University Information Technology
Committee Minutes
Monday, 01-27-2020
201 Rinker
9:30 a.m.
Zoom: https://ufl.zoom.us/my/cacim/

Present: Ray Issa, Shannon Dunn, Mark McCallister, Ryan Yang, Marshall Haning, Eric Porges, PJ Brucat, Juan C. Nino, Alicia Turner, Megan Leroy, Laurie Bialosky, William Alex Fox-Alvarez, Frank Bova, Herb Lowe, and Amber Emanuel.

1. **Call to order & Introductions**
   Ray Issa, Chair, University Information Technology Committee
   -The meeting was called to order at 9:30 a.m.

2. **Approval of 25 November 2019 Minutes**
   -The minutes were approved.

3. **UFIT Strategic Planning Process**
   Shannon Dunn, Assistant Director, Center for Instructional Technology & Training
   -UFIT is discussing their 2020-2025 Strategic Plan with campus stakeholders. Shannon Dunn presented an overview and the timeline for the plan's goals. UFIT aims to finalize and publish this plan this summer.
   -The six goals which inform the operations of UFIT were opened for committee feedback which included the following:
   -Importance of defining core principles and values within the mission statement / six goals.
   -Attention to the clinical mission, research mission, outreach, and how they are inter-related.
   -Include faculty and staff (in addition to students), in language.
   -Because technology and the IT environments change so quickly, the stated 5-year goals are meant to provide a mission overview.
   -Transparency is key.
   -In supporting the institution in a broad way and it's overall function, consider how IT can support this.
   -Are students aware that they have complimentary Microsoft Office through UF? If not, they may be using Google Docs instead.
   -Strong infrastructure is key in addressing economic challenges associated with space issues, particularly for research / large (in terabytes) data sets and analysis.
   -Students first, mobile first: can we assist and how can we support and provide consistent technology access to economically disadvantaged students with old computers? *Note:* UFIT is currently talking with the Office of Student Affairs about which university stakeholders can provide support.
   -Ineffectiveness of mandated training unless it is targeted: The usage and needs of technology across campus is so varied that one training may not be individually relevant. Alternatively, offer a way to have users 'catch up' on newer and more effective technology and communicate to students the available usage of Dropbox and Slack.
   -Streamline a way to locate IT services: Advertise UF apps to faculty, staff, and students and identify the most effective ways to communicate this. How can IT information and resources be

communicated in a more streamlined fashion for the needs of each college? This will increase faculty productivity since it will expedite each student's productivity level.

-In the realm of tracking and pushing information, recognize and acknowledge that the relationship between student/employee and the university is changing: How to effectively move beyond Family Educational Rights and Privacy Act (FERPA) to let students know that they are not completely anonymous and are signing onto some tracking intended to identify, for example, academic weaknesses which can be reduced or corrected with faculty or instructor intervention; Transparency and understanding of this interplay with Florida's broad Sunshine Laws (including any stored analytics) is vital. What is the structure for dealing with privacy and ethics issues? Is UFIT the place where this conversation should take place? For example, there is a log of every connection for wifi data. If someone comes up with an analytic use for a given set of data, what is appropriate for its usage and obtaining it?

-Primary department or program goals for the next five years were shared including:

-A streamlined process to connect students to wellness and other resources across campus.

-Constant and consistent faculty access to IT services: Frequent, required changes in the IT environment to stay ahead of technology changes and threats such as phishing require faculty to keep 'jumping through hoops', so the ability to wrap these changes into one consistent and unified structure is important. For example, the VPN connection and log-in should be uniform in each area of campus.

-Consider UFIT assistance in accreditation of school programs and student internships.

–Increase awareness and maximum efforts for inclusion of internationalization and diversity enrollment.

-Maximize and communicate library resources effectively, particularly as to how it ties into the overall function of the university.

-Strong usage of technology in online degree programs and to follow industry trends.

-Challenges related to goal achievement include:

-Navigating the trickle-down decisions from central administration; need to craft a more unified message. When a major new decision is made, help identify and explain what the initial problem was which was trying to be resolved (and why it matters.)

-Some faculty colleagues have expressed some concern about the need for duo authentication's identification of a user's exact location. While location data instantly helps identify the legitimacy of a log-in request utilizing duo authentication, privacy concerns are a consideration. Committee members referenced such privacy concerns with a recent New York Times article: *The Secretive Company That Might End Privacy as We Know It* regarding the Gainesville Police Department's usage and software license purchase of Clearview AI.

-Address diversity of users and university population.

-Hone technology equipment usage to ensure the best data, research results, and publication outcomes.

-It is important that goals work for everyone – staff, faculty, and students. Different versions of managed risk or definitions of success are different between these groups. Perhaps these are 'guiding principles' but not as functional as five year 'goals'. *Use these guiding principles to establish goals; connect what we are trying to achieve, such as transparency, and how we've grown in the past five years compared to the next five years.*

-Consider word usage and how each entity (such as IT, COO, CIO, etc.) wraps it into the university's central mission statement of research, teaching, and service. Consideration was given to using the words 'customer/constituent'.

-Privacy and transparency by the university should be a priority.

-Committee members and faculty are welcome to forward any additional feedback to Shannon Dunn or Mark McCallister.

4. Administrative Liaison Report
Mark McCallister, Director of Academic Technology

-The navigation of and UF's transition to Gator Cloud was discussed. Google Docs, as part of the entire MS Office system, will be made available in February.

-Log in and navigation to any of these platforms are available at: https://it.ufl.edu/services/search/gatorcloud.

-Menus were demonstrated and an apps overview was provided.

-If a user already has a google identity, a migration process is needed to achieve integration into the UF Google system.

-Neither Google Classrooms nor Google Email are being enabled because they are highly redundant to current UFIT resources.

-UFIT will begin promoting Gator Cloud information through all available communication channels, including the web page which serves as a log of all communicated information: News.it.ufl.edu; all UFIT news releases are published here.

- Microsoft Office 365 migration is continuing as UFIT implements it unit by unit. Due to the complexities within many units, the pace has been steady and deliberate.

-An update was provided on the pricing for individual licenses for Statistical Analysis Software (SAS). Servers without research funds are staying at the same cost, while those with funded research will see an increase for both servers and individual work stations.

-2 factor duo authentication update:

-UFIT is stepping up campus communications. Students being admitted to UF in February will be automatically enrolled. Everyone on campus will be enrolled by the fall semester.

5. Adjournment
-The meeting adjourned at 11:03 a.m.