1. Announcements

2. **Topic:** Standard Desktop Support Service Level Agreement  
   **Time:** (10:00 – 10:30)  
   **Attachment:** SLA – Desktop Support 2013.docx  
   **Participants:** Vice Provost, Associate Vice Provosts, Deans, Directors and other interested parties  
   **Background:** There have been many discussions over the last few years about ways to control the costs associated with owning and managing desktop computers on campus. This Service Level Agreement attempts to bring consistency and structure to the conversation. Are the Deans and Directors willing to support and champion the principles and agreements set forth in the document?  
   **Action:** Discuss and advise.

3. **Topic:** Coordinating Retention and Student Success Efforts  
   **Time:** (10:30 – 11:15)  
   **Attachment:** None  
   **Participants:** Vice Provost, Associate Vice Provosts, Deans, Directors and other interested parties  
   **Background:** In order to better coordinate retention and student success, units from Student Affairs and Academic Affairs that are primarily focused on these efforts should be re-organized under an AVP for Retention & Student Success. The two main goals of the reorganization are to better serve all students and in particular to better support our most under-served populations. A working group will be established to make a recommendation to develop and re-organize programs that serve HSU’s most under-served populations.  
   **Action:** Advice on the proposed restructure and working group charge.

4. **Topic:** Space Recommendations  
   **Time:** (11:15 – 12:00)  
   **Attachment:** None  
   **Participants:** Vice Provost, AVPs, College Deans and other interested parties  
   **Background:** The Facilities Working Group, which makes recommendations to the URPC, has developed a draft plan for prioritizing and accommodating space needs on campus. This is an opportunity to review and provide input into those recommendations.  
   **Action:** Review and discuss the recommendations.

5. **Time:** Other  
   **Attachment:**  
   **Participants:**  
   **Background:**  
   **Action:**