UAA University Technology Council
Meeting Minutes
April 26 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; Ian Bushell, Kodiak College; Katie Walker, School of Education; Alyona Selhay, Student Affairs; David Fitzgerald, UAA Faculty Senate; Guest: Joe Fugere, IT Services; Veronica Howard, ACDLiTe; Vince Yelmene, Mat-Su College; Ryan Belnap, Prince William Sound Community College;

Excused: Mike Robinson, Consortium Library; Frank Moore, College of Engineering;

Absent: Toby Long, ACDLiTe; Susan Mircovich, Kenai Peninsula College;

1) Meeting called to order – 8:32 am
2) Review and approval of agenda
   a. approved
3) Review and approval of March meeting minutes
   a. approved
4) Discussion items
   a. Video Conference RFP - Adam Paulick
      i. Committee selected Zoom as the vendor.
      ii. Other vendors included Cisco, and Pexip (current).
      iii. All vendors were decent, but Zoom was a step ahead especially for rural locations using satellites.
      iv. Next steps:
         1. Protest period ends Monday, and that point we can move forward with the contract.
         2. We’re working on a roll out plan with Statewide.
         3. The Zoom contract as proposed includes:
            a. Licenses for all faculty, staff and students.
            b. Means everyone will be able to schedule their own meetings and have their own meeting link.
            c. Capable of bringing in people over video and audio.
d. Have the capability for 75 Zoom rooms. Not sure if this is concurrent or total.

e. Also have the ability to address rooms, and pull cameras in to a meeting.

4. Still determining policies/procedures, i.e. who has access to those cameras, security, which rooms are addressable, etc.

5. System will be up and available for Fall semester, but may not have all pieces in place. License should be ready relatively quickly.

6. One of the benefits is we can use our legacy Polycom infrastructure within the Zoom service.

7. How is this going to affect summer classes? Is there anything we need to tell students as they’re registering for classes what the technology requirements are? What do we need to be telling faculty?

   a. Have not developed the implementation plan yet, but this system does have the ability to run in parallel.

   b. The OIT videoconference team is still in place at this time.

   c. There’s a lot of work to be done for the implementation plan, including what the chargeback model will look like, support, etc. Much is TBD at this point.

   d. Request that schedulers are included in communications so they can pass information along to faculty and departments so they are prepared.

8. Question on how classes that use web/video conferencing in the fall be affected?

   a. Foreseeing that the two systems, old and new, will be run in parallel to allow for a more gradual shift. Committee will be determining the exact roll out.

9. Question about if this would replace Collaborate? Should be communication out to faculty so they know what the expectation is for their classes.

10. Invite to committee members join the planning team for Zoom.

11. Request for planning team to communicate out their final decisions to the technical groups, that would be very helpful.

12. PWSC has been using Zoom for over a year. If you want any feedback from our experience, please let Ryan know.

b. Budget updates – Adam Paulick
i. Keeping this item on our agenda in case updates arise. No new updates currently. Waiting on the legislative process.

ii. Chancellor mentioned in Deans and Directors this week that she had a meeting with the President and other Chancellors. She’s not being asked for any additional planning information at this time. President has indicated that any cuts will be allocated greater than what is allocated to us by the state so funds can be allocated to areas identified as in need of investment.

iii. Adam met with CITO. President has generally indicated to CITO that administrative reorganization might be a part of cuts. This is part of what the President has been presented to the board. No details at this time.

c. Displaying student information in the online directory – Adam Paulick

i. There have been discussions with the CIOs as to what is appropriate to display in the online directory. The current directory provides information on all, student, faculty, and staff. There was a question as to if we should continue to display student information.

ii. We have a directory here at UAA. It provides faculty and staff information, and does include students if they are student employees. We didn’t want to exclude staff/faculty who are also taking a class.

iii. Open discussion for thoughts from the committee. Is it appropriate for the directory to have student information?

   1. If it’s directory information, we’re not necessarily violating FERPA. If a student has a confidentiality flag then their information will not appear.
   2. Not sure if there is a benefit for providing student information, or if there is it’s slight.
   3. General consensus from the Registrar’s office is not to publish.
   4. Not seeing much value with it, there are more concerns about potential issues, especially in light of hacking and phishing concerns.
   5. Not seeing a value in providing the information in a password protected format for UAA community members.
   6. Is valuable to have it accessible to staff and faculty. Having an updated directory would be a great advantage.
   7. Would it be helpful to put an employee directory behind a login? Overall consensus is no. Students, and other faculty including those outside the university, use this information to find UAA Faculty.
   8. Have asked students, students use the people directory to look up students

iv. Summary: Not seeing a lot of value with publishing student data. Seeing a lot of value with keeping the online directory for employees. Need to look into the
pros/cons of having it behind a security wall vs keeping information open and available.

d. Student/Employee role separation – Adam Paulick

i. This issue became acute when we were moved into the Gmail email system. Previous faculty and staff were on exchange with their own email address, and students had a separate Alaska.edu address in the Gmail system. As we merged, those accounts also merged. Now we have many problems with the comingling of student and employee data.

ii. CIO management team has been discussing how we can separate these identities back out, not just for emails but also for accounts. Student and employee accounts would then be completely separate and have individual logins. This is being discussed as to how this can be done.

iii. We should have more information in the fall as to the concept, and be ready for feedback.

iv. No discussion about reinvigorating exchange. Have been discussing roles and separation. The questions about which would be group would move, and how.

v. Multiple single-sign on solutions available.

vi. Group has also discussed about what happens to permissions when an employee changes roles. We’re really good at giving access, but not taking it away.

vii. Question brought up about the complexity of having multiple addresses. Ensuring the correct email address is used depending on the email.

viii. The idea of changing email again, is just awful. The issues and emotional effect of the last email migration is still fresh in the minds of people who went through it. Any change, under any circumstances, are difficult enough. A change now, under current circumstances, would have a great effect. Advocate for if there is a change, do not change employees.

ix. Question about what the exact issue is.

1. If you were a faculty you get information in your account about students. If you leave the university and come back, all that information is available again.

2. If this is the issue, why not address it rather than change the email again. Archive the emails, but make it so they are no longer available if they come back. Sometimes when changing jobs, keeping the information is important. There are valuable resources that may still be needed.

x. The previous email switch, we lost a lot of information in DocuSign.

xi. There’s complications either way. For example Blackboard uses student emails.
xii. We’re in the early days on this. We want to mitigate any issues. There are many ways to look at this, and all comments are appreciated. The main point is does the benefit outweigh the pain points.

xiii. There are thing we can’t do today from a security standpoint with the way the system is today. For instance two-factor authentication, as we don’t want to require that for students.

xiv. Breach Notification going out tonight to anyone who may have been effected by the security breach last year. This is part of the requirements of the audit after the breach.

e. UAF CIO search update – Adam Paulick
   i. Down to three final candidates, Martha Mason, Chris Bernard, and Gerald Hall. All are strong candidates.
   ii. Committee met recently. Hopefully should have the position filled soon.

5) New Business
   a. Blackboard – Dave Dannenberg
      i. Blackboard is unavailable between 5am and 3pm on Friday, May 10.
      ii. Recent purge went well. There was a small hiccup. That has been cleared up. Following the retention policies, these archives are now stored up at Fairbanks.

6) Adjourn – 9:40 am

Action Item:
- Adam to check on employee termination process in the directory.
- Adam to check on how Adjuncts are included in the directory.
- Service letters to be sent to committee members.