

Georgia Southern University

Digital Commons@Georgia Southern

Faculty Senate Index

Faculty Senate

11-16-2016

Downtime Procedures

Dustin Anderson

Georgia Southern University

Follow this and additional works at: <https://digitalcommons.georgiasouthern.edu/faculty-senate-index>



Part of the [Higher Education Administration Commons](#)

Recommended Citation

Anderson, Dustin, "Downtime Procedures" (2016). *Faculty Senate Index*. 602.

<https://digitalcommons.georgiasouthern.edu/faculty-senate-index/602>

This request for information is brought to you for free and open access by the Faculty Senate at Digital Commons@Georgia Southern. It has been accepted for inclusion in Faculty Senate Index by an authorized administrator of Digital Commons@Georgia Southern. For more information, please contact digitalcommons@georgiasouthern.edu.

Downtime Procedures

Submitted by: Dustin Anderson

11/16/2016

Question:

What is the downtime procedure for curriculum change requests?

Rationale:

This question is a follow-up to the question posed to the Registrar's office representative at the last Graduate Committee meeting. A number of faculty have expressed concerns about the continued issues we're experiencing with the new CIM/CourseLeaf system. While it is certainly understandable that there will be bugs with any new system, these faculty have no way of effectively continuing their work on curricular or program changes and updates. Some have expressed specific concern regarding the timelines for external accrediting entities; delays in program changes might have an impact on their ability to retain accreditation in some cases. Other faculty have expressed concerns regarding the workflow backlog; they do not know where in the review approval process their materials are, and some have expressed concerns that material has simply been lost in the ether. The issues that we might encounter in software systems should not impede our fundamental operations. In short, what are the downtime procedures for critical operations, and where are these procedures published?

Response: (11/21/2016)

Response from the Registrar, Velma Burden, attached.

Minutes: 11-28-2016:

Registrar Burden noted that her report was mailed out to everyone on November 21st, that the CIM system was back up and live as of the 18th, and that there were several workshops that would be offered to give in depth training.

Moderator Flynn said he had a question about the workflow, noting he had a large number of emails in his inbox asking him to review and approve essentially every curriculum change that had been made so far by the Undergraduate and Graduate Committees. He said this was not an official way to do things; he couldn't approve them because they hadn't been passed by the Senate yet, and they also have to be approved by the President before he could do anything. He also said that reviewing every course change in the University is not in the Senate Moderator's job description. He asked Registrar Burden to address this situation.

Burden said that in collaboration with the Provost's Office they were working on streamlining workflow and considering returning to having approvals done from the minutes. Moderator Flynn thought that would be a big help.

Lisa Abbott (CLASS) wondered why the workflow started with the Registrar's office before proceeding to Department Curriculum Committees, College Curriculum Committees, and University Curriculum Committees.

Burden said this allowed them to spot problems before it goes through to other steps. That is only a temporary phase which let them know they needed to take the system down and work with our CourseLeaf programmers to make things right.

Moderator Flynn asked about a backup system for when the system fails, as it had this semester.

Burden said they added a print button, so that if we should have an instance where the system goes down, people will still be able to use CIM to submit requests, then print them, and then follow the normal manual approval process that was previously in place.