

HEO Meeting Summary March 13, 2025

Jade Michaels, the Vice-Chair, conducted the meeting in the absence of the Chair.

1. **ELECTIONS:** Nominations will open on Monday March 17 and close Monday, March 31. Ballots will be sent out April 7 with a response date of May 12. Once we have the nominees we are trying to have an informal “MEET THE CANDIDATES” for one hour so people can come and see who the persons are. We will send out the nominations through the new HEO email.
2. **HEO AWARDS:** Barbara met with Maria Camaj to discuss the HEO awards. The plan is to have the HEO Awards given out before the end of the semester. There will be a new format starting next semester which will encompass Employee Recognition Awards and include other titles as well. Barbara is working with the President’s Chief of Staff to make recommendations on the process to the President including the set-up of a committee to oversee this.
3. **HEO WEBSITE:** The new website is now live. The initial picture on the website needs to be replaced since it is a duplicate and the HEOs in the picture are not all at Hunter now. We also have re-instituted or “Nominate a HEO” page which helps us meet other HEOs in the College. This can be done through the mach form and we already have gotten a suggestion of someone. If you have any, fill out the form.
4. **GUEST SPEAKER: Henry Saltiel**
Dr. Henry Saltiel is the CIO at Hunter. He brings his 40 plus years of experience to the College and has been recognized for leading technology-driven initiatives that support academic goals. Many of these have been implemented across CUNY. He plays a key role in guiding strategic planning and policy implementation related to technology infrastructure and its use in advancing the college's mission and oversees various departments, including Infrastructure, End-User Support/Helpdesk, Student Information Systems, Web Services, Instructional Media Services, and Project Management.

Below is summary of the discussion.

1. Mobile ID Cards

- A mobile ID system is being tested that will auto-populate student data (like barcodes), easing access and circulation desk operations.
- Students will have the option to carry both a physical and a mobile ID.
- Mobile IDs are central to future app integrations, including messaging and services like EAB Navigate.
- Communication at orientation will improve so students know their ID options.

2. Mobile Printing Issues

- A new version of the Faros printing system is coming, allowing students to:
 - Submit print jobs remotely
 - Use QR codes at printers for easier access
 - Queue print jobs until they arrive on campus
- A centralized printing solution is being explored to simplify the current inconsistent experience.

3. Xerox Printers and Office Printing

- Xerox printers are under a city contract and now have improved alert systems for toner.
- Offices can still maintain local printers if budget allows, especially as backup for urgent tasks.
- Broadcasting printer names was disabled due to security risks but can be reconfigured if needed.
- IT will support resolving persistent IP connection issues.

4. One Card Support for Welcome Week

- Student Activities requested One Card support during Welcome Week for smoother student onboarding.
- Efforts are underway to ensure services like credential setup are integrated into orientation and visible in communications.
- Additional efforts to communicate Welcome Week events to departments are encouraged.

5. Evening and Weekend Support

- AV services currently operate extended hours on weekdays and some Saturdays.
- Plans are underway to add staffing for later hours to better align with library and class schedules.
- Concerns from departments (e.g., Psychology) about lack of IT support during weekend classes are acknowledged, and solutions like RingCentral are being used for offsite support.

6. Classroom Tech & Signage

- Issues raised about outdated or missing instructional placards in classrooms and conference rooms.
- ICIT will ensure classrooms and non-traditional spaces used for teaching are properly equipped and labeled.
- Registrar will be contacted for complete classroom use listings to ensure tech support coverage.

7. Wi-Fi Improvements

- Over 1,700 new access points have been purchased (200 deployed) to improve coverage, especially in older buildings like the North Building.
- Enhancements include better hardware, segmentation for users (guests, faculty, students), and stronger signals.
- Project budget: ~\$1.5 million.
- Additional deployment is in progress, pending procurement processes.

8. Voicemail System

- Two phone systems currently exist:
 - Voice over IP (VoIP) in newer buildings
 - Legacy systems in older areas
- Voicemail functionality and experiences may differ between the two systems.

9. Email & Communication Issues

- Emails are sometimes automatically sent to the *Deleted* folder, especially meeting invites, causing confusion.
- Some have attempted to rename the *Deleted* folder for visibility but was unsuccessful.
- Could be that misconfigured inbox rules may be a culprit, which can happen unintentionally.

10. Proofpoint Spam Filter

- Proofpoint is actively filtering out millions of spam emails and suspected phishing attempts.
- Categories:
 - Blocked outright (known spam/malware)
 - Suspicious but not malicious
 - Spam-like but harmless (sent to quarantine)
- Planned improvements:
 - Simplified UI (e.g., a single button to release and whitelist senders).
 - New management dashboard to search and manage quarantined messages.
 - Real-time access between digest deliveries.

11. HEO Staffing Challenges

- Difficulties getting approvals to hire or backfill HEO (Higher Education Officer) positions.
- Emphasizes the importance of consistent staffing, especially in specialized roles.
- **HEO evaluations** need to be a priority, citing past neglect in this area.

12. Scantron Phase-Out

- Moving away from **Scantron machines** in favor of **Remark** software integrated with Xerox machines.
- Remark enables:
 - Custom test forms
 - Automated grading and analytics
- Request to sunset Scantron use, with Jade's team coordinating communication and training.

13. CUNY Work (Workday Implementation)

- Workday will replace parts of **CUNYfirst**, focusing on:
 - **HR (Human Capital Management)**
 - **Finance**
 - **Payroll**
 - **Purchasing**
- Project duration: **~27 months**
- Departments may be asked to designate liaisons to help with the rollout and testing.

14. Staffing and Resource Rebuilding:

- It was mentioned that there has been a decade-long decline in resources, particularly noting that the **Technology Resource Center (TRC)** was significantly downsized from five staff to just one and a half (including part-time help from security). We have added **11 or 12 new positions** and are working to rebuild key departments, including through **student internships**.

15. Culture Shift in ICIT:

- A past lack of trust toward ICIT was mentioned and emphasized the goal of creating a **collaborative and supportive environment**. ICIT wants to partner with departments rather than be seen as an obstacle.

16. User-Driven System Development for Major/Minor:

A new major/minor declaration system has implemented with continuous **user feedback and testing**. This is a model for future initiatives—ensuring systems are **co-developed with input from actual users**.

17. Collaboration Highlight:

It was also mentioned ongoing successful collaboration with **Burhan Siddiqui, the registrar**, noting a strong working relationship that started at a previous institution.