Memorandum

To: Distribution
From: Andrea Miller
Date: February 17, 2017
Subject: University Technology Council (UTC) – January 20, 2017

Attendance:

Present: Adam Paulick, IT Services; Joe Fugere, IT Services; Andrea Miller, IT Services; Katie Walker, College of Education; Robert Stott, College of Business & Public Policy; Lee Henrikson, Community and Technical College; Dave Dannenberg, Academic Innovations & eLearning; Ian Bushell, Kodiak College; Karen Andrews, Disability Support Services; Dennis Drinka, Faculty Senate & ACDLITE;

Absent: Ryan Belnap, Prince William Sound Community College; Spring Sibayan, Kenai Peninsula College; Angelia Trujillo, College of Health; David Fitzgerald, Faculty Senate & ACDLITE; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College; Randy Moulie, College of Engineering; Larry Foster, College of Arts and Sciences; Gabriel Sexton, UAA Student Representative

1) Welcome and Introductions
   a. Call to Order: 8:35am

2) Review and approval of agenda
   a. Approved.

3) Review and approval of minutes
   a. Approved.

4) Discussion items
   Carry Over
   a. Blackboard update (Dave)
      i. Blackboard launched
      ii. Didn’t crash from everyone hitting the server.
      iii. Have been a few of hiccups.

        1. Most noticeably enrollments have stopped running a couple of times. This was due to the way they were running a full load of enrollments into the system. They are now parsing the data to do only the add/drops to fix the issue. Once a student adds or drops, it should be reflected in Bb within five minutes.
2. Some complaints about profiles/pictures that were in the old system, but not the new one. That has to do with the profile data being stored outside the system in the cloud. Before enabling this, statewide wants users to know that this info is stored outside the system.

3. Student clicker response system, mostly used by the Biology department. Issue has been corrected.

4. Initial issue with voice thread, but that has been resolved.

5. Some data was lost: UAA’s institutional repository for safe assign, Crocodoc, comments from instructors on assignments.
   a. Originally told, we cannot move repositories from one version to another.
   b. Now working with Blackboard to see what is actually possible.

   iv. Everything should be up and running.
   v. Status of content collection – ability to share documents between shells in Bb.

1. Unsure. We did ge Bb Explorer, there content management system, but not sure that’s turned on.
   b. Captioning/Kaltura (Group)

   i. Contract has been signed. We have some hours with Kaltura to get our environment set up properly.
   ii. Currently working on getting Kaltura set up.
   iii. Kaltura seems to have a lot of things already inherent in the program. It will be worth exploring what those capabilities are. Captioning may be able to be set by default.
   iv. KPC may be piggybacking off the UAF contract.
   v. There are training hours from Kaltura. Not sure what that all entails, will have more info.

   c. Educause survey (Dave)

   i. Have submitted IRB forms into their office for review. Not sure if I got them in in time for review today. IRB committee meets again in two weeks.
   ii. Will be a consortium of our campuses. Dave can cover our campus, but we if we want to get the info out to our community campuses, we will need a liaison at those campuses.
   iii. Last time we had few responses from community campuses.
   iv. If there is anyone who is interested in working on this, please volunteer.
   v. The next decision will be when to launch it. Last time we did it at the end of March/early April. Will be left open for two weeks.
d. Grammer checker (Bob)
   i. Faculty have been encouraging students to use Grammerly, even encouraging students to purchase. There may be the need/demand to purchase on a broader scope.
   iii. May be beneficial for students served by DSS.
   iv. Would be good to have a discussion about purchasing licenses for the University.
   v. Bob will get a subgroup together and report back. Katie has volunteered to join the subgroup.

New

e. Service Center Director (Adam)
   i. Introduction of Joe Fugere, new Service Center Director for ITS
   ii. Managed Print Allocation (Joe)
      1. Usage from last semester
         a. About 8% of students used their full allocation.
         b. 4.5% used nearly all (less than 8 cents remaining).
         c. 33% used any portion of their allocation.
      2. Additional allocation has been raised from $10 to $15.
      3. Have been marketing the print allocation: posted flyers, will be putting an ad in the Northern Light student newspaper, and listed it in the G&G student edition.
      4. There may be an inequity for true distance students who are not on campus and paying for these fees.
      5. If there are other creative ideas for how we can fairly give back to the students, we are open to suggestions.
   iii. New managed print stations (Joe)
      1. $40k put towards new managed print stations.
      2. B&W and color
      3. At residence life lobbies, identified three locations, and a forth location at the SSB lobby at Kaladi’s.
      4. Aim by next meeting to have good progress and hopefully set up.
5. 90% of students are commuter students, may be more beneficial to have more print stations where they will be used by the majority of our students.
   a. There are a large number of print stations already available on main campus. This is an addition to the ones already existing.
   b. Provide link/presentation to Committee about existing stations.

iv. 50% match for print stations.
   1. 50% dept, 50% UTC to set up. IT manages maintenance.
   2. Have compiled a list of potential departments, and will be contacting them.
   3. Will be starting with 10, first come first serve.
   4. Will get the projected amounts, and keep adding stations as long as money remains.

v. Plotter (Joe)
   1. $35k put towards plotter.
   2. We want to ensure they are located in a place they are going to be used. Have been analyzing locations for high usage.
   3. Will start with analyzing UC and CBPP.
      a. There are already two plotters in UC for AET students.
      b. Engineering may be a good location, will be added to the consideration list.
   4. Question concerning specs on machines and paper type used. Joe will get specs to share.
   5. Will plotters create something that is tactile, rather than just flat. We have a few blind/legally blind students. Something that students can feel. Joe will look into this.

vi. A/V changes (Joe)
   1. A/V has been absorbed by desktop.
   2. A/V calls should go into call center for service.
   3. Now have tickets so they can be tracked, but A/V services are still zero cost.
   4. Are wanting to add people to the AV team.
5. Comment about having AV take back covering AV needs for speakers visiting to campus. Have had experience where Conference Services have dropped off equipment, but provided no set up or service.

f. Email system update (Adam)
   i. Currently working to develop a project charter, with Toni Abbey of OIT, for email part two. Includes finishing out dept. and user migrations, global address lists, dealing with specialized users, etc. It was clear that OIT hadn’t configured the system, and settings were set to default.
   ii. Hoping to share the draft charter with the group soon
   iii. First step of this process: Pres Johnson had an After Action Review (AAR) of email migration to id the problems and where to go. After the AAR there are a number of steps to complete.
   iv. The plan is to complete these steps and then move into the part two project.
   v. OIT is meeting with to work on this charter, and meet with Jim Bates to go other the steps in AAR.

g. Information Technology Council (ITC) (Adam)
   i. New Information Technology Charter was sent out as a document for this meeting.
   ii. Wanted to let Committee know that this is forming.
   iii. Membership is pretty heavy on statewide and executive management. One student and one faculty rep.
   iv. First meeting will be in February. More will be known then.
   v. There needs to be somebody that can speak about assistive technology on the committee.
      1. Karen to write something up for Adam to bring to the attention of the new ITC.
   vi. Committee has a number of high level people, but not enough people who use these systems every day.
   vii. There’s another group of Blackboard users from around the system who will most likely be reporting back into the ITC group.

h. Voicemail (Adam)
   i. Retention policy
      1. Because of the google change, we no longer have voicemail delivered to inboxes. This has created a change to our voicemail system for storage b/c users are not deleting their voicemail. To address this, we are talking about a policy about voice mail retention so we can start deleting voice mails
2. This week, we also kicked off a project to migrate voice mail. If we did this now, it would take quite a bit of time due to the amount of saved voicemail. Also a number of voicemail in disconnected mail boxes.

3. Example from another university – 60-day retention, but there is a system to export the voicemail out of the system so it can still be saved beyond 60 days.

4. Point brought up about summer semester, when faculty are not here.

5. Would like to put something in place rather quickly so we can get through the migration.

6. There should be a process in place for when employees leave the University. What could be a good process for this?
   a. Would it be kept for the same timeline as the policy?
   b. Maybe have an option to migrate to another account
   c. Other Universities the manager had to trigger

7. Might be a good idea to be able to give feedback on some of these items before meetings. We can generate more ideas this way.
   a. Andrea to create some kind of document on SharePoint to generate ideas on this policy

ii. Voicemail to email options

1. Looking at a service that allows you to listen to your voicemail in your email. Delete it in email, goes back to mail box and deletes. Also an option for transcription. Would cost approx. an additional $1 per user.

2. UAF also has a system, which is free, but it does not delete voicemail from mail box or provide transcription.

3. How much does these differences matter? Is there value in having the additional functionality?
   a. If deleting after 60 days, doesn’t matter so much
   b. But message light will always be on

4. Is there any possibility that this can be rolled up into the AAR project?
   a. Yes, it is included in the charter.

5. Feels that this isn’t a charge UAA shouldn’t incur, as the change came from Statewide. $1 a phone is worth it, but it should be a Statewide expense

5) New Business

   a. Gabriel Sexton, student rep, has a conflict and is stepping down from this semester.
i. In the past, we have asked USUAA to name a rep, which has never been successful. Gabriel joined as he was connected to a faculty member.

ii. Official we should reach out to USUAA and ask them if they want to formally name one.

1. Adam will contact USUAA

b. Joe, Lee, and Andrea needs access to UTC SharePoint site. Andrea will follow up.

c. UTC meeting agendas and minutes need to be uploaded to SharePoint site. Andrea will follow up.

6) Adjourn: 10:14am

Action Items:

- Bob will get a subgroup together to review demand for Grammarly license on a University wide scale and report back.
- Karen to write something concerning need for assistive technology representative in the ITC for Adam to bring to the attention of the new ITC.
- Andrea to provide link to Committee about existing Managed Print stations.
- Joe to look into options for plotters which create something that is tactile, rather than just flat, for blind/legally blind students.
- Adam to contact USUAA President concerning a student representative for UTC.
- Andrea to follow up on UTC SharePoint access for Joe, Lee, and Andrea.
- Andrea to upload UTC Meeting agendas and minutes to UTC SharePoint site.
- Andrea to create some kind of document on SharePoint or similar site to for feedback and idea generation on email retention policy.

Next Meeting Dates:

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