UNM IT Academic Technologies Advisory Board
Minutes: Tuesday, June 26, 2018
Scholes Hall, Roberts Room
9:00 am – 10:30 am

Attendees: Alex Seazzu, Julie Coonrod, Debby Knotts, Eric Sanchez, Brian Pietrewicz, Duane Arruti, Elisha Allen, Greg Gaillard, Kirsten Martinez, Dean Bernardone, Chris Lippitt
Chair: Mark Peceny
Support: Emily Morelli

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| 1. Review of Previous Minutes (April 2018)  
  - No changes. |
| 2. Items from the Scoring Committee (Elisha Allen)  
  - **Accessibility for Online Class Content Tool (Elisha Allen)**  
    - The scoring committee reviewed a BlackBoard product to identify inaccessible content and create accessible versions (pdf or audible). The tool is LMS agnostic and performs a comprehensive analysis of LMS content. The committee recommended requesting institutional funding of $45k after discussing other options. Currently, there is no institutional solution and no identified funding. Inaccessible content is usually identified by students, with a lag in fixing it.  
    - CIO Arruti inquired if this would replace other products in use and whether it handles captioning. Mr. Allen noted it identifies content that needs captioning but does not provide the captioning, noting it is an auditing tool with pdf capability. CIO Arruti inquired about any auditing tools the IT web team has used. Alesia, Director, IT Applications responded that she will gather information for the board to review about any recurring costs.  
    - Greg Gaillard, Associate Director for Campus Outreach, noted that a fine for being out of compliance would likely exceed the cost of the tool.  
    - CIO Arruti noted that the next step would be to speak with Accessibility Resources and Student Affairs about possible funding, then up the chain of command to the Provost, then to the IT Governance Council, and then it would be added to the priority list for the next budget cycle.  
    - Debbie Knots stated that she would research a funding contribution from extended learning; she felt the tool would be especially useful for managed online programs.  
    - The Board gave approval to start the funding conversation as well as examine other options in discussion with IT Applications.  
    - **Action:** CIO Arruti will determine if UNM IT will have one-time funding available to assist. Emily Morelli will place this item on a future Board meeting agenda in late fall. |
|   - **Online Virtual Desktop Infrastructure (VDI) Lab to Support Online Master's Degree in Geography (Elisha Allen/Chris Lippitt/Brian Pietrewicz)**  
    - Chris Lippitt presented a proposal is to use a student lab as a test bed to deploy VDI on machines already in use. This will allow students taking online courses to access software from home. Mr. Lippitt noted that computing in geography is often more intense than what home computers can manage. He noted VDI is expensive up front, but will be much less expensive per user moving forward after the initial cost of implementation. The Geography department would like VDI available before offering online courses in order to ensure access to tools. |
DCIO Pietrewicz noted that eventually VDI could be used by all faculty for teaching purposes. In this proposal, UNM IT will build an environment to support 50 concurrent users, using $100k from UNM IT salary savings. Also, UNM IT Academic Technologies has agreed to use $50k allocated for a lab refresh. Ms. Knotts stated that programs considering going online have had to worry about specialized software access and expense over the past ten years, and that there were a litany of use cases—chemistry software, engineering, fine arts animation programs, etc.—that could benefit from this opportunity. CIO Arruti noted that growing UNM’s online student base is strategic. He noted that after the pilot is complete, if there is a decision to grow and expand VDI, the Board might consider this as a potential priority in December.

Dean Peceny requested regular reports on the pilot progress over the course of the next year.

Dean Coonrod inquired if there was a written proposal and whether it could be grant supported and stated there was value in writing a proposal. Perhaps a grant would be funded if proposed through a security angle. Debby Knotts noted that another proposal angle might be to provide evidence of efficacies for rural New Mexico. Dean Coonrod also noted the opportunity to reach out to and the oil and gas industry areas of the state. Dean Peceny also noted that the joint PhD program with NMSU in Geography could warrant a request for state funding for a multiyear pilot.

**Action:** Brian, Elisha & Greg will work on an initial proposal.

### UNM Learn Contract Renewal (Elisha Allen)

UNM’s current contract covers annual maintenance of software; UNM does not pay for license subscription or hosting. UNM’s multi-year Learn has expired; UNM has been renewing yearly at 5% annual increase. In negotiating for renewal. Mr. Allen requested quotes for 3-, 4-, and 5-year renewal options. The scoring committee initial suggestion is a 3-year renewal because that’s how long it would take to migrate to another solution anyway. The timeframe for a decision is end of August for decision. Mr. Allen will bring more information to the July Board meeting.

Dean Coonrod suggested faculty be surveyed in July for input, even if a 3-year extension takes place, to see how they feel about different solutions. Dean Peceny noted that the Provost has commissioned a teaching and learning redesign committee and their feedback would be important.

**Action:** Mr. Allen will send out a targeted survey. Dean Peceny will invite Vanessa to the next committee.

There was discussion about the scorecard process and bias in scoring, as well as overlap between projects that should be scored by more than one committee, such as FAAR Tools. Dean Peceny suggested this will be an upcoming agenda item for further discussion.

### Summer Classroom & Technology Refresh Update (Elisha Allen)

Tim Johnson updated the board on summer projects, including: refresh to 6 classrooms in the College of Arts & Sciences, at $300k; digital upgrades in 32 classrooms in Mitchell Hall; replacing projectors in Dane Smith Hall; full upgrades for 2 classrooms in Woodward, 3 at the College of Fine Arts and Northrup upgrades.

It was noted that perhaps the Provost could include information in a communique to communicate to faculty that these projects are being completed before the fall semester starts to serve the dual purpose of notification and publicizing good news.

Mr. Johnson noted that Engineering is still looking at funding to upgrade some classrooms.

**Action:** Tim/Elisha/Emily to work on communiques.

Chair Peceny inquired if the board would like to play a role in identifying classroom upgrade opportunities next year. Mr. Johnson agreed that it would be helpful to solicit information
from the board. Currently, the Academic Affairs & Provost teams set priorities and there is a 5-year waiting list. If the IT/Provost capital funding request is funded, it will help. Mr. Johnson noted that it would be beneficial to gather input on what types of technology faculty want to bring into classrooms.

- CIO Arruti noted that there is a $2.2 million capital request for wireless and that he will present to the HED in August.
- **Action:** Mr. Pietrewicz or Mr. Allen and Steve Perry, Director, Networks, will present the HED information to the board next month.
- Dean Coonrod noted that viewing budget implications for classroom refresh and rotation is useful.
- **Action:** The five-year waitlist will be presented to the Board in early fall.

3. **Common Course Numbering (Elisha Allen/Mark Peceny) deferred**

4. **Prioritization (Mark Peceny) deferred**

5. **Computer Refresh (Mark Peceny/Duane Arruti/Kirsten Martinez)**
   - UNM will realize upcoming rate reductions for FY19 for basic cellphones and smartphone plans. Currently, there are 790 UNM smartphone users and 247 UNM basic cellphone users currently on UNM’s plans. UNM will recognize savings up to $40 on smartphones. Smartphone plans will be reduced from $97 to $75. UNM IT is encouraging departments to consider using savings to implement or augment a workstation refresh program.
   - The completed computer RFP awarded vendor is Dell. UNM has realized approximately $400k through the computer purchasing pilot since May 2017 (with a minimum 39% discount). UNM will also collaborate with Dell on efficiencies in inventory, tagging, and asset disposal. Discounted rates include personal purchasing for staff, students and faculty. Through rebated funds, UNM will also pilot a funding request program for refresh. Ms. Martinez anticipates $80k in rebates for FY19. Based on spend figures, IT will determine what rebate amounts are allocated to Main campus, HSC, and Branches. The refresh pilot will use UNM IT tier standards, and requesting and awarded departments will work with IT to select configuration and coordinated purchases. IT Finance is developing the process for application that will include meeting certain criteria such as eliminating older workstations, committing to a one-workstation-per-person policy, that recurring set-aside funds be established for future refresh.
   - Dean Coonrod noted that research should be excluded from any stipulation regarding single workstations per person. CIO Arruti noted that the refresh program is for departments with little funds for refresh, and does not include research. IT’s long-term goal is to build refresh into the funding model.

6. **Funding Committee Update (Kirsten Martinez)**
   - UNM will be discontinuing Verizon for conferencing services, in favor of InterCall, which will provide 50% savings and has many benefits, including the possibility of Skype integration.
   - The funding committee completed an analysis of current IT costs and the impact of the headcount model proposal on the college, unit and branch levels. Ms. Martinez will be sharing this information first with advisory board chairs, and then determine when and what to present to the advisory boards in the future.

7. **Help Portal Redesign (Brian Pietrewicz)**
   - Progress is being made toward reimagining the Help.UNM portal in a simple, straightforward manner that captures what the end user is experiencing or would like to see in terms of their service requests. IT is also working out how to track it in a way that users can see.
• **Action:** Help.UNM portal reveal at next Board meeting.

**Next Meeting:** *Tuesday July 24, 9-10:30 am, Scholes Hall, Roberts Room*