not overreaching
 - vi. Please send additional input to Geneva prior to Aug. 27
3. Fall Board of Trustees meeting - STEMworks/Academic Commons (Geneva)
 - a. Geneva to discuss Academic Commons at the October 3 board meeting
 - i. Trying to leverage data (especially from tutoring) to support the President's STEM initiative
 - ii. JJ: Should be able to take fall and spring and co-mingle data
 - iii. Geneva/Robin to meet on this
 - iv. Undergraduate research to be thrown into this mix as well
 - b. Opportunity for LAI visibility with Board
4. Possible collaborations with Athletics (Geneva)
 - a. Common interest in certain initiatives (filming, teaching, data analytics, etc.) present opportunities

- b. JJ: Printing conversation involved MSSC and Athletics
 - c. Contact with academic success office - study skills workshop participation
 - d. HS: Duke model wherein athletics support academics?
 - e. Tyler shares some personal perspective about the impact of outreach to student-athletes
5. ID placements at LAI (Guy)
- a. Additional team members incoming, which present space issues (Guy working with Barbra)
6. Possible Collaborations with GSEHD: Internships (Guy)
- a. Conversation with Mike Corry: looking to begin structured collaboration with GSEHD providing internships in exchange for staff development (training, adjunct appointments, etc.)
 - i. Could be part of credit-bearing programs (curriculum and pedagogy)
 - ii. Could even develop into a sort of annex for GSEHD
7. Eckles (Barbra/Robin)
- a. The second floor was primarily stacks and did not see high usage (~70-80% had not circulated in last decade)
 - i. Dawn led project (with David and Lauren, as well as Hannah and Bill)
 - ii. New student furniture has been ordered; expected mid-September
 - iii. Another phase of furniture remains for future budget
 - b. The second floor is transformed
 - i. Furniture plan is available from Robin
 - ii. Sound-masking technology to deal with echo?
 - iii. Eckles as a testing ground for furniture, etc.?
8. Provost sr. staff updates (Geneva)
- a. October board meeting (above)
 - b. Introduced interim director of enrollment Ed Gillis
 - i. Praised Laurie's work, said he's filling part of her former role (just enrollment)
 - ii. Provost remains overseeing student experience piece
 - c. Update on the incoming class
 - i. Likely to be at around 99% enrollment
 - ii. Financial concern around discount rate; likely to persist for another year
 - iii. Fall of 2020 class will mark the shift away from fixed tuition
 - iv. Provost search: airport interviews done, mid-September hire target and December/January start date target
 - d. Food truck area - parking lot behind Tonic
9. Better and Safer Initiative and GW LAI (BG)
- a. Several walkthroughs of Gelman have taken place and external contractors have been brought in
 - i. Priority work (from LAI perspective): HVAC units along perimeter of the building, hard water deposits on windows
 - 1. Prep & paint work to be done before classes start

- 2. Each staff space with HVAC units to receive thermostat
 - ii. Longer-term: restrooms, carpet, egress signs, etc.
 - b. Scheduling: while we should be mindful of scheduling around student disruption, this should also be a time to push ahead - a balance must be struck
- 10. LAI Diversity kick off on Friday 12:00-3:00pm
 - a. Update from JJ in next week's newsletter
- 11. Performance management (Nia)
 - a. Doing well; Nia to provide extra boosts to a couple of areas