

TRANSCRIPT

FACULTY SENATE

Wednesday, March 27, 2019, 3 p.m.
Holmes Student Center Sky Room

VOTING MEMBERS PRESENT: Arado, Bateni, Beamer, Boughton, Buck, Burton, Chakraborty, J. Chen, Chung, Collins, Creed, Ezell, Fredericks, Grund, Jaekel, Johnson, Johnston-Rodriguez, Jong, Kilaparti, Lampi, Liu, Macdonald, McCarthy (for Duffrin), McKee, McGowan, Millhorn, Millis, Mogren, Montana, Naples, Nejd, Nelson, Newman, Novak, Pudrith (for M. Wilson), Riley, Ryu, Saborío, Schoenbachler, Schraufnagel, Shi, Siegesmund, Sirotkin, Slotsve, Staikidis, Subramony, Surjadi, Thu, Vazquez, Whedbee, Zheng

VOTING MEMBERS ABSENT: Briscoe, Bujarski, G. Chen, Chitwood, Chmaissem, Chomentowski, Demir, Docking, Duffin, Duffrin, Hanna, Kim, Konen, Koss, Littauer, Moraga, Penrod, Powell, Rodgers, Scherer, Shibata, Stephen, Tatara, Than, J. Wilson, M. Wilson

OTHERS PRESENT: Bryan, Borre, Doederlein, Gallaher, Groza, Olson, Parks, Wesener Michael

OTHERS ABSENT: Falkoff, Ferguson, Gelman, Kortegast, Marsh, Pietrowski, Klaper

I. CALL TO ORDER

T. Arado: Good afternoon everyone. Thank you for coming in on this beautiful day outside. We have a number of things that we're going to get through today, so I want to make sure we get started and give everybody their appropriate time.

Meeting called to order at 3:03 p.m.

II. ADOPTION OF THE AGENDA

T. Arado: So the first thing I would like to do is to adopt our agenda. May I have a motion to adopt the agenda. George [Slotsve]. Second from John [Novak]. Thank you. Any discussion on our agenda? Okay, a vote, all those in favor of adopting the agenda, say aye.

Members: Aye.

T. Arado: Opposed, nay? Abstentions. All right, agenda passes.

III. APPROVAL OF THE [FEBRUARY 20, 2019](#) FACULTY SENATE MINUTES

T. Arado: Now we need an approval of our February 20 minutes. May I have a promotion to approve the minutes? George [Slotsve], thank you. May I have a second? Kendall [Thu]. Any discussion on the minutes? Okay, everybody in favor of the minutes, please say aye.

Members: Aye.

T. Arado: Anybody opposed? Abstentions? One abstention. So our minutes have been approved.

IV. PRESIDENT'S ANNOUNCEMENTS

T. Arado: A couple of things in the president's announcements world before we get started on our items for Faculty Senate consideration. I was struggling with how to word this, and I'm just going to take a minute. I'm going to use my platform, I guess, and take a minute to talk about our impact on those around us and how we can maybe make the world a better place.

The College of Law is mourning the death of a recent alum, who was the victim of a very serious domestic violence incident over the weekend. And it got me thinking – I mean a lot of things get me thinking – and it got me thinking that this is the third time I'm coming to a meeting this year where I'm bringing up a topic that involved victims of gun violence. And it really weighs heavily on me. There's nothing I can do – well, there's lots of things I can do – but I don't want to talk about gun violence. I don't want to talk about domestic violence and how we can end these senseless tragedies. If anyone has a great idea on how to do that, I would love to hear it.

But I'm saddened by this, and I'm heartbroken for her five-year old daughter. And I'm heartbroken for every person who is left behind when people are victims of such tragedies. And I thought, we can make the world a better place for those people. I can't change what happened. I can't go back in time. But I can make the world a better place to some extent.

And so what I wanted to just do since, as I said, I have my platform here, is to focus on what we can do to make the world better, and something really simple, because each of these tragedies that we've remembered, there have been countless more people left behind to live with the reality of that tragedy every day. And we don't know who's experienced that. I mean, looking around this room, I am certain there are people in here who have experienced tragedies in their life and go about their everyday. And so we have just people every day that have to deal with that. And the world they knew has just changed drastically. The world is a bad place in so many instances for them. And it's hard to see good.

So I want to ask each of you to remember that your small acts of kindness every day actually can make a difference. When we're having a bad day for no important reason. You know, we just have bad days. Remember if somebody smiles at you, it makes a difference. So think about people who maybe have a lot of bad days in a row, because they've experienced something that is unimaginable to others. So keep taking those small steps, and bigger ones when possible. Small acts of kindness every day can make a difference in the lives around us. And I'm not talking anything major. Hold the door. Listen to somebody. Hold the elevator when they're running for it. Say thank you.

I moved my niece into an apartment in Lincoln Park on Saturday, and here I am a 50-something-year-old lady holding boxes and a table, holding a gate open with my elbow, waiting for my niece and nephew to come down the street. A woman came by and said, oh ma'am, can I help you? Now the whole ma'am-thing, okay. And didn't know me from anybody. I'm standing there, looks like I

was struggling, which I probably was, because the box was heavy. And she said, can I help you? And I said, no thank you very much, though, I'm just holding it for them. That afternoon I thought, okay, my niece is moving into a nice area. This woman just stopped and asked me. It made a big difference to me.

So you may not think that it's a big deal when you do it, but the person who's receiving it, it can really be a huge difference in their life that day. So let's just, when we think about it, when we're cranky about something, maybe take that time to un-cranky yourself and just do something kind for someone else. Very small things can make a huge difference.

And then I was also thinking that we're all here together, and we all got here from different paths. We have different life experiences, but something positive happened to us, and is probably part of why we're here and why we're together. So remember what that is, and try to pass that along in the whole pay it forward kind of concept. And all of us doing our little acts of kindness can make the world a better place who's having a bad day or has had a bad experience. And maybe collectively we can make the good come out in the world that I know is there, because I do see it, because a total stranger wanted to hold the gate for me in a courtyard in Lincoln Park. So I'm putting that charge out to you, to keep working on those little acts of kindness.

Today, Dr. Kristen Borre and Dr. Courtney Gallaher are our first presenters. And they're actually going to be discussing a topic that directly impacts our students, and indirectly all of us. And we may find in what they say, an area and an opportunity to reach out and make the world a better place for our students who are facing food insecurities and many related stresses. So we may have an opportunity that comes up that we can take advantage of here.

And then just a couple of other items before we move on to their presentation. Next meeting, we're going to have somebody from the Foundation coming to talk about the NIU Day of Giving. But he asked if I would give a shout out to it now, because that will be closer to when their Day of Giving is. It's actually days of giving, May 7 and 8. There's a number of schools that have started doing this and have had great success in it. So our Day of Giving is actually 1895 minutes that will begin at 4:25 on May 7 and goes until 11:59 p.m. on May 8. And it's a Day of Giving for NIU. So he will come at the next meeting to talk about it. But at your spots, there's actually the cards they were using to promote that event.

And then the second thing is that, if you noticed on our agenda, the Bob Lane Faculty Advocacy Award is not listed on there. We are moving the presentation until the next meeting, because Jim Wilson had a conflict, and we figured it was probably a good idea if the recipient was here to have it awarded to him. So we will be doing that at the next meeting.

V. ITEMS FOR FACULTY SENATE CONSIDERATION

- A. Food Insecurity, Coping Strategies, and Academic Risk Among NIU Students:
A Preliminary Report
[Handout](#)
[Presentation](#)

Kristen Borre, Department of Anthropology
Courtney Gallaher, Department of Geographic and Atmospheric Sciences

T. Arado: After that I'm going to now move on to our items for Faculty Senate consideration. And the first is a presentation by Drs. Borre and Gallaher, turn it over to you.

K. Borre: My name is Kris Borre. And Courtney and I are really happy to be here, and we appreciate Professor Arado and the Faculty Senate for allowing us to present some of our preliminary data on this topic that is very important to all of us: the relationship of the quality of life our students have and their academic performance.

Of these four objectives, we really want to focus on the preliminary results of our study. We looked at both undergraduate and graduate students in our studies. And we want to focus on the relationship of food insecurity to academic performance. But we do welcome your comments and questions.

Food insecurity on campus is a nationwide topic, and maybe you've seen reports of it nationwide. But we are not going to be discussing the research that has been done nationwide about the problem of food insecurity. Our work at NIU is among some of the first work being done that explores, not just the incidence or prevalence of food insecurity on campus, but actually looks at the context of which it occurs, and also exploring food insecurity as a proxy measure to college student quality of life.

We began our studies in 2016 and 17 when I was thesis advisor for Alexandria Williams in public health, who decided she wanted to look at food insecurity on campus. The top level there reports some of the findings of that study. There were about 520 students that participated who had data that we could actually use. And as a part of that study, we also interviewed 32 students who were using the Huskie Food Pantry, both graduate and undergraduate students. But the report that I'm going to be giving today focuses mostly on the short-form survey that we've done with the students, beginning last fall and going through this spring.

C. Gallaher: As Kris said, we're going to be presenting data from the survey that was collected this year. One of the issues that we had with the previous iteration of the survey is that it was not particularly representative of our student population in terms of respondents. But we feel that, although the sample size for this data that we've collected this year is a bit smaller than desired, our participation has been much more representative in terms of both race and gender of the student community – well not quite gender, it's a little skewed – but race particularly. And then you can see, we had sort of a diversity of students who participated in terms of their status. We had

commuter members, we had veterans or active military members, we had parents, students with disabilities and so forth.

Our questions on this survey were drawn largely from the U.S. Department of Agriculture short-form survey of food insecurity. And these are questions that the USDA has developed and validated amongst prevalent races and ethnicities of American populations. So these have been tested across time and across geography and ethnic categories. And the set of questions asks about food experiences that people have relating from worrying to all the way to actually skipping meals.

And so this first set of data that we're representing to you looks at whether or not in the last 12 months a respondent worried about whether or not their food would run out before they got money to buy more. And respondents could chose between often true, sometimes true, and never true. Never true would, obviously be food insecure, and we've tallied up the often- and sometimes-true responses for you so that you can see amongst our student population 59 percent of students are reporting that they are worrying about running out of food before they get enough food to eat more. And the stress, worrying about it, obviously, creates a quality of life issue. So worrying, anxiety, all of these things, interfere with their ability to do their job here on campus, which is to perform in classes.

There's a question, yes.

D. Chakraborty: Is that percentages?

C. Gallaher: Percentages, yes.

D. Chakraborty: But that adds up to far more than 100 percent.

C. Gallaher: Yes, that third bar there, that 59 percent, is just the sum of the often true and sometimes true responses. I just did that to emphasize the point. But that's a good question, thank you.

In this slide, we're looking at that same data, whether or not they're worried about running out of food over the last 12 months before they have money to buy more. But we broke it out by racial categories. Based upon the responses, these again are the percentages. And so in the orange and yellow, these are the often true or sometimes true responses. So these are the food insecure students on campus. And then green is the students who responded that they are never worried about running out of food.

And there are two things that I'd like to highlight. First is that across the board, students are highly insecure. Even among white students on campus, we're seeing approximately half of them responding that they are food insecure. But I think the second thing that we'd like to point out is that there is a statistically significantly difference between these different racial categories. And this really speaks to structural issues on our campus and in the United States where race and class so often interact in ways that influence people's ability to get housing and food and have income.

These next two sets of data look at actual behavioral changes, so whether or not they cut the size of their meals or skipped meals because they didn't have enough money to buy food. And whether or not they were hungry over the last 12 months and didn't eat because they didn't have enough money for food. And so again, you can see that we have a really significant problem here on campus. So in terms of cutting the size of meals, 55 percent of our students report doing that behavior over the last year. And then not eating even when they're hungry, that adds up to 46.5 percent. And so these are dietary changes, behavioral changes that can create significant anxiety and ability to focus on academics for our students.

K. Borre: We have concern, not only about students' insecurity as a whole, but we're also interested in the issue of financial stress and how that impacts food security and how it contributes to poor academic performance. So first in this graph, I'd like you to pay attention to the fact that the fourth major concern of what students feel contributes to their financial stress here as a student at NIU is the cost of food off campus. However, 18 percent of the students are concerned about the cost of food on campus. Notice also that the cost of campus housing is a significant concern. However, you can see that the greatest concern for our students are the cost of getting an education in terms of their tuition, their books and their school supplies. And then other bills, which impact their quality of life, their ability to pay those bills are a financial concern.

So we're really asking the question then, of how does hunger and food insecurity impact our academic performance, which is something we're all very interested in. And we can see in this second figure that the impact of hunger over the past 12 months is significantly associated with a GPA less than 3.0. And that's [inaudible] .006 level of [inaudible]. So we're going to continue to monitor this throughout the rest of the semester as we're collecting data, and we'll be performing additional analyses regarding this.

In terms of understanding the qualitative aspects of this a little bit, I wanted to tell you about one student who talked with me about her roommate, and her roommate's frustration with being a student. And she said, last year she had a high GPA, but could not afford her rent or food with her financial aid and by working part-time. So this year she took an additional job, now working 40+ hours per week in two jobs. And her salary now allows her to pay her expenses and eat, but she only has a few hours per week now to study or to go to class, so she's seen her grades plummet.

In the qualitative work that we did with 32 students through interviews, we explored the coping strategies for dealing with food insecurity. And I want to point out to you that the orange ones – the ones that are highlighted in orange – we consider to be pretty negative ways to cope with food insecurity. However, students also have some positive ways of coping, which are in green. I wanted to point out that these coping strategies also go along with the statistical analysis that we've done with the questions that they completed on the survey in terms of stretching food by eating less, for example. However, they're also doing things like eating at the fast food restaurants off the dollar menu. They're charging food on credit cards, which contributes to their financial stress. And the one we were most surprised about was that by drinking alcohol, it helps to fill you up and stave off hunger.

One of the other questions that we asked in interviews that was important to report about was what limits our students from being able to get wholesome food. And these results are now presented in

order of frequency. The ones that are highlighted in green are the ones that Courtney and I felt the university could do something about at very low cost. And those include things like finding transportation to full-service grocery stores off campus. Another example is that all freshmen and transfers might be required to take a UNI-101-type class that would focus on things like financial literacy, budgeting, food safety and preparation, and meal planning and shopping. Or online apps that deal with these issues could be provided to students.

Again it's important to realize that students told us that they were often too tired or too stressed to prepare food or to eat a meal. Being a student today is often like the prisoner's dilemma. In order to not be hungry, nor worried about paying bills to go to school and live, the choice is to take one or two jobs to supplement financial aid. But by taking those jobs, students are put at a disadvantage for academic success, graduating on time, and then finding that good paying job that's going to help them pay off their student debt.

C. Gallaher: This is a work in progress. We obviously have very preliminary data here. To conclude, I just want to mention that we are collaborating with other universities to continue collecting data on levels of food insecurity and to get a more nuanced understanding of how this is impacting the students' lives overall, because you can't really talk about the issue of food security without talking about issues like housing security and other types of quality of life issues for our students.

We appreciate any questions that you might have. We'd also be happy to hear about your own experiences in the classroom or advising with students that may have shared their experiences as food insecurity with you. And we will conclude and thank you for your time today.

K. Millis: [inaudible]

K. Borre: It's really a convenience sample, but we solicited students across the campus. We set up tables in different locations like the library and then over in Wirtz Hall. And we also sent out flyers to all organizations on campus to share with their students. We asked some professors to post the notice to participate in the survey. We have a QR code that they can use with their phone in order to take the survey. So it's something that's readily available to all students on campus.

K. Millis: The reason I ask that – I don't know how it was advertised and your numbers are pretty alarming. And I'm worrying whether it's some sort of self-selection sample so you're only getting people who are hungry, and that could over-estimate.

K. Borre: Yes that's true. And we're aware of that. However, we've tried to be at different locations on campus. So we're not like just going to the Huskie Pantry and interviewing students that are there or surveying students that are there.

K. Millis: Thank you.

C. Gallaher: I just also wanted to add that, although our sample size is small and, of course, there's the concern that people who are hungry may self-select, our numbers are not unique. This is sort of

the data that we're seeing for campuses around the country. There is a real and growing problem with food security for students.

J. Novak: Thank you for this presentation. This is something I did not know about. I just have a practical suggestion that the cheapest place to buy good food in DeKalb is Aldi. And I've seldom seen college-age students there. Aldi's is moving across the street. It's going to be twice as big, probably just the same good prices. So I want to see the Huskie bus make its way there.

C. Gallaher: That's a good suggestion. I will say that a number of students in our interviews have mentioned Aldi, but for some it's a transportation issue.

V. Naples: One of the questions that comes to mind is, have you done any comparisons to point out the unique problems faced by students as compared to other populations who may not have adequate jobs or other sorts of things? Because, if we isolate those, we might be able to address those that are peculiar to students and not to everybody else, even though we'd like to help everybody.

K. Borre: Yes, I think that's really important to do. And Courtney and I have also been working with populations here in DeKalb County that go to our local banks. However, we haven't been able to compare the data that we have from both places. But I think that's a good thing, and it's also something that we can do through a literature search.

I just wanted to say that we have representatives from the student services and leadership here, as well. Kelly is here. So if you have any questions about university services, you can address them to Kelly.

T. Arado: Any other questions?

K. Borre: Thank you very much.

T. Arado: Thank you both. We really appreciate you coming in and sharing with us. The handout that is at your table will also be linked to in the minutes of this meeting so you'll have it there.

- B. Multi Factor Authentication for Faculty and Staff
Matt Parks, Chief Information Officer
[Multi-Factor Authentication at NIU
go.niu.edu/mfa](https://go.niu.edu/mfa)

T. Arado: Our next item is a short – I'm going to say that, Matt – short presentation from Matt Parks, our chief information officer, on the multi-factor authentication that is coming to a campus near you, for all of us.

M. Parks: Good afternoon. Just by show of hands, who's aware that multi-factor authentication – not to be confused with MFA, School of Fine Arts here – but who's aware that that's coming in the month of April. Maybe half.

I just want to spend a little time talking with you about what MFA is and why we're doing it at NIU. Talk a little bit about the timeline associated with that, and what the ask is of all of you in the room here today. So principally, MFA, or multi-factor authentication, otherwise known as two-factor authentication, is a means of providing an additional layer of authentication into certain institutional resources like O365 email, Blackboard and other applications to insure there's an additional layer of security over that authentication process to account for the volume of phishing email attacks that are hitting this institution, higher ed in general, and more broadly the industry overall.

What that means fundamentally is that there are three components to it. What you know. So your log-in credential and password is one aspect of that authentication. Something that you own. A phone, a device, of course, is a common means to create a second factor for authentication. And lastly, something you are, so something about you that can be verified. Oftentimes, that's a fingerprint or a retinal scan. We're not doing fancy here, so at NIU, we are looking at options 1 and 2. So your multi-factor authentication at NIU means that you log into an application that has MFA with your account credentials. And then there's an additional layer of security using text or mobile app that would hit your cell phone to allow you that secondary access to truly prove who you are.

You may recall that back in spring of 2017, we initiated multi-factor authentication to the student population at NIU. So we're going on two years now having that service operational. That was primarily driven by a very high volume of student accounts, and some faculty and staff accounts, but primarily student accounts, their credentials being compromised through phishing attacks. And we were then becoming a host for phishing attacks outside of NIU. So our students were giving out their credentials, people would take over their email box and start sending tens of thousands of emails to folks in NIU, but also outside of NIU. And there's a brand reputation aspect of that was a problem, and so we sped up our project implementation and turned MFA on in the spring of 2017 and saw essentially an immediate drop-off in the amount of compromised credentials that were out there in the student population. So essentially, Day 1 of that, it fixed the problem for us. And we've had a small amount of account credentials since then from students – it's essentially a non-issue.

Since then also, staff within DoIT, myself included, and some distributed IT colleagues as well as faculty and staff that had been phished successfully and given up their credentials in order to unlock their account and fix their problem, they are then opted in to MFA and have been for a while. And so right now somewhere on the order of 10 percent of our faculty and staff community at NIU have MFA currently enabled.

If you look over the last three years, the industry has had a precipitous increase, a significant tripling affect over the last three years in the volume of phishing attacks hitting higher education in particular. As a result of that, there's a survey we were looking at recently where about 72-73 percent of higher education institutions have either deployed a multi-factor authentication or are in the process of doing it. Multi-factor authentication is essentially a cost-effective, very efficient way of fixing a chronic problem that's out there in the higher education industry, and one that, obviously, we're moving forward rather quickly.

At NIU today, we see an average of about 100,000 incoming phishing emails per week. So this is very active and it has grown year after year for us. And so it's not slowing down. I anticipate that

the only way it slows down is if we truly get MFA out there, and those attackers realize that giving up those credentials, because we've got that second factor, doesn't actually allow them access into these university accounts.

Recently we've had a number of instances of VPs across the administration that have been affected and have been hosts of phishing attacks to the rest of campus and outside. So it's still a problem for us that we're looking to solve.

The application portfolio, I mentioned a few minutes ago, is the Microsoft Office 365 portfolio. So the exchange email service, Skype for Business if you use that, Blackboard today is MFA enabled for students, Qualtrics, Cherwell, Everbridge, are the portfolios today. We currently don't have the ability to enable PeopleSoft, which is where our HR and financial data are. That's a next step for us, to be able to get that deployed. And VPN, we have a small footprint for MFA, for VPN today. We're going to modernize that into the enterprise MFA standard in the months ahead as well.

And then, of course, when. Monday, April 15, is our go-live date. And so DoIT is staffing up at the service desk to make sure we're prepared for calls to come in. Our distributed IT are also prepped and ready to work with the colleges out there to get people registered, one – there's a little bit of work needed to register. And then two, to provide any assistance once we go live with turning MFA on.

So what happened when we actually enable it on the 15th. Well if you're on campus, nothing. If you're on campus on an NIU authenticated wireless service, or on a wire in your office, nothing happens. We see that you're on campus. We will not provide that second layer of authentication verification. If you happen to be on "guest," and we do know a lot of people use "guest." We prefer you use the authenticated service. "Guest" we view as an external network, so you would MFA into "guest." So my recommendation would be, is if you're presented with an MFA request when you're on NIU's campus, 1) you're probably on "guest." 2) I'd say get over onto NIU authenticated wireless and that solves the problem.

When you go off-campus after the 15th, what you'll see is the methods, I should say, for multi-factor authentication would be three-fold: 1) a cell phone. As you register for MFA, you're going to tell the system how to contact you, how to notify you of the appropriate credentials. A text message is just a five-digit code it sends you. I've used that for the last two years. It works well. It's efficient. It works every time I use that to get into the applications that are covered by MFA. 2) You can have the system call you. It's an automated phone call. It tells you to press 1, I think, to enable access. The application sees that access and lets you in. 3) There's an authenticator application you can download through, for example, the iTunes store for free. There's a little bit of set-up on the front end, but that is really – in the last two weeks, I've used the authenticator app, and it's a really efficient way. All that happens is when you try to log into your email, for example, it indicates that it's going to send you an authentication message. If you look at your phone, it just asks you to approve or decline the authentication request to prove that you're in the system. There's no reading of digits back and forth. It's pretty efficient and lightweight. As I mentioned, I've used it for over two years now. It's quite efficient in terms of how you interact with it.

How you interact on the first time, on the 15th, when that happens on campus, nothing will happen. When you go home or on travel, you'll be asked to simply MFA in. As you go to the login screen, I'll use O365 for an example, you'll put your A-ID in, your password. It'll say you need to do a second layer of authentication. It will send a code or an authentication request to your phone. You can hit approve and then you're in the system. And then the MFA applications, themselves, are going to check back or keep a 30-day timer. So about a month and a half ago, we were on a two-week timer. We've upped that to 30 days now. So as I use it, I'm only getting pinged for authentication once every 30 days for a given application while I'm off campus.

Some additional benefits down the road is that new faculty and staff coming to NIU, we will have merged our self-service password reset functionality with our MFA functionality today. They're sort of two separate systems. We'd like to integrate them so when new faculty, staff and students come, it's going to be a one-stop shop for setting up their information for password resets and MFA, and they're done.

One other element that isn't deployable at the time we hit the go for this is our Everbridge notification system. We don't have great contact information for faculty, staff and students in there. That's because that information is kept in our PeopleSoft system, and not everybody frequently goes in and updates that information. So it can get old rather quickly. This process of updating your MFA system really updates us on how to contact you. And if possible, we could leverage that data to feed the Everbridge notification system so we truly have an accurate contact information for faculty and staff. Why is that important? Right now when we send a notification alert out, some of you may recall in January when we had the snowstorm, we messaged through Everbridge that campus was closed on the next day. Turned out a lot of faculty and staff at NIU didn't get that message. And that's because we were doing a manual import. We made an error on the way that we were doing that import of information, but we couldn't detect it in the error logs from the application, because there are too many essential failures that happen when we send out the messages, because we've got bad information in the system. Long story short, if we had this accurate data through MFA, we may be able to import that into our PeopleSoft environment that can feed critical applications like our emergency notification system so truly we're able to send it out to the right group of people with the right information. And we can detect failure much more easily than we can today.

More information can be found at go.niu.edu/mfa. Information is up to date. We really worked hard with our distributed IT colleagues, those who are working in your colleges, at clarifying all myriad of questions about why we're doing, what we're doing, why it's important, how you can do it. There's information up on the website. There's a link in the upper right-hand corner to actually go forward and register.

So you can go there, check out the FAQs. If you have questions, I encourage you to engage your IT staff that are local to your college or to DoIT, submit a ticket. Call us and let us know what questions you have. Please communicate with your staff and colleagues. And you can register today. While we're saying we're going to go live mid-April, April 15, there's nothing stopping any of us from going into the system and registering for MFA today. Nothing will happen between now and the go live, but at least that part of the work is done.

When we do go live, and if you haven't registered, what it will do when you try to authenticate with an application that has MFA, it will walk you through the steps necessary to MFA. So it's not like you won't have access. You'll just have a little bit of work to do on the front end of getting into that application. And I think that's it.

Questions?

K. Thu: Thanks for the presentation. I actually know the answer to my question, but I'm going to ask it anyway. We have faculty who work in remote areas around the world: Polynesia, Haiti, Bolivia, Madagascar. How does this function for those folks that want to access their email in those locations?

M. Parks: So thank you for that. Tim Schwartz in our project manager on this, and he's done a good job of trying to track down the "what if" scenarios. For those faculty who do travel internationally, we recommend they leverage the authenticator app, because it's not dependent on cell service. Simple WiFi service where they're at is a means by which they can authenticate with our system. And I certainly encourage them to do that. For those of you who do have faculty or you, yourselves, travel internationally, I encourage you to download the authenticator app. And we have directions on our website on 1) how to do that, and more importantly, 2) how to configure it with the MFA system. Thank you.

V. Naples: I have a question. It may not apply commonly, but what you're talking about using a cell phone number, which is a personal device that a person has purchased and pays for themselves. What if a faculty member either does not choose to have a cell phone or chooses not to have the university be allowed access to that cell phone number.

Several years ago, we were told in my department, which is biology, that we had to provide our own personal privately-paid for cell phone numbers to be put on to the outside of our laboratory doors to contact us in case of an emergency. And my feeling is 1) I do not want to be called at 2:37 in the morning for permission to put a fire in my lab out or to tell someone that, yes, they could stop a flood in the lab. And I did not want to have my personal privately-paid for cell phone essentially coopted for university business use.

And the other thing is that I had a personal issue with a cell phone that somehow got hacked and, as a result, when my house was broken into and ransacked, they did \$200,000 worth of damage and loss, and they were able to track that I was not coming home at the time. So every time my cell phone number is out there, it is increasing the likelihood that someone who isn't supposed to have it will get it. And if the university gets it from one thing, there's absolutely no reason to presume they won't get it for using for anything else. Or it now is out for much more of the world to have greater access to.

M. Parks: Principally, the reason we're rolling MFA out is to provide an additional layer of security for the university's information, to protect employees, because we have had instances where credentials were compromised and W-2s were accessed from our PeopleSoft system that affected an employee. And so this is about institutional data. This is about employee data relative to our ERP systems, number one.

Secondly, I'll just add two other elements here that I don't know are of concern to you, although I'll raise them, because they have come up. It's ethically responsible to leverage a personal cell phone for university business. I asked this question several years ago with Jim Guagliardo in the Office of General Counsel. We talked at length about the ethical aspects of this question. At the time, we were looking at doing stipends as a roll-out for campus for cell phone usage. And the answer from Jim was emphatically, yes, it's ethically responsible and okay to do. So that's one aspect of it. Maybe it concerns you, maybe not. If not, that's fine, I just wanted to hit that.

Relative to whether you don't want to give your cell phone out, what I would just say is I think on the prior slide maybe we talk about modality here. You can have it call your home phone if you prefer instead of your cell phone. Certainly wouldn't recommend that if you're somebody who travels and needs access remotely.

The other thing I'd say, it came up at Council of Deans this morning, if a faculty member is somebody who doesn't find you're doing a whole lot of work in these applications perhaps after hours. And then what's the risk if people don't register for MFA? And the answer is none. If you're not accessing NIU's email system. If you're not accessing Skype for Business. If you're not accessing Blackboard at NIU off campus, then the risk is none. You won't have it. But I will say, if you're off campus and you want to access these applications, we need the modality. It goes back to the multi-factor, two-factor - we need to verify two things: your user ID and password, and a second factor. And typically, that's a phone number, a text message, could be a phone call to a number you're comfortable using.

V. Naples: I don't have anything. I just have my cell phone. If I take my university laptop computer, would that device be acceptable?

M. Parks: No. The university computer that you take home and off the network – it's exclusively any device out there that comes off of NIU's campus network, that will be accessing these applications will be required to have an MFA, multi-factor, second-factor verified for authentication purposes.

V. Naples: And there is no other alternative. So in other words, I use Blackboard at home on the university-provided laptop. I travel. I want access to my university email and things of that sort. You're telling me that there is absolutely no other option, that I am now being coerced to yield to the university my personal, privately-paid for cell phone number.

M. Parks: Unless there's an accommodation you can make with your depart.

V. Naples: I've tried. It didn't work.

M. Parks: I would say generally that that's the best answer that I can give you – is that by definition, multi-factor authentication requires a second modality to verify credentials. And if a text message to your cell phone or a phone call to a phone that's acceptable to you, or the authenticator app on your phone, isn't acceptable, then I don't have many other options.

V. Naples: Then we need to find one.

M. Parks: And fair point. And what I will say – and this came up at one of our IT sessions last week as we were preparing for this, the IT people who support you all are concerned about this. They want to make sure we get it right. They've heard concerns amongst the faculty and staff about this, which we understand. One thing that was raised is, is there the potential – and I don't want to create an expectation that this will happen – but is there a potential that: You know, back in the '90s my employer, Motorola, gave me an authenticator, some device that had a recycling code in it that allowed me to authenticate against the network. It's possible down the road that we can leverage that type of technology instead of using your cell phone if that's a desirable outcome. Microsoft today doesn't support it, so I can't offer that right now as a solution. But if it is something that is supportable, certainly that's something that we can offer up to the campus community outside the venue of the cell phone device or the authenticator app.

L. Vazquez: I have a question about some providers use a secondary email to authenticate. Is that something that's been talked about? Is that possible?

M. Parks: Great question. We hoped that that would be a means by which we could do it, but fundamentally, if you go back to how two-factor authentication works, it's what you know. And you know your secondary email address. It's not something you own or something you are. So those are the means by which MFA as a standard exists out there. So unfortunately, while [inaudible] is password reset, when that is deployed. Or it is deployed now and if you were to register for that, which I encourage you to do, secondary email can be the means for that. I cannot offer it to you with multi-factor authentication, because fundamentally it's less secure. If you get hacked with your NIU credentials, it's something relatively easy to have gotten secondary email information, and it's just not a path we can take, unfortunately. Thank you for that, though.

J. Lampi: I think this is something much broader. I think it has a lot to do with equity. If I understand correctly, this already exists at the student level. And students who don't have a cell phone, don't have a land line in their dorm or somewhere else, I have multiple students and staff who are also adjuncts who can't afford a cell phone, that if they've been booted off of Blackboard or their email also, or they're no longer able to get on. So this I much more than personal information. This is equity issues. We're talking about food and whatnot else, but what do we do when students can't afford a cell phone or a tablet or other device.

M. Parks: Fair. To be candid with you, I don't have an answer for community that does not have a cell phone for this purpose. I will reinforce the point that, if you are on NIU's network, it's a non-issue.

D. Chakraborty: Many computers these days have fingerprint readers. Is it possible to activate the third option here?

M. Parks: Computers may at NIU, but I submit that many don't. We have not tested or validated that the Microsoft solution that we're launching would have that means of supporting it. I can take that back to the team and assess it. If we do have laptop computers on campus that have the

fingerprint functionality that we could test and leverage, that may be something that would add an additional layer beyond that of the cell phone.

D. Chakraborty: Or an alternative to the cell phone.

M. Parks: Yes, exactly. It would be an alternative, and I don't have an answer for that right now, but I will run that down.

B. McGowan: I want to reiterate that this is absolutely an equity issue. I'm also really concerned that you're rolling it out on April 15 before we had this discussion. I think you put the cart before the horse here, and I frankly don't have a cell phone, don't want a cell phone, don't want to be contacted that way. I get all kinds of information lots of other ways, don't want it. And I don't do text. So there has to be a better way here.

Also it is really true, many of us work from home a lot. And I would also say that folks who are students who are working like crazy in order to buy food, and instructors and other adjuncts are much less likely to have access to a computer on campus. I think it's crazy that we decide this before we have a discussion.

M. Parks: I grant that we've not come to Faculty Senate as part of this, but this has been an ongoing discussion for two years. We've been working with our distributed IT colleagues that support you all, the colleges, for the past two years, on this as well. So I take the criticism that the CIO has not come here to talk with you all about that and get input. It's been a multi-year conversation starting with when we launched it with students. And this pre-dates me, but my predecessor and the former CISO [Chief Information Security Officer] of the university I believe came to Faculty Senate around the time that we did MFA for students. And part of the discussion, I'm guessing, would have been on our road map plan around MFA at NIU, which would have included faculty and staff down the road.

Y. Liu: I think I see two ways to actually work around. The first one is that we don't make it mandatory, because based on my knowledge, most of the multi-factor authentication are optional in many organizations. So you don't require, but give the faculty members the choice to opt in. And for those faculty who choose to not opt in, they can still access Blackboard or other materials using the traditional way. This is one way to work around.

And another way is to remember, I think you mentioned, we can set up VPN connection. So once we set up our VPN connection, then we don't need multi-factor authentication. And VPN connection is available free, and everybody can actually set it up anywhere you go, and it's on your computer, you don't need a cell phone. I've done that so many times at home, and you can easily connect to NIU campus networks, through a secure VPN connection.

That's the two solutions I see at this moment, but I think the key is don't make it mandatory.

M. Parks: How about we go a different way and say instead of opt in, opt out?

Y. Liu: I think either way would work.

M. Parks: The problem is we have several thousand accounts that have no additional layer of protection right now at NIU. That's a problem right now. I could see us there – and I'm not committing to anything right now – but I think your point is very valid. I'm going to back around to VPN in a second, but I could take back and we could bring a communication back that, if the colleges or deans approve some sort of a limited opt out for special circumstances. And that would potentially extend to students even, given the concerns raised. That may be an appropriate one. I'll take it back. We'll add that as part of our project, itself, because this is an overall project, and look at that and communicate out accordingly.

On the VPN side, I mentioned earlier, VPN will have MFA in front of it. It has a non-enterprise type of MFA in front of it right now. But our roll-out plan is to get the enterprise MFA in front of VPN, because VPN is a tunnel into the network, and you've got to verify authentication on the front end of that. I don't think VPN is the answer, but I appreciate your potential solution on opt in/opt out relative to this.

V. Naples: I just have one other question. I have additional layers of authentication for banking accounts and certainly financial issues are really important and you need security. What they have had me do is set up unique answers to security questions. That I have no problem with, and I suspect that would be something that would make unnecessary having a cell phone or anything like that. And why could that not be an option other than using a cell phone or a fingerprint, which is also potentially very problematic about where that information goes.

M. Parks: Thank you for the question. I would reiterate back to the secondary email question raised by Professor Vazquez, that sort of falls into the "what you know" category, and it's not truly a second factor. Does that make sense?

V. Naples: No.

M. Parks: Questions that you can answer – with self-service password reset, to allow you to reset your passwords on your own, we're looking at availing security questions to open that up. It's not an option for MFA right now. It's not an option for MFA, because it still falls into category 1, "what you know." We've already crossed the "what you know" threshold by you providing your credentials to get in. I need a second modality, either a cell phone or a fingerprint in order to truly have two-factor authentication. And that's why it's not available. That's why Microsoft does not allow this. These aren't my decisions. Relative to what types of authentication makes sense, these are Microsoft's decisions. These are the cell phone and, again I have to verify the fingerprint, but these are decisions that are made by Microsoft, and that's because this is the industry-accepted approach for two-factor or multi-factor authentication.

V. Naples: Microsoft is not necessarily our friend.

M. Parks: Fair, but they have empowered us in a whole host of ways for collaboration and tools at NIU.

L. Beamer: This is not necessarily a question for you, but why does NIU make our A-IDs and Z-IDs public information? It just seems like we're setting ourselves up for problems.

M. Parks: Well that's a really good question, and I don't know if I have a good answer. It pre-dates me. Number one, you have the directory, which you can access every employee, every faculty, staff and student at NIU. The A-IDs sit in the directory. You can see them. If you go to niu.edu, you can see them. Why do we avail that? Probably so employees have the ability to go find that information to be able to communicate with each other. I actually don't have a good answer for you. I'll go run that down if there's anything meaningful there. Maybe that's something that we should pull back. I just don't have a good answer on why we do that.

L. Beamer: Why can't they just search for names.

M. Parks: In our Outlook GAL (global address list for email), it's names, there's no A-IDs that are in there. A-IDs sit out on the NIU Directory, which is a different place, and I just don't have the answer for that, and I will get that.

K. Thu: I think this echoes what happened when we deployed Anywhere Print, where there the lack of consultation and consideration of options, and in this case equity. And the lack of consultation up front. There may have been a mention of MFA at a previous Senate meeting, but it probably was tangential to some other discussion. What I'm asking, based upon the comments that we've heard, is what assurances do we have that you will go back and take these ideas and questions to the appropriate people and then follow up with us to let us know what has happened.

M. Parks: Right, fundamentally I think what you're describing is communication and a commitment to lay out better communication plans relative to these types of things. I acknowledge fully what Anywhere Print looked like to pretty much everybody in this room. Certainly I don't like this to be compared to that, but it is what it is. We've got to do a better job in our project planning about making sure we're hitting the appropriate stakeholder groups and get input like this. We are, just for what it's worth, we went to SPS Council last week. We're here today. We've gone to Senior Roundtable multiple times, Council of Deans earlier today. Operating Staff will be next week. So we are going through the constituent groups out there, but I can see the point that we're saying we're launching this April 15. It's not a question, it's a statement. And even if it weren't a question, but gaining additional input to see if we can encompass some of these suggestions into our overall plan is fair. And we had Professor Henningsen from Communications come to DoIT, maybe earlier this week or last week to talk about strategic communication. And part of that is how we embed our overall communication change plans with campus in a meaningful way so you feel like you've had a fair shake at that. So I appreciate your questions. My goal is to do better than that.

Unidentified: So two things. One is just to put a finer point on what we've just discussed in terms of practically how that indication plan might look. And you spoke about conversing along the way with IT folks who were embedded around campus. But those IT folks have a very different relationship to technology than the faculty and the students. So I think embedded in that plan has to be some relatively consistent discussion between those IT folks and faculty meetings or student meetings or something like that.

And then second is a question. For this authentication, for those of us who detest the Outlook interface and use Mac Mail or some other mail program, is this still going to be to work at all.

M. Parks: Great question. With the launch of MFA, yes. Down the road, being this fall, we'll probably come back to this group well in advance. There will be certain email systems or email applications that will be sunsetted as it relates to their integration with O365. We've not set a fine date on when, other than broadly this fall we'll start looking at that. But as it relates to this go live on April 15, yes, there's no application that we're saying won't work with the system. Does that answer your question? But I do want to be careful, because this has come up internally. Down the road, we are going to have a conversation and part of it is to try to figure out the data about who uses these different applications. It's a little bit like the wild, wild west. We've got a lot of different applications that want to integrate with OWA as an email system. Based upon authentication protocols, you've got to control a little bit about that down. That will be this fall. Communication will come with that, as will IT support. If you're running an application that is part of those that we have to sunset, we'll help collectively IT, distributed IT and central IT, with the data migration over to a new application. Does that answer your question?

T. Arado: I did warn him there would be questions.

One note about our previous presentation. In the minutes, there will be a link to this document, which will actually give you the QR code and the web link for the survey so that you can actually get to that and see it. So that will also be in the minutes when they come out. The food survey, the actual survey that they used. So that document is not included with your sheet, but it will be included in the links that we have.

VI. CONSENT AGENDA

VII. REPORTS FROM ADVISORY COMMITTEES

A. Faculty Advisory council to the IBHE – Linda Saborío – report

T. Arado: All right we have nothing on our consent agenda, and Linda just got her microphone, and she is ready to give us her FAC to the IBHE report.

L. Saborío: The February FAC meeting was held at John Wood Community College. And the president shared a number of facts about JWCC and some initiatives that have been helpful supporting their enrollment. They actually did not see a decline in their enrollment in the past years. They have a strong agricultural partnership with U of I and workforce development. They've added certified medical assistant and HVAC programs. And they've also created a scholarship for Missouri students. I love it. It doubled the market share of Missouri students to their community college. So we'll send you our students if you send us yours. I like that idea. Every January they advertise a career makeover full scholarship for a career-changing adult, which gets 70 to 80 applicants a year, about 40 percent of whom become JWCC students. They also have a College For Life program for developmentally disabled students to build life skills.

Gretchen Lowman, the IBHE liaison, reported that she continues to deal with closures across the state of Illinois. It's become a big part of her job. And you can find a comprehensive list of recent closures on the website for the board [[Illinois Board of Higher Education](#)].

The caucuses met. For the public caucus, we're looking at potentially amending our bylaws in regard to the rotation of membership. And this doesn't really impact the public caucus, because all 12 publics have a permanent seat. But we would like to add some language in there in regard to the term and the limit.

For working groups, Therese, you should receive an email from the P-20 group this week or next, where we're requesting information on the P-20 programs across the university here. That is ready to go, finally.

And then lastly, of course, Pat being the efficient staff member that she is, I asked her to create a [document repository](#) with a link from the Faculty Senate page, and it's up there already. This is for FAC-related items. There are a number of documents and items that were shared with me over this last month, and I kind of became overwhelmed with how to share these with you. So we decided to create this link from Faculty Senate's page.

For example, you'll find the Inside Higher Ed 2019 survey of college and university presidents up there. It's a study by Inside Higher Ed and Gallup. There's also from the IBHE a document titled Outmigration Numbers Increase with Evidence of Tie to Budget Impasse. That seems like old news, doesn't it? But it was just released. From Higher Learning Commission, there's a document on Faculty Qualifications and their criteria for accreditation, especially for faculty teaching dual credit courses. There's a memo from FAC to the IBHE regarding the layoffs at Western Illinois University from the beginning of March. And finally, from the IBHE, there's a state and national update document. Some good news is that Illinois is best in the nation for completion rates at four-year institutions among all community college students, part-time and full-time. Also Illinois has the highest percentage of full-time community college students earning degrees at both their community college and at four-year institutions. So some good news on that document.

And that is all that I have for you today. If you have any questions, please let me know.

T. Arado: Thank you, Linda.

- B. University Advisory Committee to the Board of Trustees – report
Holly Nicholson, Cathy Doederlein, Therese Arado,
Alex Gelman, Sarah Marsh, Kendall Thu

T. Arado: The next one is the UAC to the Board of Trustees. I just, as usual, want to remind you that the minutes to the BOT meetings are in our agendas. And a couple things of note that happened at the last BOT meeting was: The list of sabbatical leaves was approved, and two new degrees were approved, a B.S. in actuarial science and the B.S. in statistics. If you want all the information, you can go to the link that's in our information section.

VIII. REPORTS FROM STANDING COMMITTEES

- A. Faculty Rights and Responsibilities Committee – Katy Jaekel, Chair – no report
- B. Academic Affairs Committee – Sarah Johnston-Rodriguez, Chair – no report
- C. Committee on the Economic Status of the Profession – no report
- D. Rules, Governance and Elections Committee – Clanitra Stewart Nejd, Liaison/Spokesperson – report
 - 1. Nomination for Executive Secretary of University Council/
President of Faculty Senate, 1-year term
[List](#) of University Council members eligible for election – Page 4

Letters of acceptance of nomination are due in the Office of University Council and Faculty Senate by Friday, April 12.

Letters of acceptance of nomination will be provided to faculty senators via email by Wednesday, April 17, and also will be included in the April 24 Faculty Senate agenda packets.

Election of final nominee will be held during the April 24 Faculty Senate meeting.

T. Arado: On to our reports from the standing committees. The only one I believe we have is Rules, Governance and Elections, Clanitra.

C. Stewart Nejd: I'm here today to take nominations for the position of executive secretary of University Council and president of Faculty Senate. This will be for the next academic year. The list of members who are eligible will be on the screen in a second. Okay, so that's your list of individuals who are eligible to be nominated. I now will accept nominations from the floor.

K. Jaekel: I nominate Therese Arado.

C. Stewart Nejd: Do I have a second?

G. Slotsve: I'll second.

C. Stewart Nejd: Any other nominations?

G. Slotsve: I'd like to nominate Kendall Thu.

C. Stewart Nejd: Do I have a second?

E. Mogren: I'll second that.

C. Stewart Nejd: Any other nomination? Okay, hearing none, I will close the nominations. So all nominees have to submit a letter of acceptance noting your qualifications and desire to serve to the Office of University Council and Faculty Senate by Friday, April 12. Those letters will be provided to the faculty senators by email by Wednesday, April 17. And they will be included in the April 24 Faculty Senate agenda packets. The election of the final nominee will take place at the April 24 Faculty Senate meeting.

T. Arado: Thank you, Clanitra.

- E. Resources, Space and Budget Committee – Kirk Duffin, Liaison/Spokesperson – no report

IX. UNFINISHED BUSINESS

X. NEW BUSINESS

XI. PUBLIC COMMENT

T. Arado: That was all of our reports. We have no unfinished business or new business listed. Do I have anyone here who wishes to speak under Public Comments?

V. Naples: I would just like to mention that for the second time at the most recent Board of Trustees meeting, I raised the question of what was going to happen to the faculty salary equity task force reports and studies. And it was partially in context of what was going on with the faculty, because the UFA [United Faculty Alliance] was still under negotiations. As I had mentioned, I talked about it the first time, acting chief legal counsel, Greg Brady, told me it was impossible for the university to do anything to assist the faculty outside of the union negotiations. That is blatantly not correct, because we did participate in the three percent raise. The one time we have gotten a faculty raise across the board in the last about ten years. And I pointed that out this time to the Board of Trustees, and this time it was an improvement, I was received by a wall of silence. I did not get any push-back, although that comment was made that nothing could be done by Lisa Freeman at the Presidential Commission on the Status of Women. Those items are not related. And the other thing is that in the provost candidate interviews, in his statements and questioning session, Chris McCord, who is now no longer in contention for that position since it's been settled, said that it was all a matter of interpretation, that he did not accept the results of any of the faculty salary equity task force studies – and there are six or seven of them. To this date, I protested and I said, but Chris, you are a mathematician. Numbers don't lie. And he just said, well we have a difference of opinion. So the only way that the faculty will be likely to be seeing any kind of a salary increase that is relating to resolving issues of inequity on gender or protected category minorities is through the United Faculty Alliance negotiations. So I wanted that to be put out for general consumption.

T. Arado: Thank you, Virginia. Any other comments?

XII. INFORMATION ITEMS

- A. [Minutes](#), Academic Planning Council
- B. [Minutes](#), Athletic Board
- C. [Minutes](#), Baccalaureate Council
- D. [Minutes](#), Board of Trustees
- E. [Minutes](#), Campus Security and Environmental Quality Committee
- F. [Minutes](#), Comm. on the Improvement of the Undergraduate Academic Experience
- G. [Minutes](#), General Education Committee
- H. [Minutes](#), Graduate Council
- I. [Minutes](#), Graduate Council Curriculum Committee
- J. [Minutes](#), Honors Committee
- K. [Minutes](#), Operating Staff Council
- L. [Minutes](#), Student Senate
- M. [Minutes](#), Supportive Professional Staff Council
- N. [Minutes](#), University Assessment Panel
- O. [Minutes](#), University Benefits Committee
- P. [Minutes](#), Univ. Comm. on Advanced and Nonteaching Educator License Programs
- Q. [Minutes](#), University Committee on Initial Educator Licensure
- R. [NIU Day of Giving](#), May 7-8

XIII. ADJOURNMENT

T. Arado: May I have a motion to adjourn?

Unidentified: So moved.

T. Arado: Okay, we got three there, Kendall, Linda and George. Virginia seconded. All in favor?

Members: Aye.

Meeting adjourned at 4:17 p.m.