CU working to coordinate its constituent relationship management[1]
[2]

CU's Transformation and Innovation Program[3] continues to make progress on many technology fronts, including work by the Program Management Office team[4] to establish program-level processes and standards that will be used on each project in the TIP portfolio.

Consistent project level procedures will aid in coordination and management across the program as the team and stakeholders move forward; the projects relate to and inform one another.

A current focus is constituent relationship management, or CRM. In higher education, CRM systems use technology to automate, streamline and manage communications and touchpoints with prospective students, current students, alumni, donors, and others who interact with the institution.

The rich data captured in the system helps institutions to drive more efficient and effective service: They provide real-time numbers, data, graphs and trends at the macro level, as well as the ability to customize messages for personalized student engagements, ensure the channels used meet the needs of the constituent, and automate certain types of communications such as follow-ups.

"The real promise of CRM is in providing personalized engagement for all of our constituents – using everything we know about them and their needs – to provide targeted services to help them on their journey to success," said Harper Johnson, Associate Vice President of Transformation and Innovation.

The Technology Assessment completed in spring 2020 showed that while CU has invested in CRM across the campuses, the university does not have a coordinated CRM strategy. This hinders data sharing across CU that would allow the university to more fully understand and serve constituents; the cost of the current CRM architecture also is higher because of duplicate spend. CU's current CRM landscape consists of 17 separate CRM instances on nine different platforms.

While CU has made efforts to centralize CRM in the past, the new systemwide CRM project will build beyond what's currently in place at the four campuses and system administration offices.

The main goal for the project is to develop a systemwide CRM strategy and supporting technical architecture that includes Recruitment and Admissions, Student Experience, and Advancement and Alumni Engagement. It will entail sunsetting legacy CRM instances to realize cost savings.

Expected benefits of the CU-wide CRM Project include improving student success, standardization of student data, more effective information technology and lower costs.

Recruitment and Admissions is the first area of focus for the project team.

Salesforce, a CRM platform already widely used across CU, is the industry leader, and will be leveraged for the broader CRM platform. A timeline for moving CRM functions from other tools to Salesforce is being developed.

The project team is working with Salesforce to assess current functionality and business processes in place with the existing CRM, along with the technical architecture needed for the most viable, efficient way to leverage and build upon what's already in place. More than 50 people from across CU who work in CRM are taking part in the activity.

For more information on CU's Transformation and Innovation Program, please see the TIP website[3], which also invites stakeholders to share their input.

TIP is committed to sharing regular updates and information as the work progresses.

Keep your employee benefits up to date through all stages of life[5]

Open Enrollment is over, and we're all settled into our benefits plans for another year, right? Not so fast. Any time between now and Open Enrollment in spring 2021, you can make changes to your benefits provided you've gone through a qualifying life event.

Some life events seem obvious – if you're newly hired or rehired, if you have a child or get married – and let you update benefits coverage for yourself or your family members.

However, there are life events you may not have thought of, including:
Change in job classification Changes in dependent care costs, including those related to COVID-19 Civil unions or domestic partnerships Divorce Adoption Losing or gaining eligibility on another benefit plan, such as Medicare/Medicaid or a parent's or spouse's plan Medicare eligibility … and many more
Don't wait to act

Don't assume you're stuck with your benefits or lack thereof, but know that **each life change has a time limit to update benefits**.

Any time you undergo substantive changes in your career or home life, check the Employee Services Life Changes webpage[6]. There, you'll find guides outlining all qualifying life events that may allow you to update your coverage, add or remove beneficiaries or cancel plans.

"It's important to ensure that your benefits meet your needs, and we want University of Colorado faculty and staff to understand their options and make any necessary adjustments when their lives change," said Felicity O'Herron, associate vice president of Employee Services. "The quick overviews provided by these guides will help you make informed decisions."

Please review the guide applicable to your circumstances to learn what changes you can make and how to make them. If you need more help, reach out to Employee Services at 303-860-4200, option 3, or email benefits@cu.edu[7] to request changes.

Learn more at the Life Changes website: https://www.cu.edu/employee-services/benefits-wellness/current-employee/life-changes[6]

Weber pointed university toward the stars[8]
[9]

Arnold R. Weber, the University of Colorado's 13th president, died Thursday, Aug. 20, 2020. He was 90.

"I'm saddened to learn of the passing of Arnold Weber, who served as CU's president from 1980-1985," said CU President Mark Kennedy. "He was known as a transformative leader who left a lasting legacy at CU."

Similar to his personality, Weber's administration was assertive. As a very involved president, Weber oversaw increases in financial support for all campuses and supported CU's bid to become a national leader in space science.

Weber was instrumental in creating the multidisciplinary Office of Space Science and Technology and saw CU become the first university with its own satellite managed by undergraduates. Weber also worked to establish the Rio Abiseo Research Project in Peru.

Norlin Library experienced a 65% increase in purchasing resources during Weber's first three years. Faculty salary

increases raised standards and attracted outstanding professors.

An economist, Weber was provost and professor at Carnegie-Mellon University before becoming CU's 13th president. He departed CU for the presidency of Northwestern University. Read more in Northwestern Now[10].

Updates to Article 5: Faculty and related policies now in effect[11]

As part of the formal review of all regent laws and policies, the administration, in collaboration with the faculty, undertook a thorough review of Article 5: Faculty and the related regent and administrative policies (except regent policy 5.J and 5.K, relating to intellectual property).

The Board of Regents previously approved revisions to Article 5: Faculty; Policy 5: Faculty; and the rescissions of Article 9.A: Designations and Appendix 4.1: Dismissal of Faculty as a Result of Academic Unit or Degree Program Discontinuance in September 2018 – but the implementation was delayed to allow the administration time to update all related administrative policy statements (APSs). The APS updates are now complete.

The following new, revised, restructured and rescinded regent laws, regent policies and associated administrative policy statements relating to faculty took effect on July 1:

Regent Laws

Action

Article 5: Faculty

Revisions

Article 9: Designations

Rescission

Regent Policies

Action

Policy 5: Faculty

Policy 5.A: Faculty Governance

Revisions

and

Restructured

Policy 5.B: Academic Freedom

Policy 5.C: Faculty Appointments

Policy 5.D: Reappointment (to a tenure-track position), Tenure, and Promotion

Policy 5.E: Tenured and Tenure-Track Faculty Dismissal for Cause

Policy 5.F: Termination of Faculty Appointments Following Program Discontinuance

Policy 5.G: Faculty Grievance

Appendix 4.1: Dismissal of Faculty as a Result of Academic Unit or Degree Program Discontinuance

Rescission

Administrative Policy Statements

Action

1006-Differentiated Annual Workloads for Faculty

Revisions

1007-Misconduct in Research, Scholarship, and Creative Activities

1009-Multiple Means of Teaching Evaluation

1015-Implementing Academic Unit or Degree Program Discontinuance (formerly, Implementing Program Discontinuance)

1017-Procedures for Implementing Regent Actions on Distinguished Professorships

1018-Justification for Appointment with Tenure (Outside Hire with Tenure)

Rescissions

1021-Mentoring for Tenure-Track and Tenure-Eligible Faculty

1022-Standards, Processes and Procedures for Reappointment, Tenure, Promotion, and Post-Tenure Review (formerly, Standards, Processes and Procedures for Comprehensive Review, Tenure, Post-Tenure Review and Promotion)

Revisions

1024-Approval of Sabbatical Assignments

1026-Roles and Responsibilities of Department Chairs

Rescission

1043-Independent Teaching and Scholarly/Creative Work

New

1044-Faculty Consulting and External Professional Activities

1045-Transfer of a Tenured Appointment

5005-Faculty Recruitment and Hiring

Rescission

5008- Faculty Performance Evaluation (formerly, Performance Ratings for Faculty)

Revisions

5012-Conflicts of Interest and Commitment in Research and Teaching

5053-Multi-Year Contracts for Instructional, Research and Clinical Faculty with Teaching Responsibilities or Librarian Appointments (formerly, Multi-Year Contracts for Non-Tenure-Track Faculty Members)

5060-Faculty Appointments

New

5063-Leave for Faculty Serving in Elected Office

This review and revisions of Article 5: Faculty and associated policies were undertaken carefully and with input from key constituents. At each stage in the review process, proposed changes were discussed with the Faculty Council, the Faculty Council Educational Policy and University Standards (EPUS) Committee, and the faculty assemblies on each campus. All documents were also posted on a public website that allowed individuals to submit direct feedback.

The resulting documents are reorganized to better align regent laws, regent policies and administrative policies; and to ensure policy statements are captured at the appropriate level (i.e., regent law, regent policy, or APS). Because of the extensive restructuring, changes and updates are a mix of rescissions, revisions and new content, and previous section names may be different or updated in many cases.

For more information on these regent laws and policies, go to https://www.cu.edu/regents/rlpreview#tabs-2[12].

For more information on these administrative policy statements, go to https://www.cu.edu/ope/aps/latest-changes[13].

CU Boulder, Fort Lewis College announce new postdoctoral teaching fellowship[14]

Expanded ALTEC slate boasts 20 language classes[15]
[16]

The world awaits you: Explore languages and cultures virtually with the Anderson Language and Technology Center (ALTEC).

We've expanded our program this fall to bring you 20 classes over six languages and five levels, plus additional time options. With beginner and intermediate levels, as well as advanced conversation classes, there's no better time to commit to broadening your horizon from the comfort of your home.

ALTEC's fall non-credit language classes run Sept. 14 through Nov. 20 and meet twice a week at noon or in the evening for remote, live learning. Choose from:
American Sign Language French German Italian Japanese Spanish
Current CU affiliates receive a deep discount and pay just $150. Visit us online[17] to learn more and discover the ALTEC advantage[18]. Classes fill up quickly; enroll today[19].

Also, be sure to enter to win our raffle[20]. The lucky winner will receive a free class this fall.

Want a built-in conversation partner? Invite your friends and fellow language lovers to learn with you.

Opening of William J. Hybl Sports Medicine and Performance Center begins new era for sport research, education, treatment and training[21]

Moving beyond statements: The role of the public university in the fight for racial justice [22]

Call for nominations: 2020 Bill Daniels Ethical Leader of the Year Award [23]

Free CU Anschutz COVID-19 antibody tests to fuel diabetes study[24]

Scientist Zamore reflects on the joys and challenges of being a Black nature lover[25]

Corl joins College of Engineering and Applied Science as assistant dean [26]

CU Boulder Center for Environmental Journalism welcomes new class of fellows [27]

Links
[1] https://connections.cu.edu/stories/cu-working-coordinate-its-constituent-relationship-management[2] https://connections.cu.edu/sites/default/files/tip_crm-lifecycle.png[3] https://www.cu.edu/tip[4]

https://connections.cu.edu/stories/transformation-and-innovation-program-who-s-who[5]
https://connections.cu.edu/stories/keep-your-employee-benefits-date-through-all-stages-life[6]
https://www.cu.edu/employee-services/benefits-wellness/current-employee/life-changes[7] mailto:benefits@cu.edu[8]
https://connections.cu.edu/stories/weber-pointed-university-toward-stars[9]
https://connections.cu.edu/sites/default/files/weber_top.jpg[10] https://news.northwestern.edu/stories/2020/08/arnold-weber[11] https://connections.cu.edu/stories/updates-article-5-faculty-and-related-policies-now-effect[12]
https://www.cu.edu/regents/rlpreview#tabs-2[13] https://www.cu.edu/ope/aps/latest-changes[14]
https://connections.cu.edu/stories/cu-boulder-fort-lewis-college-announce-new-postdoctoral-teaching-fellowship[15]
https://connections.cu.edu/stories/expanded-altec-slate-boasts-20-language-classes[16]
https://connections.cu.edu/sites/default/files/altec_01.png[17] https://www.colorado.edu/center/altec/altec-language-classes[18] https://www.colorado.edu/center/altec/language-classes/altec-advantage[19] https://bit.ly/34ezgER[20]
https://forms.gle/n2ZSvGJXaKRfsED67[21] https://connections.cu.edu/stories/opening-william-j-hybl-sports-medicine-and-performance-center-begins-new-era-sport-research[22] https://connections.cu.edu/stories/moving-beyond-statements-role-public-university-fight-racial-justice[23] https://connections.cu.edu/stories/call-nominations-2020-bill-daniels-ethical-leader-year-award[24] https://connections.cu.edu/stories/free-cu-anschutz-covid-19-antibody-tests-fuel-diabetes-study[25] https://connections.cu.edu/people/scientist-zamore-reflects-joys-and-challenges-being-black-nature-lover[26] https://connections.cu.edu/people/corl-joins-college-engineering-and-applied-science-assistant-dean[27]
https://connections.cu.edu/people/cu-boulder-center-environmental-journalism-welcomes-new-class-fellows