

Board of Director Meeting Minutes of October 20, 2021

I. CALL TO ORDER at **12:02 PM**

II. ROLL CALL

Present: Kristtina Caro, Angelica De Leon, Kabir Dhillon, Mirna Maamou, Jose Simon Carmona, Tyler Luevano, Andrew Pajes, Arazeli Barragan, Neilah Peku, Erik Pinlac, Mark Almeida, Steve Spencer, Sarah Nielson , Andrew Yunker, Jesse Norman

Late: Zaira Perez, Jasmine Domino, Ashmita Ahluwalia , Marguerite Hinrichs

Absent: Justin Withers, Joshua Gay, Tayla Beasley, Martin Castillo

III. ACTION ITEM - **Approval of the Agenda**

Motion to approve the agenda of October 20, 2021, by **M. Maamou**, second by **A. De Leon**, motion **CARRIED**.

IV. ACTION ITEM - **Approval of the [Minutes of September 29,2021](#)**

Motion to approve the agenda of September 29, 2021, by **M. Maamou**, second by **A. Ahluwalia**, motion **CARRIED**.

V. PUBLIC COMMENT – **Public Comment is intended as a time for any member of the public to address the committee on any issues affecting ASI and/or the California State University, East Bay.**

No public comment.

3:04

VI. UNFINISHED ITEMS:

A. ACTION ITEM- **[Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center](#)**

The Board of Directors will take action on the Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center.

Motion to move the Board of Directors to take action on the Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center by **K. Dhillon**, second by **A. De Leon**, motion **CARRIED**.



K. Dhillon states currently both the University Union and the Recreation and Wellness Center are funded by student fees. Yet there is no student representation or a student board to give any student input and how these entities are operated for the last 7 years. The University has operated both of these entities and we can see that the management of these entities have not been up to the standard that they should be. If you look at it, and see the attachments, you can see at least in the Recreation Wellness Center we have equipment that is outdated which fitness standards have progressed much over the years since 2014. Our Recreation Wellness Center has not kept up with that. If we look at the operation hours for the University Union and we compare it to 2014 when ASI operated these buildings, there has been a decrease in hours. Overall, it is time for new management for these buildings because these are student fees but no student representation on how these buildings is operated and there is no student input. The argument that the university provides is that ASI does not have the budget to operate these entities. That argument is flawed because they do not have the budget either. Quite frankly, there needs to be more student representation as other campuses can operate through University Unions and the Recreation Centers which we can do that as well. Associated Students of Chico State University provided a letter of support as they are able to operate their University Union, Recreation Center, and their dining at the same time which they are able to do successfully, and I think we are too.

K. Caro asks if there us any question or more discussion.

Motion to approve the Board of Directors to take action on the Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center by **ALL**, motion **CARRIED**.

7:19

VII. NEW BUSINESS ITEMS:

A. DISCUSSION ITEM- **DUO Authentication**

Jesse Norman will be presenting on duo authentication and will be taking questions.

E. Pinlac states that the presenter is not here yet therefore in the mean time we can go into recess and think about questions for the presenter as there are complaints about the DUO issue.

Motion to move the Board of Directors into **RECESS** until 12:30 PM by **K. Dhillon**, second by **A. De Leon**, motion **CARRIED**.

K. Caro calls this meeting back to order at 12:30 PM.

Jesse Norman introduces themselves as a representative for the Information Security Office to answer any inquires.



J. Norman states regarding the DUO implementation, I have received the 3 questions that you have given me which all basically relate to one specific point. That is in regard to when a student loses access either through change of phone or do not have their phone with them in their presence or let's say. From our standard, one of the things that we would highly suggest from you and to mention to our student body, is that there are multiple ways of contacting IT. Now of course there is an issue when a student loses their phone, and their own sense of authentication is their phone. They have no way of physically emailing the IT support, so in that case, we do have a telephone number that they can contact to report service issues, which is our 885 help line. That is our direct IT line that a student can either communicate with a live person or just report their issue. For example, we have the learning commons in our library area that is one source where students can go immediately and get help with their DUO issues. For instance, a student is on campus, and we have a secondary source which is the Faculty and Staff support. However, in the case where students are locked out of their DUO, we will kindly accept them in our environment to take care of those issues that can be handled right on the spot. If you are locked out of your account, you come over to the IT tech lounge that is across from the library. Students will give us their net ID to log in, so we know who they are then tell us their issue. Somebody at the front desk should be able to support them immediately and correct their login issue. If not, they will have an administrator who has access to do that. One of the things we have noticed is that we want to try to make the channels of communication as open as possible to allow multiple lanes for students to submit their issues. Those are the 2 critical areas in which students can basically recoup from that lost phone or the phone being left at home. Another issue that we have been identifying is that given the fact that students sometimes only have one multifactor device in place which could be an issue, which we will suggest is that students who have one device is to try to have a backup device, such as your home. Especially if you know you are going to be at home, you are doing most of your work from your home, then have that telephone landline available in case that cell phone is misplaced or anything happens to it, you can fall back on that landline. This will give them at least the opportunity when that phone is loss, that they can multifactor that landline into the system, and once they did that, they should have the option to remove the other phone to add the new phone line. Most of our situations can be handled through our service desk. Multiple service desk technicians have the ability to resolve these issues immediately. Our IT or ISO team is jumping into these tickets, trying to make sure that these students get access. Not only students, faculty, staff, and everyone gets access as soon as possible in a timely manner. I know there was a lot to discuss, but I want to ask you if you have any further questions or want to discuss it in more detail.



A. Yunker states I tend to talk here in the General Studies Department which is primarily focused with first year students and sometimes second year students. There is a big issue, not necessarily conflict, but sometimes the students do not have those devices. What exactly the students do at the front desk to get them access? Is it a code or do they remove the DUO authentication for that one time? How does that process go for them to get access?

J. Norman answers you mentioned a couple different issues all into one thing. For instance, the simple fact that they do not have their phone, I will look at that situation first. If that is the case, students can walk up to the service desk and the process is that students give them their net ID because we need to verify who that person is. Once that is vetted then we will go into our systems. In this example, they have a new phone and have that new phone with them, we will remove the other phone. It will take a second for them to self-enroll that new device which can be done in a matter of five minutes or so. Now, you had mentioned another scenario, where a student does not have a device at all. We do allow a security token and these security tokens are used for certain situations where some students do not necessarily even want to use their cell phone. We have been providing tokens to students who either do not have a cell phone or their tablet cannot connect, we will provide those security files for them and the way it is requested from us. Once they requested, they will either come and pick it up at our tech lounge or we actually have a delivery. We have a kiosk or a pickup digital lockers and it is downstairs in front of the public safety. Our asset management team will send them some information to their student email, which will give them access to that digital locker. Then they can come pick up that DUO token as it provides them the ability to click on the little button similar to your cell phone which is the ability to send a push call or receive those 6 digits. This token is used to provide those 6 digits and it can be used anywhere, so you do not need to have your cell phone at that point.

A. Yunker states just an idea in that process because I know that could take a day or 2 with students having that issue, maybe they are locked out or do not have that ability. Something ideally to look into the future is being able to have an automated message sent out to all their faculty and advisors stating that this person is locked out. Maybe a message to upload something to do in blackboard so it could help people be on the same page.

J. Norman states that is interesting. We will be accepting all inputs on things of how we can solve this, because this is something new to our environment. We are trying to make sure that we try to solve it as easy as possible, but now, for the fact that we do not want to have 2 days delay, that is not acceptable. We want to turn this around ASAP because we are looking at students that has access and need to do their homework and midterms. This is important because we need to handle those immediately and we are looking at making sure that those issues are at the top of our list because we have tons of issues that come in,



especially during the beginning of the school year. Of course, that could be the most traumatic time because we have students moving into dorms, you have faculty coming in, and all these different things. We have to segregate our tickets that is really critical and those ones that has the access is the most important one. If there are situations where it is taking a few days then we need to look into that and try to resolve those you know quicker than later. I would prefer it to be resolves within hours of those resolutions which I will talk to our team and see if we can try to come up with a solution where everybody is being identified. However, the tickets go into a queue, and we have to be able to push those tickets up to the very top at that high level. Thank you for that question!

E. Pinlac states I was one of the people that actually switch phones in the middle of DUO. I was able to have it addressed to them in a couple of hours on Monday which means it does work but my question is what training or information students received because I know that as staff we had like a thorough training for an hour which we were able to learn the ins and outs of everything.

J. Norman states for the students, we did we sent out a lot of notifications. We worked with faculty, with our allies in the academic side to try to identify the best routes to get this information out to the students. It was sort of a concentrated effort on how the information was provided to the students, but more information is definitely better as we did not specifically create a separate FAQ directly for the students. All of our FAQ directly relates to students and faculty, so we did not segregate the 2 because we felt that there was all bundled together. As far as the communication, we have had massive communication sent out directly to the students and we actually had some drop in. It was a different approach; our student population is a little more adapted to technology. This was a little different with our faculty because our faculty is not as adapted to technology, so we had to put a little bit more emphasis trying to train or faculty to make sure they felt a little bit at ease. From our experiences and communicating with our other colleagues about the issues, we identified that the students navigated this without too much of an issue. That is why there was not a whole heavy thing as we did for CFS, for the equity, and had all those means like that, but that is a good point. If you fill in the future, when we do release these things that it may not hurt that definitely is an option to do that, or perhaps some time set aside for those students who need or want that extra assistance, if possible.

M. Almeida states I think in terms of setting expectations for students, if you are able to say within a certain time period when it will be? From what I heard; the department elevates this as a priority. If it is from Level 1 to Level 5, does it bump it up to the top so that way you address it and approach it? I think a clearly laid out an expectation of the goal is to have it restored within 4 hours or 5 hours after this is submitted. I think is helpful and it also provides



faculty and staff with an idea such as “Okay, so you submitted your ticket”. It helps with what Andrew was getting at with leading the student into understanding, but expectations are also appreciated that students learn quicker than we do. That is why you all have to do much more training around it, for us, but I would also say with that as we look to bringing more in person activities back. That is an opportunity for you know part of our student onboarding process. Even some fun videos for student workers to create and put together on how to how to utilize the DUO because it is needed. I think from an authentication perspective and its perspective is great. Honestly, I am surprised because we have not been doing for years so that is in the right direction. I just wanted to point out one last thing, so this is the access token that were provided. I am very old school in that way, so I do not want it on my phone, and I think Jesse, that is what you were saying that if a student needed it for any reason, this would be available for one of those and they can pick it up to the Amazon locker outside university police. Is that correct?

J. Norman states that is correct this digital locker that we have right outside the police department, and that's a perfect non-touch place, just in case we do not need to come into contact and just to step on that SLA (Service Level Agreements). That is what you are referring to when we communicate to our patrons which is exactly the amount of time is going to take between supporting that thing. I am thinking about that SLA as it may not be in place for a DUO. This maybe a good approach that we can talk about within our department and discuss within our security on exactly how we are going to end with some good numbers to what is a good turn around to make sure that the student gets access immediately. In addition, on putting that question to the top in which we can start discussing those things around, then we can start putting some policies and procedures around it to make sure that they are identified in communicating. As well to let you know that they now are in place so I will put that on our agenda to communicate internally with ourselves.

A. Barragan states is someone is locked out of their DUO, and they have an assignment to and do not get a response in time. Is there a way that assuming it is excused, or receive an extended time to submit their assignment? How does that work?

J. Norman states we have some very concerned staff. Our technical staff and I have had individuals come to me as far as myself to talk about that. We actually had situations where it was a question and our office had asked that exact same question. Our approach to answer that was to try as we do not have anything physical in place, of course, because we are an IT shop. That is an academic side that has to understand that some of those issues may come into play. Now is there an agreement between IT and the faculty to say that if this happens, no there is no such things like that in place. For students, I encourage the students to bring it up to their faculty and let them understand that and of course, some faculty may be



sensitive enough to say and not to say if they are not sensitive, but the goal is to make sure that we are all aware that these things can happen. We are all on the same page and once they do happen, “how can we rectify that issue now as a faculty?” I would take some of those into consideration and basically try to accommodate that student understanding that issue which is not to say that all faculty are alike, there are some that are just make sure that things are exactly the way they are but that is a conversation that you know may be held at a little higher level to see but I am hoping that it does not need to because I am hoping that we come and try to resolve those last minute issues. We have also discussed that we have been in discussion with this as we have been looking at late night at other methods to solve it during staff after hours on weekends, to be able to handle those types of issues. One or two individuals just on call or just ready to be able to handle those as those are things that we have actually talked about that could possibly be put in place. Again, we have to look at it and we have to determine when the best time is. I personally think that is the best solution, because you know you have an individual there 24/7 that can assist with those types of things. We are thinking about how we can resolve that because that is one of the major things that I am looking at when it comes to these exams, and when things are assignments. So, we are definitely going to get back to you for that specific answer to. These are questions that we are entertaining within our department to see how we can help resolve them as well, good question.

S. Nielson states thank you, I wanted to say that I agree with Jesse that I think a good first step for students is if they get in the situation where they were not able to post on time, would be to reach out to the Professor and explain the situation. If the student is not feeling that they are being fair and treated fairly or they are not being given some leeway on this situation that could happen to any of us, then there is the complaint procedure on our campus that the student could go to the department chair. Then they can speak to the Department Chair, email the Department Chair about that. From the Department chair it is typically sent to the Associate Dean, so that students can bring up concerns about this if something happens along these lines. I also love that idea for the 24/7 access support if that is possible.

J. Norman states we would really like to make that happen with some push, you never know we can get some individuals in here and that is the ultimate goal. I have seen some universities that does have that support system because students need help a lot. We provide the support services they need, whatever it takes. That is my best my perspective.

A. Ahluwalia states I know that you mentioned that you are in the progress to find someone 24/7, but I know that registration for classes is soon, and someone does not have the access, because 4 to 5 hours can make a huge difference on the classes that they want. Is there an urgent action that they can take to ensure that get the classes, they need, and how?



J. Norman states the first step is to make sure that we get to do service support in place. I think that is the number one thing and getting that support in place quickly because that will eliminate all the secondary issues. Our goal is to try to reduce that time when you are on campus to come directly to the tech lounge because they can help you on the spot. You can go to the learning commons, and they can help you as well, they may put a ticket in and tell you to go over to the tech lounge. Also, you can pick up the phone and dial at five-help. We are having students pick up those lines and those issues can be handled quickly. The afterhours scenario, we have the chats we are hoping that if something happens, it is not happening over the weekend and of course that is when it is going to happen. Students have to lose your phones or, of course, that is when it is likely to. In those cases, you do have the chat and you do have the telephone line, but again, for now, that line will have phone calls that will be left unanswered until Monday morning and then you will have to go to the queue that Monday morning. They will have to try to identify those that are most important, so you know all of these are pertaining to try to look at it as a whole and identify how we can improve it entirely. We are going to definitely work on that and try to come up with our best solutions to figure out this. We have multiple teams as I am from Information Security. We have a Desktop Support Team, and we may have to work with a few other teams to identify how can we get that individual there, so they can be around 24/7. We can even look at other models on how other campuses are doing this, to try to replicate that support system per se so great question.

M. Almeida states I was going to mention to you all is for the Board to look at other institutions that are all having similar concerns. With 24 hour IT support with more online classes being taken, there is quite a bit of access happening around the clock, probably more so than ever. Also, we have 24 hour residents that live on campus and there are different needs that may spark a resolution or something to help support. In terms of being able to provide access to students and faculty as well. It helps put it in writing, moving that forward, and bringing us up to speed since it has been an adjustment with COVID.

A. Yunker states I know you all are doing so much about it is and handling a lot from staff, faculty, and students. Myself and the other advisors which I do not want to speak for everybody but can help push that information out when you do receive it such as how Mark was mentioning those videos for the frequently asked questions. Those are things I would love to highlight on my blackboard sites just in case students are not aware of that stuff. I know things pop up all the time, and I do the best as far as research myself for students but if you do get new videos, new links, and resources on how to do things; I would love to showcase those for you all to try to reduce the amount of time it takes to get it back in the system.



J. Norman states perfect you know I am going to use Mark's suggestion about having student assistants create those videos because they are part of the community. Students can train the other students so we will definitely work on that. It will be a FAQ and how to contact this and then it will be made available to you all. Andrew as well as the ASI Board can publicize and put it on BaySync so everybody can be aware for all of our students. That is a high priority which places it right up there with the overall support because all of it is to help students. I will make those highlights of our agenda today.

K. Caro asks if there are more discussion.

J. Norman states it is a pleasure, I really appreciate you all for inviting us into your meetings and if there is anything else we can do to help, believe me, we are here to help because we are in this together. I will be working on those agenda items. I love doing videos and I am not going to do the videos this time as I will have the students do it. I will let them have fun with it. Thank you all and good luck to everything! If you have any questions, feel free to send emails to me.

42:08

VIII. SPECIAL REPORTS:
No special reports.

42:21

IX. ROUND TABLE REMARKS

E. Pinlac states I want to let everyone know to just take care of yourselves out there as midterms terms were finished last week. I know that a resurgent of that fatigue in October. Please take the time to go ahead and do that. Make sure that you take care of yourself because you are a student first .Secondly, you know there are a number of events coming up, attend those events. I hope everyone has a great day!

A. Yunker states Forever Pioneer weekend is this weekend! Cross your fingers that there is no rain, so we do have car shows. I am working with a couple of you to reach out to some of them. It is nice to potentially come back and do events on campus. If you did not have any events coming up, I think there are some financial literacy workshops we are working on together. For any other events you want to try to reach out to Alumni as that would be a good environment for me to connect with them, then pull them in for the conversation into an email with you for that event. If you can attend, please come. Have a good rest of the term and reach out if you need anything.

M. Almeida states a reminder that for those of you that have not heard, there has been holds put on registrations for those that have not gone in and done the certification in my CSUEB. Again, upload your documentation because we are checking to verify that. Also, put that you have a medical or



religious exemption, or you are not coming to campus. If you do put that you are not coming to campus and then you do decide to switch into an in person class, there will be a block put on your registration. Be mindful that we are looking at that. We are also looking at testing to make ensure that following up on those pieces. I want to make sure that you all know that Jennifer Luna from Recreation and Wellness has been saddled with COVID compliance and awareness. As we move forward in the Spring and in the coming Fall, there will be more campaigns done around that, but we are working towards to hopefully see more in person activities next semester and classes.

A. Pajes states there is East Bay Inaugural First Generations Student Recognition week coming up in the beginning of November. It is also aligning with the National First Generation Student Week, which they are asking on Tuesday the 9th from 12:15-1:15 PM, if anyone of us would table out there and represent ASI. On top of that, keep in mind and on your radar they will also be sending out social media graphics which we can share that on social media. I will talk about this all again in the near the near future.

K. Dhillon states that next Thursday, the Future Steering Committee is having a town hall starting at 11:30 AM on Zoom. I highly encourage you all to go to that. So far in the past couple weeks, I have been working on the mission, vision, and values for institution. There will be a chance for you all to give us feedback on what we have been able to produce. If you like what we are doing that is great and if you do not like what we were doing then definitely let us know. As far as committees go, the deadline to get those in will be November since we want to have the committees up and running by then. With that, plan is that we are going to begin starting to interview them and have the next generation of student leaders and ASI. Also, it is our University Presidents Designees birthday today, so happy birthday to Murphy, and hopefully he is enjoying his birthday weekend. With the University Union and Recreation Wellness Center Resolution, I am excited that is something I am very passionate about, and I am looking forward to working with the University to come towards a solution where student voices are actually heard and how their fees are spent as these should be overseen by students. On a happier note, we are going to be attending distinguished Alumni Awards Gala this Friday so we are very excited for that hopefully we will not be soaked.

A. De Leon states thank you to our new Chair the Board Kristina for such a great first day of chairing, you did a really great job and very excited for all the stuff that you are doing with the Board and the Senate as well. Also, I had a couple updates and one of them is that I love the costumes! Thank you everyone for doing this because it was a random idea and I wanted to do this. We also want to take a Boomerang right after this once Kristina ends recording if you all have the capacity to stay on. I would love to do that for the ASI page. Thank you to everyone that helped out with the President meeting, we had a really great meeting with President Sandeen on Wednesday, then also the Student Trustee came on Thursday. Thank you to everyone that hosted and also it was really great having some food in the park with her which was really great. It was really awesome to



meet with her and she also pushed our Child Care Initiative. Similar to Kabir with the University Union and the RAW, the Child Care Center as I am very passionate about this, so we were able to push that with President Sandeen. Hopefully we have more movement with that. Additionally, something that we have been noticing is that the University wants us at almost every single meeting, which is really great, but that can cause a lot of burnout. Similar to Erik, please take time for yourself and set those boundaries. I know I have been saying no to some things to make sure that our Board is not overwhelmed or spread too thin. Please do that for yourself, and in light of that next week is actually a rest week which means there is no task list for next week. Feel free to take some time off as you do not have to send your email, but you do have to send it this week.

S. Nielson states wanted to add a shout out to you Kristina for a great meeting fantastic and also just a reminder to take care of yourself during this time. That everyone is so busy with school and many other responsibilities. Also, I wanted to say that I was happy to see the Resolution pass on ASI having more control over the University Union and I did mention that in my ExCom report on Tuesday. I will put the Resolution into my Chairs report for Senate, and we will talk about it in more detail at the ExCom meeting the week after next. I hope that Academic Senators can mention that Resolution as well and then to the 24/7 support idea that came up because I think that is another area where the Academic Senate should lend our voices. I think that would help all of us. Good luck everybody as we get into the tail end of the semester. Take care of yourself, thank you.

M. Hinrichs states I put the link in the chat that on Saturday is Make a Difference Day, you have a virtual or in person option as we are collaborating with Vicinity Center for Community Engagement. Spread the word and if your organization would like to get some community service, this is a great opportunity to do so. I also want you all to know that we are pleased to report we finally have hired another Student Advisor. She is coming from San Jose State, and she has been wanting to work at East Bay for a really long time. We are excited about her starting on Monday the 25th. As you may or may not know, we have not had an advisor for academic clubs and societies for a really long time, and while I recognize that we need an advisor for fraternities and sororities, and cultural clubs as both of those were in Patrick's position, they are both posted. We have a 65 academic clubs and societies, a large part of getting involved outside of the classroom is connecting to your academic organization that relates to your major. I am very happy that we are going to have Clarissa coming on board. Happy Halloween and take some time to love yourselves, thank you.

N. Peku states I just wanted to announce that the class town hall is going to be tomorrow at 12:15-1:45 PM. We have some super exciting fun activities that we are going to do during the town hall, Please post the flyer on your Instagram and get the word out. If you can show up yourself, that would be really nice, and it is going to be fun engaging things that we have planned.

S. Spencer states I recently found out that the mandatory title nine training for students, the sexual misconduct prevention training that will actually also turn into a hold if you do not complete it. I



think that is different than in the past and the hold will be placed November 1st. That will be short time to take care of it so please spread the word. Good luck with advising and registration!

K. Caro states I wanted to say thank you to everyone for all of the support! I would not be able to share my reading without all of you. Thank you for showing up and thank you for supporting me. I will not be able to make it to office today, but I hope you will have fun!

53:23

X. ADJOURNMENT at **1:11 PM**

Minutes approved by:

Chair of Board

Name: Kristina Caro



Kristina Caro (Nov 10, 2021 16:49 PST)

Minutes approved on:

11/10/2021

Date:

