

Information Technology Committee  
November 18, 2015 at 10 a.m. via Skype

#### Roll Call

Attendees: Julie Cascio, Joanne Healy, Rorik Peterson, Ruth Prato, Siri Tuttle, Falk Huettmann, Eric Collins, Chris Lott ex officio, Debra Kouda ex officio

Not present: Bill Barnes, Martha Mason ex officio, Fred Schlutt ex officio

- Skype – Rorik shared that to schedule this call, he started a call, then copied the link and had it sent to everyone who would be invited. Joanne shared that she has used skype for groups in a class. Siri used it to connect participants from a distance, Although she might also use google hangouts, depending on whatever platforms work that day.
  - o Siri had heard about another platform called Bluejeans. She will look into this further. Falk mentioned a platform called Oogle. This however, is now defunct.
- Security report – Martha Mason has scheduled the CISO, Nathan Zierfuss-Hubbard and CITO, Karl Kowalski for the January 20th meeting to discuss security concerns.
- OIT feedback on videoconferencing –Debra reported that Martha followed up on a report of a meeting that had not worked correctly. Confusion had resulted from thinking it was to be a video coonfernce when an audio conference had been requested orignally. OIT had helped the organizer understand the issue and it was resolved.

OIT has been experiencing some issues with video conferencing. OIT has begun the process of evaluating current video conferencing platform and use. When asked how faculty would be involved in this process, Debra shared that a list of stakeholders is being compiled.

Faculty in Alaska Native languages have shared that whenusing Elluminate Live, there has been quite a bit of noise online. For these evening classes there has been no immediate live help. Video conferencing has more OIT support in evening. Elluminate Live does not have support in evening; it is a different provider. If someone is having specific ongoing issues that a tech coming in to troubleshoot would be helpful, faculty can contact Debra Kouda for setting this up.

- OIT faculty engagement - Debra Kouda –
  - o Feedback requested on interacting with faculty most efficiently and effectively.
    - Support faculty and faculty training to be proactive.
    - Talk with faculty and staff. Options may be to facilitate small working meetings through IT Committee, ask Jayne to get the info out to the Faculty Senate as a whole via email, present this to faculty senate, send an email survey to all faculty, connect with those who are heavily using various types of technology now.
  - o Feedback requested on utilizing an online presence for troubleshooting.
    - Allow OIT to jump onto the machine to troubleshoot.
    - Anyone can go online already to a variety of sites to find instructions on technology issues, When this does not help, *need to be able to talk to OIT tech live*. Hours may need to be extended as faculty work long hours.
    - When a request is submitted to OIT a number is assigned. A way for faculty or staff to check the status of the ticket would be helpful as these can sometimes take months. Debra will look into how to make this happen.
    - OIT techs need knowledge of technology being used and able to support faculty. Metrics should support this system. Technology support for faculty is a recruitment tool. This committee will need to help with priority ranking of the needs that OIT must address, based on dwindling resources.
  - o Raise awareness of trainings already being offered. Attendance of third Thursday OIT trainings varies from 4 to 15 faculty. There is a noon-time barrier for attending

this, though holding these over the open hour from 1-2 has not had any better attendance. Other trainings are offered at other times.

- Roll of phone company. Falk asked for clarification. An example given is that the phone company in Fairbanks is Copper Valley; in the past had not been able to connect well to internet, though this has improved recently. Access to internet and/or to the phone may or may not be through phone companies in certain areas. He will investigate.
- Page Up is software purchased by statewide for recruitment, evaluation and other factors related to employees of UA. It was chosen to replace AKjobs and staff performance evaluations.
  - o Debu Misra heard a presentation by Heather Arana from statewide HR on PageUp. He asked if this committee would be willing to compare Page Up to Faculty 180 if the Provost is OK with the senate comparing the capabilities of the two. A copy of the presentation is attached to this email. He thought it may be a cost-saving measure to use one software that is already purchased by statewide.
  - o The committee requested specifics of what would need to be looked into. This should be a yes or no question that clearly lays out what would need to be investigated.

- Faculty 180

The contract was for five years, currently in the third year. As a follow up from last month's meeting, Jayne Harvey briefly shared some of the history:

- At Meeting #181 (March 5, 2012) Dana Thomas and Eric Madsen presented to Faculty Senate about electronic faculty activity reporting. Prior to this meeting, Dana and Eric had presented four software demos to members of the Faculty Affairs Committee. Of the four, only two were deemed worth considering (one of which was Faculty180 - Data180). Senators decided they wanted the two software vendors to make presentations.
- Turn-out at the vendor presentations was very poor. At Meeting #182 (April 2, 2012) President Reynolds proposed and created an ad hoc committee to review the two software packages (the eFar committee) in order to make a more informed recommendation to administration.
- At Meeting #183 (May 7, 2012) the ad hoc eFAR committee's final report about their evaluation of the software packages was shared with Faculty Senate.

Backup document for the history provided was attached to the agenda for this meeting. Of particular note, however, is the final report from the ad hoc eFAR Committee.

- The next meeting will be January 20, 2016, 10 a.m. via Blackboard Collaborate. Joanne will set up this platform and get information to committee members on how to connect to the meeting.
- February 17, 2016 at 10 a.m. via Adobe Connect. Chris Lott will set up the meeting on this platform and let the committee know how to use it.

The meeting adjourned at 11:00 a.m. AST.

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