

**MINUTES**  
**College Senate Meeting**  
**Wednesday, August 20, 2008**

**Attendees:** David Thompson, Beryl Solla, Amy Gillespie, Marie Melton, Bill Hurd, Jennie Patteson, Bruce Glassco, Tracy Cersley, Terry Clore, Kris Swanson, Brian Wisniewski, Ed Kingston, Kathy Hudson, Crystal Newell

**Election of an Executive Committee**

The senate needs to elect an executive committee to meet with the president to include: an administrator, a student, a staff member, and Ed Kingston.

**Policy Approval for SACS**

The Senate's approval is required on the below policies. These policies formalize procedures where none previously existed and prepare the college for its reaffirmation. The goal is to approve all policies forwarded by the standing committees by Friday. Each of these policies will become part of a manual with an index.

C&I did not complete the policy approval process and will do so on Thursday. The IT committee forwarded 11 policies for approval today.

**IT Committee**

The IT Committee presented the following policies which will ultimately become a part of the college's statement of compliance. In general, it was suggested that acronyms be spelled out, e.g. ISO (Information Security Officer) the first time they are used in a document.

*Data Security* – A question arose in regards to information/data shared over Google apps and gmail to which we are migrating in September. **Brian Wisniewski will investigate.**

*Account Management* – This policy lays out the steps for account creation and de-provisioning. Pg. 4 stipulates MOAT training requirements. The policy attempts to streamline the account creation process. The acronym, CISO, will need to be spelled out; **approved with revisions.**

*IT System Development Life Cycle Security* – The policy states that any system or project we implement must be vetted and acquired through approved vendors; **approved.**

*Access Determination and Control* – This policy details the series of steps that IT will take in terms of ensuring who has access to sensitive information. Fingerprints may be required for people who have access to sensitive information. Human Resources may need to be contacted; **approved.**

*Software License Management* – IT must ensure all software is not malware or a trojan before installation. It was asked if there is a timeline factored into the policy. A timeline is addressed in the procedure; **approved.**

*IT Security Monitoring and Logging* – This policy allows us to monitor certain traffic patterns, and, therefore, maintain the stability and safety of our network. The last requirement will need a clearer response/procedure added; **approved.**

*Threat Detection* – This policy allows us to watch for trojans and malicious attacks. It also details the

duties of the Information Security Officer. It was suggested that “must” be changed to “will” in each section; **approved**.

*Encryption* – This policy ensures we choose approved vendors when purchasing software; **approved**.

*Malicious Code Protection* – The policy states that we run antivirus software and firewalls; however, if we state that we “must develop standards and procedures”, we should also reference MOAT. First paragraph will now say “Piedmont will inform employees of their...”; **approved with revisions**.

*Configuration Management and Change Control* – This policy requires IT to document and test changes before implementation; **approved**.

*Password Management* – **approved**.

## **Publicity and Public Information**

Mary Jane King presented two policies previously excluded from the Faculty Handbook: Publicity and Public Information and External Publications. Discussion about the policies included: the use of templates and the turn-around time for review of two days for normal request items and four hours for rush items.

For college-wide issues, a faculty member may speak to the media. They do not need to obtain marketing’s permission first. Also, the Office of Marketing and Media Relations wants to be notified if an interview occurs. The office wants to be aware of any publicity, especially as it relates to the college as a whole. The policy is a way to handle marketing/media issues for those who don’t know what to do.

The policy specifically relates to external publications. Internal publications can be done in-house and do not have to be done through the Office of Marketing.

The college does not have a graphic support person. Individual persons or departments can design publications as long as they are approved; **approved**.

## **Complaint Policy**

This policy specifically deals with written student complaints. According to SACS, the college must maintain documentation on all written complaints as well as the procedures that were undertaken to resolve the complaints. The policy is college-wide and simply iterates our current procedures. Verbal complaints are handled differently from written complaints.

As stated in the policy, written complaints are submitted to the president’s office where Pat Buck will be responsible for forwarding it to the appropriate dean for action. Pat Buck also is responsible for maintaining documentation on each complaint and its resolution.

Email may be considered a written complaint, but it also is used very commonly by our students. The deans can receive a large number of complaints in a single day.

The following changes were suggested: Written or email complaints would be forwarded to the department chair; if no chair, then the dean or administrator would investigate the complaint. A copy of the complaint and the response will then be forwarded to Pat Buck so that the proper documentation can be maintained for SACS. If it is a complaint that the dean or department chair cannot handle, then it would automatically be forwarded to the president; **approved with revision**.

## C&I

*Notification of Substantive Change* – There was confusion as to what constituted substantive change. SACS requires the college to notify them as academic programs change; this policy responds to this requirement. Particularly, we failed to report substantive changes as they related to distance education, i.e. our use of video streaming to present our surgical technology program to other community colleges, etc. The policy is to put in safeguards as we put more courses online; **approved**.

*Activation of Academic Programs* – This policy complies with the VCCS policy. As a result, we have to notify SACS of any new program, e.g. degree, certificate, etc. We also have to receive permission from SACS before any new program can be offered. This procedure only relates to credit courses; **approved**.

*Inactivation of Academic Programs* – In the past, not all the stakeholders were notified properly when a program was deactivated. Often, the course would still be in PeopleSoft. This policy ensures that all the proper stakeholders are notified. #6, pt. h is new; **approved**.

*Enrollment Override* – This policy documents what our procedures have been for years. #3 is new; this statement implements the acceptance of GRE scores in lieu of placement testing. Deans and faculty may override enrollment as well. There was some concern that deans can override class limits; however, the C&I committee felt that during the summer when faculty wasn't here, it was better to allow class limit overrides.

Students without prerequisite documentation must seek division dean approval for override. – added in addition to number 8.

Is there a time limit on the acceptance of GRE, SAT, and ACT scores? C&I felt it wasn't prudent to have a college-wide policy. Each program decides the time limit for these scores; **approved**

*Pass/Unsatisfactory* – This is an update of a policy from 5 or 6 years ago and is in direct conflict with a VCCS policy. C&I believes the VCCS policy is limiting student's ability. We allow up to 7 credits for a degree and up to 4 credits for a career certificate; **approved**

**Adjournment.** The committee adjourned at 3:00 pm.