University Technology Advisory Committee
Western Oregon University
Meeting Minutes, May 7 2021, 2pm-3:45pm

Committee Attendees: Chelle Batchelor, Camila Gabaldón , Bill Kernan, Lori Palmer, Jennifer Hansen, Dona Vasas, Michael Smith, Melanie Landon-Hays, Stacey Rainey

Guests: Tom Groves, UCS

Note Taker: Melanie Landon-Hays

Review minutes
- [Review minutes link](#)---Minutes approved from last meeting.

UCS/Security Update --Tom Groves

- The Evolution of Our Phone System (20min)
- Present system challenges: core elements approximately ten years old, ____, ____,
- Unified communications is the standard
- Unified Communications Characteristics:
    - Seamless transition between voice and video calls
    - Unified interface across smartphone, desktop, and browser: functionally identical from windows to ios. End user client matches as close as practical. Match different work styles and different work preferences.
    - Flexible: Multiple Interface Options---any combination of MacOS or Windows computer with headset, android or iOS smartphone, or deskphone. If pursued at scale, there would be a menu we could select from, with a range of cost options offered.
    - Additional Future Features: Dynamic E911, improved call center usability and reporting, integration with google apps for calendar, contacts, voicemail transcription, chat and text (cellphone SMS) integration, call recording, many settings moved to end user "self service" webpage, smartphone integration with native dialer interface, integration opportunities, usually cloud-hosted and sold by subscription
- Project Status:
    - Demo going with Zoom phone, one of the industry leaders. Does 95% of what we're accustomed to and adds so much to the mix and it would be thrilling
    - Several other great options as well: vonage, 8 x 8 global cloud communications, avaya cloud office.
    - Wanted to bring it outside of conversations just at UCS.
- Questions from the chat:

- ○ From Chelle Batchelor (she/they) to Everyone: (2:16 PM) Question re: native dialer. Does your return call look like it's coming from your office phone instead of your personal cell?
  - ○ From Dona Vasas to Everyone: (2:18 PM) If it's a per line subscription would the 877 number or the 88000 number be one subscription even though different phone extensions log into those numbers to take the calls?
- If on cloud hosted phone solution and internet goes down, does that impact?
  - ○ Better and worse---better because if a backhoe hits our fiber line, it could take out our current service, better in a sense that you have your cellphone and can receive the call, but if internet down you wouldn't be able to get to it from your laptop. We've had very few full internet down situations.
- With emphasis on people using mobile phone, are there concerns about that around use of personal devices for work purposes? Will people want to be compensated for phones?
  - ○ HR has had stipend conversation for years.
  - ○ Cell phones are just one type of user
  - ○ Headphones for laptops
  - ○ Can buy phone if someone really uncomfortable with headset
  - ○ Current numbers could be ported over to whatever provider is selected.
- We are on zoom for another year, it would not go away, so if we purchased another system it would not immediately effect how we use zoom. If we secure this as an RFP, there will be a bit of a framework we're working in, there could be an incumbency bias.
- Transferring calls between departments is super easy.

New business

- UTAC Accessibility Subcommittee - proposed survey to identify resources, procedures, policies, and competencies
  - ○ Task force, has an end date of a few months on this task
  - ○ Distribute survey to identify resources, procedures, documentation, competencies that we have on campus as a place to start to gather information about accessibility and where gaps and holes are for training. Working on coming up with questions and not a super long survey, would bring that to the president and cabinet first to look it over and they would distribute it.
  - ○ Start with a proposal for president and cabinet to distribute the survey, would come to a manager or department head through their supervisor rather than our committee dispersing through campus.
  - ○ What do we already have, what do folks know about, what skills are already present in those access related items?
  - ○ The thought was that we could leverage UTAC's advisory capacity to the president to get that process underway.

- ○ Timeline: survey put together by end of May, start gathering information as much as we can over summer and then we can circle back with those who we don't hear from. Sooner than later, but realistic.
- ○ Most people who would be a unit head position go through Summer, so there may be some cases identified where the person/ people know where to find things, so we could wait on those when everyone is back on campus.
- ○ Group was hoping to have this information gathered enough to inform recommendations we would make to UTAC for the next year.
- ○ Recognize Stacey for chairing this task force---thank you!

Tech Table (around the table - share new tech implementations)
- ● Bill: Streaming server and graduation. In production are two streaming services behind a load balancer. Ordered equipment for technology enhanced classrooms. Developed application to answer questions and get a new laptop ready---current standard includes the M1 processor (Mac) and both sides NBME drives. 3x faster than previous solid state technology and 10x faster than previous. Good performers. Testing to streaming server. I thought more would use this. Spoke of performance. Anything that is 2019 or older, we will replace them with machines that have NBME drives---enhanced performance.
- ● Chelle: Pre-proposal in progress for pot of funds from governor's office (GEER funding for distance learning). Tightly defined about how it can be used for distance learning. Academic Innovation has brainstormed some things to have in place---has to be used by September 30th. Consulting with the money people on whether or not these will work. Two technology items: Name coach (add on for LMS) and lecture capture software available; a way to record lectures and have video editing tools embedded in that. If the funds can be used in that way (it's iffy), then they'll talk more with UCS. Three Ricoh printers didn't have the OCR capacity---ordered the chip and it has been installed, can do optical character recognition from printer copy scans.
- ● Dona: No new technology, tuition calculators up, can estimate cost for summer through spring. New printer is coming.
- ● Jennifer: more response, recruiters, students and networking so students can get jobs. Implemented handshake and they offered up a career fairs section there---hosted 6 career fairs online virtually this year. Added a platform called Standout---virtual interviewing platform that has been really great.
- ● Michael: a few things working with Michael Ellis, security wise---vendors to link in to campus and look at HVAC controls and control building systems and with the lock control system. Third one is our electrician and accounting office checking online energy and electricity consumption.
- ● Stacey: we discovered this term and wish we had discovered sooner, in zoom there are faculty who will record zoom and to capture the interpreter, we've worked with faculty to give recording privileges to interpreters and be co-hosts, the multi-pin feature, which was a great collaboration with faculty and accessible from the get go.

- Camila: always lots of little things, recently updated our ez proxy server, nice and brought in some new security features, configured some auto blocks. Brought on a new video streaming service, really well used and liked by our faculty. Faculty senate wise, working on streamlining and interconnecting things, we are working on redesign of website, uploaded old minutes and so we're working on redesigning everything back to Google Drive.
- Lori Palmer: Admissions---CRM---slate, many public universities are on this, it is very helpful. Getting the new slate hosted online application and having that feed into banner. Shay and Kolis have been working on this. Applications will use new slate system. Sophisticated system and so it will take a full 12 months to implement full scale. Can do really sophisticated event management. Hosting events through zoom. Set up in slate through tracking students. Has improved communication and ability to email students. Have created forms across campus (alumni, current student referral form) lots of ability for collaboration with other offices there. Campus wide---working with Wiser for orientation---TSOAR. Lots of thanks to UCS.
- Melanie - excited about website redesign. DEL: student applications in TK20. iPad for teaching.

It was helpful and interesting to hear from everybody and it seems this is something we could do quarterly.

Task this term for Chelle---get iPad group back together, pilot program, WOU is not currently pursuing a longer term contract with Apple. Original idea was to roll out iPads for every student and with current budget shortfalls that is not on the horizon anymore. Get group back together to transition program and utilize iPads we have for duration of their lifetime. When machines expire, they are not likely to be replaced.

Subcommittee updates

- Technology Plan
  - -Subcommittee has begun compiling and identifying technology currently used at WOU, including purpose and scale of use (https://docs.google.com/spreadsheets/d/1uDZySDUO2j8ofpbVVnyr0TNQqLzSadd6im4ZktqjaO0/edit?usp=sharing)
  - -Subcommittee is scheduling listening sessions with different campus units to learn more about how technology supports their operation. Requests for scheduling have been sent to the Research Office, Registrar's Office, Disability Services, and Student Success/Advising. More groups may be identified after this initial round.
- Reporting Subcommittee
  - No report

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    - If anyone is interested in co-chairing, Amy would like assistance with this. The primary responsibility of the co-chair would be to help coordinate the committee and schedule meetings.
    - Particularly folks with experience in data analysis/surveys
    - Email Chelle if able to do it.
  - Tech Accessibility Task Force
    - Reported earlier in meeting