



UNIVERSITY of ALASKA ANCHORAGE  
*INFORMATION TECHNOLOGY SERVICES*

## Memorandum

**To:** Distribution  
**From:** Ellen Koenen  
**Date:** DATE  
**Subject:** University Technology Council (UTC) – November 18, 2016

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Attendance:

Present: Adam Paulick, IT Services; Andrea Miller, IT Services; Ryan Belnap, Prince William Sound Community College; Spring Sibayan, Kenai Peninsula College; Katie Walker, College of Education; Robert Stott, College of Business & Public Policy; Lee Henrikson, Community and Technical College; Ian Bushell, Kodiak College; David Fitzgerald, Faculty Senate & ACDLITE; Dennis Drinks, Faculty Senate & ACDLITE; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College; Karen Andrews, Disability Support Services; Gabriel Sexton, UAA Student Representative; Gail Johnston, College of Preparatory & Developmental Studies; Dave Dannenberg, Academic Innovations & eLearning

Absent: Angelia Trujillo, College of Health; Randy Moulic, College of Engineering; Larry Foster, College of Arts and Sciences

1. Welcome & Introductions
  - a. Call to Order: 8:33 am
2. Review & Approval of Agenda
  - a. Approved
3. Review & Approval of Minutes
  - a. Approved
4. Discussion Items
  - a. STF Budget
    - i. New section in the budget for consideration. Some assumptions were made, and some numbers were added
    - ii. Items for discussion:
      1. Adding an additional \$10 to student's wolf cards for print allocation
      2. Kaltura – video and streaming plug in for Blackboard. Allows for lecture capture and posting of videos for streaming
        - a. Cloud service, provides all storage, great search features, captioning service as an optional add on for an additional fee, manual captioning available
        - b. Kenai led the way, UAF has recently implemented



## UNIVERSITY of ALASKA ANCHORAGE

### *INFORMATION TECHNOLOGY SERVICES*

- c. \$54k is UAA portion of the total cost, pooling total cost with UAF
- d. Concerns raised about requiring captioning for any videos for disability accessibility and the cost of using an outside service.
  - i. Would be an Academic leadership decision. This is a big discussion that should include IT
  - ii. This may be more of an ACDLITE thing. ACDLITE has discussed but the cost is incredible
  - iii. Area that the IT Governance committee discussed while in Fairbanks this summer. President is interested in controlling costs. This could be a perfect model for how idea proposals would be put through ITC
  - iv. Parallels with web accessibility. Accessibility is a wider issue, but there should be a focus on captioning as it is often missed in discussions
  - v. There are a variety of options: student worker(s) who do captioning, another University has an Assistive Technology (AT) Department who did captioning, faculty or faculty assistants, instructional designers (not all colleges have an instructional designer or the workload for certain colleges would be too high), Academic Instruction and eLearning
    - 1. Kenai uses docsoft,
      - a. Cost was split between, total cost was \$18k, around \$2.5k or so for yearly costs
      - b. Only one student worker on it now. Docsoft learns from the faculty – the more videos that are going through it, the more accurate it is. It doesn't do well with students asking questions, i.e. new voices
  - vi. Committee formed to explore the options and submit recommendations
    - 1. Volunteers: Ian, Katie, Karen, recommendation for Dave as lead, and to talk to Heather to appoint someone
    - 2. Charge: To gain support and funding. Committee will generate a description with estimate of demand, cost, examples of other institutions including Fairbanks, the risk, what's the social justice, and what are the results of action/inaction



## UNIVERSITY of ALASKA ANCHORAGE

### INFORMATION TECHNOLOGY SERVICES

3. Time Frame: Overview and review of plan in December, Report by Jan/Feb
  - vii. Can move forward with Kaltura while waiting for committee report
  - e. Managed print:
    - i. 50% matching program for additional print stations IT cover half, department cover half, and IT covers ongoing operation. IT to have criteria for selecting best options for location/ideas
    - ii. Four new print managed stations, committee to select locations
    - iii. Plotter - add a plotter to four existing print stations \$35k estimate may not be enough. Need to figure out cost/charge to users. May have existing plotters on campus that could be used to mitigate cost
  - f. Restore operating allocation for Managed Computer Labs and equipment life cycle
3. Motion made to adopt budget - Adam Paulick  
Seconded - Lee Hendrickson  
Approved unanimously
- b. Strategic Pathways documentation sent out to the group
    - i. Review of Draft Implementation plan
      1. UAA is ahead of the curve with consolidation, which began implementation prior to Strategic Pathways
      2. IT was the one area where they decided to revisit in a year.
      3. Over the last three years, UAA ITS has reduced over a million dollars in payroll and is already spending far less on IT than other universities.
      4. UAF has double the number of distributed IT than UAA, cost/student at UAF is approx. 2k, cost/student at UAA is approx. \$400
      5. Question raised to if the decisions have been made, or if we can provide recommendations and data. No clear answer
      6. Still asking for numbers on savings
  - c. Blackboard update
    - i. Spring courses are up and available in the system
    - ii. The only data not transferred is this semester and all of our dev shells (nonacademic uses). Emailed users a few weeks ago about when to move dev shells, with an option of before Christmas break. Feedback was for moving dev shells before the break as many professors use those course shells for students and there would be too much of a disruption. Move will either be during the



UNIVERSITY of ALASKA ANCHORAGE  
*INFORMATION TECHNOLOGY SERVICES*

holiday break, or immediately after we come back before classes start. Will provide an update once we have it

- iii. Collaborate recordings are the only issue with moving the data, looking for the most transparent way to transfer since we are moving licenses, etc. Blackboard will not move it for us, but will provide data. It will need to be exported to another format (MP4) for the transfer and will need to be done in real time. We need to figure out how to identify and put them in a structure so faculty can find, identify, and convert on their own - not sure if this is feasible. We are looking at another option that allows faculty to be able to locate and request for conversions. Someone in IT would then upload it to Blackboard
  - iv. License runs out end of December so we're working with Blackboard to get an extension. Pushing to get Blackboard more involved in this process
  - v. Recommendation that faculty who have collaborate recordings should download and convert to MP4 if they want the materials by one of the Spring Semester
    - 1. Can we ID who has used collaborate so we can contact them and let them know to download?
  - vi. Have previously done load testing and balancing. Have not run these tests since data started getting loaded in
  - vii. If there are load problems, we are not able to roll back to the UAA instance of Blackboard. If the load does collapse, it is up to Statewide to correct
    - 1. As a backup, faculty could build in the new Blackboard and save a copy a copy to their computer
  - viii. How do we get dummy/patron accounts and new dev shells in the new systems?
    - 1. Dev shell process will remain the same. The form to request it may need to be updated
    - 2. Unsure of the process to create an account
    - 3. Adam will ask about the request process for both these items and report back
  - ix. There was an update with the atomic learning block, that has been taken care of
- d. Additional topics
- i. Adding user input into the IT software and hardware selection and update processes
    - 1. How can we improve this process?
    - 2. A governance structure on campus to assist with this. We want freedom for people to be able to experiment, but want to coordinate to keep costs down and lower redundancy. How do we go back about going back to have an open dialog about that?
    - 3. The question is not 'How should it be done', but rather ask users 'What do you need?' How do we change the process so it goes through the steps correctly and to the best benefit of the University?



UNIVERSITY of ALASKA ANCHORAGE  
*INFORMATION TECHNOLOGY SERVICES*

4. A couple of examples: Blackboard and Gmail.
  5. What are we doing here in ITS on the decisions we make? Have we been involving users? How can we do better? As these changes are occurring, how can we insure we have a voice?
  6. Should get BOR on board, rather than coming up with the structure first.
  7. Is it possible to have Faculty Senate come up with a motion for IT to be a part of Governance? It is, that is what ACDLITE is for.
  8. Need to be able to include Adjuncts, as they are not represented by Faculty Senate.
- ii. Presentation on Email and Calendaring Survey
1. Draft report on survey will be sent to Dave F and Pat Shire
  2. Survey was taken last month – mid October
  3. Might be interesting to do this survey within six months to a year to see what changes there are
  4. Is there any way of seeing what the total cost was of implementing this?
    - a. Yes, although the migration process is ongoing and not yet completed
  5. President will be a faculty senate on the 2<sup>nd</sup> to present his review on the Gmail transition
  6. Gmail is not currently HIPAA compliant. It can be if the proper steps are taken
  7. Some emails from students are being sent to the @uaa.alaska.edu email are being flagged as junk and not being forwarded to the @alaska.edu email
5. New Business
- a. Discussion of AY2016-2017 Meeting dates and adjustments
6. Adjourn: 10:42 am

Next Meeting Dates:

- December 16, 2016
- January 20, 2017
- February 17, 2017
- March 24, 2017 – \*moved due to spring break
- April 21, 2017
- May 12, 2017 - \*moved to before faculty off contract