

**THE UNIVERSITY CORPORATION  
Board of Directors  
March 5, 2018**

A meeting of The University Corporation Board of Directors was called to order by Chair, Dianne F. Harrison at 3:04 p.m. on Monday, March 5, 2018 in the Sierra Center Colleagues Room, California State University, Northridge. A quorum was present.

**Members Present:** Stacey Aguila, Sevag Alexanian, Harvey Bookstein, Colin Donahue, Ronald Friedman, Carlos Fuentes, Dianne F. Harrison, Nicholas Jackson, Hamid Johari, Zahraa Khuraibet, Dave Moon, Michael Phillips, Louis Rubino, Benedict Yaspelkis

**Members Absent:** Toren Arusi, Ana Cristina Cadavid, Robert Carlson, Jonathan Goldenberg  
**Staff Present:** Shiva Bahrami, Heather Cairns, Elizabeth Corrigan, Rick Evans, Georg Jahn, Tim Killops, Michael Lennon, Sheree Schrager, Linda Turner, Karina Ward, Lih Wu

**Others Present:** Sue Duits, Ken Pegram, Ken Rosenthal

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**ITEM I APPROVAL OF OCTOBER 16, 2017 MINUTES**

**MSP (Phillips/Fuentes): That the minutes of the October 16, 2017 Board of Directors meeting be approved as circulated.**

**ITEM II SPONSORED PROGRAMS & PRO-PI UPDATE**

Executive Director, Rick Evans introduced Georg Jahn, Director of Sponsored Programs and Strategic Planning, and Dr. Sheree Schrager, Managing Director of Research and Sponsored Programs. Mr. Jahn stated that the focus of PRO-PI 2.0 is automation and implementation of electronic processes and electronic storage.

Mr. Jahn provided an update on the annual 'Single Audit' for all federal programs and the County of Los Angeles audit. Both audits passed without any findings or disallowances. Mr. Jahn also reported on the following completed improvements: revised Effort Reporting Procedure and transition to eTravel for automated approval and reimbursement of travel expenses. Improvements in progress include the implementation of OnBase, review of DocuSign software, and development of a marketing video.

Mr. Jahn reported on a few activities in Financial Services. The financial audit for fiscal year 16/17 was completed successfully and without any findings. Additional improvements consists of the transfer to electronic storage of accounts payable documentation, automated distribution of detail trial balances for A&E funds, and the revision of P-Card procedures for travel expenses. The following improvement projects are in progress: implementation of electronic storage of accounts receivable documentation and transition eTime (ADP) to the cloud.

Mr. Bookstein commented that his firm has had security issues using DocuSign. Dr. Harrison stated that the campus is using DocuSign. Mr. Friedman reported that his firm is also using DocuSign and has not encountered any problems.

Dr. Schragger reported on the results of TUC's Customer Satisfaction Survey conducted by the Center for Assessment, Research and Evaluation (CARE) in Spring 2017. The survey assessed service quality and satisfaction with Sponsored Programs, Human Resources, Financial Services, and TUC overall. The respondents represented a sample of constituents serviced by TUC. The survey results showed an above average score of customer satisfaction within all departments. The lowest rated area pertained mainly to the website. In response to this, VISCOM/RADIUS has been commissioned to update the website to combine "Research and Sponsored Programs", "Research Integrity", and "Sponsored Programs" pages into a single, unified top-level website fully integrated into the campus framework.

### **ITEM III FOLLETT INITIATIVES UPDATE**

Mr. Evans introduced Ken Pegram, Follett's Vice President of Operations, and Sue Duits, Follett's Regional Manager. Ms. Duits presented on Immediate Access and Open Educational Resources (OER) stating that both programs will support the Matadors Rising graduation initiative.

Ms. Duits explained that Immediate Access is not only in digital format; it can be print textbooks, OER, art kits, anything that are course materials. Mr. Pegram commented that these programs align directly with the CSU Affordable Learning Solutions initiative. Ms. Duits stated that the biggest benefit to both faculty and students is access to materials on or before the first day of class.

Ms. Duits provided an update on the CSUN Spring 2018 Immediate Access Pilot. Immediate Access provided a more than 75% savings to the print price of the course material. Dr. Harrison asked how many of the students have opted out. Mr. Pegram explained that the process is still ongoing with an estimate 6% opt out rate. Mr. Evans commented that he, Mr. Pegram, and some others from Follett have met with Dr. Elizabeth Adams to develop an assessment tool of Immediate Access.

Sevag Alexanian asked if the purchased materials stayed in the student's possession. Ms. Duits answered that in most cases the purchase is on a subscription model. Colin Donahue, VP of Administration and Finance, asked if an analysis can be done on the impact of the Immediate Access program on student's course materials purchase. Mr. Pegram stated that Follett is conducting an analysis nationally to evaluate the program. Dave Moon asked if financial aid played a role in purchasing materials. Dr. Harrison explained that assistance depends on how much financial aid the student is eligible for. Dr. Yaspelkis asked if there was an option to purchase the book at the end of the semester. Ms. Duits explained that it would depend on the publisher.

Ms. Duits presented on Open Educational Resources (OER) and Lumen OER. Ms. Duits explained that Lumen OER is similar to Immediate Access with the difference being that students maintain a copy of the materials after purchase and faculty can make changes to the content. Dr. Johari asked how this would merge with the Canvas, the university's learning management system. Ms. Duits stated that it would integrate with Canvas.

(Sue Duits and Ken Pegram left)

**ITEM IV                      ZELZAH HOUSE UPDATE**

Linda Turner, Associate Director of Real Estate, presented on the completed renovations at the Zelzah House.

**ITEM V                        FOODSERVICE UPDATE**

Alcohol Sales: Betsy Corrigan, Director of Foodservices, reported on the rollout of serving alcoholic beverages at athletic events. To date, there are no incidents to report.

Electronic Benefit Transfer (EBT) Application: Ms. Corrigan provided an update on the EBT application process. Currently, several CSUN dining locations and Matador Mercado convenience stores are being reviewed to be qualified stores to accept Supplemental Nutrition Assistance Program (SNAP) benefits. Ms. Corrigan reported that signage will be placed at locations approved to accept SNAP EBT benefits.

**ITEM VI                      HOTEL PROJECT UPDATE**

Mr. Evans provided an update on the hotel project. The campus and Jupiter Realty Company, LLC (Jupiter) continue to work on the California Environmental Quality Act (CEQA) process and to prepare for a future meeting at the Chancellor's Office.

Mr. Evans added that there is an 18 month exclusive Access and Option agreement (AOA) with Jupiter. However, there are certain terms in their schedule of performance that are coming due now. Late last week there was a very serious conversation with Jupiter that they need to get back on track with their schedule of performance or TUC will consider them out of compliance with the agreement.

Mr. Bookstein expressed that the developer's equity situation has long been his concern and that TUC should not allow the process to drag out much longer. Mr. Evans and Mr. Donahue affirmed this position.

**ITEM VII                    ANNOUNCEMENT**

There being no further business, the meeting adjourned at 4:27 p.m.

Respectfully submitted,



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Colin Donahue, Recording Secretary