

## EXECUTIVE COMMITTEE MINUTES

**Present:** Anaya, Guevara, LaCost, Lindquist, Rinkevich, Ruchala, Schubert, Shea, Woodman, Wysocki, Zoubek

**Absent:** Purdum, Reisbig

**Date:** Wednesday, March 28, 2012

**Location:** Faculty Senate Office

**Note:** These are not verbatim minutes. They are a summary of the discussions at the Executive Committee meeting as corrected by those participating.

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### 1.0 Call to Order

LaCost called the meeting to order at 3:02

### 2.0 CIO Mark Askren

#### 2.1 Update on Migration to New Email System

CIO Askren reported that each week the technology support staff is being sent an update regarding the migration to the new email system. He noted that a little over 2,000 people have migrated to the new system but approximately 6,000 still need to be moved. He stated that updated information on the migration can be found on the web at <http://is.unl.edu/emailhome>. He reported that we are one of the first universities to go live with Microsoft 365. He stated that the decision to have a long migration window was made to allow faculty and staff to transfer over all email messages from LotusNotes that they might want to keep. He stated that a few bugs in the calendar area of Microsoft 365 have been encountered and there were some problems with interfacing with Droids but those have been resolved. He stated that calendar entries with Office 2011 with the Macs are the most problematic but they are working with Microsoft to resolve these issues. He reported that overall there has been positive feedback on Microsoft 365 and that it is a much better product than LotusNotes.

CIO Askren stated that the \$250,000 credit that the university received for making the move early to Microsoft 365 has largely gone to purchasing migration software licenses and additional support services. He stated that Information Services hopes to have everyone migrated to the new email system by the end of June.

CIO Askren reported that the two most common complaints his office has received are problems with LotusNotes and charges for wireless service for faculty and staff. Individual charges to faculty and staff for wireless were stopped as of July 1, 2011. He stated that he is working with VC Jackson to determine how best to fund costs associated with wireless services. Woodman asked if there is a plan to eliminate the individual billing of the charge for hard wired network ports. CIO Askren stated that he would like to do this. He noted that other universities in the Big Ten are very effective in their funding models computing services and the general approach is to not bill for “common

good” services. He stated that the phone lines are something that needs to be considered and this area is more complex due to phone line charges helping to subsidize operator costs related to 911 services as well as funding a portion of the network costs. He noted that if we continue to need land line phones for public safety.

## **2.2 Recent Changes in Information Technology Personnel**

CIO Askren reported that thirteen people were let go, although a number of these people were able to find other positions on campus. He noted that some positions were not needed anymore and six of these positions had to do with procurement and that this role has been transferred over to Campus Purchasing. He pointed out that generally all universities are rallying around the need to get better with purchasing because we are not currently aggregating our demand. He stated that he has worked with Gary Kraft of Procurement Services in Business and Finance to develop a more strategic purchasing effort. He noted that Kraft has hired staff that will assist in IT procurement and the idea is to get better rates on our equipment and software. He pointed out that we spent over \$10 million a year at UNL on software and he believes we can save up to 20% of these costs.

Woodman asked if computers on the UNL computer shop website are for standard configurations. CIO Askren stated that this is correct. He noted that e-shop will be up and running and will have an electronic catalog for purchases of computers and other related items. He stated that the goal is to be savvier in our purchasing and Purdue and Wisconsin and some additional Big Ten institutions are going to partner with us on proof of concept efforts to obtain better deals on laptops and software site licenses. He stated that with the eShop implementation faculty and staff will start to see an automated catalog with better prices in it. LaCost asked if IS will continue handling the purchasing of computers. CIO Askren stated that it is now handled in Business and Finance through Gary Kraft’s Purchasing Department. Information Services still manages the campus retail computer stores.

## **2.3 Support Services Provided to Faculty**

### **A. Exploring New Strategies/Programs in Instructional Technology**

CIO Askren stated that IS needs to focus on doing more to provide instructional support. He reported that Heath Tuttle, Coordinator of Technology Transforming Teaching, is working with Associate VC Perez to determine what tools would be helpful to instructors in the classroom. He noted that lecture capture is being used by more and more universities and it needs to be easy to use for faculty and also easy for students to access. He stated that one of the things we need to do is to make sure our audio-visual and wireless connections continue to be up to date and able to handle the ever increasing network traffic. He pointed out that we are past the point where we need a computer in each of the general purpose classrooms because most people have laptops that they could bring to class, and would prefer to use. In order to support the laptops for faculty and students we are continuing to increase the wireless capacity. He stated that money saved by not having computers in the classrooms could be spent on more frequent updates to projectors and other infrastructure. He noted that currently every four years the PC in the general purpose classrooms are updated, but the projectors are only updated every eight

years. He pointed out that we need to get better with collaborative technologies. He stated that people should let him know if there are any problems with computing in the general purpose classrooms. He noted that upgrading departmentally supported classrooms is generally the responsibility of the department or college.

Anaya asked if the new media center in Architecture Hall is used very much. CIO Askren stated that it is used moderately by the general faculty but heavily by a subset of faculty members. Anaya noted that the media center is difficult to find in its present location. CIO Askren reported that they are being asked to move out of Architecture Hall and he is hoping to find a more central location for the media center. He noted that IS did not have much presence on east campus but more services are now being provided and this is a trend that will continue. He pointed out that we probably need two locations for IS, one on city campus and the other on east campus. He stated that some faculty members regularly use the experimental classroom but overall it is not broadly used and the plan is to improve it. Anaya wondered if people are aware of what the media center offers and she asked what the plans are to market the media center to the faculty. CIO Askren noted that IS needs to be better at communicating with the campus and needs to meet with groups to explain what work is being done by IS. He reported that IS is planning on doing some focus groups about computing on campus. Griffin suggested IS could make a presentation to the Faculty Senate at some time to provide an update on what IS is working on and to inform faculty members of the media center and what it has to offer.

Woodman noted that he has been on campus for a long time and there are still issues with updating the computers in general purpose classrooms. He pointed out that there are no discussions with the faculty about what is needed on the computers in the general purpose classrooms. As a result, instructors leave at the end of the spring semester and come back in the fall and find that these computers are totally different. He noted that the software on these classroom computers are not being updated regularly and faculty members do not have administrative privileges that would allow them to update programs like Shockwave. He asked if a generic password can be given to faculty members teaching in the general purpose classrooms so they can update certain programs. CIO Askren stated that he will mention this to his staff. He stated that faculty members should not have to call someone to be able to update certain programs and IS wants to provide better administrative technology. He noted that there used to be restricted administrative rights to computers because of the possibility of opening a computer virus, but things have evolved that would help eliminate the possibility of opening a file with a virus.

Lindquist asked for clarification from CIO Askren. He noted that IS does not want to enforce administrative rights in a department, but all administrative rights were removed from the computers in his laboratory. CIO Askren stated that he is working with Dave DeFruiter, Director of Client Services, to address all problems on campus in regards to restricted administrative rights. He pointed out that there is no general IS policy on restricting administrative rights for individual computers and some of the restrictions might be created by the local department.

Shea asked what the intent is of IS in terms of administrative privileges. CIO Askren stated that there are about 13,000 computers on the network and we need to have best practices in place to help ensure that these devices are secure. He noted that using a check list as part of a campus-wide process to ensure that computers have the needed security on them is a possibility. He pointed out that restrictions on administrative capability seem to be inconsistent around campus. Shea asked how you can ensure secure computers if access to administrative rights isn't controlled. CIO Askren noted that this is a mixed bag and part of the challenge. He stated that it is important that all computers have up to date anti-virus protection and ongoing patching. Servers with sensitive data additionally need to be behind firewalls in a secure location.

Shea asked if administrative rights to computers are decided at the department level. He noted that faculty members sometimes have to wait to get programs updated because they don't have administrative rights to their individual computers. He asked if some faculty members can have administrative control over some of the computers they use. CIO Askren stated that he did not think there should be a policy restricting faculty members from having administrative rights on their computers. He noted that the existing policies are about misusing computers and downloading and generally we are pretty light on policies. He stated that he was not aware that administrative rights were such an issue and he wants to talk to his staff about it. He stated that he will get back to the Executive Committee to clarify what is going on. He reported that DeFruiter has been able to find a way to give administrative access to faculty members in CBA and as far as he knows there have not been any problems with the computers in that college. He stated that individual departments are often providing desktop support and suggested that the decision on administrative rights could be occurring in the unit. Shea pointed out that for faculty members this could be a matter of what department you are in and asked if IS would interfere with a department decision on who has administrative rights to computers. CIO Askren stated that IS would not want to interfere but can provide some leadership on this matter. He noted that he can be an advocate for trying to get faculty members administrative computer rights assuming that we can do this in a way that balances the need for individual and campus wide security.

CIO Askren reported that we now have an intrusion and protection system and more firewalls in place but computer threats world-wide have gotten significantly worse. He noted that scans of computers are taking place that are looking for the same vulnerabilities that hackers are viewing. He noted that previously IS had one person working on security, but there is now a group of six that have state of the art technology to help provide security. He stated that a scan is conducted every week and the users of computers that IS feel are particularly vulnerable are contacted.

Woodman asked if there is a plan to eliminate general purpose computer labs. He pointed out that some faculty members are trying to develop a computer intensive class but it is difficult to schedule a computer lab, particularly if a lab is owned by another department. He asked if there is any plan to schedule the computer labs at a central level. CIO Askren stated that he is not aware of any current plans to centralize scheduling. He pointed out that the general computer labs are paid through student fees

and a question for them is whether they want to continue to pay to support the computer labs when so many students now have their own computers. He noted that for now the students want to continue to support the labs because they often do not want to bring their laptop to class. He said students are asking for collaborative space so they can work around a computer with a large screen to work on group projects. He stated that he can see the labs morphing into collaborative spaces with better wireless connections. He noted that in some colleges the computer labs are open 24 hours a day, seven days a week.

Woodman asked what happens to the \$5/per credit hour student fee assessed for computer labs. CIO Askren reported that 72% of it goes to IS and the money is used to support Blackboard and pay the staff members that support computers in the classrooms, but the majority of the money is used to support people, particularly student employees. He stated that the other 28% goes to the colleges and the students receive a report each year from the colleges on how the money is spent. He noted that the process has been in place for ten years even though technology has changed considerably during this time. He reported that the students have been asked to consider spending more of the technology fees on wireless connections. He noted that the students are willing to tax themselves to get more technology that would be helpful to them and the idea is not to get rid of the fee, but to take a fresh look at guiding the process of using the technology fees.

Schubert asked what the central goal is for IS as related to the IT Cost Reducing Task Force Report. CIO Askren reported that quite a bit is underway. He noted that he received an approval from Chancellor Perlman to proceed and all of the proposed ideas have moved forward, although they have not been completed. He reported that print management is the one recommendation that has not moved forward.

Schubert asked if there are mandatory requirement changes that will have to be done and whether moving the email to the cloud must happen for all or is just a suggestion. He stated that faculty members should have input in this decision. CIO Askren reported that President Milliken made the decision to go to the cloud for email, in part because of the considerable cost savings. He noted that Professor Ballard led a system-wide group that provided input to President Milliken and recommended investigating a cloud solution for faculty and staff email and calendaring. He reported that all of the CIO's were then asked to provide recommendations to the President.

Schubert asked if anyone had concerns about security and moving university data that is currently stored on the university's servers to the cloud. He asked who guarantees the security of the data that will be in the cloud and what would happen if an email is taken. CIO Askren pointed out that the university cannot match the level of sophistication and investment in security that Microsoft and Google have for their systems. He noted that the university's legal counsel reviewed all of the legal aspects and was involved in the decision to switch to Microsoft 365. He stated that faculty members concerned with security of very sensitive information should consider alternatives to standard email.

Schubert noted that the print management program sounds like IS is going to regulate where printers will be housed. He asked if printers on people's desk are going to disappear. He noted that it seems as if some of these decisions are being made without faculty input and pointed out that the committee formed to consider the print management had very few faculty members on it. CIO Askren stated that the Chancellor invited the members of the committee. He noted that print management could provide opportunities for driving costs down and departments that could have significant savings should consider it. He stated that he believes administrative staff members would be more impacted by this than the faculty. Woodman asked if this means faculty members would not lose their printers. CIO Askren stated that they would not lose their printers. He pointed out that if we could save \$100,000 of the \$600,000 a year that is spent on ink jet cartridges for personal desktop printers by using more high efficiency network connected printers it would be helpful.

CIO Askren stated that he certainly understands the concern with going to the cloud because it is a shift from what we have been doing. He noted that other universities such as the University of California-Berkeley and the University of California-Davis are going to the cloud. He stated that sensitive data being sent from the university should be encrypted. He pointed out that LotusNotes is not designed to be a high security email system.

Schubert stated that the university system is state funded and having university servers is more secure. He stated that he believes that the overall concern for faculty members is security. CIO Askren pointed out that statistically the cloud is safer at storing data. He noted that in general universities are getting out of the business of storing all of the information on campus and more are storing information on the cloud. He stated that many feel that companies like Microsoft and Google have better security. He noted that Central Administration gave serious thought to going to the cloud before the decision was made. He stated that from his view the issue is where best to store different types of data and how to move it. He pointed out that some risk with standard email is unavoidable, and that it is not a good repository for storing data.

Schubert asked how the Nebraska State Police store data, is it through the cloud. CIO Askren stated that does not know about the State Police but he does know that the Nebraska government is moving to Microsoft 365 in the cloud. He pointed out that if you look at all of the breaches he anticipates that there will be a 20-1 improvement in fewer cloud breaches over local server breaches across higher education as a whole.

Wysocki asked if there would be a conflict of interest if a faculty member was doing research that might be in competition with Microsoft research. CIO Askren pointed out that messages containing intellectual property or other sensitive information should be encrypted and there should not be a problem. He noted that LotusNotes is not considered impenetrable and that with our Intrusion Detection and Prevention System we can see constant world-wide security attacks on our Notes servers and other computers on campus.

LaCost thanked CIO Askren for speaking with the Executive Committee. CIO Askren stated that he will follow up on the administrative rights issue and general purpose classrooms.

### **3.0 Announcements**

LaCost reported that there will be an exploratory forum on Nebraska Innovation Campus on April 9. She stated that people interested in attending will need to register by April 4. She stated that the forum will engage faculty on the academic vision of Nebraska Innovation Campus.

### **4.0 Approval of 3/14/12 Minutes**

Anaya moved to approve the minutes as revised. Rinkevich seconded the motion. The motion was approved.

### **5.0 Unfinished Business**

#### **5.1 Survey of Non Tenure Track Faculty Members**

The Executive Committee reviewed a draft of the survey. Griffin stated that she will make the suggested changes to the survey and send a test survey to the Executive Committee.

### **6.0 New Business**

#### **6.1 Enrollment Management Plan: Campus Blueprint**

LaCost noted that the plan talks about faculty and staff members as one group. She noted that the plan does not provide any incentives for faculty members to take on additional tasks outlined in the plan. Woodman pointed out that parts of the plan have already been implemented. He stated that the plan is turning into an advisor based system and many departments have professional advisors, but these people do not know anything about subject matter and limits contact with students.

Guevara pointed out that it is clear from the blueprint that the faculty was not talked to before the plan was drafted. He stated that the best advisors for the students are the faculty members. Ruchala noted that she was asked to participate in a pilot study of the proposed advising system and she had concerns about violations of student privacy. She stated that she received the name of every single student that was considered to be an academic risk. Lindquist agreed and stated that he only wants to be able to identify the students in his classes that are at risk.

Schubert stated that the Executive Committee needs to have more time to think about the plan. He noted that the term quality is missing throughout the plan and it just seems to be about the numbers. He stated that prospective students want a university that is going to be the best for what they can afford and quality is very important. Ruchala stated that we target the students that are failing but we don't target the students who are just barely cruising through and we do not do something about the quality of education for all of the students.

LaCost asked if the proposed changes outlined in the blueprint will increase the workload of faculty members. Guevara stated that he did not think it would because most faculty members are already contacting students. He stated that he hopes that students take an email message coming from an instructor more seriously. He pointed out that professional advisors do not know the students as well as an instructor. He stated that the plan emphasizes keeping students here and when you run a university like a company to fit into the Big Ten you make compromises.

Woodman questioned how well we maintain the admission standards. Guevara reported that online courses are waiving prerequisites.

Lindquist suggested that the Executive Committee review the plan and be prepared to discuss it thoroughly next week.

The meeting was adjourned at 5:16 p.m. The next meeting of the Executive Committee will be on Wednesday, April 4 at 3:00 pm. The meeting will be held in the Faculty Senate Office. The minutes are respectfully submitted by Karen Griffin, Coordinator and Pat Shea, Secretary.