University Technology Advisory Committee Winter 2025 Retreat

February 21, 2025

Location: HL 107

Agenda

12:00pm -12:30pm	Lunch (WOU catering)
12:30pm - 1:15pm	Digital Accessibility Policy - UTAC approval vote - Chelle/Tom
1:15pm - 1:45pm	UCS strategic plan - Tom
1:45pm - 2:00pm	Break
2:00pm - 2:30pm	Demo and discuss portal / Ellucian experience - Gabe
3:15pm - 3:30pm	Break
3:30pm - 4:00pm	Banner Optimization / work with SIG / Banner Student - Tom/Gabe/Amy
2:30pm - 3:15pm	Software procurement - All

Digital Accessibility Policy

Review policy
Questions from the subcommittee:
- Could we add a standard link to all of our web presence footers (i.e. Banner, Wordpress), "not accessible? Click here" that goes to a centralized place for further routing?
  - Yes.
- Where would initial remediation requests be directed to?
  - It might be possible for the form that is currently used for event accommodations to also be used for remediation requests. Project: create a web form.
- Who would have authority to take action (i.e., follow up with a supervisor) if a content creator refuses to make their content accessible?
  - Need administrative support for an accessibility coordinator, possibly in the DEI office.

- How will this policy be implemented? Change management / communication plan?
  - Include UTAC review of this policy in a year after it is implemented
  - Need to start communicating immediately about the changes to Title II and raise campus awareness - Camila, Dan

UCS Strategic Plan

Link
- UTAC members discussed and provided feedback on the plan.
- Discussion of the strategic plan surfaced an issue with the University Name Policy and questions about whether it was ever passed as policy, and how we might implement a name policy.
  - Implementation group couldn't come to agreement about the implementation plan and stalled.
  - Circle back to this with Evan Sorce and UTAC.

Ellucian Experience

- The current version of Wolfweb will no longer be available after December 2025.
- UCS is working to replace all of the functionality in WolfWeb by then
- They are also implementing Ellucian Experience, which will eventually replace the Portal

There are things in the Portal that might not be able to build in Experience.
Some of those things could be

Okta also has the ability to build a landing page with tiles. UCS Does not plan

By the end of the year, WolfWeb will change to experience. Over time, after people are used to using experience, more content will move from Portal to Experience. Eventually, Portal could go away.

For students it would be better to have a clean break where they move to an entirely new experience in Fall.

Faculty also would benefit from a launch in Fall so they have to enter their grades in Banner 9, but can go back to Banner 8 if they can't make it work.

SIG, who is helping with Banner Optimization, can also provide some input and consulting.

OIT uses all the apps. It is a bit of a find and seek - it would be better to consolidate what we can, because too many tiles can be overwhelming.

It would be great if the tiles could be responsive to a student's place in the admissions process. For example: incoming students need financial aid, so financial aid pops to the top.

It can determine the tiles that are displayed by role. Banner by default has students / staff / faculty. We would need to be able to define those roles.

Accessibility - it is responsive by default, changes display when accessed by phone. It is also under active development, unlike WolfWeb which is not.

Banner Optimization / work with SIG / Banner Student

- The project is moving forward and the grant from the state of Oregon has been received.
- They are tracking the work they are doing, including Milestone Progress and expected completion times.
- They will be looking at specific processes to see how much staff time is saved. For example, how long does it currently take to place holds, and how long does it take after optimization is complete?

Electronic Forms -
There is still $100,000 in the budget to work on electronic forms and paper-based processes that are outside of banner. The work group might need to wait until after Student has been completed unless people have the capacity to do parallel work on forms.

Docstar - UCS is increasing capacity for supporting DocStar. We need to do an environmental scan of the needs on campus first, then determine whether docstar has the capabilities we need or whether we need another tool.

SIG and Banner Student - 3 days of meetings, so a lot of staff time (would be great if we could be reimbursed for their salaries on those days). For student, a lot of what we are doing is already baseline or using mods that we no longer need. There was good conversation about process, some reaffirming that they are already doing the right things. And also make decisions about the move to Banner Self Service 9. Also a good conversation about registration holds.

Bursar is proposing a new hold policy that is based on a set fee, which will enable auto-holds. Right now they place 700-800 holds and staff are individually calculating them. Once we get a threshold we can set up an automated process to put them on and take them off. Also working

on data transfer between Financial Aid and AR systems. This will show when Financial Aid is on its way so guaranteed funds can cause holds to be lifted in an automated way.

The consultants will also help improve Degree Works and also aspects of Banner that can streamline managing faculty workload. This will take the place of pay adjust forms and other manual processes.

Wolfweb will also be able to do Proxy (student initiated) and Global Proxy (administrative) access to be able to see what the student can see. This is important for student-facing services because it is difficult to help students when you can't see what they are seeing.

Software procurement

- Question from UTAC - how is WOU ensuring the software we purchase is: 1) accessible 2) non-duplicative? 3) secure
  - Secure - Cyber and Data integrity
  - Accessibility Audit and/or VPAT requirement?
  - Non-duplicative
  - Strategically meeting collective needs

Transparency of processes – making sure it's clear what the processes are and where to start.

Business Office does stop technology purchases that have not been vetted by UCS.
UTAC could do a survey of campus to find out what processes are being done manually, or what software is being used.

KACE has the ability to track what software is currently in use
KACE can be programmed to provide a self service solution

Software that the university purchases and students use - this should also be vetted. CTL have been talking about restricting access so faculty can't install their own software and CTL provides a curated list.

Need to have a transparent process that everyone on campus is aware of.

Artificial intelligence is an area that people are trying out, and maybe that's ok, but guidance can be helpful. For example: using Chat GPT to record a meeting when Zoom can already do it.

Also there is the values based question, what do we want to support? The university could make choices based on our values.

Next meeting: technology to help protect faculty who are teaching about DEI in their classes - Kristin and Ben will bring examples.