UAA University Technology Council
Meeting Minutes
September 29, 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; Josiah Nash, USUAA
Absent: Bob Stott, College of Business & Public Policy; Susan Mircovich, Kenai Peninsula College

1) Welcome and Introductions
   a. Meeting convened at 8:32 am

2) Review and approval of agenda
   a. Approved

3) Review and approval of minutes
   a. None to review

4) Discussion items
   a. Welcome new members
      i. UTC mission and purpose
         1. Purpose –
            a. Tech focused on communication and discussion
            b. Provides feedback and guidance to UAA Information Technology Services (ITS) and the CIO
            c. Review and provide feedback on tech related policy, initiatives and operations
            d. Direct the best use of the Student Technology Fee (STF) budget
         2. Membership –
            a. Chancellor appointment members from each college/school, administrative divisions, community campuses, faculty senate, and student body
b. Responsibilities include representing your area, contributing to a respectful, productive inclusive atmosphere, and communicated council topics back to your area for input.

3. STF - $5/credit hour, max of $60/semester – focused out of the Anchorage campus.

4. Monthly two hour meetings from now through April. Additional working groups as necessary.

5. Co-Chair Election
   a. Dave Dannenberg is current co-chair.
   b. Co-chair responsibilities which include running the meeting when CIO is absent, and reviewing meeting minutes.
   c. Committee nominated Dave to continue in the position of Co-Chair. Committee voted: 12 in favor, one opposed. Dave confirmed as co-chair.

6. Mention that the committee may need to consider a name change for the committee in the future due to the new name for CTC, University Technical College, which shares an acronym with this committee.

b. Online Learning Advisory Council – Dave Dannenberg
   i. Due to increasing regulation for Online Education, a new governance council is being formed. Should be an announcement from the Chancellor sometime this week or next.

   ii. Charges include
       1. Ensuring we are meeting National Council for State Authorization Reciprocity Agreements (NC-SARA) and NW Colleges for standards for distance education. This covers supports for faculty and students, and policies to ensure that we are actively meeting the standards.
       2. Council will also start looking at academic tech. There will be some overlap between OLAC and UTC. Questions regarding academic tech will start going to OLAC, and we will need to define that line as we move forward.

   iii. OLAC membership
       1. Will be made up of faculty, staff, and admin. One rep from each college or community campus, and membership coming out of student affairs and academic affairs, and a student rep from USUAA.
       2. This committee reports and is chaired by the Provost, who will report to the Chancellor.

   iv. Will probably meeting on a quarterly basis.
v. There is a statewide ELearning sub council – sub council to academic council – that group has three reps from each of the MAUs, 2 named, 1 head of eLearning for the University, and three rotating. For UAA, Dave has been named as head of eLearning, and Dean Runge, and Gary Turner

c. Information Technology Council

i. ITC is a statewide council, chaired by the CITO. Was presented with two components this council should be aware of:

ii. Email Policy – developed by the ITC management team

1. Feedback:
   a. Section where they say email is a university record, next paragraph says that email isn’t a university record. Wording is clumsy.
   b. Statement about not transferring email to external systems. Another statement saying as an individual you are responsible for backing up your email. Language is confusing. This may relate more to record retention than backup.
   c. A lot of this sounds like a training problem. Some of the situations mentioned seems more like someone who doesn’t know how to use google mail. Not sure this sort of document is the proper avenue for addressing training problems.
   d. We have a certain amount of academic freedom, and this seems more like a cooperate email policy.
   e. Faculty Alliance gave feedback on document.

2. How is this going to be disseminated to the university community? We have a way to go before we address the dissemination of this policy. There’s a hope this would come from the Chancellor, Provost or other executive level so it has some weight.

3. Has ITC talked about web presence at all? Is there any way to submit proposals for change, or cost savings? There is a webpage for ITC. It was initiated about a month ago. Adam will send link.

iii. Risk Management Plan

1. Audit finding showing OIT didn’t have any plan to reducing risk related to IT on a periodic basis. ITC approved as written this Risk Management Plan.

2. Has the topic of SSN come up in ITC yet? – no SSN or 30million number discussions yet. ITC has addressed areas to reduce cost, banner and current state.
3. Has Risk Management (the unit) been involved in the IT risk management? Not that we know of.

4. Adam has the report on the OIT data center failure, with the analysis of how to address this in the future. This will be sent out to the group.

d. Strategic Pathways IT Direction #1

i. Upper administration has seen a draft that takes the recommendation from the Strategic Pathways IT Direction #1 committee. This committee reviewed the in-scope positions for integration. The recommendation is to investigate this further, and establish additional reporting relationships between ITS in Anchorage and the community campuses so there are better relations between the groups. There are some tasks that may need to be routed through the call center.

ii. Don’t believe any of the positions we looked at were specifically AV related. Some positions included AV, but are not solely AV positions.

iii. DSS has some interest in the topic because of our AT specialist. Is this something that has been decided? Adam recalls that there has not been a change to duties or reporting relationships.

iv. Was happy to see there was a committee, there was a chance to give feedback during the process. This is very different from the year before, where there was an attempt to consolidate positions without any review. In having a conversation with Pat, it seemed like they were taking action on the report, when the report didn’t have any firm action items. It seems like thy upper administration is looking at consolidating positions again. Adam has not seen any work done on consolidation of the positions, or moving forward with implementing any changes with IT positions.

v. Would like to see more of a focus on the service that the position is providing, or the tool set used.

e. Additional discussion concerning website accessibility

i. Recent complaint about UAA web accessibility

ii. Challenge of training 400+ CMS authors

iii. Need to have one person, or a work group, that has a main focus of web accessibility.

iv. Multiple skills are needed to update the website. With 400+ CMS authors with varying experience, and turnover, it is a challenge.

f. UA IT Review

i. Will review at next meeting

g. Telecommunications Annual Report
i. A link to this report will be sent to the committee. In an effort increase transparency, we have developed an annual telecom report.

h. Voicemail Policy Draft
   i. Request for committee members to review this policy prior to the next meeting, and it will be discussed then.

i. STF Budget
   i. Proposing for campus wide service initiatives is overall a 5% increase.
   ii. Managed print services would not see any revenue as they have some carryforward from last year.
   iii. LabStats was a one-time charge from last year
   iv. Supported computer labs amount is a rough estimate
       1. IT computer labs – two supported by IT, a number of computer labs which receive support from IT
       2. Question concerning increase in funding for open computer labs when number of labs have closed down. No details about this at this time.
       3. Investment has been sporadic; we don’t have the history as to why this is.
   v. Update to line for BlackBoard mobile learn – this no longer exists, but there are still costs associated with BlackBoard in general. Should change to just “BlackBoard”
   vi. Remove block grants, as they have not been used in years
   vii. 200k for innovation grants.
   viii. Discussion of managed print allocation – the additional allocation actual cost was much less than the amount set aside for it. There is a question as to if we should increase the standard allocation.
   ix. A note that there is going to be an audit of all student fees this year.

j. Additional conversation concerning IT Service Management System for managing IT service tickets. Group is currently review options, including Sharewell, which is used by statewide.

k. Innovation Grant
   i. UTC subgroup got together this summer to talk about how we can spur innovation on technology at the University. The group came up with a general rubric on how we might create a program that allows proposals to come in, a way to evaluation those proposals, a time table, and a method for dispersing funds.
ii. One challenge UTC has faced is that while STFs are going up, other costs have gone down. So we want to find a way to use this money to benefit students without putting it towards IT infrastructure or repetitive costs. We were more in favor of finding a better way to allocate the money rather than it ending up as carry forward, or lowering the STF. Idea of rolling all student tech fees, such as ePortfolio, etc., into one.

iii. The way it used to work at UAF, they would collect all student tech fees, all of it was awarded in the form of grants by a committee. Two years ago they decided they would restructure that, and the proposal was that they should get the entire fee, including that from other campuses. This proposal was not successful.

5) New Business
   a. Would be interested in the details of Kaltura, the usage and increase in price.
      i. At the time of the approval of the budget what the final price would be. It ended up being $83k, and the central IT budget covered the additional cost. The full cost is now included in the STF budget.
      ii. The transcription is not as good as advertised. More like 30% accuracy rate than the 80% that was promised.

6) Adjourn – 10:31 am

Action Items

- Adam to send out SW Data Center Failure report to committee
- Adam to get more detail on Open and Supported Computer lab estimated expenses.
- Link to the ITC webpage will be sent to committee.
- Link to the Telecom annual report will be sent to committee.

Future Meeting Dates:

- Forth Friday of the month, with a few exceptions
- October 27, 2017
- 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
- May 25, 2018 *canceled due to first meeting being held in Sept.