

CE-PAG Notes - Public
Wednesday - 3/23/2022

Agenda

Brief Updates

- Review of last meeting's notes
 - No suggested edits
- Stakeholder Alignment Survey
 - 160+ responses
 - Would like to see more participant responses from MSIs
 - A reminder will be sent to CIOs today, along with additional reminders to the community community

Leadership EXchange events

- April 12, 2022 (virtual) and May 23 - 25, 2022 (in-person)
- Strategic discussion topics will include:
 - Last mile, middle mile, broadband access, govt funding, impact of great resignation on HE workforce, future vision for coming out of the pandemic, creating a more welcoming environment
 - Additional suggestions:
 - New member experience for those who were not I2 members pre-pandemic
 - Future of student digital experience (I2 could play a role via tools and use of tools)
 - COVID has shown us that we're all digital at some level, how do you transcribe your culture into a digital format? Can't expect culture to come to life over Zoom
 - More intentionality is required now
 - Assembled an on-boarding group to collect relevant information to help newcomers better understand what our organization is about, and to streamline the onboarding process.
 - Changes in workforce demographics and preferences
 - Challenges with detailing workforce shifts over the last 2 years with Board members
 - Now tracking turnover rates, salaries and reasons for leaving (relocation, career change, salary, etc). Normally it's a ~10% turnover rate, during the pandemic it was ~16%. Regarding the

circumstances under which they left, the most cited reasons were: salary, opportunity for flexibility and interest in a different field. This data made its way to the Board, and restrictive HR policies and salaries were reviewed. Since then the turnover rate has been lower.

- Current phase is temporary/transitionary, the new incoming workforce will inspire yet another change of culture and work environments. CIOs and Presidents need to work together to get all of us to a better place
- Culturally, how do you get loyalty and integrity?
 - How can HE work with regional partners and with Internet2?
 - The word “customer” (vs “member”) and how it's defined, there's great deal of variation across the regional / connector community
 - Focus on collaboration - identify the big issues, goals and projects across the country
 - Digital equity
 - Many regionals have long term fiber IRUs expiring in the coming years. If the fed money solves the broadband problem, where does that leave us? How much is it because there's a broadband problem vs unique market in HE? Regional community may be vulnerable over topics of broadband money and expiring IRUs

Recruitment of new PAG members

- 8-10 people contacted about interest and availability
 - 3 said they could serve and they expand our representation in other areas
 - 1 is interested but is uncertain
- Would like to find an affiliate voice for this group, and/or someone from an HBCU

Ensuring a welcoming community

- What can we do to help people feel welcome and gain their “sea legs”? Not just within this CE PAG, but also new Internet2 members or community members. How to connect new individuals with seasoned folks? How to welcome 60 new CIOs (20% of total CIO count)? What can we do at the in-person event in May?
 - Want to welcome them into this community (as opposed to them feeling unwelcome and creating their own communities)
 - Have noticed some leadership is trending away from academic “all in it together” and towards more a private sector “bottom line is what matters” philosophy

- We're getting more CIOs from the private sector
- As we introduce our new PAG members, we can try some of the suggestions that have been made (introductory call, pairing them with an existing member, etc)
 - Request for an outline - feedback can then be provided
 - Initiation process makes people feel special/warm & fuzzy, you become familiar with people/things
 - Is there a network effect among CIOs that we can exploit? Onboard them into a network, peer interactions
 - Make sure they're aware of who else in their state is an Internet2 member, connect them with like organizations, etc
 - Part of that success is that we ensure that the entire community is a part of welcoming new members into the organization. That would require a cultural shift.

Wrap up

- Next meeting April 27, 2022