

1. As Winthrop aims to diversify our student population profile e.g., to increase more adult and online students, how are we fine-tuning our development approach and financial aid package to help meet the financial needs of those new students?

*In addition to the work underway in year one of the Tuition Transparency Initiative, we are already planning for the work in the second year to include a tuition and financial aid structure for adult and online students. This is in compliance with institutional, federal and state of South Carolina aid program requirements. Specifically for adult and online students, we are modeling and evaluating the appropriate schedule of tuition and fees for new adult and online academic programs delivered through Competency Based Education (CBE), and the combination of available institutional, federal, and state aid that can be offered for those programs. We have not yet confirmed the tuition or aid model for the CBE program at this time; however, work remains ongoing to create the appropriate and prudent structure for the institution.*

2. Will there be more academic parameters around determining consequences for artificial intelligence as it is becoming more prevalent in the classroom and assignments?

*We have a working group right now gathering information and trying to determine the impact of AI on our campus and classrooms. Education Professor Marshall Jones has been leading this effort. We plan to have a Lunch and Learn Workshop in Fall 2024 with the chairs and deans to disseminate the results and to craft additional steps.*

3. What plan is in place to combat the lack of personnel in Facilities Management? How do you intend to recruit staff?

*Recruiting staff is not just a Facilities question because it also has a Finance and HR component. This issue alone makes it extremely challenging right now trying to provide an adequate service level to the campus with very limited staffing. We have implemented raising salaries for staff positions based on the class and compensation study (thank you to campus leadership for their support). We are also looking at an apprentice and other similar staff programs to aid in recruiting and filling positions but they bring pros and cons, as well. We are also looking at reducing some job minimum qualifications for select positions to remove roadblocks for applicants. To address the work load, we have selectively outsourced some work to maintain staffing levels however, some of our outsourced vendors also are having trouble hiring staff. In addition, we are looking at how we function in some areas and can we change systems to reduce the needs on select staffing. Facilities/trades staffing is not unique to Winthrop and is a nationwide issue for higher education and trades in general. The lack of trades is not a new situation and has been increasing over the last decade, plus older employees are retiring so there is a limited overall trained workforce replacing them. The salary/pay issue has ballooned in the last 2+ years with the work force changes, post covid.*

4. I would like to direct this question to Patrice Bruneau of the IT department. Considering our existing protocol for the IT help desk ticketing system to submit requests and report issues, could you provide the standard procedure for addressing these concerns? Specifically, what are the expected response times and resolution rates for problems reported through this service?

*Tickets are assigned to a technician as quickly as possible. All tickets get a reply from the assigned technician within 24 hours (business). The response time generally varies by category and urgency. For classroom technology issues, we currently have a 20-minute response time.*

*Resolution:*

*For all categories, the resolution time is based on the priority level assigned to the ticket.*

*Low priority: 40 hours (business)*

*Medium priority: 4 hours (business)*

*High priority: 1 hour (business)*

*Critical: 1 hour (business)*

*If resolution involves an external partner, such as a contractor or a vendor, the resolution time is extended to include the partner's availability.*

*Obviously, a large/major outage is handled as a top priority and resolved "as soon as possible."*

*We strongly advise users not to submit multiple tickets for the same issue. Instead, they should use the assigned ticket number to inquire about the status of a ticket.*