UNM IT Administrative Technologies Advisory Board  
Wednesday, March 20, 2019  
Scholes Hall, Roberts Room  
1:00-2:30 p.m.

Chair: Chris Vallejos  
Attendees: Victor Griego, Sheila Jurnak, Ava Lovell, Brian Malone, Elizabeth Metzger, Theresa Ramos, Vahid Staples, Kevin Stevenson, Naren Tarikere, Adam Weeks, Elisha Allen, Duane Arruti, Tuan Bui, Nadir Khalil, Glenn Nicol, Brian Pietrewicz, Barbara Pfaff, Alesia Torres

**Topics**

1. Approve previous minutes (January 2019) – Approved

2. Electronic Signature (CIO Arruti)  
   CIO Arruti advised the committee that based on increased interest in using electronic signatures, purchasing and the CIO licensing team are reviewing Docusign and Adobe Sign. Procurement currently uses DocuSign. Under their current licensing agreement, they are able to support a limited amount of additional use. If the review determines there is sufficient interest in ongoing usage beyond the current license, the next step will be to identify which option will meet the identified need at the lowest possible cost. Funding beyond purchasing is not identified which will influence the decision. The Docusign renewal must be completed by the end of March to secure the best pricing. A decision will be finalized by the end of March.

3. Budget and Priorities (AVP Vallejos)  
   CIO Arruti discussed IT funding that was included in bills presented to this year’s legislature. IT priorities were included in the $11 million request. This included $3.2 million for wireless improvements and improved technology in larger classrooms. These classrooms have older technology that is out of support at this point. As part of the budget approval process, the IT portion of that bill was removed. For the capital outlay bill, $655,000 is an approved line item for technology initiatives that are $50,000 or less. These include two department led initiatives of $50,000 each. Also included is funding for modernization of the largest classrooms, networking, storage and server projects.

   CIO Arruti reviewed that status of the academic technologies budget for FY20. BLT and the student fee review board (SFRB) are reviewing and discussing different options. Currently, this funding is under SFRB and is based on credit hours. FY19 funding was $1.8 million, and this was cut by $142,000 due to enrollment declines. That has been covered for FY19 with one-time central reserve funding. This approach for covering IT funding highlights the importance of these discussions about moving funding to I&G. A full swap for academic technologies funding to I&G would not be feasible. In concert with SFRB and BLT, there is a preliminary motion to have a stand-alone student fee to cover most academic technologies funding. One option that was considered is a $25 per student fee Fall and Spring and $10 for Summer. This leaves $600,000 in funding that is used for IT student employment; it would either be unfunded or SFRB would continue to cover. Another option is $40 per student fee in Fall and Spring and $10 in Summer which fully covers the current academic technologies budget. This is the version BLT has approved. This model moves from a credit hour to student headcount model which aligns with how license fees are structured.

   There is a proposal under discussion for Adobe Creative Campus licensing to increase digital literacy in the classroom. These tools are currently used in architecture, CFA, and communications. This initiative will provide the same solution to every student. The cost is an additional $10/student versus the current $240/student so for students who actively use it, it is a high value solution. This program
also supports faculty in embedding multimedia options into their curriculum. IT has met with GPSA, ASUNM, Deans, and HSC to gauge interest. To fully take advantage of this opportunity, broad communications about the initiative will be part of the implementation strategy. CIO Arruti advised it will be included in a welcome e-mail that will be sent to all faculty, students, and staff; the e-mail outlines available IT services. Regular follow-up to promote the Adobe tools will also be needed. IT Director Allen shared that Adobe will partner with us to do a large, initial marketing campaign. They are also contributing $100,000 to support a facilities project on campus related to the initiative and will continue to provide support beyond the initial launch.

AVP Vallejos commented how diligently IT is working to ensure service needs are maintained in the midst of budgetary challenges.

3. IT Workload (Alesia Torres)
   a. Escalations
      i. STEM Women and Minorities
      IT Director Torres presented a reporting project from the Graduate Studies Office requested by Dean Coonrad. IT Manager Pfaff would use Banner to capture certification information for faculty and faculty advisory committees that work with STEM women and minority projects. This provides data on the workload and faculty commitment to these projects and programs. The project also meets reporting needs for Advance projects. Escalation of this initiative impacts allocation of resources for 2 other projects: 1) Automation and consolidation census freeze and 2) Preferred name project that is due in July. IT Director Torres proposed moving the STEM project start from July to September to finalize the other two projects.

      OFAS Director Ramos discussed concerns that this is a redundant effort. The FLAC workload module could be used to track faculty service. Ellucian will need to be involved to fully implement the module, but this would also address faculty workload more broadly than just faculty service commitments. Full implementation will approximately be a 2-year commitment for IT and the Provost’s office. The tool could be used for meeting the HLC teaching credentialing requirement. OFAS’s short-term solution is working well; the total cost outside of staff time is a $50 license for a template that provides required reports. OFAS Director Ramos suggested FLAC needs further evaluation and discussion and would like to see if the Graduate Studies immediate need can be met while FLAC evaluation is completed.

      **Decision Item:** CIO Arruti suggested the Provost and Graduate Studies Office should advise next steps for the STEM project. The project will be scheduled for a September start. If the outcome of the Provost/Graduate Studies Office discussion changes the September start, that will be brought to this committee for review.

      University Controller Metzger asked about the committee’s role in reviewing escalation requests. ERP has approved the project. IT Director Torres advised the committee’s role is to review and guide prioritization for approved projects.

   b. Updates
      i. Funding for Projects 2019
      Alesia reviewed the updated dashboard that now includes funding estimates. Interim Registrar Jurnak advised 3 outside vendor products have been evaluated to provide a curriculum workflow solution to manage catalog updates and provide needed reporting capabilities. The budget for the project is $200,000. The next step is to meet with the Provost to review options and costs.

      IT Director Torres asked if additional information is needed for the dashboard.
Decision Item: AVP Vallejos requested any unfunded costs for projects should be included in the dashboard; this allows the committee to prioritize how available funds are allocated. CIO Arruti requested project impact be included so benefits for each project are clearly outlined.

ii. Review of Upcoming Outages/Upgrades for March – May (IT Manager Nicol)
   1. Performing second load test in Integration environment this Friday in preparation for Summer and Fall registration
   2. BANI data clone is next week
   3. Cherwell upgrade, Saturday April 20th
   4. Banner FinAid upgrade Saturday April 27th
   5. CAS authentication upgrade in Production 4/28. Working to put these authentication tools onto a regular annual schedule.
   6. F5 firewall upgrade in April/May timeframe
   7. Runner Address Correction upgrade April/May timeframe
   8. UNMJobs vendor quarterly upgrade May 3rd
   9. Banner Spring bundle, 19 Banner modules included. Will take all day Saturday, 5/18, and testing will be done on Sunday 5/19
   10. Banner Workflow upgrade June 1

AVP Vallejos confirmed that communications to affected groups is the most important factor in managing outages and updates. IT Manager Bui affirmed pre-emptive communications are an important goal for the IT team and support from the committee to disseminate information is essential.

c. New Requests
   i. Campus Map
      This project requires no additional resources. IT Manager Bui advised the current pdf map is blend of FAMIS and Google map information. Executive Director Marbury requested the campus map experience be modernized. IT Manager Bui demonstrated technology options to provide dynamic layers that include additional information such as ADA facilities or a panoramic virtual tour. The President’s office initiated the discussion with facilities management for modernized mapping. This can be a useful recruitment tool. AVP Vallejos would expect this to be rolled out to all campuses eventually but the project would start with main campus. The project will include additional wayfinding information for parking, construction projects, and other factors that impact visitors to campus.

   ii. Athletics Ticketing System
      IT Director Torres advised this project may require additional resources. IT Manager Bui reviewed the new ticketing system for athletics that provides a more streamlined, easier ticketing purchase experience. Athletics is in discussions with Popejoy to see if one system could be used for both units. The system includes an online webpage to buy e-tickets for events. The IT team is working to ensure processing of tickets onsite functions effectively. For other units, existing automated processes and discounts for UNM faculty/students/staff need additional evaluation to determine next steps. CIO Arruti suggested this project will provide a roadmap for how to address selections and integrations of major systems that could be automated across units, payroll, etc. Further evaluation on Paciolan (Athletics tool) will be completed to determine if it will work for arts and other public events.
iii. Single Admission Application

Currently, there are 6 or more applications students may complete depending on where they enter the University. Main campus, branch campuses, and GEO are interested in having a single application. IT has met with each group to identify their processes and requirements for undergraduate and non-degree applicants, pros/cons, and estimated costs for the project. They have identified 3 hosted vendor solutions. The vendor hosted solution can still provide a personalized experience for UNM applicants. A possible downside is the vendor hosted online application can provide students the option to apply to multiple schools with a single application. Interim Director Malone advised there may be opportunities to increase yield through vendor solutions, but this is not confirmed. This project provides significant opportunities to improve the student experience and recruitment while decreasing the amount of support needed for the current processes. This project has been worked into the current IT team workload and should not require additional resources at this time.

Other options to address the request include making minor adjustments to the current set of tools to streamline internal management of the multiple applications or reconfiguring the various in-house tools to provide a single application. CIO Arruti sees this as a high priority item for enhancing the student experience. The committee discussed the pros and cons of using the student mobile apps competition to support the project. The IT team has experience in this area from working with Nursing to make their application dynamic. AVP Vallejos sees the challenge as determining which of these options will create the greatest yield relative to the resources needed for the project.

d. Innovations

IT Director Torres introduced the following two projects that are in response to a collaboration opportunity with the City of Albuquerque. Both of these could support student recruitment and engagement goals.

i. AI – Alexa

IT Manager Bui reviewed the project goals. Other institutions are using this to provide core information that is regularly requested. IT Manager Bui demonstrated using Alexa to query information and provide responses. IT Director Torres added this project provides additional benefits through the inherent accessibility component.

ii. Closed Captioning/Speech to Text

This project to improve closed captioning of videos is also of interest to GEO. Academic Technologies partners with an outside vendor to provide closed captioning for classes. The proofing that is needed with the current process requires significant time. The request is for videos to be available in multiple languages, at least the 5 top ones used. The IT team is evaluating products from Amazon and Google that transcribe, translate, provide voice over options and allow an API to easily manage dissemination of the videos.

4. Future Agenda Items (All)

Next Meeting: May 15, 1:00-2:30 pm Scholes Hall, Roberts Room