



University Senate Annual Committee Report Academic Year 2019-2020

Name of Committee: University Services and Facilities Committee

Submitted by: Joyce Martin, chair

Date Submitted: 4/27/20

Membership Roster:

Nisa Cortes, Social and Family Dynamics, Tempe campus 2020

Elizabeth Lowry, English, Tempe campus 2020

Matthew Martin Behavioral Health, Downtown Phoenix campus 2020

Susan Squire, Polytechnic School, Polytechnic campus 2020

Rogier Windhorst, Earth and Space Exploration, Tempe campus 2020

Stephanie Downie, Languages & Culture, Downtown Phoenix campus 2021

Robert Grosse, Global Management, Downtown Phoenix campus 2021

Kiril Hristovski, Polytechnic School, Polytechnic campus 2020

Ellen Meissinger, Art, Tempe campus 2021

David Sailor, Geographical Sciences & Urban Planning, Tempe campus 2020

Robert Wood, Information Systems, Tempe campus 2020

Joyce Martin, Hayden Library at Tempe, Tempe campus 2020

Overview Narrative:

The University Services and Facilities Committee met six times between October 2019 and May 2020. In this time our committee addressed such varied issues as parking, communication between students and faculty through students' personal email address, parking issues, data security and management of ASU owned laptops and tablets, building maintenance, walk only zones, booking UTO classrooms, and a resolution to thank all ASU essential employees.

Request for Consultations and/or topics reviewed by the committee and outcomes:

- RFC-189 Extending hours of Tempe campus walk only zones. Our committee closed this RFC as the hours have already been extended.
- RFC-195 re: parking This issue was resolved by our committee's meeting on 1/22/2020 with Ray Humbert from Parking and Transit.
 - Additional work on parking issues
 - Committee chair attended a UAC meeting with James Dwyer and Melinda Alonzo from Parking and Transit Services where they discussed issues such as the construction of a new parking garage near Mill Ave., a potential increase in parking pass costs, and the need to reduce the number of cars parked on campus by about 10%.
 - Committee member Susan Squire volunteered to create a spreadsheet of parking issues and their resolutions both current and past to help this committee keep track of this important concern

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- RFC-212 ASU data security and device management. A faculty member was concerned about what he referred to as monitoring software installed on ASU laptops, computers, and tablets. Our committee investigated this issue, with committee member Kiril Hristovski taking the lead and through our meetings, conversations and emails we obtained the following information from ASU IT personnel:
 - “ASU uses Jamf pro for data security and device management for Apple devices. These tools that we are using in ASU IT groups are only for data protection and not to invade the privacy of the users. To be able to protect data security, Jamf pro stored the Apple FileVault key. Apple FileVault key is the encryption key for the hard drive. On top of that, we work with Apple and enrolled in the Apple DEP program (Device Enrollment program). With Jamf Pro and Apple DEP together, it gives us the ability to protect ASU data more. For example, you lost your laptop or was stolen from you, you can report to us right away and we can remotely lock the device. As soon as the device turns on and connected to the internet, it will lock up and no one will be able to use it unless we provide the PIN number. When bad people try to take it to the Apple store to unlock it, the Apple store will call the police department as soon as they saw the lock from us. For Windows devices, we use the Microsoft built-in tool called BitLocker to encrypt the data and we store it in the ASU management system. Below is ASU UTO Information Security Page and explain details for policies. Please let me know if you have further questions, I can also reach out to higher-level security and policy personnel to explain to you more details. <https://uto.asu.edu/security-policies/policy/information-security> “
 - Our recommendation is to close this RFC.
 - At the Executive Committee meeting on 4/20 it was suggested this issue might be transferred to the new Digitally Enhanced Teaching and Learning Committee. If they wish to carry on with this issue I am happy to pass along the email and .pdf that was brought to our committee.

- RFC-207 Student faculty communication using student’s personal email
 - Explanation of this issue by Susan Squire (from email with Tina Thorstenson 4/16/20)
“Per the FERPA guidelines, faculty are instructed to only email students at their asu.edu address. However, when students link their asu.edu email to their personal email (which ASU allows) their emails to faculty come from their personal email unless the student intentionally selects that their reply comes from their ASU email address, which many students struggle with. As faculty, it is difficult to always catch when the student’s email is not coming from an asu.edu email and faculty just hit reply. It is not uncommon for a faculty to email a student at their ASU email and for the student response to come from their personal email. If the faculty wants to respond back to that email, they have to look up the student’s ASU email to respond. This is especially problematic if the student has a common name and faculty has to look up the student’s asu email to confirm they are emailing the correct student every time they reply to an email. This is especially a challenge in large enrollment courses when faculty have over 300 students in one course. It appears that some faculty have been reprimanded for sending an email to a student’s personal email and are now not responding to any emails received from a student’s personal email. In the FERPA guidelines, faculty are told to correspond only to

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the student's official @asu.edu email address. In the Student Services Manual, the ASU policy states that "ASU e-mail is an official means of communication among ASU's students, faculty, and staff" but does not state that students must use their ASU email when emailing faculty. The faculty that brought this to our attention is asking that either A) the FERPA faculty guidelines of only responding to ASU email addresses be changed, or B) not allow students to forward their @asu.edu email to their personal email. "

- Update – this issue is still ongoing and the committee has consulted with Tina Thorstenson from UTO both in person and by email
- As was mentioned in Executive Council meeting on 4/20/20, if the newly formed Digitally Enhanced Teaching and Learning Committee would also like to assist on this issue the USFC could consult with them.

Request for Consultations and/or topics that were not started or remain unfinished and need to be carried over to the next academic year.

- RFC-204 UTO classroom issue - Faculty member arranged for his students to attend a non-mandatory classroom activity in a UTO classroom. His TA was monitoring the sessions with the students and they were kicked out due to a scheduling error. Despite the faculty member calling UTO, students were not allowed back in to complete their work. Our committee proposed creating a subcommittee who would discuss the issue with ASASU to see how widespread this issue might be. However, this work remains incomplete.
- RFC-205 Building maintenance – Needs to be a balance between money spent on new buildings and money spent to maintain existing buildings. Facilities management is underpaid and understaffed. Looked at a particular example of an alarm going off in a lab and no one was available to investigate so the lab could not continue. The committee suggests future action on this issue include a conversation with Morgan Olson on the short and long term plan for existing building maintenance.

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