Fitchburg State University

Operations and Safety Committee Meeting

Operations and Safety Committee Meeting

Published on March 19, 2026 at 3:46 PM EDT

Date and Time

Tuesday March 24, 2026 at 12:00 PM EDT

Location

This is a virtual only meeting and it will be live streamed:

Public Live Stream:

https://www.fitchburgstate.edu/live

Agenda

		Purpose	Presenter	Time
I.	**Opening Items**			**12:00 PM**
A.	Record Attendance		Lynn Barrieau	1 m
B.	Call the Meeting to Order		Lynn Barrieau	1 m
C.	Approval of Minutes from the 10/14/2025 Meeting	Approve Minutes	Lynn Barrieau	1 m
II.	**Operations and Safety**			**12:03 PM**
A.	Campus Operations and Safety Introduction	FYI	Michael Cloutier	2 m

		Purpose	Presenter	Time
B.	University Police Department Update	Discuss	Michael Cloutier	8 m
C.	Construction Update	Discuss	Matt Lechter	8 m
D.	Technology Update	Discuss	Stefan Dodd	8 m

III. **Closing Items** | | | | **12:29 PM**

		Purpose	Presenter	Time
A.	Adjourn Meeting	FYI	Lynn Barrieau	1 m

| | | Purpose | Presenter | Time |

Coversheet

Approval of Minutes from the 10/14/2025 Meeting

Section: I. Opening Items
Item: C. Approval of Minutes from the 10/14/2025 Meeting
Purpose: Approve Minutes
Submitted by:
Related Material:
Minutes for Operations and Safety Committee Meeting on January 9, 2026
VOTE Minutes 01092026.pdf

FITCHBURG STATE UNIVERSITY

Fitchburg State University

Minutes

Operations and Safety Committee Meeting

Board of Trustee - Operations and Safety Committee Meeting

Date and Time
Friday January 9, 2026 at 2:30 PM

Location
This is a virtual only meeting and it will be livestreamed

Public Live Stream:
https://www.fitchburgstate.edu/live

Committee Members Present
M. Fiorentino, Jr. (remote), S. King-Goodwin (remote), S. Rodriguez (remote)

Committee Members Absent
L. Barrieau

Guests Present
D. Hodge (remote), David Niemi (remote), K. Lundgren (remote), Matt Brunn (remote), Matt Lechter (remote), Michael Cloutier (remote), Nate Robichaud (remote), Stacey Luster (remote)

I. Opening Items

   A. Record Attendance

   B. Call the Meeting to Order

M. Fiorentino, Jr. called a meeting of the Operations and Safety Committee of Fitchburg State University to order on Friday Jan 9, 2026 at 2:32 PM.

C. Approval of Minutes from the 10/14/2025 Meeting

S. Rodriguez made a motion to approve the minutes from Operations and Safety Committee Meeting on 10-14-25.
S. King-Goodwin seconded the motion.
The committee **VOTED** to approve the motion.

Roll Call

S. Rodriguez   Aye
S. King-Goodwin   Aye
L. Barrieau   Absent
M. Fiorentino, Jr.   Aye

II. Operations and Safety

A. Campus Operations and Safety Update

Campus Operations and Safety Update (Chief Cloutier)

- Recruitment and Retention: The department experienced a 41% loss in frontline patrol and sergeant ranks since July of the previous year, primarily due to officers leaving for more competitive municipal agencies. Proactive steps taken in collaboration with HR and AFSCME included elevating compensation and implementing an alternative work schedule. Vacancies include three patrol positions and one frontline supervisor; three strong candidates are currently in the hiring process.
- Emergency Preparedness: A comprehensive family reunification plan is being finalized in collaboration with Fitchburg Public Schools and city police/fire. The Wallace Civic Center Complex is designated as the primary reunification location. Initial training for the reunification team is scheduled for February. A grant-funded training on "conducting risk assessment for critical community assets" through Texas A&M Extension Services is planned for next month. Discussion emphasized the strategic separation of Cabinet members from the functional roles of the Emergency Management Team (EMT) for improved crisis decision-making.
- Clery Act Compliance: The university met new mandates for hazing transparency; no student organizations were found responsible for any hazing incidents during this reporting cycle.
- Performance Metrics (Fall Semester): Despite staffing challenges, the department saw a 33% increase in personal safety course offerings (reaching over 730 community members), a 68% increase in CARE referrals, a 40% reduction in reported Clery Act crimes, and a 51% decrease in judicial referrals.

B.

Contruction Updates

Construction and Auxiliary Services Updates (M. Lechter)

- **Capital Planning and Maintenance (CPM):**
  - EV Charger Program: Phase 1 was completed, increasing campus-wide chargers from two to eight. Usage increased significantly, with 38 unique vehicles and 325 total charging sessions recorded in December. Phase 2 will install the first Level 3 (fast) chargers in the Fitchburg community near the recreation center, leveraging grant funding at no direct cost to the university.
  - Sustainability: Recycling increased by 86% (from 24 to 227 tons) in fiscal year 25.
  - Elevator Study: A comprehensive campus-wide elevator study is underway to guide long-term maintenance and plan for potential Bright Act funding utilization.
  - Decarbonization Study: A study is being conducted with DCAMM to inform replacement decisions and major project planning, with a roadmap to be completed in Spring 2026.
  - Project Updates: The third-floor Conlan restroom passed its final inspection (Phase 1 of a larger redesign). Planning continues with MSCBA for summer residence hall projects (estimated $1.2 million), including heating/hot water boiler replacements in the townhouses, updated flooring in Herlihy, and LED lighting upgrades in Aubuchon.
- **Auxiliary Services:**
  - Bookstore: The first "holiday shopping event" was hosted in December to increase visitation and morale.
  - Dining Services: A fully negotiated 5-year extension with Chartwells was finalized in November. Recent capital improvements include a fully repainted dining hall and new carpet installation, with further planning for kitchen and soft seating areas.

C. **Technology Update**

The CIO was not present. There was no update given.

III. Closing Items

A. **Adjourn Meeting**

There being no further business to be transacted, and upon motion duly made, seconded and approved, the meeting was adjourned at 3:13 PM.

Respectfully Submitted,
M. Fiorentino, Jr.

Fitchburg State University
REQUEST FOR BOARD ACTION

TO: Board of Trustees Operations and Safety Committee Meeting	DATE: March 24, 2026
FROM: The President	REQUEST NUMBER: CM12-2025-2026
SUBJECT: January 9, 2026 meeting minutes	

It is requested that the Fitchburg State University Operations and Safety Committee vote to approve the minutes from the January 9, 2026 meeting.

Coversheet

Technology Update

Section: II. Operations and Safety
Item: D. Technology Update
Purpose: Discuss
Submitted by:
Related Material: Technology Update PPT.pdf

Technology Department

March 2026

FITCHBURG STATE UNIVERSITY

ADA Title II: The Digital Accessibility Mandate

- **Federal Requirement**
  - New U.S. Department of Justice (DOJ) regulations require public universities to ensure all web content and mobile apps are accessible.
  - The Standard: Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.
- **Scope**
  - Applies comprehensively to all internal and external digital platforms, including websites, the LMS (Blackboard), and third-party software.
- **Bottom Line**
  - If it is digital and represents the University, it must be accessible.

FITCHBURG STATE UNIVERSITY

ADA Title II: Successes & Strategic Initiatives

- **Culture & Training**
  - Formed cross-divisional accessibility task force.
  - Launched centralized Digital Accessibility Resource Hub.
  - Delivered "Essential Foundations" training and hands-on workshops.
- **Governance**
  - Required Voluntary Product Accessibility Templates (VPAT) for vendor procurement.
  - Executed university-wide "digital housekeeping."
- **Web Compliance & Technology**
  - Deployed targeted tools: Equidox, Grackle, and rolling out Ally.
    - Ally will expand alternative formats, giving students more ways to access and engage with course content.
  - Implemented live captioning for major events (e.g., Commencement).
  - Achieved WCAG 2.1 Level AA Compliance on Mobile Website.
    - Working on achieving full compliance on main website.

FITCHBURG STATE UNIVERSITY

The Evolving Cybersecurity Threat Landscape

- **The Human Element & Social Engineering**
  - **Phishing, Vishing, AI Sophistication:** Highly targeted email and voice attacks aimed at staff and students.
  - **Human Error:** Accidental data exposure or poor cyber hygiene.
- **Operational & Financial Threats**
  - **Ransomware:** Malicious software designed to paralyze university operations and extort funds.
  - **Third-Party & Supply Chain Risk**: Data breaches originating from compromised external software vendors or partners.
  - **Admissions & Employment Fraud:** Malicious actors exploiting application portals and job postings to harvest student PII (Personally Identifiable Information) and commit financial fraud.

Advanced & Emerging Threats
- **Zero-Day Exploits:** Cyberattacks targeting unknown software vulnerabilities before a security patch even exists.
- **Infrastructure Vulnerabilities:** Attacks targeting foundational systems (e.g., known vulnerabilities).
- **Nation-State Actors:** Highly sophisticated, well-resourced adversaries targeting university data and intellectual property.
- **AI-Enabled Social Engineering:** Attackers are using artificial intelligence to create more convincing phishing messages, impersonation attempts, and fraudulent communications at scale.

FITCHBURG STATE UNIVERSITY

Defending Our Digital Campus: Information Security Posture

- **Program Governance & Leadership**
  - **Objective:** Strict compliance with the university's Written Information Security Program (WISP).
  - **Resources:** Lean, 2-person team delivering enterprise-grade security while utilizing just 5% of the overall IT budget.
- **Proactive Threat Prevention & Detection**
  - **Perimeter & Endpoint Security:** Utilizing Next-Gen Firewalls, Web Application Firewalls, and advanced Endpoint Detection (AV/Ransomware protection) across all devices.
  - **Network Segmentation:** Restricting unnecessary access between systems.
  - **24/7 Monitoring:** Current SOC monitoring in place; evaluating MDR enhancement to improve visibility and response.

- **Data Resilience, Identity, & Compliance**
  - **Access Control:** Enforcing Multi-Factor Authentication (MFA) and strict identity/password management for all university portals.
  - **Resilience & Auditing:** Continuous cloud backups, monthly vulnerability scans, and rigorous third-party risk assessments (CIS Controls, NIST, GLBA, & PCI-DSS compliance).
- **Human Risk Management**
  - **Culture of Security:** Mandatory, ongoing security awareness training (phishing simulations and in-person education) to combat social engineering.

FITCHBURG STATE UNIVERSITY