Memorandum

To: Distribution
From: Andrea Miller
Date: January 18, 2017
Subject: University Technology Council (UTC) – December 16, 2016

Attendance:

Present: Adam Paulick, IT Services; Andrea Miller, IT Services; Spring Sibayan, Kenai Peninsula College; Angelia Trujillo, College of Health; Robert Stott, College of Business & Public Policy; Lee Henrikson, Community and Technical College; Dave Dannenberg, Academic Innovations & eLearning; Ian Bushell, Kodiak College; David Fitzgerald, Faculty Senate & ACDLITE; Dennis Drinks, Faculty Senate & ACDLITE; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College; Gail Johnston, College of Preparatory & Developmental Studies;

Absent: Ryan Belnap, Prince William Sound Community College; Katie Walker, College of Education; Karen Andrews, Disability Support Services; Randy Moulic, College of Engineering; Larry Foster, College of Arts and Sciences; Gabriel Sexton, UAA Student Representative;

1) Welcome and Introductions
   a. Call to Order: 8:32 am

2) Review and approval of agenda
   a. Approved.

3) Review and approval of minutes
   a. Approved with minor changes.

4) Discussion items
   a. Blackboard update
      i. On track to complete the transition to the UA Learn system over the winter break
         1. December 23, 2016 at 5:00 pm UA’s instance of Blackboard will be taken offline, and file export process begins. UA’s instance will still be kept available.
         2. Aiming to have completed by Jan 3rd. Jan. 4-6 verification that everything transferred properly.
         3. Will be live Monday, Jan. 9
ii. Currently everything is working in the new environment

iii. Collaborate recordings have been archived. Need to discuss how long to keep.
   1. Faculty will be able to go into the archive and download their recordings to upload into UA Learn.
   2. Files are not being converted to new format. Collaborate player will need to be downloaded to play these files.

iv. There are still questions on governance structure in terms of the user governance. Ideas have been drafted on what user governance would look like. It would play into the larger governance structure.

v. Request for status update on Patron accounts. Adam will look into.

vi. Status of Safe Assign:
   1. Because we are moving to a new system, we cannot move the Safe Assign repository. They stay with each installation as a sort of database.
   2. All three institutions will be starting over with a new Safe Assign database. There will be no existing documents in Safe Assign to compare against.
   3. Faculty may be able to upload a zip of documents for comparison, will need to look into.
   4. Governance will also need to address what the default setting is for Safe Assign. Setting includes if documents are compared to other institutions or just our own.

vii. Transition of building blocks – we were able to work around.

b. Captioning & Kaltura update

i. Kaltura update

   1. It is in the process of finalizing the contract, and are hoping to have it completed soon. UAA will have access starting in the spring semester.
   2. Have been in contact with the community campuses about their interest in Kaltura.
      a. PWSCC and MatSu said not right now.
      b. Kodiak is moving towards using it.
      c. Kenai is currently using it.
   3. Contract includes funding for training
      a. It will be useful and is low cost.
b. Training would be prioritized for instructional designers and support people. Faculty could be trained by these individuals.

c. Without seeing a description of the training content, not sure who it would be aimed towards or who it may need to be limited to.

4. Who will be the Kaltura administrator – TBD

5. We will be facing out the streaming server as Kaltura comes in.

ii. Captioning:

1. Last meeting, agreed to have a subcommittee on captioning. Right after deciding this, we realized that the agreement between Kenai and Kaltura does not include machine capturing. The agreement we are working on with Kaltura does include machine captioning, which has an up to 80% accuracy rate.

2. With new Kaltura contact, captioning would happen automatically. Would need to manually get the additional 20% for captioned text.

3. Title III grant has captioning and accessibility as one of its core components.
   a. These components were going to be implemented next year.
   b. In conversations with Provost and grant leadership, it would be part of a greater course accessibility where course instructors are engaged/trained. More education focused.
   c. Starting in the fall, the grant would do training, workshops, etc. on course accessibility. These would cover all course accessibility areas, rather than just captioning.

4. There’s going to be more work/challenges at the roll out of Kaltura:
   a. At what point do we say that no videos will be placed on the survey unless they are captioned?
   b. Getting the accuracy up to 95/98% as federally required – how to go about doing this. Kenai has a process.
   c. Faculty whose first language is not English will not get that 80% accuracy rate and will need more manual review/editing
      i. Google translate does dictated translations for foreign languages. Not sure how it would then be brought back into Kaltura.
5. With the DocSoft server, you can have unlimited users. Recommendation to have someone start to use DocSoft as a comparison tool. I.E. Is Kaltura more/less accurate than DocSoft?

c. ITS Staffing update
   i. Hired a Service Center Director, Joe Fugere, who is starting Monday. He is local to Anchorage, previously worked for RTI. He has a lot of customer service and project management service. Will introduce him at the next meeting.
   
   ii. Hired an AV Specialist, Tim Wheelock, who will also start Monday. He has experience in high end audio equipment. Joe will be helping Desktop, who has been covering AV.

d. Managed Print tangent
   i. Talk of manned print stations and service provided
   
   ii. Managed print service includes paper and ink stocking
   
   iii. Desks/Office closest to managed print kiosk are most likely to get questions.
   
   iv. Possibility of help chat widgets on Managed Print computers. Prof. Drinka offered to have his students build.

e. Educause survey
   i. Long time members of Educause. They now do two surveys: student and faculty. We take part in the Educause student survey so we could rank ourselves against national norms. Asked about taking part again this year: yes, for both student and faculty
   
   ii. Once we get through all the admin steps, we would run the surveys in the spring and leave it open for three weeks.
   
   iii. Unsure if we have the ability to customize or ask any UAA specific questions. If not, we will use the survey as a benchmark.
   
   iv. Data would be returned during the summer, and results would be published in the fall.
   
   v. Surveys in the past have been a great help in identifying areas of improvement: i.e. wireless, internet, etc., and has provided a lot of benefit
   
   vi. Provide better marketing for survey to raise response rate – focus on a few core success stories: due to responses from the last survey these changes happened.

f. Wireless
   i. Beefing up performance in certain populated areas.
   
   ii. We are slowly rolling out AC wireless. AC is faster.
1. Right now we are seeing about 15%, about 400 unique clients per day, of our clients that have AC capability. Our wireless system has very detailed statistics - we can drill down to a particular client and see details of their usage.

2. We are slowly replacing older access points with those that are compatible with AC. All new access points have AC capability.

iii. We are looking for additional areas we can improve. Are there any areas that need to be addressed?

iv. Maybe looking into newer technology, such as AD or LiFi. Perhaps talk with facilities about considering LiFi for seven years down the road. Staying ahead of the curve.

v. Can faculty ask for their landline phone taken out of their office and use just their cell phone.
   1. Yes, but wouldn’t be saving too much, would still need network connection for computer/internet.
   2. Emergency alerts come through over VIOP phones. Would want emergency preparedness folks in on this conversation.
   3. Faculty could forward desk phones to cell phones, and still keep desk phones for emergency alert uses.
   4. Three ways for emergency alerts, including VIOP phone. Could use the other options as they are integrated as an alternative.

vi. VOIP messages being sent to email was broken with the transition to Gmail. Adam has a quote for $30k for integrating VOIP and Gmail.
   1. Fairbanks may have made their own connection that has limited functionality. Not sure how that is working.
   2. Comment that UA Statewide should pay for the $30k cost of integration since the transition requirement came down from Statewide.
   3. After Action Review (AAR) available for Gmail transition. Links will be sent to the Committee

5) New Business
   a. Grammar software
      i. CBPP uses WhiteSmoke. Faculty have students run their papers through WhiteSmoke prior to submission.
      ii. Now looking into Grammarly. Base application is free, but additional features cost.
iii. What other colleges are doing for grammar checking? Soft discussion now, more in-depth in January.

iv. If a number of Colleges are using this type of tool, maybe it could be a University wide thing.

v. Question concerning the IP concerns are with a Grammar Checking tool? Integration with Blackboard?

vi. Would want to control access so that 100 level English classes can’t access.

vii. Will have as an item in the January meeting.

b. UTC Budget
   i. Feedback from Dean of the Library – thank you for increasing Library budget.
   ii. Feedback from Karen with DSS – thank you for the budget increase

c. Statewide moving away from Accuplacer for Math and moving towards and ALECKS system in fall. Would be a $25 test just for Math. Would give students diagnostic information, so they can focus on areas to study and retest within six weeks

d. Governor’s budget came out and UAA is the same as last year

e. Keep on agenda for Jan meeting
   i. Blackboard
   ii. Captioning & Kaltura
   iii. Educause
   iv. Grammar Checker

6) Adjourn: 10:16 pm

Next Meeting Dates:

- January 20, 2017
- February 17, 2017
- March 24, 2017
- April 21, 2017
- May 12, 2017