



Assets and Resources Committee

CCSNH BOARD OF TRUSTEES

Meeting of June 20, 2019

Present: Trustee Kathy Shields (Chair), Trustee Richard Killion, Trustee Richard Heath, CCSNH COO Charles Ansell, CCSNH Director of Facilities Matt Moore, CCSNH Director of Human Resources Sara Sawyer, CCSNH Executive Director of Government Affairs and Communications Shannon Reid

Regrets: Trustee Darrin Daniels, President Larissa Baia, GBCC President Pelema Morrice, CCSNH Executive Director of Government Affairs and Communications Shannon Reid

Others in Attendance: CCSNH Legal Counsel Jeanne Herrick, CCSNH Chief Advancement Officer Tim Allison

Chair Shields called the meeting to order at 11:11 am in the Chancellor's Office Conference Room, NHTI, Concord, NH.

Approval of March 21, 2019 Minutes

VOTE: The Committee, on motion of Mr. Killion and seconded by Mr. Heath, voted unanimously to approve the minutes of March 21, 2019 meetings as written.

Overview of Information Technology

Mr. Ansell provided an overview of information technology at CCSNH, including the primary areas of information security, data and reporting, IT service and asset management, and enterprise systems.

In the area of IT security, the most common challenge is phishing attacks, malicious attempts to obtain online credentials of employees. Over the last three years, CCSNH has implemented robust IT security procedures and software for flagging and managing suspicious emails. CCSNH has also worked to better educate employees on appropriate information security procedures and best practices. Mr. Thomas will include this information in a report that he is preparing to share with the board in the next year.

Mr. Ansell provided an overview of data and reporting at CCSNH. Complementing work within the shared services initiative, CCSNH has implemented an advanced reporting tool for institutional research personnel and a tool that gives advisors, managers, faculty and administration access to reports on areas such as enrollment, awards, credits activity. In July, CCSNH will implement Dxtera, a data warehousing solution that will allow for more advanced analysis of complex areas that have data that reside in multiple systems.

Enterprise systems include TargetX for recruitment, marketing, and outreach to prospective students; Emsi for recruitment and admissions; EAB for retention across semesters; Canvas for learning and retention within semesters; and Raiser's Edge to support alumni relations and fundraising efforts.



Mr. Ansell provided updates on progress of the BerryDunn IT assessment recommendations, including the centralization of administrative software and hardware, standardized network and IT security, migration of all servers to the UNH data center with backup and recovery services hosted by the System Office, and hiring in data management, network assistance, and servers maintenance. Challenges include overloading the IT staff, tracking of utilization metrics for major products, and consolidating help desk, inventory, and software items across all colleges. Discussion followed regarding the need to develop a transition plan for the CIO position and to continue discussing progress on consolidation across all colleges at the next committee meeting. Main focus areas for IT include improvements to data and analytics, the organizational structure, and the CIO position.

Master Planning

Mr. Moore and the committee discussed the importance of the master planning process, which makes it possible for college and system strategies to work dynamically.

Employee Engagement Survey

Ms. Sawyer provided an overview of the 2019 Great Colleges to Work For survey results. Response rate increased 29% from 2017, and each of the 15 key dimensions improved. Ms. Sawyer noted that increased positive responses to the big picture statements—"Overall my department is a good place to work," "All things considered, this is a great place to work," "I would recommend my organization to others as a place to work," and "I would choose my organization again if I had a job choice to make" – are encouraging.

Discussion followed regarding access to professional development opportunities and shared governance, both items that related variably across the colleges.

Strengths identified by employees include job satisfaction, connection to mission, pride, supervisors/department chairs, workgroup experience, and diversity and inclusion. The areas of resource constraints, performance management, system leadership, communication and collaboration, shared governance, and recognition were identified as opportunities for improvement. In August, a webinar will be hosted by the survey consultant to present an analysis of the aggregate data, and in the fall the colleges will present, share, and discuss their results. Identified next steps to this survey are to explore ways to address across-the-board areas for improvement, to create more alignment with the system office and the colleges, and to identify three-to-five specific opportunities to address at the institution level.

Other Business

The committee requested increased communications to the board on current legislative affairs. Internal communications will be discussed at the next meeting.

No further business was stated. The meeting adjourned at 1:10 pm.

Respectfully Submitted,

Meghan Eckner
Executive Assistant to the Chancellor and Board of Trustees