



Robert L. Barchi, President

May 1, 2019

Ms. Mary Mickelsen
University Senate
Rutgers, The State University of New Jersey
Liberty Plaza, Suite 1200
College Avenue Campus

Dear Ms. Mickelsen:

I am writing in response to the University Senate's report and recommendations on Charge S-1801, How OIT and Other Offices Solicit and Integrate Feedback, as adopted by the University Senate in February 2019. I thank the members of the Senate's Budget and Finance Committee for their work on this issue.

Efforts are already under way related to several of the proposals in the report. Members of the Rutgers community seeking to communicate questions and concerns about IT services can provide feedback at the Chief Information Officer's website at cio.rutgers.edu. Discussions are also under way to establish more formalized mechanisms to gather feedback from representative constituents. A new website for IT at Rutgers, expected to launch in the coming months, will reflect considerable improvements for informing the community about IT services and support. The Information Technology Leadership Council continues to thrive as a channel for considering and communicating IT initiatives. Senior Vice President and Chief Information Officer Michele Norin has also launched an initiative to examine all IT functions, services, and costs across the entire institution to determine total IT spending, service redundancies, and gaps in coverage. The results will be instrumental in considering improvements to IT services and support at Rutgers.

The other proposals in the report will require deeper review. I am asking Senior Vice President Norin to consider the overall report and determine how best to proceed.

I appreciate the attention the Budget and Finance Committee has devoted to this important topic.

Sincerely,

Robert Barchi

c: Barbara Lee, Senior Vice President for Academic Affairs
Michele Norin, Senior Vice President and Chief Information Officer