

Attendees:

| Area | Name | Attended/Absent | Area | Name | Attended/Absent |
|---|------------------------------------|----------------------|---------------------|--------------------------------------|----------------------|
| Advancement | Karen Paciero | Absent | HR | Winifred Williams Danielle Hanson | Attended Attended |
| Enrollment Management & Student Success | Paul Roberts | Attended | ITS/Facilitator | Susan Malisch | Attended |
| Facilities | Kana Henning | Attended | ITS | Jim Sibenaller Jeff Apa | Attended Attended |
| Finance | Wayne Magdziarz Teresa Krafcsin | Attended Attended | Student Development | Jane Neufeld | Attended |
| President's Office | Tom Kelly | Attended | UMC | Jeremy Langford John Dreves | Absent Delegate |
| Provost | Margaret Callahan | Attended | School of Nursing | Lorna Finnegan | Absent |
| Provost Office Representatives | Brian Erdman | Attended | | | |

Other Attendees: Jeff Apa, Darrell Nabers, Merharvan "Sonny" Singh

Welcome, Meeting Purpose & Agenda

The minutes from the June 17th meeting were approved as written. The agenda for August 12th includes a discussion on financial planning for future investments, a presentation from Sonny Singh on an Electronic Research Administration solution and a presentation from Darrell Nabers on gaps in the SSOM Admissions process. Following these presentations, Jeff Apa will share the current state for the HSC Telephony Replacement and Susan will wrap the meeting with an update on ITS Project Capacity.

Planning for Future Investments – S. Malisch

Susan shared the need for further discussion, change management and financial planning for some of the planned major initiatives. The four major initiatives covered today include: Electronic Research Administration System, SSOM Admissions Replacement, Advancement RFP/Implementation and HSC Telephony Replacement. The costs that were noted are placeholder estimates and have not been confirmed. Susan reviewed the shift to more cloud-based solutions, where there will likely be lower initial capital investments, replaced with a higher annual subscription cost as an operating cost.

Electronic Research Administration – S. Singh

Sonny led the discussion on the current process that supports research administration and compliance. The largest issue is that there are many manual processes that support research administration. These manual processes create inefficiencies, duplication and data inaccuracies. Additionally, there is an inconsistency in processes and multiple and incompatible systems across the three campuses. All these discrepancies make it difficult to produce accurate data and timely reports. The Board of Trustees recently called out Research as an important part of Loyola's future. In order to begin reporting out accurate data and replacing manual processes, we must consider the procurement and implementation of an electronic research administration (eRA) system. eRA systems integrate all elements of a grant cycle, from the grant idea all the way through to the receipt of the award and completion of the project. Margaret echoed the importance of having one system across all campuses, emphasizing the need for more timely and accurate reports, which is not possible with the current processes we have in place. Wayne shared that research growth is a priority for the University and is underscored in the strategic plan. There is a general understanding among senior leadership and BOT that there are multiple steps that need to be taken to achieve this over the next several years. Sonny explained that he would like to get an RFP out and receive a commitment of funds for this effort. Sonny will engage Teresa, Brian and Karen to continue to capture requirements that may be included in an RFP. Susan shared that there is a \$3M placeholder over two fiscal years that is not validated. A solution would combine two home-grown solutions into a commercial product so this additional complexity may have some added costs.

Stritch School of Medicine (SSOM) Admissions - D. Nabers

Darrell shared an overview of our current admissions process at SSOM. Darrell shared that every student that applies to medical school has to submit an application through American Medical College Application Service (AMCAS). AMCAS then sends the application to the schools where the prospective student has applied. As a result, all the systems must seamlessly integrate with AMCAS data. Our current SSOM admissions system is a home-grown solution with no continuity of process or outcome data from one year to the next. There is no data regarding personal health, wellness or academic support – this information would have to be manually looked up. Additionally, there is no ability to build support connections or communications across students, faculty or staff. AMCAS has announced that moving forward, home-grown systems will no longer be supported. There is a 13-month application calendar, so during the months of June, July and August, there are two admissions cycles active at the same time, not allowing for the downtime required to evaluate

the admissions process. Each cycle of students is a separate instance and any data they wish to keep needs to be manually taken from the application and stored before the data is lost. Any report that is internally or externally requested is manually pieced together by Darrell, oftentimes into a spreadsheet. Currently 30% of medical schools, including SSOM, use home-grown admissions systems. Darrell reports an average of \$1M from the supplemental application revenue, so SSOM could cover the cost of their own system. Jane shared that her area uses Maxient for retaining student information for advocacy. Paul shared that undergraduate admissions utilizes Slate for their admissions process and that it might work well for Darrell's area. It was decided that ITS, Paul and Darrell would meet to review Slate more closely as a possible fit for SSOM. Susan reemphasized that estimated cost is simply a placeholder estimate; the RFP process would reveal a better estimate.

Advancement CRM RFP – S. Malisch

Susan shared that we are down to three vendors in the RFP process for the Advancement CRM. There is a placeholder estimate of \$5M over three fiscal years with a goal of implementation starting around March 2022 with a go-live in 2023. Further breakdown of one-time, capital costs and annual, operating subscription costs will be forthcoming and somewhat dependent on the solution selected.

HSC Telephony Replacement – J. Apa

Jeff presented the current state of the HSC telephone and voicemail system. The telephone and voicemail system is currently managed by Trinity Health / LUMC. There are roughly 1,060 phone numbers in use at HSC, none of which have the capability to employ the Avaya softphone. This project would transition the management and costs of the telephone and voicemail system to LUC and is intended to be more integrated with LUC. There are some hidden impacts to making this change that require budgeting and planning to manage potential disruption. Some impacts of this change include: new phone numbers, new handsets, LUC-only direct dialing and softphone capabilities. Call-forwarding and legacy voicemail greeting may be possible for six months. The budget placeholder for this project remains \$437K and the timing will be driven by the Maguire building removal and availability of phone extensions for LUMC. Some additional impacts include the need to update stationary, business cards, websites, digital signage and email signatures, due to the change in phone numbers. Some faculty would likely have two phone numbers; instructions on call-forwarding would be important. Kana suggested we connect with Trinity and confirm when they plan on removing their phone system.

ITS Project Capacity – S. Malisch

Susan wrapped the discussions on the major initiatives by reemphasizing the complex and significant amount of work that goes into these very large projects. The COVID-19 support work had slowed momentarily in June, but has since ramped back up with new needs to re-open campus. ITS currently employs seven consultants, more than we've ever had. Further, there are six open positions and two retirements pending. With the competitive and tight job market for IT skillsets right now, it is taking a significant amount more time to fill these positions. This is a risk to project deliverables and timelines that we are watching.

Next meeting – Thursday, October 21, 2021 – 10:00am -12:00pm –Via Zoom tele/video conference.

Respectfully submitted,

Megan Youngs