

Information Technology Council Meeting

Tuesday – August 5, 2025

3:30 – 4:30 pm

Minutes

Chair Jeff Coiner, CIO called the session to order at 3:32 pm and a quorum was present.

Members' Present: Jeff Coiner (Chair), Greg Rainwater (Deputy Chair), Kelly Becker (West Plains Representative) (Remote), Dr. Dave Meinert (Remote), Phil Bridges, William Hader, Brad Davidson, Angela Barker, Kevin Piercy and Ian Alaimo

Also, present: Theresa McCoy and Nicole Muse

1. Welcome

Jeff Coiner

- Approval of minutes from 05.06.2025

Attendees were asked if they had any questions or comments about the minutes from the last meeting. No changes or objections were noted.

Decision: Previous meeting minutes were approved as submitted.

Action Item: Nicole to post the approved minutes on the website.

2. EDSights (Boomer Bot) Update

Egon Heidendal

Funding & Partnerships

- \$60K annually from SCUF funds
- \$20K from Egon's area
- \$20K from Dean Smith/McQueary College (covers graduate student campaigns)
- West Plains campus launching this fall with their own "Grizzly Bot"

Return on Investment (ROI)

- Implementation speed: 7 weeks at MSU vs. 27 at Mizzou
- Retention Impact:
 - Spring/Summer: 26 dropout alerts → 6 re-enrolled, \$9.6K revenue
 - Fall (as of July 15): 49 dropout alerts → 17 re-enrolled, \$70K revenue
 - Total recovered: \$80K within 6 months (original investment matched in first year)
- Staffing Impact: 2,692 student questions answered, 224 staff hours saved

Campaigns & Student Engagement

- 28,000+ student texts sent to Boomer since launch
- 3 campaigns so far: registration nudges and FAFSA reminder
 - Registration campaign → 1,100 students targeted, 86 registered (40 over one weekend)
 - FAFSA campaign → 1,000+ targeted, 32 completed FAFSA
- Graduate student campaigns launching fall 2025 with tailored responses (e.g., thesis submission)
- Early outreach negotiated → students contacted 2 weeks before classes instead of first day

3. Strategic Plan Online (SPOL) Software

Egon Heidendal

Contract & Kickoff: Contract signed July 31. Kickoff meeting scheduled for tomorrow with Egon, Jamie, and Colin attending.

Implementation Timeline: SaaS-hosted platform; 4–6-week rollout.

Target: September 1 full launch.

Customization: Fully customizable terminology to align with institutional goals, reducing confusion for end users.

Data Management:

- Colin will backload existing work group data (no extra burden on strategic leaders).
- Institutional data (census, financial, research metrics) will be auto loaded into the system.

Licensing & Access: Unlimited campus-wide license. All employees can view, run reports, and enter data.

Reporting: Jamie to be trained for Board of Governors reporting. Colin available for training/support.

Beyond Strategic Planning:

- Supports additional plans (academic agility, advancement).
- Cross-linking across plans enhances integration.
- Future potential for budget management (integration with Banner).
- Currently tracking \$500,000 allocation from Biff through budget module.

4. Discussion Topic: **The Future of IT Council**

All

- IT Council Guiding Principles, responsibilities, and operating model
- Alignment with the new Strategic Plan, Igniting Opportunity
- Committees (Banner, Brightspace, Instructional Technology, etc.)
- Student Computer Usage Fee (SCUF) / Innovation Budget
- Membership and Voting
- Frequency of meetings

Council Priorities:

- Manage SCUF budget allocations effectively.
- Serve as a *strategic clearinghouse* for IT initiatives, ensuring early visibility, sustainability, and proper funding.
- Align IT investments directly with the *university's strategic plan* (rather than maintaining a separate IT plan).

Membership:

- Broaden representation (faculty, students, and all colleges/divisions).
- Ensure non-IT perspectives remain central to discussions.

Meetings:

- Current monthly schedule is considered excessive.
- Move toward 6 structured meetings per year, with ad hoc sessions as needed (especially during SCUF cycle).
- Rotate meetings across colleges to showcase IT projects and facilities.

Committees & Work Groups:

- Use ad hoc/short-term committees instead of permanent structures.
- Leverage existing advisory groups (ERP, Brightspace, Classroom Tech) for updates.

Visibility & Reporting:

- Increase transparency of distributed IT spending and outcomes.
- Colleges provide annual IT reports to council.
- Track SCUF and innovation spending with planning software for measurable impact.

Innovation & Strategic Growth:

- New \$275,000 innovation budget available for student-focused projects.
- Anticipated costs of research growth and R2 designation require new funding models and lifecycle planning.

Communication:

- Create a Teams site (or equivalent) for ongoing discussion and document sharing.
- Maintain in-person meetings for accountability and decision-making.

5. Reminders/Updates All

- On **Sunday, August 3, 2025**, Admin Banner, BDM, SSB8, Self Service 9, our custom web applications, and all other systems reliant upon the database were updated

6. Next meeting on Tuesday, September 2, 2025 All

- 3:30 pm – 4:30 pm
- Meeting in Cheek Hall 150C

The members of the IT Council did not have any other business to discuss.
The meeting was adjourned at 4:33 p.m.