Minutes of the Staff Advisory Committee to the President
January 14th, 2016
Randolph Board Room

Attending: Erin Blevins, Emily Padgett, Sara Loge, Susan Hallatt, Ed Pope, Michelle Futrell, Lisa Calvert, James Ravenel, Diane Cumbie, Melissa Thomas, Karen Hauschild

Not Attending: Debbie Hammond, Joyce Wilson, Seaton Brown, Ashleigh Parr, Charles Bradley, Kelly Mottola, Teen Ham, Maura Hogan

Guest Staff: Lisa Calvert

Meeting called to order at 10:06.

Minutes of Last Meeting Approved

Special Discussion Topic with IT Guest, John Schroeder: Yammer

Questions submitted to IT about Yammer:

In general Yammer is working very well, although it is realized that there are set backs from other users and there have been some concerns about content posting

- People posting personal interests (concerts, candy sales, classified items) during work hours and/or to the ALL Company instead of the appropriate rooms.
  - this is mainly because using "groups" is not being used properly
  - Groups are where the classifieds, animals needing adopting, and other forms of information should be posted there
  - We are ultimately trying to avoid a "free for all"
  - There are 132 groups and 69 are public
  - The search function is not being used well and you can use it to find a group to talk about what you're interested in
  - We don't have someone to set up structure
  - When you join you default to "All Company"
  - The difference between this and email is that it's not using up a system that other people use
  - There are 1305 people on Yammer currently; the faculty staff listserv had 1500 and there are about 2800 that would qualify as faculty/staff users
  - There is no cost associated with YAMMER it is a part of Office 365; and is free and saves us money on email space, etc.
• There is some concern about the fractionization of information from using Yammer as it relates to information flow; could there be clear guidelines for "all company"; are there going be to policies?
  o There is an issue about people that are not reading and loss of information is becoming overlooked
  o Programs are not being seen because of Yammer and people are not filtering through emails
  o These issues are the same that we've seen with the Faculty and Staff listserv
  o It seems that we were sort of thrown into Yammer and this could be a part of the concern; again the launch was at an inopportune time
  o Staff members would like guidelines
  o Procurement messages
  o Yammer is another channel that they are on
  o You still have to go and look
  o Scrolling through groups to find information is very tedious
  o This is part of the growing process for us and most messaging is not important to the whole community
  o It seems that this is almost a policy issue
  o We have a Yammer page and there is a list of public groups that we can share

• It was suggested that we have a basic video made on how to use Yammer; and it could be posted on the Yammer webpage
• It was suggested that the free cost of Yammer should be shared with everyone
• Staff members present shared their great concern about the overabundance of publishing personal information on Yammer and asked that there be some repercussion for people that do post personal stuff in an inappropriate group (ie. All Company instead of Classifieds)
• These issues could hopefully be addressed through appropriate training
• Perhaps we could have an easy training session
  o IT will be more than happy to host training sessions
  o We can have certain communications about Yammer to go out campus wide
  o A periodic email about what is going on with Yammer and how to use it
• You can't search for groups in the app
  o IT will look this up and see if this could be changed
  o For groups you have to have someone be active in it and the creator is responsible for that
• Is there a way to make a policy that when a group is created that a description is required so users are aware of what types of postings are appropriate in this group?
  o YES this can be done and then the groups that are stagnant can be deleted
• This could help with posting in several different places
• Logging into Yammer daily vs. getting the email posts. What does a person 'miss' if they don't login to yammer daily?
  o Email notification is bare bones
  o No pictures, no graphics or attachments
  o if someone just puts up a picture of flyer the email notification only says an attachment was loaded on Yammer; that is why IT has asked that people use text with their posts about what
o What IT is hearing that there needs to be someone who is actively working and looking over Yammer; ultimately John can do some "housekeeping" and training is a separate thing and they will definitely look into it

- It was suggested that once a person signs up an automatic email could be sent about how to use Yammer to their personal email
- Sometimes the browsers can be a problem with log in issues with Yammer; Windows 11 is ultimately the best browser to use with Yammer

There is a lot of concern about when people don't know when things are posted in Yammer, for example the End of the Year Procurement Schedule and the when the EMPS Performance Evaluations are due; how do we get past the point of not polluting inboxes with emails; there are certain things that are important and should be sent to our inboxes especially where it concerns deadlines; etc.

  o Yammer is made to be open to be freeform discussion
  o There is a way to hide the posts and it won't come up in your feed
  o Senior Vice Presidents control the Administrative Email
  o there is an all faculty group, but a staff member wouldn't be able to send a message in that

**NEXT STEPS**

What does John Need to Do:

1.) Create a Yammer Newsletter
2.) In Person Yammer training will be created and delivered as often as needed by campus constituents
3.) John will continue to participate in conversations about Yammer and will consult with his supervisors/managers about creating processes to communicate appropriate use of Yammer, how to clear out unused groups (housekeeping) and how to decide what goes out via email vs. Yammer.
4.) John will research the group search function in the app and other app related issues
5.) Policies in groups will take further discussion with IT managers

What Does the SAC Need to Do:
The SAC via the Communication and Concerns sub-committee will draft a proposal to college leadership encouraging a moderator for faculty/staff email in an effort to clarify the communication process and discern what is urgent, critical and information for all. It was recommended that key people on campus have the ability to send information directly to all staff without having to go through Yammer (i.e. Payroll, Procurement, HR)

Meeting ended at 11:02am