

Approved on 03/09/2023

Administrative Council Meeting Minutes

Tuesday, February 21, 2023

President's Office 3:30 p.m.

(Highlight in blue assignments that need to be completed)

PRESENT

Dr. Doug Darling- President

Lloyd Halvorson- Vice President for Academic/Student Affairs

Joann Kitchens - Vice President for Administrative Affairs

Dan Driessen- Assistant Vice President for Student Affairs

Melissa Moser-Faculty Senate Representative

Erin Wood, College Relations Director

Bobbi Lunday- Recorder

Guests

Rick Anderson, CTS Relationship Manager

1) CALL TO ORDER/REVIEW MINUTES

a) Call to Order

i) The meeting was called to order at 3:40 p.m.

b) Review of February 6, 2023 minutes

i) The minutes of the previous meetings were reviewed and approved.

2) OLD BUSINESS

a) NDUS Service Level Agreement Update (Rick Anderson, LRSC CTS Relationship Manager 4:)

i) Rick Anderson, Director of Infrastructure and Operations with CTS, joined the meeting via TEAMS link to deliver the Service **One** service review. He provided council with an overview of the new Service **One** software CTS has recently implemented. See attachment below.

b) 100.01 Brief History Policy Change Request (President)

i) Council discussed adding more of the community-funded remodels to the LRSC milestone timeline. Council will take more time to update with a target of June to finalize and revisit yearly for updates.

c) Board Plans (Administrative Affairs)

i) VP Kitchens presented the proposed rate changes to maintain the Food Service Department as a self-supported auxiliary service on campus. The combination grocery price spike and wage and benefit increase has made this rate increase necessary. If council adopts the rate increase, LRSC continues as one of the lowest cost-to-attend institutions in the system. Council negotiated but did not finalize the board plan rates. LRSC's board plan must be submitted to the University System by Friday, February 24, 2023.

d) Legislative Updates (President)

i) The Legislature will be heading into crossover. LRSC should have the date to present to the Senate Appropriations Committee soon.

e) Discussion

i) VP Kitchens informed council that the suggestion box is back out by the microwaves in the Student Union. She discussed attending to the cold food issue with the Director. There was also concern that between the time of 9:50 and 10:05 when students have a break from classes the snack bar is closed. Could breaks be staggered so there is someone in the snack bar at that time?

ii) Another topic of discussion was to move the trailer parked behind the auto shop.

f) Update on Open Positions

i) Accounts Receivable Associate: Reopening again

- ii) Administrative Assistant (Apprenticeships): No applicants
- iii) Advancement Coordinator: No applicants
- iv) Men's Hockey Coach-PT: Hired Christian Vivian
- v) Women's Hockey Coach-PT: Hired Logan Kraft
- vi) Nursing Instructor PT-GF: no update
- vii) Dual Credit Coordinator/Advisor: To be posted this week
- viii) Ag Programs Director (Preston Sundeen): Hired Tanner Nicholls
- ix) Ag Program Instructor (Oybek Turayev):

3) ADJOURNMENT

a) Adjournment

- i) The meeting was adjourned at 4:57 p.m.

b) Upcoming Scheduled Council Meetings

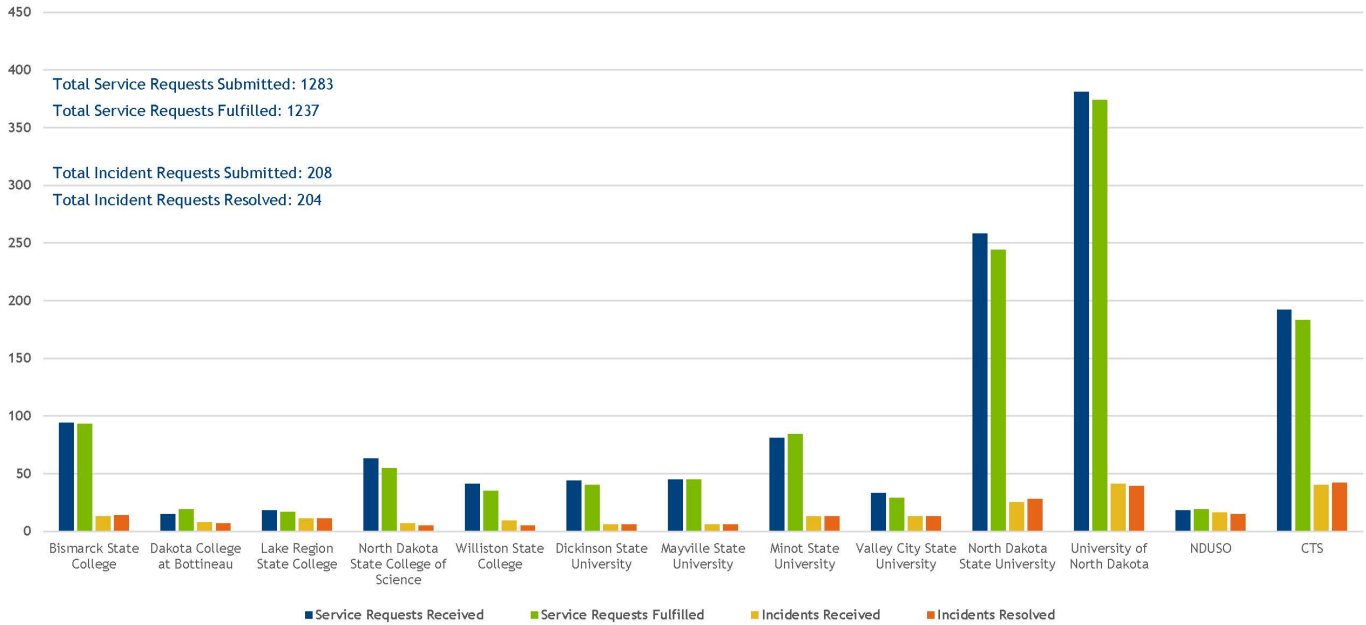
- i) The next meetings of the Administrative Council will be Tu-Feb 21@3:30p, W-March 9@3:00p, M-March 20@9a



Why Are We Here?

- ▶ Prior to implementing Incident and Service Request Management Practices on 7/26/22, CTS had no objective way to measure response times and resolution/fulfillment intervals, both of which are important to Campus staff's ability to serve faculty and students.
- ▶ CTS held focus groups to understand your campus's priorities. As a result, we now have a portal which is more user friendly. In addition, a Service Level Agreement (SLA), signed by Chancellor Hagerott and Darin King effective January 1, 2023, documents the level of service that CTS is expected to provide regarding Incident Resolution and Service Request Fulfillment.
- ▶ CTS plans to meet monthly with the Campus CIO/Liaison and the Campus President's Leadership Team to share and discuss performance against the SLA targets.
- ▶ This is one of the ways CTS is "Partnering for Progress" which has been the focus of the ServiceOne program.

General Reporting Service Requests & Incidents Received, Fulfilled/Resolved January 2023



Service Request Management

Service Request Service Level Achieved SLAM (Service Level Agreement Monitoring) Chart – January 2023



	Response 90% Target	Fulfillment 90% Target
NDUS Overall		
Bismarck State College		
Dakota College Bottineau		
Lake Region State College		
North Dakota State College of Science		
Williston State College		
Dickinson State College		
Mayville State University		
Minot State University		
Valley State City University		90%
North Dakota State University		
University of North Dakota		

Service Request Fulfillment

User Experience Survey Results – January 2023



KPIs:

- Response Rate => 11%
- Average rating = 4.5 or above on a 5pt scale

Metric	Service Requests: # of Surveys Sent	Service Request Surveys Returned	Response Rate	Ease of Submission	Fulfillment Timeliness	Fulfillment Quality	Status Updates	Courteous/ Professional Staff	# Requesting Follow Up
NDUS Total Overall	1622	151	9%	97%	97%	96%	98%	94%	2
Bismarck State College	102	6	6%	83%	100%	100%	100%	100%	
Dakota College at Bottineau	16	3	19%	100%	100%	100%	100%	100%	
Lake Region State College	17	0	0%	n/a	n/a	n/a	n/a	n/a	
North Dakota State College of Science	62	13	21%	100%	100%	100%	100%	100%	
Williston State College	42	1	2%	100%	100%	100%	100%	100%	
Dickinson State University	48	11	23%	91%	82%	73%	91%	91%	1
Mayville State University	45	11	24%	100%	100%	100%	100%	100%	
Minot State University	85	16	19%	100%	100%	100%	100%	100%	
Valley City State University	35	4	11%	100%	100%	100%	100%	100%	
North Dakota State University	266	38	14%	97%	97%	97%	97%	97%	
University of North Dakota	399	23	6%	96%	100%	96%	100%	78%	1
NDUSO	16	22	19%	100%	100%	100%	100%	100%	
CTS	489	3	4%	95%	95%	95%	95%	91%	

Analysis:

- Average rating across all attributes was 4.7 on a 5pt scale.
- Response Rate was 9%, falling short of the 11% target.

Note:

Percentage for each attribute is calculated for respondents who rated their level of agreement with the attribute as 4 or 5 on a 5-pt scale.

Incident Management

Incident Management Service Level Achieved

SLAM (Service Level Agreement Monitoring) Chart - January 2023



	Response 90% Target	Resolution 87% Target
NDUS Overall		86%
Bismarck State College		79%
Dakota College Bottineau		
Lake Region State College		
North Dakota State College of Science		60%
Williston State College	89%	80%
Dickinson State College		86%
Mayville State University	83%	67%
Minot State University		85%
Valley State City University		85%
North Dakota State University		
University of North Dakota		79%

Incident Management

Experience Survey Results – January 2023



- KPIs:**
- Response Rate => 11%
 - Average rating = 4.5 or above on a 5pt scale

Metric	Incidents: # of Surveys Sent	Incident Surveys Returned	Response Rate	Ease of Submission	Resolution Timeliness	Resolution Quality	Status Updates	Courteous/ Professional Staff	# Requesting Follow Up
NDUS Total Overall	198	27	14%	89%	96%	96%	100%	100%	1
Bismarck State College	12	2	17%	100%	100%	100%	100%	100%	
Dakota College at Bottineau	6	2	33%	50%	100%	100%	100%	100%	
Lake Region State College	10	0	0%	n/a	n/a	n/a	n/a	n/a	
North Dakota State College of Science	5	2	40%	50%	100%	100%	100%	100%	
Williston State College	9	0	0%	n/a	n/a	n/a	n/a	n/a	
Dickinson State University	6	2	33%	100	100%	100%	100%	100%	
Mayville State University	5	3	60%	100%	100%	100%	100%	100%	
Minot State University	11	1	9%	100%	100%	100%	100%	100%	
Valley City State University	13	2	15%	100%	100%	100%	100%	100%	
North Dakota State University	26	3	12%	67%	67%	67%	100%	100%	1
University of North Dakota	38	2	5%	100%	100%	100%	100%	100%	
NDUSO	16	1	6%	100%	100%	100%	100%	100%	
CTS	41	7	17%	100%	100%	100%	100%	100%	

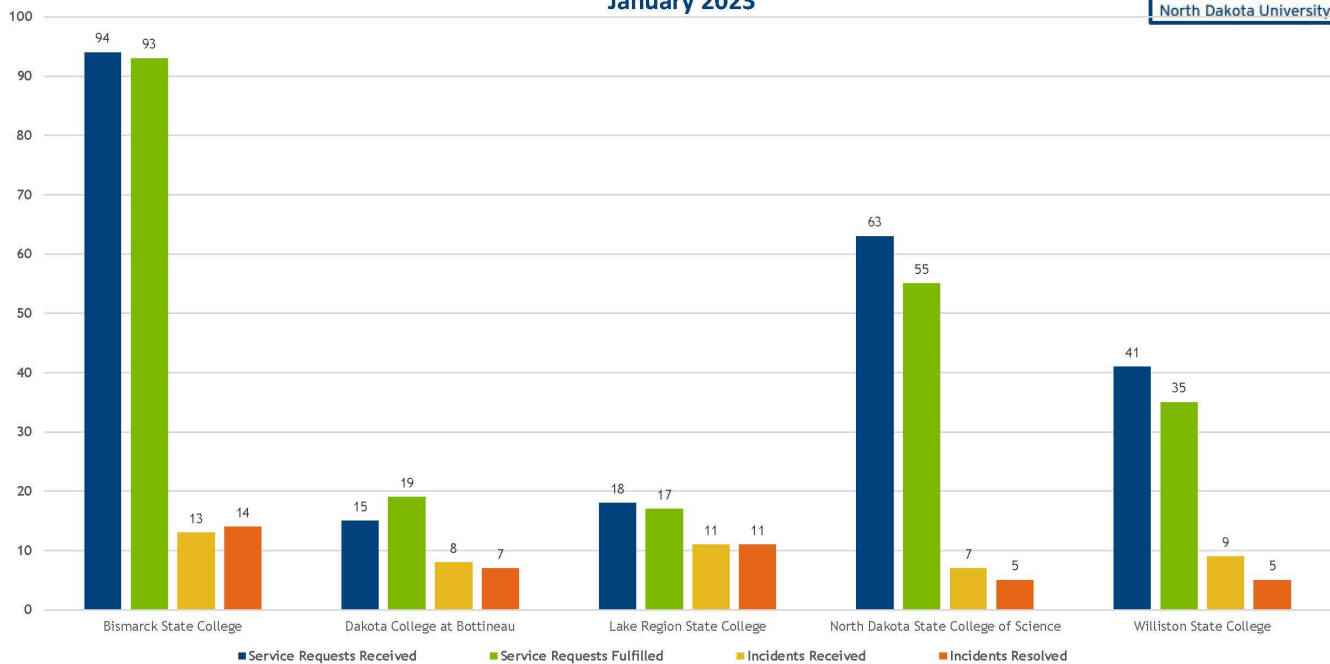
- Analysis:**
- Average rating across all attributes was 4.8 on a 5pt scale.

Note:
Percentage for each attribute is calculated for respondents who rated their level of agreement with the attribute as 4 or 5 on a 5-pt scale.

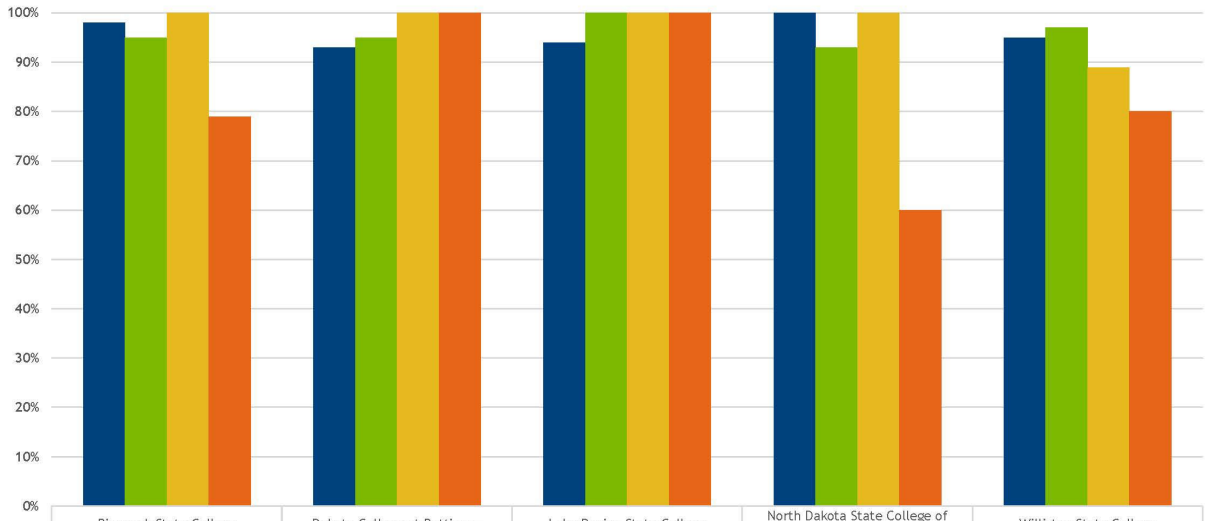
Community Institutions

General Reporting

Service Requests & Incidents Received, Fulfilled/Resolved January 2023



Service Levels Achieved January 2023



Target	Bismarck State College	Dakota College at Bottineau	Lake Region State College	North Dakota State College of Science	Williston State College
90% SR - Response SLA	98%	93%	94%	100%	95%
90% SR - Fulfillment SLA	95%	95%	100%	93%	97%
90% Incident - Response SLA	100%	100%	100%	100%	89%
87% Incident - Resolution SLA	79%	100%	100%	60%	80%

Service Request Fulfillment User Experience Survey Results January 2023



- KPIs:**
- Response Rate => 11%
 - Average rating = 4.5 or above on a 5pt scale

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Lake Region State College	17	0	0	0	0	0	0	0	
North Dakota State College of Science	62	13	21%	100%	100%	100%	100%	100%	
Williston State College	42	1	2%	100%	100%	100%	100%	100%	

- Analysis:**
- Average rating across all attributes was 4.7 on a 5pt scale.
 - Response Rate was 9%, falling short of the 11% target.

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Incident Management User Experience Survey Results January 2023



KPIs:

- Response Rate => 11%
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Metric	Incidents: # of Surveys Sent	Incident Surveys Returned	Response Rate	Ease of Submission	Resolution Timeliness	Resolution Quality	Status Updates	Courteous/ Professional Staff	# Requesting Follow Up
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Dakota College at Bottineau	6	2	33%	50%	100%	100%	100%	100%	
Lake Region State College	10	0	0	0	0	0	0	0	
North Dakota State College of Science	5	2	40%	50%	100%	100%	100%	100%	
Williston State College	9	0	0%	0	0	0	0	0	

Analysis:

- Average rating across all attributes was 4.8 on a 5pt scale.

Note:

Percentage for each attribute is calculated for respondents who rated their level of agreement with the attribute as 4 or 5 on a 5-pt scale.

Action Items

Practice	Action Item	Owner	Planned Start	Planned Finish	Status	Date / Notes