UAA University Technology Council
Meeting Minutes
September 28 2018
8:30 am – 10:30 am
SSB 120

Attendance:
Present:  Adam Paulick, IT Services; Andrea Miller, IT Services; Dave Dannenberg, Academic Innovations & eLearning; Shuvajit Bhattacharya, College of Arts and Sciences; Bob Stott, College of Business and Public Policy; Janet Johnston, College of Health; Joel Condon, Community & Technical College; Mike Robinson, Consortium Library; Susan Mircovich, Kenai Peninsula College; Ian Bushell, Kodiak College; Vince Yelmene, Mat-Su College; Ryan Belnap, Prince William Sound Community College; Katie Walker, School of Education; Alyona Selhay, Student Affairs; David Fitzgerald, UAA Faculty Senate; Radamés Mercado-Barbosa
Absent: Toby Long, ACDLITe; Frank Moore, College of Engineering

1) Meeting called to order – 8:34 am
2) Welcome and Introductions
3) Review and approval of agenda
   a. Approved
4) Discussion items
   a. Welcome new members – Adam Paulick
      i. UTC mission and purpose
         1. Representing your area, bringing your thoughts and concerns from your area – college or administrative unit – all have a unique view of technology from your area
         2. Set a vision for technology needs going forward for your area and across the campus.
         3. Stay engaged in what’s going on around the system
         4. Student Technology Fee (STF) – ensuring that we’re directing fees in a way that is consistent with the purpose of the STF
         5. Provide guidance and governance to ITS and the CIO
      ii. Student Tech Fee (STF) is paid by students for student technology and support. Almost all students pay it – 80% of students, including Middle College students
      iii. Co-chair nomination and selection
         1. Call for nominations – Dave Dannenberg – seconded
         2. Dave Dannenberg nominated and confirmed
      iv. Nov/Dec meeting dates
1. November 30
2. December meeting will be skipped

b. Consolidated Student Technology Fee – Dave Dannenberg
   i. Adam and Dave moving forward with a proposal to consolidate the three student tech focused fees.
   
   ii. There are multiple Anchorage campus technology fees:
       1. Student Technology Fee - $5 per credit hour with $60 cap;
       2. eLearning fee for distance ed courses - $22 per credit hour with no cap;
       3. ePortfolio fee to fund ePortfolio services – flat $8 for students taking more than 3 credits

   iii. ePortfolio and eLearning Fee are up for renewal/review this coming year
   
   iv. When ePortfolio fee was introduced a few years ago, it was questions whether the three fees should be combined into one student technology fee
       1. Two proposals came from this, one for the single fee and the other for the combined fee
       2. At the time the cabinet decided to go with the single ePortfolio fee, keeping the other two separate as well.

   v. We are now looking into the possibility of combining these three fees into a single fee. There is more stakeholder input to be gathered from students, USUAA, etc, and other work to determine what it would look like.
       1. Goal is to make an early proposal to USUAA in November to receive their input

   vi. Others are welcome to help with this project
   
   vii. Lump the fees together would mean face-to-face classes would be included in the eLearning fee
   
   viii. A combined fee can be distributed to the different org accounts for each area.
   
   ix. We will want to look carefully at how it’s going to be coded and how it’s going to affect students.
   
   x. Are the projections taking into account the status quo and projections of technology needs and growth? Yes – in the proposals we are taking this into account.
   
   xi. Technology related fees not included in this discussion: network – 4%. Half of that is reserved by UAA IT and the other half to SW OIT. This fee helps maintain the network at UAA and other campuses. CBPP and CoEng each have their own additional technology based fee for their college.

c. Information Technology Council Updates – Adam Paulick
i. This is a council at the Statewide level with a broad membership – reports to the Summit Team

ii. Focused on the Banner 9 upgrade lately – Banner is the UA student information system

   1. Discussions with vendor, Ellucian, in staying on track with deadlines

   2. As we get closer to the Oct live date, a list of items has been developed to ensure the upgrade is successful

   3. There has been talk about the process for converting and the requirement for users to move to Banner 9 right away. Banner 8 will still work for a period of time, although we will lose support from Ellucian very soon.

   4. We are one of many Universities who are converting to Banner 9 at this time. There are concerns about performance and recovery.

   5. Most students and faculty won’t see any difference with their interfaces (UA Online). Staff will see a difference with the interface and processes that they use. Staff are the prominent group effected with this upgrade.

   6. Statewide is coordinating the transition. Our function areas, HR, finance, and student, are working closely with Statewide.

   7. Charese Gearhart-Dekreon is providing Banner 9 training at UAA.

d. Strategic Pathways IT Direction #1 – Adam Paulick

   i. Strategic Pathways had a few outcomes and one was to look at embedded IT around the systems. Embedded IT are the IT staff in units outside of central IT Services.

   ii. At UAA we created a committee to look at all the embedded IT positions. The committee produced a report that described at a very high level the functions that central IT does, and the very specific work that is done in specific areas. There are certain functions that make sense to be performed at the unit level.

   iii. After the committee completed it’s work, IT meet with leadership from each area and worked with them over the course of several months to document and pilot some of these processes.

   iv. This process is close to wrapping it up. We’re working with all of the areas in scope.

   v. In part of this process, this fiscal year, we were able to do away with charges for regular desktop work. We’re also switching to a more active than reactive process and scheduling specific time to get out to offices for regular maintenance work.

       1. We started a soft roll out at the beginning of the fiscal year.
2. Most fees, which was previously $72/hour for regular Desktop labor, was done away with.

3. For work-stoppages, there is a $100/hour fee. This allows for us to manage what services are prioritized. For certain facilities work, such as full office moves, we have a fee. Forensic work also has a fee. And so does labor on personal computers.

4. We now also have a Software Engineer position. This person is responsible for automating lab images. We can now building the desktop image, and be able to push it to the lab computers remotely.

vi. Adam will send out the website for this process to the committee.

1. Desktop Services – Service Expectations and Engagement Process webpage

e. CITO Recruitment – Adam Paulick

i. The statewide CITO resigned. This position oversaw all of the Statewide IT needs, and also managed the staff for UAF related IT. That combined oversight came with some issues.

ii. Many years ago, Fairbanks had its own IT group which was consolidated with UA SW.

iii. We had a consultant come in last year and provide recommendations. It was decided to demerge the two: Statewide and UAF. UAF will have its own CIO, similar to UAA’s set up.

iv. We are currently in the process for recruiting the CITO. Dave Fitzgerald and Adam were on the committee, which interviewed some candidates. The UA president is interviewing candidates this next week.

v. Unsure of what the next steps of this process is and what will come next.

vi. The final structure of UAF and UA SW IT will be determined after the CITO is hired. Allowing the finalist to be able to steer that decision.

vii. Fairbanks is also looking at hiring in its own CIO position.

f. STF Budget Draft – Adam Paulick

i. Goal for this meeting is to get the budget out and present some of the thought behind this draft. We can come back next time and make a decision on it. The sooner we make a decision on it, the sooner we can distribute the funds.

ii. Overall trend of fees is downward. There are a lot of efforts of student retention and recruitment. The lower enrollment rates are a concern around UAA. In addition there is work going on to review our website. They have about 150 pages in scope to redesign for marketing and recruitment purposes.

iii. Review of line items
1. Antivirus – this group has not funded antivirus for a number of years now. Antivirus is provided free to students and employees. The cost this year has increased more than twice as much in previous years, and was previously funded completely out of central computing. This line item does not cover the full cost of this expense.

2. Several other line items that have increases: Call Center Operations, DSS and Library. Last year they received a 5% increase. This year a recommendation to hold the amount flat.

3. Blackboard – the cost doubled this year. The amount reflected on the budget does not cover the entire amount of the expense to UAA.

4. Managed print – this varies based on the balance in managed print. This funds the printing service to students.

5. Microsoft – no change to this for this fiscal year

6. Kaltura – streaming service and plug in for Blackboard. The service also allows for live streaming. Expense has decreased from last year.

7. Supported computer lab initiative – proposed to put all funds into equipment life cycle, and no funds to Operating Allocations. Operating Allocations are distributed to supported labs that meet certain requirements.

   g. Innovative Technology Grant Program Updates -

      i. Deferred to next meeting

5) New Business – non discussed

6) Adjourn – 10:33 am

Action Items:

- Adam will send out the website for the Strategic Pathways Desktop Updates to the committee.

Future Meeting Dates:

- October 26, 2018
- November 30, 2018 *meeting shifted due to Thanksgiving campus closure
- December 2018 *meeting will be skipped due to Winter campus closure
- January 25, 2019
- February 22, 2019
- March 22, 2019
- April 26, 2019