

North Dakota State Board of Higher Education

Research and Governance Committee Meeting Minutes

The State Board of Higher Education Research and Governance Committee met via Teams on March 18, 2025, at 3:00 p.m. CT.

SBHE Research and Governance Committee members

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| <input checked="" type="checkbox"/> Dr. Casey Ryan, Co-Chair | <input checked="" type="checkbox"/> Mr. Max Eriksrud |
| <input checked="" type="checkbox"/> Ms. Danita Bye, Co-Chair | <input checked="" type="checkbox"/> Dr. Lisa Montplaisir, Faculty Advisor |
| <input checked="" type="checkbox"/> Mr. DJ Campbell | |

Institution Presidents/Representatives

BSC Interim President Brent Sanford, **DCB** Dean Carmen Simone, **LRSC** President Doug Darling, **MaSU** Dr. Khwaja Hossain, **NDSU** Dr. Colleen Fitzgerald, Mr. Jace Beehler **UND** President Andrew Armacost, Dr. Scott Snyder, Dr. Robert Newman, Mr. Marc Wallman **VCSU** Dr. David DeMuth, **WSC** President Bernell Hirning

System Office/CTS/Guests

NDUS Chancellor Hagerott, VC. Jerry Rostad, VC. Tom Danford, Dr. Jen Weber, Mr. Mark Gorenflo, Mr. Chris Pieske, Mr. Eric Jensen, Ms. Caitlin Magilke, Ms. Bethany Kadrmaz, Ms. Mindy Sturn, Ms. Jamie Wilke **CTS** Mr. Corey Quirk, **AG** Ms. Meredith Larson.

Call to Order

Committee Co-chair Ryan called the meeting to order at 3:00 p.m. CDT.

1. Agenda
and,
2. Meeting Minutes
 - a. Campbell moved, Eriksrud seconded, to approve the agenda and the February 18, 2025, [meeting minutes](#), as presented.

Approved by consensus.

Research Discussion/Updates/Reports

3. Research Goals Metrics Update
 - a. Dr. Scott Snyder shared that there is currently uncertainty with federal funding and federal staff reductions. When the FY26 budget is approved, there will be more understanding if there are substantial cuts to any of the funding agencies that NDSU and UND rely on.
 - b. Co-chair Bye asked if federal grants become unavailable, what is the perspective on building more relationships and collaborations with businesses to make up the volume. Dr. Fitzgerald shared that both herself and Dr. Snyder saw the importance of business relationships, and this is one of the metrics on their radar.

- c. Member Campbell shared that he recently met with Representative Fedorchak through the Bismarck Chamber EDC, and she had great things to say about research and that funding will likely continue at a federal level.

Governance Items

4. SBHE Self-Assessment Timeline

- a. [Current Timeline](#)
- b. [Proposed Timeline](#)
 - i. Mr. Chris Pieske presented two separate timelines for the SBHE Self-Assessment. The current timeline would entail having the self-assessment report being presented in May. The proposed timeline would entail the self-assessment report being presented in June.
 - ii. Co-chair Ryan asked if there was a specific reason to make the change to the timeline. Co-chair Bye shared that the number of extra meetings during the legislative session made it more of a timing and priority issue.
 - iii. Ryan moved, Campbell seconded, to approve the proposed timeline for the SBHE self-assessment.

Campbell, Eriksrud, Ryan, and Bye voted yes. Motion passed 4-0.

5. SBHE [Board Self-Assessment Instrument](#)

- a. Mr. Pieske shared that the Self-Assessment instrument has previously been reviewed by the Research & Governance Committee, and this would be the instrument used for the survey.
- b. Co-chair Ryan asked if Mr. Pieske is comfortable with the changes that were made. Mr. Pieske stated that the changes made were minimal and he is comfortable with them.
- c. Ryan moved, Campbell seconded, to approve the SBHE Board Self-Assessment Instrument.

Campbell, Eriksrud, Ryan, and Bye voted yes. Motion passed 4-0.

6. [Policy 308.4](#) Conflict of Interest

- a. Language was added to section 1 clarifying that interests covered by this policy are not limited to financial interests.
- b. Mr. Pieske shared there were substantive changes to section 2 that tied into N.D.C.C. statute 44-04-22.
- c. There are some institutions that are federal contractors, and they must follow the Federal Government's conflict of interest policy.
- d. Co-chair Ryan asked if a board member were to try to abstain from a vote, or if they don't vote, would it become a yes vote. Mr. Pieske stated that if a board member does not vote, then their vote is cast with the majority.
- e. Member Campbell asked if board members have a code of conduct in Century Code. Mr. Pieske stated that there is not a code of conduct per in Century Code, but there are laws that we must comply with.
- f. Ryan moved, Campbell seconded, to approve Policy 308.4 as presented.

Campbell, Eriksrud, Ryan, and Bye voted yes. Motion passed 4-0.

Governance Discussion/Updates/Reports

7. [Enterprise Management Report](#)

- a. Mr. Corey Quirk provided an overview of the CTS Service Scorecard which includes ServiceOne Goals, Customer Perspective, Internal Business Perspective, and Learning & Growth Perspective.
- b. Service One Goals include the importance placed on high quality services, priority given to best practices and processes, and partnering with NDUS institution to deliver streamlined, customized services to meet their unique needs.
- c. Customer Perspective: CTS has redesigned the Service Catalog, conducted monthly campus roundtables and service reviews, implemented the Help Desk 7x24x365 transition project, and will still perform their semi-annual community conversations.
- d. Internal Business Perspectives include conducting quality assurance audits, a soon to be finished Disaster Recovery Project, and the Capability Framework Scorecard.
- e. Learning & Growth Perspective: CTS rolled out the Knowledge Management practice in January, revisited their service portfolio, updated a workforce and talent management practices, and implemented a continual improvement roadmap.
- f. Mr. Quirk explained the difference between a service request and an incident. An incident is something that is not working as expected, or at all.
 - i. Response time goals for FY24 were at 90% and resolution time goals were at 87% for incidents. Response time goals for FY25 are at 95% response time and resolution time goals were at 90% resolution time.
 - ii. Response time goals for FY24 were at 90% and resolution time goals were at 90% for service requests. Response time goals for FY25 are 95% and resolution time goals for FY 25 at 95%.
- g. Since July 1, 2025, CTS has received 2,255 incident tickets. The response time exceeds the 95% goal at 99%. The resolution time is 86% of the 90% goal.
- h. Since July 1, 2025, CTS has received 9,712 service requests. The response time exceeds the 95% goal at 99%. The resolution time is 94% of the 95% goal.
- i. Mr. Quirk further explained the three other types of service ticket categories:
 - i. Problems (67 submitted) – aim to identify and address the root causes of incidents, minimizing their impact on customers and preventing future occurrences.
 - ii. Change Management (217 submitted) – ensure that changes to IT services are introduced in a controlled and systemic manner to minimize risks, enhance efficiency, maintain service quality, and facilitate communication.
 - iii. Non-Standard Service Request (1417 submitted) – refer to requests that fall outside the predefined, routine services listed in the service catalog.
- j. CTS requested user experience feedback, and the results showed that the survey response rate was 11% with a positive rating of 97%.
 - i. Co-chair Ryan asked if there is any way to improve the 11% response rate. Mr. Quirk shared that employees typically fill out the survey more for incidents than for service requests, but CTS is looking at more creative ways to get employees engaged. Generally, satisfied customers don't provide feedback.

8. Institution Revisions to Tenure and Post Tenure Report

- a. Co-chair Bye asked what a summary of this report would look like and what the next steps are.
 - i. Co-chair Ryan stated that the intent is to get the report in the hands of the legislators. They would not need to read all 41 pages; however, if they had a specific campus they wanted to look at, they would be able to access via the report.
- b. Member Campbell suggested adding an executive summary page to the beginning of the report that lists the work that the SBHE did, as well as the policies at each institution.
- c. Dr. Lisa Monplaisir suggested not sending the 41-page report to legislators but agreed with Member Campbell's suggestion of creating an executive summary. Co-chair Ryan suggests that an executive summary be put together with VC. Johnson that will be presented to the RGC committee, the full board, and then to legislators.
- d. Co-chair Bye stated that in conversations with VC. Johnson, there was an idea to send out an updated survey in October or November after institutions have had time to fully see and implement any additional policies there may be.
- e. Ryan moved, Eriksrud seconded, to accept the summary of campus responses as evidence of compliance with tenure and post tenure policies and recommend a shorter follow-up survey to be conducted by NDUS in October or November 2025 to document implementation and compliance.

Campbell, Eriksrud, Ryan, and Bye voted yes. Motion passed 4-0.

9. Strategic Plan Update

- a. VC. Jerry Rostad shared that on goal #1 Financials, there are two objectives that need outcomes to be reviewed. Outcome #2 is the composite financial index (CFI). This one is okay because the CFI is 1.1 which is the outcome.
- b. Objective 1, Outcome 1.1 – Annual Tuition Fees at or Below Regional Average will need to be looked at and will be brought back with a recommendation.
 - i. Co-chair Bye asked if prior to sharing with other board members and discussing metrics, could the baseline work be completed for the strategic objectives which are (1) does the strategic goal seem to fit, (2) are the metrics relevant to goal achievement and (3) is it relatively easy to gather the data for the target metrics that are being used.

10. Envision 2035 Update

- a. VC. Rostad shared that Envision 2035 is currently in a holding pattern while awaiting Governor Armstrong's feedback.
 - i. Co-chair Bye asked if this is on the Governor's "to-do list." VC. Rostad stated that it is. Chancellor Hagerott shared that he has had meetings with the Governor's Senior Staff, and they are aware of the document and our request for feedback. Furthermore, Governor Armstrong has tentatively said that he will attend the SBHE retreat in June.

11. Presidential Evaluation Update

- a. VC. Rostad shared that there are two comprehensive evaluations scheduled this spring – Valley City State University President Alan LaFave and Mayville State College President Brian Van Horn.

- b. Listening sessions will be conducted with the campuses including faculty representatives, staff representatives, students, alumni, and the institutions' cabinets.
- c. The drafts of the comprehensive evaluations will be completed by mid-to-late April.
- d. There are two regular evaluations of the Minot State University President Steven Shirley and University of North Dakota President Andy Armacost.
- e. North Dakota State University President Cook and North Dakota State College of Science President Rod Flanigan will have a comprehensive evaluation in the fall. Williston State College President Hirning will have a regular evaluation in the fall as well.
- f. Co-chair Ryan recommends extending presidential contracts to longer than two years. Co-chair Bye asked if that recommendation would come out of the Governance Committee, the Budget & Finance Committee, or the Presidential Compensation Task Force. Co-chair Ryan stated that the Budget & Finance Committee is making recommendations on Presidential compensation, so he believes they would be the lead on the scheduling recommendation.

12. [Board Retreat Report](#)

- a. VC. Rostad shared that he has put an hour aside for Governor Armstrong. If he's unable to attend, an invitation will be sent to another state political leader.
- b. One hour has been put aside for legislative review.
- c. One hour has been put aside to look at Dreamscape Learn, which is an alternative learning solution.
- d. Four hours have been put aside in the afternoon to look at composition and strategy of the North Dakota University System.

Adjourn

Committee Co-Chair Bye adjourned the meeting at 4:10 p.m. CDT.

Approved May 20, 2025.