

University Technology Advisory Committee

Western Oregon University

Meeting Minutes, March 19 2021, 2pm-4pm

Committee Attendees: Chelle Batchelor, Bill Kernan, Michael Reis, Stacey Rainey, Dona Vasas, Jennifer Hansen, Lisa Catto, Steve Taylor

Guests: Michael Ellis

Note Taker: Camila Gabaldón

*****Begin Recording**

Minutes are approved [Review minutes link](#)

UCS/Security Update

- Cyber Security - Michael Ellis
 - Information about incident from a few weeks ago, which is being made into a training for campus.
 - Received a phishing call. A campus user was contacted by someone who claimed to be from Amazon, indicating that they needed to provide a refund for fraudulent activity on their account. The user followed the instructions, which included downloading a remote access application on their WOU laptop on campus.
 - When using the laptop a few days later, someone (not the user) was moving the cursor on the screen and ultimately indicated that they were hackers. Typically in this situation, the hackers will install software that will keep their access and attempt to still data.
 - UCS needed to assume that all of the data on that laptop or the drives it had access to was now accessible to the hackers, which was a significant amount, or prove that it wasn't.
 - Needed to determine if account was compromised and what they had access to, as well as catalog every device that the computer communicated with during the 48 hours the hackers had access to it.
 - They then needed to make sure that the actual laptop and user accounts were secure.
 - At the end of the day found no evidence of data loss or the attack spreading, so they sent it off to the FBI, who let WOU know that,

typically, hackers have the person log into their bank account, blank out the screen, then make it look like they refunded too much so the user transfers the "overage" back.

- In this case, they also did not encrypt the drive or install ransomware.
- The security training has a safety checklist. This is not the kind of attack that Sophos would prevent, since they were using a legitimate program.
- If you don't need the files in your drive, delete them. If the data are stored somewhere else, delete them.
- We were very lucky.
- Question have we ever had an incident where student info was taken?
 - Yes, we had an incident that reveals the SSNs of about 50 students. They received letters from the president and free credit monitoring after the incident, but UCS is not aware of any further issues with that situation.
- We have a good relationship with the FBI and have helped them in the past, including a time when UCS assisted them by looking at logs to see if attempts to reset passwords by a bad actor had been successful. None of them were.
- Question: Do we have an institutional subscription to a password manager? And, is there an informational training that helps folks walk through clearing old stored passwords from browsers, etc.?
 - There is a training about setting up LastPass
 - In many hacking events, the first thing that they do is run a script to get all of the unencrypted passwords from browsers.
 - We do not have an institutional subscription to LastPass.
- An 8 character password can be broken in about 2 hours; a 9 character password currently takes about 12 years.
- Question: What is the difference between H drive and I drive?
 - H drive is individual's files, I drive is a departmental drive, J drive is the shared drive for interdepartmental sharing
- Question: Is a password protected Excel spreadsheet of passwords safe?
 - No. There are many tools to break Excel passwords.

New business

- Technology Accessibility Task Force - Stacey, Lisa, Michael, Chelle
 - Chelle, Stacey, Lisa, and Michael R. met.
 - Identified areas to look at: Structures & Processes, Resources, Training
 - Focusing on resources for this year, exploring what we have.
 - The four of them are planning to pursue this and welcome additional members.
 - If you know of a resource or someone who may know of significant resources on campus, please let them know.
 - Formation of the task force was approved.

- Add information sharing item to UTAC agenda template? New Tech implementation?
 - Chelle and Bill are asked to report at least once a month on the activities of UTAC and have typically reported on the informational items but it has never been made a structural part of our agenda.
 - Could even do a “round the table” report on what new things we are doing related to technology.
 - They usually report out to University Council and Board Finance Advisory Committee.
- Zoom capable Smart Classrooms - proposal to Cabinet for CARES II funding to upgrade classrooms

Proposal A to be completed in-house before Fall 2021		
Building / room	Room type	Est Cost
BEL 235	D	\$11,613
BEL 334	C	\$5,381
DSC 101	C	\$5,381
HW 105	D	\$11,613
HW 203	C	\$5,381
HW 204	C	\$5,381
MNB 103	C	\$5,381
NS 101	D	\$11,613
NS 103	D	\$11,613
SH 122	C	\$5,381
Total		\$78,740

Discussion

- There has been some discussion about this. Bill provided a document pricing out 26 total classrooms, including 10 for this fall, 6 of which are to be contractor implemented. At this point it has been approved for phase 1 (10 classrooms in fall, all of which are either large classrooms/auditorium or medium sized classroom). 1 DeVolder, 2 Bellamy, 3 Health and Wellness , 1 Smith, 2 NSM, 1 MNB
- Malissa Larson has been included in the discussions.

- The initial discussions have indicated that classrooms would be primarily used for guest presenters, rather than students taking the course remotely.
- Faculty may want to use them to allow students to take classes remotely, as we don't want to provide barriers to enrollment.
- There are quality and accessibility considerations about mixed modality classrooms, so we would need to be aware of the challenges of going into that kind of environment if faculty wanted to go that direction. A moderator or teaching assistant to make sure that distance students are included can help with some of these challenges.
- The interest in having mixed modalities should be conveyed back to Academic Affairs.
- Could be a pilot project/ test group.
- It would be interesting to know what percentage of our students plan to come back this fall. OSU has substantially invested in this technology for fall, planning on a large number being reluctant to return.
- The next data point that would be useful to have would be the survey being done to determine the mix of modalities that will be offered this fall.
- Folks are seeing a drop in student employees and applications for student employment positions and are concerned about what this implies for enrollment.
- We should be thoughtful as we add new modalities, so we don't spring an untested modality on students and faculty.
- Trying to launch a pilot for fall might be a change in direction from the current plan, so may be difficult.

Old business

- None.

Subcommittee updates

- Technology Plan
 - Started meeting to go through previous work. Will keep meeting and, hopefully, have something concrete to bring back to this group soon.
- Reporting Subcommittee
 - Written report: The Reporting subcommittee held an initial review of the survey results and plan to meet again once they've had more time to dig through the data. Their current focus is on identifying trends and determining in what areas we would like to drill down for more actionable information.

Round the table items

- Making progress on the hub and spoke security project, specifically the campus spoke. About 5 buildings have been moved already.