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Guests: Gregory Zobel, Michael Ellis

January minutes approved

Agenda topics - 30 min

Recruitment/retention of students. Where does UTAC have role?

Relevant language from committee charge:

- Prioritize proposals for new university technology systems and academic technologies.
- Present technology financial-purchasing recommendations and plans to University Budget Advisory Committee (UBAC).
- Explore and engage in reviews of new developments in university and academic technologies for potential use, relevance and future needs of the university.

Technology Hub

Involving UTAC in decision-making: what are the characteristics of a technology project on campus that would trigger UTAC involvement?

- Examples from Bill
 - Operations: real world example - when we purchased email security with 5 yr contract with Cisco expires end of June. Need to either renew contract or go with other, potentially Google. Cost is similar, main decision point may be internal complexity, time, FTE takes to run email security system.
 - Server side: using MicroSoft Office Suite, looked at Sun Office Suite that was open source. Gave folks the option of Office or open source product. Pretty much fell flat. Just one example this committee could explore. \$55K a year for Office Suite, could explore options.
- Discussion: if we think through these examples what are some parts that might trigger UTAC getting involved in some way?
 - CHELLE: Email security example one sounds more backend, there may be end user impact. Mainly internal to UCS resources that would be allocated to implement and maintain. UCS resources are finite, may be impact on UCS being able to maintain other solutions. Question that poses: Does UTAC have a role in helping Bill (director) decide on how resources are allocated? This is an example of UTAC weighing in on implementation or projects that predominately have an impact ONLY on internal working of UCS. May be a good example of UTAC NOT having a stake.
 - BILL: No end user impact, a huge impact on internal resource, time to implement, department, etc. End user impact basically one solution better than other. This example not going to be the same as all examples under operations, but we do use outside engineers to help make the decisions, but if we have any mail engineers on UTAC that would be helpful.
 - From the faculty input standpoint, informational exchange from UCS to UTAC, would then be taken to ATRC for faculty to take back to their divisions for comment... meeting on a monthly basis, there would be a minimum 1-month or so turn around time for major changes / ideas requiring faculty input... I would also redundantly discuss at faculty senate, divisions, etc.

- STEVE: Good Example... but my hypothetical response is that Office is so widely used in the workplace, our students really should be highly trained on that application, it would be a disservice to not to, until something changes in the industry.
- CHELLE: Office example the characteristics are: huge end user impact, potential academic impact on students, campus wide impact. Most folks on campus would be impacted which would be a trigger for UTAC. Software access would be a campus wide discussion at all levels, workflow impact, overlap between MS Office, Google Apps, and open solutions, that some have features but not others. That was a great example of a broad impact. Office has similarities to the Canvas implementation. Canvas was an example of impact, student, workflow impact, faculty. Wondering if there are examples that might be more nuanced or might fall into a gray area, has a broad impact as Office but purely operational as the Email client? Something like Workday has campus wide impact on all employees and will easily fall under UTAC umbrella. We've used CircleIn as an example. Nice about having a range: cost? People impact? Having both of those as a range to delineate what we look at. Need to look at what UTAC does with this information, we can circle back to this.
- BILL: Something like this would need to be vetted through UTAC and the Academic Technology Resource Committee. Seen Microsoft is pushing stuff to Assure and acting directory. We use non-microsoft but to use MS at all we would have to use Assure. Discuss all of that. To look at 20% of population is using MS vs 80% using Google we would still need products and licenses, in all these discussions there is going to be complexity. Maybe look at discussion level for operations for a report, look at if this is a reporting update or a full blown discussion.
- M. REIS: Office example good to think through. UTAC could help point in right direction to get data for middle ground. Feedback could be given for UCS to look at a percentage of the campus having a need. UTAC could get data to investigate costs, licenses because full campus implementation might not be necessary. Some information could be found to help guide UCS.
- GREG: one other example gets to smaller populations having more robust zoom accounts for faculty and staff vs students, or qualtrics – plenty of people that want to use that type of account vs. a photo editor, or video editor, that only a part of campus will use. Look at how much of campus will be impacted. Some point we need to shift, if it's a huge price point impacting large numbers of people then UTAC should be involved

Technology purchasing guidelines skipping for this meeting. Missing people.

Two possible paths:

- UTAC develops a framework (create new subcommittee)?
- Or, Accessibility Committee provides a framework and we build out from there?
- Discussion

UCS Updates - 5min Bill Kernan

Paula Baldwin joining MarCom. 3 main projects on the web side of things. (1) Front page: dynamic and sexy. (2) Subdomain for eLearning, create a place for prospective students to find info about eLearning. Sarah (from communications) is also working with Paula, spending lots of time, nothing left behind on how to access social media. I've been posing as them and accessing the social media and keeping it going. (3) Working on email security. MarCom pretty much excluded Deborah from planning, request to add her to meetings. That area more for adult learner, or have a subcategory of eLearning. Original request for changes came from Academic Affairs.

CHELLE: Front page request: inclusive added to priorities, a bit of UTAC here, be sure that we are promoting campus as an inclusive university.

M. REIS: Request to focus on our web accessibility and our school colors are very poor for contrast. Forward facing systems need appropriate alt tags, need to prioritize functionality prior to aesthetics alone. Clear any page with eLearning, adult learning, will need to be coordinated with academic affairs for compliance reasons and using very specific language. Send to Academic Innovation for review of utility of that site, focus of the site, and that we are compliant with state authorization.

Security Update - 10min

Michael Ellis cyber security – physical war in Ukraine has caused cyber security issues. Russia is one of the big 5 that have attacks and state sponsored hackers. Doing tremendous amount of reading news to keep up to date with what is going on, what is going on in world and cyber world. Share a screen from CISA (Cybersecurity & Infrastructure Security Agency). We get 1-6 updates with what is going on weekly such as new Chinese cyber intel. Updates on new ransomware, Spear phishing, bad passwords, phone calls – we try to educate campus about to not become victims. Technical guidance – one of the recent attacks is denial of service. Wanted you to know we are trying to stay updated as possible, each part has specific guidance. WOU IT uses this guidance to clean, fix, repair, protect our systems and provide training for individuals to be aware. We are hitting best practices to meet cyber world.

DUO for VPN – we will be adding this next week sometime. Any connect client should push prompt to phone and validate it. Will have the ability to validate on any phone you have. Extremely useful in portal from home or office.

Infographic: we use a set of controls: CIS18 (Cyber Infrastructure Security) set of best practices for strong passwords, firewalls, etc. working on our assessment using a new tool. Gives us an idea of where we are in cybersecurity process. We are ranging between 20s- 40s, one tool in 60s. midway to 100%. Rates us to other institutions, we have met or exceeded every assessment vs other institutions. We are doing well in comparison to others, but we have room to grow. We are not the easy target. Met with group at noon to make sure we were using this tool to its full extent. Not 100% everywhere, just started focusing on it 2-3yrs ago. We will continue to grow as we continue to mature.

Subcommittee Updates - 10min

Reporting Needs and Tools - written update:

Mike Baltzley has reached out to campus constituents to get information about unmet data and reporting needs. Based on that information, and the capacity of Institutional Research to meet the needs, the subcommittee will make a recommendation as to whether they have fulfilled their charge.

Technology Accessibility - written update:

Our subcommittee has been working on developing Standard Operating Procedures for campus use for purchasing/implementing accessible technology at WOU. We have also been pulling documents from other institutions of their accessibility policies as well as job descriptions for people who work in areas of technology/digital media accessibility (dream would be that WOU has a position that meets those needs, but still much work to do of what that would entail.) We have had many great conversations that have led to discovering outdated policies at WOU that need to be revamped/updated to align with our values as an institution.

A small group of folks from ODS, CAI and UCS have been working on creating a Web Accessibility course in Canvas that would require people who are creating WOU websites and or maintaining WOU websites to take this 30 - 45 minute Canvas course to learn the basics of web accessibility prior to

creating websites. We will be asking for folks from UTAC to participate in the pilot run of the course before sending it out to campus.

Technology Plan

M. REIS: link in chat :

<https://drive.google.com/drive/folders/1mGyblQ8KQdqJHRBGqtDBHiCSAciUxYwi?usp=sharing>

Identified some indicators of whom we might consider our peers for an on campus evaluation to prepare us for accreditation and genesis of the technology plan.

3 documents: original matrix, table of institutions found with data, important components with 3 deal breakers: needed to be accredited by our accreditor, same learning management, and same student information system in which looked at comparable sizes. Left us with OIT, EOU, and Evergreen State. Will reach out to senior leadership in IT willing to come on campus and do a needs assessment.

Write up of those three colleges in document in folder as well.

CHELLE: New to accreditation, report was just submitted and the folks we will be inviting will have similar process of what we will go through. How does the process work for accreditation, what is the timeline for that, and what is the timeline for what this team is doing, and how do they relate to each other?

M. REIS: Midcycle update was just submitted. President brought in the idea of having external reviewers with this. We will look to do process separate from our accreditation but mirrors it. What do the evaluators do, needs, meetings, artifacts, etc. Reviewers can provide us some priorities of what we need to do for accreditation and reaffirm what we are doing from campus strategic level. Midyears are self-reports, not actual visits. Conversation that Jay and I had was "how to write a technology action plan under interim leadership" Do some self-study around this so that next year's action plan can come from updated information. For instance, academic innovation didn't have people, that's changed, if you were doing this today what would be better? Get external view to see work we have done. We aren't worried about next accreditation but the whole process is strategic so getting external views is helpful.

Thank you all!!