University Technology Advisory Committee

Western Oregon University

Meeting Agenda and Notes Document

February 17, 2023 1pm-2:30pm

[Zoom link](#)

Committee Attendees: Chelle Batchelor; Bill Kernan; J Hansen; Camila Gabaldon; Amy Clark; Dona Vasas; Mike Baltzley; Keats Chaves; Robyn Melton;

Guests: President Peters, Michael Ellis

Notetaker: GZ

Next notetaker: (not Baltzley, Lopez-Melton, or Gabaldòn) - Hansen

Past agenda: 📄 January 2023 Meeting Agenda

Agenda

- Welcome President Peters
- Introductions
- Review proposed revised charge with Dr. Peters
  - Charge
    - Review that UTAC was created to support shared governance at WOU
    - Chelle
      - UTAC has made some changes based on UTAC being in an advocacy role
      - Included components to ensure student voices are heard, included
      - Develop ability to advise on technology policies
      - Place to support visioning technology on campus
      - Thinking about technology as a community
    - Pres Peters
      - Likes charge
      - Supports committee to feel empowered to make suggestions
        - Also advocacy, exchange of ideas with the President
        - Committee shouldn't always wait to be consulted, but raise issues that committee sees as important to President
        - Potentially suggesting technology changes/needs as they come up
    - Amy
      - There's been some struggle about advisory type of work

- Multiple subcommittees or working groups (banner user; data integrity [DIG]) have been formed
- Challenge is coordination between them and ensuring that their work is effective
- Perhaps have UTAC as a coordinating group or umbrella for the smaller working groups
  - Pres Peters
    - Challenge of having representatives from community stakeholders versus having a manageable committee size
      - Does not want to micro-manage
      - Try to keep it effective but manageable
        - If member number is smaller, then still have other experts/stakeholders who can come to meetings that are relevant/impacted by them
    - Technology is a web that reaches across campus
      - Need to make sure that when tech decisions are made that impact campus users, those users need to be informed so it's not a surprise
  - Amy
    - How does UTAC find its place in decision making
  - Pres Peters
    - How do we advance technology on campus?
    - Ensuring when switches/changes in technologies/software/services, that there is plenty of time to have conversations with users about impacts and how it could improve users' experience.
      - Also planning cost, implementation
      - Also making suggestions about possible changes
  - Chelle
    - UTAC has strong capacity to foster campus conversations/discussions about technology, but how does UTAC learn about these different initiatives?
      - Difficult to engage or advise if UTAC does not know.
        - Thus student impact/voice may be missed.
    - UTAC has discussed having specific triggers to initiate UTAC's involvement
      - If there's a specific price point, if something goes through legal like cybersecurity, or if it's student facing
  - Amy
    - Some challenges are when there's some specific software used only by specific units
      - How do you gather/gain this information?
  - Pres Peters
    - May be an opportunity to start shifting culture

- Ask Staff and Faculty Senates to potentially discuss the role of committees like this and how to use them more effectively
- Need impacted people involved to avoid unexpected problems
- Doesn't know about needing to submit routine reports to Board of Trustees and University Cabinet
    - Admin and Finance Subcommittee
- Chelle
    - How do we ensure a two way communication channel between UTAC and senior leadership about what UTAC is working on?
        - This enables having other broader perspectives from folks in Cabinet about other initiatives that may be happening on campus but UTAC doesn't yet know about.
- Pres Peters
    - Connections potentially to University Council
    - Perhaps set out a chunk of time to share information and hear back
    - Make it regular and formalized as opposed to informal–get involved in process consistently
- Chelle
    - Make sure UTAC is empowered to also engage, discuss with campus leadership
        - And get feedback if UTAC ideas, initiatives, are viable
- Pres Peters
    - Other leaders on campus may have some ideas about ways technology can be used–and also answer why, or why not, we are using specific technologies
- Amy
    - Ideally, UTAC could help bring forward ideas, identify resources that could support the ideas, and then the benefits of said ideas; thus bringing forth possible proposals
- Pres Peters
    - Appreciates the revisions
    - Wants to see UTAC be more functional
        - Help people understand why and how things work
- Amy
    - Should we do something about the BFCC and DIG group?
- Bill
    - We don't have HR representative on UTAC, and so making sure that they're included if we're discussing software that they're using or it may be impacted
        - Invite them?
        - Include them on the subcommittee?
- Amy

- Important to create some connections/structure that includes BFCC and DIG because Payroll and/or HR have people on those subcommittees
  - Try to avoid creating too many more committees–rather making use of the subcommittees and their work in more coordinated ways
  - How does one make the communication more efficient between UTAC and its subcommittees?
  - Banner Functional Coordinating users
    - Meets once a month
    - Helps coordinate for clones, upgrades
    - Might also be able to bring up ideas to UTAC or have UTAC ask them to consider specific projects
      - Like testing environments, timeframes, etc.
  - Data Integrity Group
    - Meets monthly
  - Think about timing DIG and BFCC meetings so that they can bring stuff to UTAC
- Point on importance of structure
- There's been turnover in the subcommittees, so perhaps reinvigorate and realign how they interact with UTAC
- Dona
  - DIG is solid; smaller than when it first started
  - BFCC: more about which areas on campus are testing things so they don't step on each other's toes
    - E.g. don't do upgrades, etc.
      - Coordinate blackout dates
- Amy
  - Was thinking maybe expanding BFCC's role
    - Not just banner users directly, but it's used by core offices that could have useful insights
    - Sees potential of BFCC's role expand beyond just Banner
      - For example, if/when it rolls out and then what it's going to look like
      - Trying to create streamlined, consistent student/user experience
- Dona
  - Everyone uses Banner (WolfWeb)
    - So if there are changes, all WOU folks will be impacted
    - Maybe UTAC can help educate/train campus and/or to seek ideas about how to improve the new Banner
- Amy
  - Expand scope of BFCC
- Chelee

- Logistically, it seems like it would be easy to make these changes
  - Some current DIG & BFCC members are on UTAC
  - For UTAC, DIG & BFCC could report to UTAC and potentially bring agenda items to UTAC for it to consider
- Amy
  - Reviewing the charge, maybe one step is to formalize the communication/coordination/reporting relationship
    - How often, what expectation, what are responsibilities
    - How does it work?
    - Importance of creating structure and ensuring that it is in UTAC's Revised Charge
    - Amy volunteered to propose some language
- Chelle
  - There are no objections to Amy's suggestion about proposing language
  - Appears that we are good to go with the charge
- Membership
  - Chelle
    - Financial Aid–potential members
    - This point there are vacancies
      - We can outreach now or a bit later to try and fill the vacancies with the new charge
  - Amy
    - we should reach out to HR, Financial Aid
    - Maybe include Admissions if they have time, bandwidth
  - Folks are not sure if Admissions is part of DIG, UTAC, or
    - Amy: we should have Admissions at the table somewhere, whether DIG or UTAC…
    - Dona: suggests DIG given basic talks about data, consistency, etc.
      - Seems like the most relevant spot
      - Admissions is where all the data for students start
  - Chelle
    - Framing UTAC as nucleus of network
      - UTAC is strategic piece
      - DIG, BFCC have operational pieces
    - List DIG, BFCC as part of UTAC
      - Still members of UTAC even if they only go to DIG or BFCC meetings
  - Amy
    - DIG, BFCC, UTAC already meet during the same week but different days
  - Chelle

- April meeting: maybe have it as a call for all people on DIG, BFCC, and UTAC at one meeting to figure out if everyone wants to handle it that way
- Will not add admissions to UTAC members list
  - Cause they may likely be in DIG or BFCC
- Relabel DIG, BFCC not as subcommittee but as an allied working group/aspect of UTAC
  - Amy
    - UTAC has the connection at level with cabinet that DIG and BFCC does not have
  - Chelle
    - Leave name at standing subcommittee for DIG, BFCC?
  - Mike
    - If we're agreeing on the membership, does that mean IR is no longer on UTAC?
      - There's already an IR member on DIG
    - IR's role is more relevant to DIG than it is to UTAC's larger role of promoting technology use on campus
  - Chelle
    - Current membership list is on the UTAC Charge Review document
    - Refers back to conversation with Pres Peters
      - Ideas, strategies can start with UTAC
        - We've talked about it a bit, but we don't have a system for how that might work
        - Wants to encourage, faculty/staff representatives about how that might work
          - Surveys to find out pain points
            - Perhaps do a faculty technology use survey
        - How are we identifying possible projects, ideas, goals that are from the committee as well as from the community outside of UTAC.
  - Amy
    - How do we understand/get a sense of what our user community is experiencing–what might be helpful or what some problems are.
      - Perhaps subcommittees could be a place
        - Bring things to UTAC
    - Maybe have standing meeting agenda items
      - What projects are people working on
      - What problems have people brought to you
        - Sharing for awareness–quick check in

- Reports
  - Subcommittees

- - - ■ No Reports
    - ○ DIG
      - ■ No Reports
    - ○ UCS / Cybersecurity
      - ■ Michael
        - ● Topic: Computing Alerts re: Secure Email
          - ○ Do folks have questions, concerns, feedback re: the shift to Secure Email?
          - ○ Michael is meeting with different power users to ensure that the new system works for them
            - ■ Helping determine what is the best way to share information in the most secure way
            - ■ Sort out appropriate process
          - ○ Newer system is more user friendly
          - ○ Questions/Comments:
            - ■ How often do you think secure emails will be rejected?
              - ● Most/all big players are using secure email
              - ● Confirmed with Google that we can include exceptions for encryption
              - ● M Thinks it will be rare
            - ■ For degree partnerships
              - ● If it's SFTP, it should be fine–if there's a bump, solution is likely fast.
          - ○ Question/Comment
            - ■ File recovery video is awesome according to Mike B!
          - ○ Gracias!
          - ○ How do you log in to desktop version of Zoom when you're working from home?
            - ■ Challenge finding guide/relevant information on the UCS page
              - ● Add WOU-edu
          - ○