UAA University Technology Council
Meeting Minutes
October 27, 2017
8:30 am – 10:30 am
SSB 120

Attendance:
Present: Adam Paulick, IT Services; Andrea Miller, IT Services; Dave Dannenberg, Academic Innovations & eLearning; Katie Walker, College of Education; Frank Moore, College of Engineering; Kendra Sticka, College of Health; Mollie Carter, Community & Technical College; Mike Robinson, Consortium Library; Ian Bushell, Kodiak College; Vince Yelmene, Mat-Su College; Karen Andrews, Disability Support Services; Dave Fitzgerald, Faculty Senate; Bob Stott, College of Business & Public Policy; Susan Mircovich, Kenai Peninsula College; Rieken Venema, College of Arts and Sciences

Absent: Josiah Nash, USUAA

1) Welcome and Introductions
   a. Meeting convened at 8:33 am

2) Review and approval of agenda
   a. Approved

3) Review and approval of minutes
   a. Approved

4) Discussion items
   a. Online Learning Advisory Council Updates (OLAC) - Dave Dannenberg
      i. Deans and ACDLITE have been asked for faculty nominations.
      ii. Don’t know if the official invitation email has been sent yet.
      iii. As soon as the group has been formally named, we will start meeting hopefully in November.

   b. Information Technology Council Updates - Adam Paulick
      i. Have meet once since UTC met last.
      ii. Main points of discussion were around Banner. Quite a few groups who are very frustrated with Banner and are looking at alternatives. There is no budget or formal mandate from any group to make a project for a new Banner formal, but are reviewing competitors, such as WorkDay.
      iii. Meanwhile, working on updating to Banner 9. Banner was down for a weekend a few weeks ago. They are also planning for another outage Thanksgiving weekend.
iv. Concern due to Title IX training being available through UA Online as UA Online is down during a Banner outage. Work-around was to put the Title IX training link to the UAA front page.

v. No real decisions made about Banner. Some asks for people to go out and look at alternatives.

vi. It was pointed out that Banner is capable of doing some of the things that we are lacking, such as management reports, that are available if we pay a little bit more. Also that there have been some features that we have paid for, but not enabled.

vii. Discussion concerning a Data Warehouse. It has been looked into and working towards it.

viii. Question concerning switching to open source versions of office. One of the main points of Strategic Pathways is cut IT by 20%. There have been challenges in determining the actual amount currently spent on IT due the way we do accounting. Some expenses, such as library subscriptions, that are coded as IT expenses when they are not directly and IT expense or IT expenses that are coded as other expenses, such as infrastructure upgrades being coded under maintenance. A few items covered include; Does blackboard make sense? Are their other options that blackboard? Should we set standards for desktops and laptops? If we reduced choice in technology, would that reduce cost? Microsoft Office alternatives such as Open Office or Google Docs.

ix. Point that these ideas need to be analyzed before we move on them.

c. Strategic Pathways IT Direction #1 – Adam Paulick

i. Chancellor sent out memo a week or so ago, accepting the Strategic Pathways IT Direction #1 committee recommendations and adding a few additional items. Direction has been given to Adam to take the next steps.

ii. These steps include developing a reporting matrix for certain job positions throughout the UAA system, explore certain work that may be seen as more of a commodity type work which is already preforming, and can perhaps offload from various groups around campus to allow those groups outside of IT to do higher level work.

iii. Next steps is for groups to meet and discuss these items.

d. UA IT Review

i. Consultant – James Szmack, hired by the president to review IT for all of UA. He came a few weeks ago and meet with different IT heads at the different MAUs. Consultant will be back on site either next week or the week after.

ii. Main topics discussed when meeting with Adam: communication gaps within IT and gaps between MAUs. UAA communicates well with UAS, but there is more
difficulty with UAF due to their being no difference between statewide OIT and UAF. There are barriers today that slow down IT and create a lot of contention.

iii. Hoping for recommendations for how we can be organized for better practice.

iv. Not sure when to expect report, no timeline provided.

e. Innovation Grant – Dave Dannenberg

i. Initial plan for UTC Innovation Grant was sent to initial sub-committee. Will be getting this to the full group right away so we can get comments back.

ii. Original plan was to start collecting proposals in fall, and start giving out money. Looking to start gathering proposals in spring now.

iii. Need to discuss what to call this grant.

iv. Will address again next meeting.

f. Voicemail Policy Draft – Adam Paulick

i. Voicemail policy draft sent out to UTC.

ii. We haven’t had a formal voicemail retention policy at UAA, we’ve pretty much just saved everything. We’ve had a bit of challenges in the past with upgrades/migrations due to how many voicemails are saved in the system. This brought around the idea to have a formal voice mail retention policy.

iii. Currently working on bringing voicemail back to email, should be coming out in the next couple of months. Will have links to log in to the web portal for the voice mail system, and an attachment of the voicemail in an audio format. However, deleting the email will not delete the voicemail in the voicemail system. Timeframe goal is to have this ready by end of calendar year.

iv. This policy will help us ensure that we are performing some management on the voicemail system regularly, but allow for voicemails to be saved as audio file.

v. Concern about lengthy voicemail creating large file sizes that won’t be accepted by the email system file size limit. Adam will check to see what the max length of voicemail is.

vi. Is there a way to download voicemails that have not been sent via email from the voicemail system? Adam believes so and will confirm.

vii. Motion to approve Voicemail Retention Policy language moved, seconded, and unanimously approved.

g. STF Budget – Adam Paulick

i. Same budget at the last meeting, with a few modifications for

1. Lower amount for IT Open Computer Labs Supplement to Lifecycle Replacement Labor and Expenses
2. Supported Computer Lab Initiative costs lowered. Will be receiving carryforward from last year which is not included.

3. Monies from these areas moved to Innovation grants. Program scope is for UAA main campus only.

ii. Questions on the budget:

1. Assuming we become SARA compliant, will that affect us, due to the 24/7 support requirement? SARA allows us to have students in other states. Needs to be discussed how this can be implemented, if there are any tradeoffs to provide the 24/7 service. Need to find out what the minimum requirements to meet the 24/7 requirements. Would also need to estimate volume of calls.

2. Remove mobile learn language from the budget. It’s just Blackboard now.

3. Kaltura
   a. Price increase from last year. Price estimate last year was lower than actual. Remaining monies was taken out of IT Central Computing budget. Full price is $83k per year for UAA’s share. This price was negotiated by UA Statewide.
   b. Quality issues – the depot setting is for lower quality captioning. Would have to purchase add on for the upgraded setting for improved captioning.
   c. Same features we have are available to UAF.
   d. What we were promised, the 80% accuracy, has not been met. Have heard that other units are using other products than Kaltura for captioning. Kaltura’s primary feature is as a streaming server. 80% accuracy is challenged by voice quality, accents, multiple speakers, etc.

iii. Movement to approve budget. Movement seconded. Unanimously approved.

5) New Business

a. Update on Educause student/faculty technology surveys – Dave Dannenberg
   i. Dave will send out copy of the Educause full report. Request to include information on how data was used in the past. Will work on breaking out the data into difference campuses. Request for assistance in interpreting data.
   ii. The sign up period has just opened, so if this is something we want to do again in the spring we can do so.
   iii. Discussion on identifying a smaller pool of students and focusing on getting a higher response rate.

b. Question on Title IX student training deadline coming up on October 31.
i. 40% of students have not completed survey. Concerns about all those students trying to complete survey on deadline date.

ii. It is a cloud service, so we don’t have much control over that.

iii. Sign in is the only thing through UA Statewide.

iv. We can have the Call Center prepared for additional call volume, and be prepared for specific Title IX concerns.

6) Adjourn – 10:12 am

**Action Items**

- Adam to send out Chancellor’s memo on Strategic Pathways IT Direction #1.
- Dave to get out current draft of the UTC Innovation Grant program to the committee for review and feedback.
- Voicemail retention policy: Adam will check on the maximum length of a voicemail that can be recorded, and if this is larger than the 25mg max file size. Will also confirm that there is a way to go into voicemail system and download voicemails that have not been sent via email.
- Adam to find out what current call volume.
- Dave to send out Educause survey data with information on how this data has been used in the past.
- Adam to direct Call Center to be prepared for additional call volume due to Oct. 31 Title IX student training, and be prepared for specific training concerns.

**Future Meeting Dates:**
Forth Friday of the month, with a few exceptions

- November 17, 2017 *shifted to address campus closure conflict*
- December 20, 2017 *shifted to address campus closure conflict*
- January 26, 2018
- February 23, 2018
- March 23, 2018
- April 27, 2018