

Charlotte Staff Council

Minutes

September 13, 2023



Meeting Called to Order: 9:02am

Present: 81 Staff Members!

Guest Speakers:

Jessica Dudley, IT Project Manager OneIT

Zoom Phone Replacement

Please see Appendix I for Jessica's Full Powerpoint Presentation

- We will be replacing all components of Cisco phone system and moving to Zoom phone.
- Zoom phone was determined to be the best new phone provider as our contract with Cisco expired.
 - It is easy to use, easy to integrate, all voicemails send email notifications to user inbox, and can be used on any device.
- All university phone numbers will be forwarded from Cisco to zoom
 - Voicemails and settings will not be migrated.
- Timeline:
 - Early adopter phases have been in the works since August and migration for most campus partners will take place on December 19, 2023.
 - On January 24 physical desk phone collection will begin.
 - February 2024 will be the final move with all advisors and analog (fax) phone lines and any other remaining lines.
 - December 15 is the deadline to download voicemails.
- A phone tab will appear **in the** zoom client for us the day of 'cut over'. You must download the Zoom app on your UNC Charlotte computer and the Zoom app on your personal phone if you choose to use it on your own device.
- Those who requested to keep a physical phone will have everything transferred to Zoom phone the morning of cut over and will still be able to use their wired device in office.
- **Departments** will no longer have bills sent to them - costs with Zoom are all **inclusive**
- All existing equipment will work with zoom phone - headsets, webcams, etc.

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- What do we need to do?
 - Premigration, download **voicemails**
 - On migration day you will need to do the initial set up of zoom phone, confirm the country and the area code are correct, and set up a new voicemail if you would like!
- zoomphone.charlotte.edu

Questions:

- Is there any safety requirement that we have physical phones in laboratories?
 - Physical phones are recommended for use in shared areas and for common use phone in open areas such as labs - Jessica recommends reaching out to the zoom phone user group that email to ensure the lab phones are on the list.
- How are phone trees managed and department mainline numbers?
 - Phone trees and department mainline numbers will be managed as identified in the multi-line form. Multi-line means that you answer more than just calls that come into your direct line, i.e. department line or phone tree.
- Will Zoom Client have to be open on your computer to receive calls?
 - Yes, the Zoom client application will need to be kept open on your computer in order to receive calls. You will receive an email notification for any missed calls.
- Will students now be able to text us with Zoom phone? How is the zoom phone different than the scheduled meetings that we have via zoom?
 - OneIT is still looking into the SMS texting and it is currently disabled.
- Will there be an easy way to silence/configure a main line you might have access to but don't necessarily need to see all calls every day if you are not covering the main line at a particular time?
 - You will be able to silence lines that ring on your Zoom phone
- With the app on the cell, how will we know the phone call is University related?
 - It will come through the zoom app, it will not come through as a "normal" call.

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Staff Council Chair Report, Audra Esposito:

- Golf Tourney - Got rid of ALOT of old SWAG. One member from CLT team won closest to pin on one hole during tournament! No numbers yet on what was raised.
- Presented at Board of Trustees meeting meeting end of September. Gave overview of what we are about how we support staff since there are so many new BOT members.

Staff Council Vice Chair Report, Tracy Beauregard:

- a. Staff Assembly, Ad-Hoc Governance Committee - formed at the July 2023 meeting to review and make recommendations on a nine-page resolution to change the bylaws with a proposed Code of Conduct. Two meetings held; discussion and voting resulted in a rejection of the resolution in its entirety. Review and discussion of each section; recommendations to:
 - i. the Assembly does not create a code of conduct. Instead, the committee recommends the Assembly emphasize the continued use of Robert's Rules of Order, while also offering a parliamentary procedure training at each July Assembly meeting.
 - ii. the Assembly rejected the proposed changes in section 2, but instead emphasized the continued use of Robert's Rules of Order.
 - iii. amending section II C iii to add item e to say: A failure to vote by a Staff Assembly member who is present at a meeting, either in person or virtually, shall be recorded as an abstention.
 - iv. the Assembly rejects the proposed procedures manual changes and that future proposed changes are reviewed and accepted by a majority vote of the executive committee before adoption.
- b. Upcoming Staff Assembly Meeting, October 23-24, Wilmington, NC (Charlotte delegates attending remotely)

Treasure's Report, Latonya Newbill:

- General Fund: \$3464.76
- Discretionary Fund: -\$8166.41
- Total Staff Council Funds: \$11631.17

Secretary's Report, Jessica Waldman:

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Communications Report, Carrie DaSilva:

- Golden Nugget Awards -12
 - Area 2 - 2
 - Area 4 - 1
 - Area 7 - 2
 - Area 10 - 1
 - Area 11 - 1
 - Area 15A - 2
 - Area 15B - 1
 - Area 17 - 1
 - Area 18 - 2

- Fall Festival Information will be in the Niner Insider on 10/12 and 10/17.
- Send out the Fall Festival Flyer to your areas if you have not already done so.
- May want to send it out again after Homecoming.

- Legal Affairs asked me to share a reminder for Staff to sign up for the Legal Symposium taking place on October 26, 2023.

Education and Events Committee, Lora **Barbara** and Jill Gosnell:

Things that are Happening with Education and Events Committee:

1. The Homecoming Contest had 20 entries, 15 Office and 5 Individuals. Jill and I will accompany the judges around campus. Judging is Oct 12 from 9 to noon and we will announce the winners that afternoon.
2. Sign up list for Sweet Walk: Buy or homemade - If we get a lot, we will use it as prizes.
3. Charity: Please post the flyer on a box in your area for staff to leave donated items. Have a list so they can add their names and we can enter them in the raffle.
4. Games have been reviewed and instructions will be printed out. Working on set up.
5. Contest sign up forms are ready. Several people have entered Crafts and Costume Contest

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6. Donated drinks are in place for delivery, food is in the processing stage, the DJ is signing contracts, popcorn/cotton candy is being purchased.
7. Make sure everyone has sent the flyer out to their areas.
8. We are still looking for donations to use in the raffle. See the sign up sheet that has been shared with everyone.
9. We are still looking for hay bales, pumpkins, gourds and something to put around our backdrop for pictures. Checking with vendors from Greenhouse
10. We need **everyone** to sign up to work the Festival to make sure everything is covered. Any questions please contact Lora or Jill.

Operational Support Committee, Audra Esposito:

Committee had initial discussion about updating details of roles were in support of moving forward. Celeste Corpening confirmed that we did NOT have to get approval from entire Council as we are only providing details to what already exists. Targeting completion for committee to review in November to be shared to all council members in December.

Staff Relations Committee, LaTonja Miller:

No updates at this time!

Discussion of New Business:

Audra asked for each area rep to select a date and find a space to host a Town Hall for area. She (and maybe one other Board member) will attend. The concept is a meet and greet with an open forum for thoughts/ideas/concerns/questions for staff council and the board to either answer or take to next level (Staff Relations for research). We really want to begin encouraging others to participate and consider getting involved, running for Area Rep or Alternate - all areas right now need alternates.

Take back event - Will host a take back event on October 25th from 10-2 at the front entrance of the Police Department on Cameron. The PD is partnering with wellness promotion and charlotte recovery community. All legal substances are eligible for safe disposal and an opportunity to seek out help and support if needed for resources regarding mental health, housing, food, etc.

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Adjournment:

Meeting adjourned 10:15, motion made by Carrie DaSilva and seconded by Tammie Lyons.



CHARLOTTE
OFFICE OF ONEIT

**PROJECT 525: ZOOM PHONE SYSTEM
REPLACEMENT**

Presented By: Jessica T. Dudley, IT Project Manager, PPMO

Phone System Components



**PHONE
NUMBERS**

3,905

Dedicated: 3,446
Multi-line: 260
Shared: 199



VOICEMAIL

3,332



PHONES

3,222



**SOFT
CLIENT**

2,733



**COMMON GOOD
SERVICES**

913

Blue Light: 491
Elevator: 216
Fax: 206



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Overview

Zoom will be our new phone provider.



Our multi-year phone system contract with Cisco was up for renewal. After an extensive review process, Zoom was identified as the partner who could best meet requirements for stability and flexibility.

What is happening:

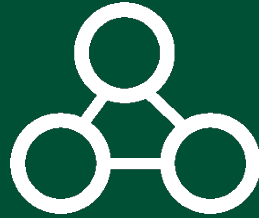
- All University phone numbers will be moved/ported from the current carrier to Zoom included dedicated, shared and analog lines
- There will be a new phone tab on the Zoom client for phone service
- Voice mails and settings will not be migrated; users can easily configure



Why Zoom Phone?



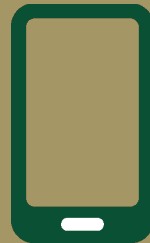
Easy to Use



Integrated video,
phone



Email notifications
for voicemail



Any device,
anywhere, anytime



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Timeline



- **August 8, 2023:** *Early Adopter Migration Phase 1
- **September 13, 2023:** *Early Adopter Migration Phase 2
- **October 6, 2023:** Desk phone request due; International calling request due
- **October 13, 2023:** Multi-line user form due; Financial Manager review due
- **October 2023:** Physical desk phone requests reviewed by divisions
- **October 25, 2023:** *Early Adopter Migration Phase 3
- ★ **December 15, 2023:** Recommended deadline to [download voicemails](#)
- **December 19, 2023:** Migration for the majority of the Campus Community
- **January 2024:** Physical Desk Phone Collection
- **February 2024:** Advisors, Analog Phones, and final migration of remaining Lines



Big Cutover - Dec. 19

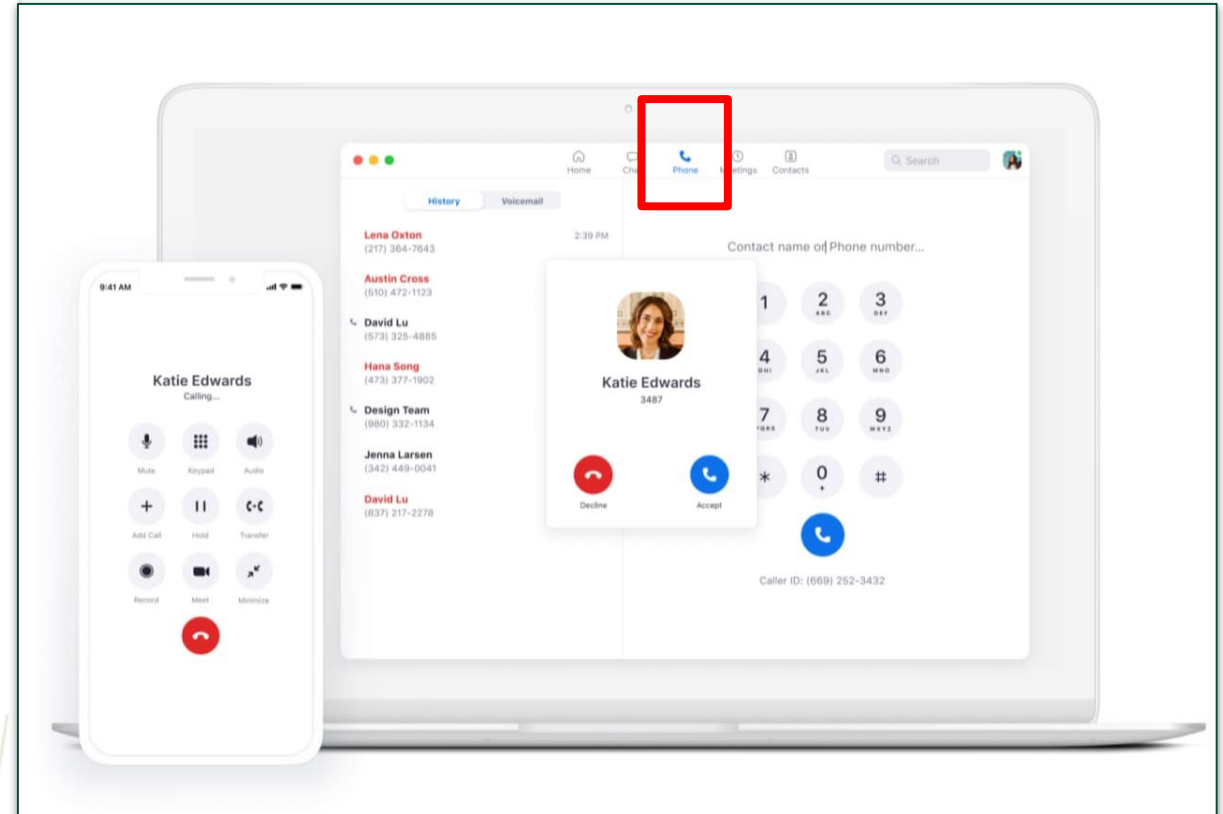
- **Why all at once?** Too complicated to run 2 phones systems and ensure phone calls does not get dropped
- **Why Dec. 19?** In between semesters
- **What happens?** A new **phone** tab will appear in Zoom client in the morning. Physical desk phones will update. Phone numbers get ported between 11:30 am - 12:30 pm

DECEMBER 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

So, what is a Softphone?

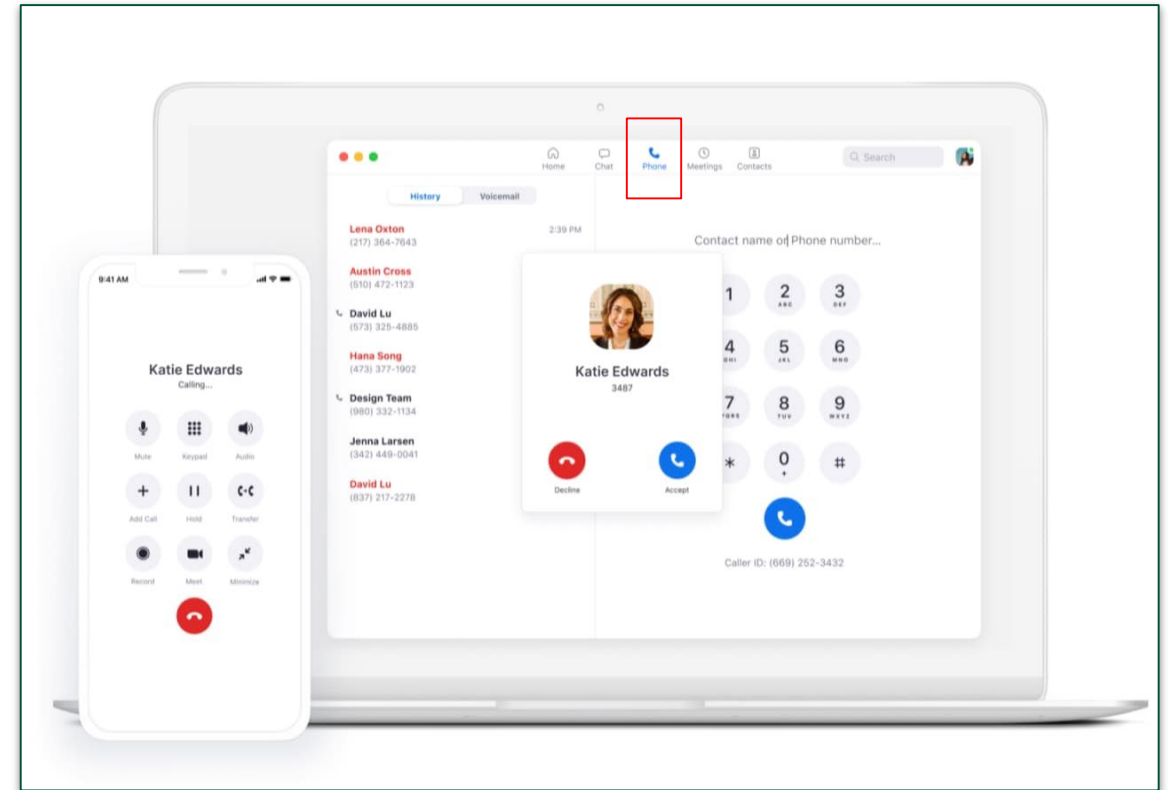
With a softphone...

- You will use a Zoom Phone App on either your computer or mobile device
- Any headset, webcam, and microphone that you currently use for Zoom meetings will work with Zoom Phone



Softphone / Physical Phone

- Encouraging soft phone adoptions, **70%** fac/staff already use softphone (Cisco Jabber)
- [Desk Phone Requests](#) were due by October 6, 2023
- Typical use cases for physical phones: common area phones, student workers, privacy needs
- Division leads will review requests for physical phones
- Physical phones will be reconfigured



Multiple | Shared Department Lines

- Multiple extensions
 - Zoom phone can handle multiple lines on the app and physical desk phones
 - Direct email being sent to multi-line users to collect info
- Generic Department phone lines
 - Will be moved to Zoom
 - Info being sent to Financial Managers and some Business Coordinators to review



Zoom Phone Cost



Phone Service

- Funding for the phone service is now centralized
- Departments no longer receive a monthly bill
- International long distance included

Equipment

- Existing equipment continues working with Zoom Phones
 - headsets
 - webcams
 - microphones
 - *physical desk phones

* physical phones require an additional license

Common Questions



Will my phone number change?

No, you will keep your current number

Will I have a new app?

No, you will still use the same Zoom Client.

Do I need a desk phone?

No, we are adopting a softphone-first mindset. If a deskphone is needed, an opt-in request form is available.

Can I use Zoom phone on my mobile device?

Yes.

Will this affect MCD allowances?

No, this effort is unrelated

Will I have the same features?

Yes, and so much more!

For a complete list of all Zoom Phone FAQs, please visit the [Zoom Phone FAQ](https://spaces.charlotte.edu/display/FAQ/Zoom+Phones) at:
<https://spaces.charlotte.edu/display/FAQ/Zoom+Phones>



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What do I need to do?

Pre-migration

- Download any voicemails you want to keep by **12/15**
 - access to Cisco voicemail ends on migration day
 - FAQ: [How do I download my Cisco voicemails?](#)

Migration Day

- Perform the initial set up of your zoom phone
 - confirm your country is set to United States and your area code to 704
 - set your time zone to Eastern Time US
 - set up a new pin number
- Record a new voicemail greeting



Questions?

Additional information is available on the

PROJECT 525: ZOOM PHONE SYSTEM REPLACEMENT

Website: zoomphone.charlotte.edu

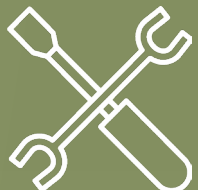
Email: zoom-phone-group@charlotte.edu

with any additional questions.

Upcoming Town Halls (registration is required)

October 19, 2023, from 3:00 p.m. to 3:45 p.m.; [register here](#)

October 24, 2023, from 11:00 a.m. to 11:45 a.m.; [register here](#)



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