

Call to Order 12:35

Attendance

Elected Members

Joanne Baird, SHRS
Harvey Borovetz, Engineering
Nancy Glynn, Public Health, Dept Epidemiology
Marylou Gramm, Dietrich, Department of English
Susan Skledar, Pharmacy
Sybil Streeter, Dietrich, Psychology
Juan Taboas, Dental Medicine

Student Representatives

David Gau, Rep Post Doc Association

Staff Council

Tricia Connell, Staff Council Representative

Chancellor's Liaison

Kenyon Bonner, Vice Provost and Dean of Students
Marc Harding, Chief Enrollment Officer
Jennifer Seng, General Counsel

Pro-tem

Robin Kear, University Library System

Senate Liaison

Gosia Fort, Health Science Library System

Agenda:

- (1) Upward mobility of Pitt Students
- (2) (II) Q & A

- (III) Data and Privacy of Pitt Students
- (IV) Q & A

- (V) Developments for Fall 2020 Enrollment and Instructional Delivery

- (VI) Nomination of candidates for SAAA co-chair AY 20-21

Speakers: Vice Provost Stephen Wisniewski, Data and Privacy Officer Pitt IT Chad Burton

- I. PowerPoint Presentation by Vice Provost Stephen Wisniewski: 2017 Gallup University of Pittsburgh Alumni Survey** (PowerPoint is attached to email)
 1. This Gallup maps current results in approximate relation to former Vice Provost Juan Manfredi's previous Gallup results.

2. In contrast to previous approach of sampling all Pitt alums, starting in 2016, we look at more recent grads.
3. Survey measures five dimensions: purpose, social, financial, community, and physical of well-being and work-place engagement.
4. Survey compares Pitt's generally more favorable results in comparison to AAU peers.
5. Shows Pitt's increasing success in (1) college engagement (mentoring, internships and project that took 1+ semesters), (2) alumni attachment (regarding Pitt's concern about long-term success of students, and Pitt prepared me well for life outside of college), and (3) wellbeing (includes financial).
6. Question about student debt not asked in this survey though we have estimates from our students.

II. Q & A with Vice Provost Stephen Wisniewski about Gallup PowerPoint Presentation

Gramm: I am curious about what you might tell us about student debt information.

Wisniewski: The main thing is we are trying to do everything we can to minimize debt. Pitt's new Success and Pell grants are a key factor in that mission. If you look at some of the data, the amount of debt is important in some of the aspects of student life, but it's probably not one of the things driving retention. Other factors are more important. We do track that every year.

Harding: Our students have more average debt than our peers. But our students make on the average more than our peers. So they make up for that rather quickly. An affirmation of that is our most recent ranking. In the *Wall Street Journal* April 22, [we rank as the number one among public colleges in the northeast and 25 in U.S. with their metrics—outcome based.](#)

Streeter: I wanted to ask about the response rate in this survey, which is 9% for 2017, which is lower. I understand these kinds of data are hard to obtain.

Wisniewski: We try to do as much messaging as we can. We craft a message from the chancellor to work with Gallup.

Streeter: My concern is how much can we generalize these kinds of numbers and in consideration of who it is that is responding.

Wisniewski: We don't have good data to look at responders' biases and characteristics, whether one year's responders are different compared to other sets of responders.

Streeter: Are the Pitt response rates similar to benchmark schools?

Wisniewski: Typically, higher. Every year we do Student Experience at Research Universities research and assessment (SERU) university surveys and we typically outperform all of our peers.

Taboas: Can you give us an idea of what the variance is for our peer averages so we can tell if we are really statistically different than our peers or just in the ball park?

Wisniewski: I'm not exactly sure from the raw data. I can look that up and let you know.

Taboas: I'm just curious to understand when we're 3% above the average if it's meaningful or with everyone else.

Wisniewski: An interesting pattern is we're better all the time.

Taboas: I see two big patterns: this jump in 2017 on long-term success, from the previous year went up 9%. To what do you attribute that to?

Wisniewski: They were talking to Marc Harding.

Taboas: Then this other metric, the thrive one, the averages are a quarter of grads say they are thriving on 4 of the 5 measures. That concerns me.

Wisniewski: I'm not sure I can say that I'm thriving with respect to #3 [community engagement]. So I'd be at least at 4. I can understand that. It is a challenge.

Taboas: You think in the long run we could quantify whether students are changing in their financial situation--upward mobility?

Wisniewski: The problem is that these are cross-sectional so we never know if the persons who answered in one year are the same who respond in the following year. So we can't link that data. It's all anonymous.

Taboas: Right, but you can ask for the person reporting to compare yourself back to 10 years ago or pre- or post-graduation, would you say your financial improved?

Wisniewski: That will give us our answer, but we won't have that for our peers.

Taboas: We never have a place to get that answer. That is an important concern and a good selling point for our school that you are able to improve your family status by coming through the University of Pittsburgh.

Baird: I understand that we can't change the question because we can't get comparative data. But can we use the opportunity to ask the question: How has Pitt prepared you regarding thriving?

Wisniewski: We can ask wild card questions. We could probably ask a global thriving question.

Taboas: Thank you very much Steve and thanks for listening to our questions and comments.

III. Presentation by Data and Privacy Officer, Pitt IT Chad Burton on Data and Privacy of Students

1. Pitt has created an Information Technology Advisory Committee (ITAC). Its purpose is to serve as an anchor for overall IT governance and an advisory body to the chancellor and university. Burton expects that the ITAC will charge a sub-committee to focus on data governance and that sub-committee's priorities will include developing data usage and privacy policies. (Due to COVID19 ITAC meetings deferred to fall.)
2. We need policies about how data tracking physical location of students is protected generally and specifically. For example, if students' smartphones are on the Wi-Fi network, they are tracked and data is recorded about their physical location as they move floor to floor or building to building. Card swipes into dorms are recorded in a database and could be used to track comings and goings from cafeteria, fitness center.

3. That data is used now for public health and safety only. Any change to that policy of data usage requires a policy change.
4. We do get requests these days from administrators and faculty interested in asking more complicated questions such as what pattern of movement and behavior relates to success in a course as one example. Currently we have to say no to those requests in an ungoverned area because we lack a policy.
5. The privacy policies we have are quite old. They were designed at a time when questions were basic: enrollment, admissions numbers, a lot of the institutional research reporting.
6. Where I see this going and the way I've been shaping the conversation is that Pitt needs to decide where on the creepy scale they want to be. The creepy scale has 2 poles: at one end, you maximize the value of all data, mining it, asking every question possible of it; at the other pole is personal privacy. Each is a trade-off. I think most likely the university is going to end up somewhere in the middle. But as a university, we have to decide our values between maximizing data vs. privacy. Once that is done, we will be able to set boundaries such as you might use data beyond health and public safety or only in these 2 areas. Those conversations in a formal matter have not begun yet. I hope they will begin in the fall term.

IV. Q & A with Data and Privacy Officer, Pitt IT Chad Burton about Data and Privacy of Students

Gramm: How far along are other universities in deciding between the poles of data mining vs. privacy?

Burton: I've spoken to other universities and some have reached out to me. Our policies are probably a little bit behind and should have been updated sooner. However, regarding where to position on the creepy scale, everyone is struggling. There aren't playbooks to borrow from. There are thoughtful papers published, but nobody has a clear playbook, and I think some universities are going to come down heavier on privacy and others on using the data to its full potential.

Streeter: How much transparency is there for students? Are they aware that if they are connected to the Wi-Fi their movements could be tracked? And via swipes?

Burton: That is one of the reasons why we've said no, you can't use this data till there is a policy. What I imagine the baseline of the privacy being is (1) disclosure to students about what data is collected about them and how it may be used (2) give them the opportunity to opt-out for nonessential university operations.

One university got push back from students because they were using card swipe data and weren't disclosing; I actually called panther central to say I know we've not openly disclosed, but was there by chance a terms and conditions thing that people have signed? The answer was no. That's why I'm holding the line on the use of this data until we've disclosed to students. We have to disclose in a very deliberate and transparent way. Not a legalese where people click agree to move on. Because there is an opportunity here to educate our students about not just their data trail at Pitt but everywhere out in the world, about the big companies on the web and to raise awareness of that control of the flow of their data.

Streeter: It could be administrated in a way similar to the FERPA that they sign. You have these rights. Do you wish to waive them?

Kear: I'm glad to hear that this role exists at Pitt and I am reassured in the way that you are thinking about these issues for our students. In the library world we try to protect patron privacy in general. Not just academically. I got scared about [articles about blue tooth beacons and students being monitored as they move](#)

[from place to place on campus](#) and so I was glad to have you bring something like that up. As colleges and universities reopen in the fall—what kinds of privacy concerns should we have about the possible use of temperature scans, thermal imaging. In this Covid19 world, do you think that things might move farther from the privacy pole as you described it?

Burton: Great question. It's one that does cause me to lose sleep at night. It is a very uncomfortable time to be in this role. Any time there is a disaster, there is pressure to compromise privacy. I go back to 9/11, the country passes laws that gives the government rights to intrude on your privacy. But just for the short term. We know from history once an organization gets power, it is reluctant to give it up. We have to be careful because there are pressures to do more tracking. Such as if the university reopens, can we measure if social distancing is happening?

There are ways to use the data and protect personal privacy. But it has to be done upfront. Some of the apps being discussed, U of Washington has released an app that uses the Bluetooth on the phone and if you test positive for Covid19, it will notify anyone you were within 6 feet of. They do that through encrypted keys so it's impossible to tie back to an individual.

We also need to know when are we going to get rid of the data. Make sure it is only used for Covid 19. And de-identified. There are more pressures to shift the scale away from privacy.

Taboas: Who has access to student PeopleSoft data? My own department is now assigning student advisors full access to things there. I can now see full transcripts. Is there a discussion about who gets to see what, and how it changes the advisor's relationship to a student?

Burton: That's one area where we have policies and an established process. You can access through PeopleSoft directly or through the university data warehouse. Access to both of those processes goes through federated authorization and different levels of approval are required. At the very least, it's a supervisor or department chair, and Pitt IT security signs off to make sure. And that person has to review why info is requested, grant it or deny. You only get access to information about students in your department if you are department level and only certain university-wide access to all students.

Taboas: Thank you, Chad. We are happy you are planning to discuss those issues. And I expect you will be back sometime to talk with us next year.

Burton: Please consider me a resource. More specific governance is unfolding.

V. Open forum with Marc Harding, Chief Enrollment Officer and Kenyon Bonner, Vice Provost and Dean of Students about Developments for Fall 2020 Enrollment and Instructional Delivery

Taboas: Are we expecting any changes in enrollment? Are more students considering staying at home?

Harding: If you could answer that, I'd put you on the enrollment team right now.

Taboas: We don't know yet?

Harding: Deposits today are ahead from last year by almost 20% for undergrads. Once we get into the summer and the university makes a decision for the fall on how we are open and how that will look, we will see what happens for new and continuing students. We're all watching this in the news. [Harvard just made an announcement yesterday](#). [Cal State out west—all virtual](#). And everything in between.

Taboas: If the current plan is for a hybrid semester, what does that mean?

Harding: I leave that to one of my other colleagues here.

Wisniewski: We don't know. The Provost has put together a task force. Steering committee met and this Thursday the full task force meets to take into consideration health and safety of our students, faculty, staff. [Purdue model—all in, everyone show up](#). Chronicle of Higher Ed articles outline the plethora of options: Everything in between—starting remote going to in person; modules where everyone comes to campus not at the same time; illness tracking testing. The other thing is what's going on with our international students; there are a number at grad and undergrad level who are not able to leave. We imagine those students returning for the fall. Newly admitted international students -- it's unlikely that their visa status will be cleared up in time. A number of offices are not opening up till mid to late summer. We might have to think of a hybrid model for that portion of our population that can't show up. That's this task force's job. Talk to us after Thursday afternoon.

Borovetz: Harvard is going to campus if they can maintain social distance, if they can track everyone who has the virus, and if they can have quarantine space for students. Not very optimistic?

Wisniewski: No comment.

Glynn: Could there be a plan different for undergrad and grad?

Bonner: The task force includes five working groups of the Provost: (1) undergrad studies (2) grad studies (3) outside class experience (4) education (5) housing and health. People are included across the university including faculty staff and students.

Skledar: The committee for outside classroom, does that include experiential learning for health professions?

Bonner: Yes, it will. I'll make a note that we ensure that we cover that. I'm chairing that outside classroom committee.

Borovetz: Can I ask Marc Harding about student admission and dates?

Harding: May 1 is a big date. About 15% of our deposits come in this week. Our international deposits are up. We don't know that that means because a lot our students are not going to be able to get out of the country. We are going to forge ahead and reinvent. We have [a partnership with] the University of Sichuan so we may be able to teach remotely over there. I want to remind everyone here: forge ahead and reinvention. No matter what, we are telling students and family, we will be better than even the great university we are now when we come out the other end of this.

Glynn: Big thing I'm hearing from grad students: if we're all on line, am I paying in-state or out-of-state tuition?

Harding: Research universities are not just the places that deliver knowledge, we create it. We are not an online university.

Taboas: This underscores why Steve's presentation is so important.

Glynn: Great job on the convocation.

Wisniewski: We have to consider: what it does to our revenue if we are completely on line. What can we afford to do? We've been running some scenarios under that condition and hopefully we won't be there.

Seng: The university has some [FAQs about why we are charging out of state tuitions](#). It's important that we be consistent with language when fielding those questions. There are lawsuits across the country by students about tuition. We have removed student activity fees for summer tuition. Be mindful that we have some great language from the Provost.

Borovetz: Even before Covid at the grad level this whole instate and out of state tuition is an issue.

Harding: Grad issue is a diverse complex issue. I hope our grad ecosystem stays strong. That's going to be the tough one.

VI. Nominations of candidates for SAAA co-chair AY 20-21

1. Candidates nominated are Sybil Streeter and Nancy Glynn. Both are up for re-election to our SAAA committee.
2. Marylou will send out a poll for elected members to vote for the SAAA co-chair once results of the senate elections have concluded after May 5.

Gramm: This is our last meeting for AY 19-20, unless the status of the university leads us to feel the need for a meeting before September 2020. If so, please be in touch. If not, have a good summer and stay well.

Meeting adjourned 1:40.