UAConnect Guidance Committee Meeting Minutes
Tuesday, June 15, 2010 • 2:00-3:45pm • Ventana Room, Memorial Student Union

Attendees

<table>
<thead>
<tr>
<th>Name</th>
<th>Department/Program</th>
<th>Name</th>
<th>Department/Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eric Jeanes, ResLife</td>
<td>Scott Moomaw, OIR/PS</td>
<td>Derek Masseth, UITS</td>
<td></td>
</tr>
<tr>
<td>Cindy Shriver, Career Services</td>
<td>Julian Gonzalez, Bookstore</td>
<td>Becca Richards, UITS</td>
<td></td>
</tr>
<tr>
<td>Karen Stafford, Career Services</td>
<td>Jason Purdy, Cancer Center</td>
<td>Nova Hinrichs, Cognitive Science</td>
<td></td>
</tr>
<tr>
<td>Amanda Parkman, Think Tank</td>
<td>Joel Huggins, Cancer Center</td>
<td>Kim Menezes, Chemistry &amp; Biochemistry</td>
<td></td>
</tr>
<tr>
<td>Duane Gibson, MMT Observatory</td>
<td>Cathy Surman, Chemistry &amp; Biochemistry</td>
<td>Elaine Wilson, Dean of Students</td>
<td></td>
</tr>
<tr>
<td>Matt George, Athletics</td>
<td>Erin Chadd, Vice Provost of Outreach &amp; Global Initiatives</td>
<td>Judi, Molina, Dean of Students</td>
<td></td>
</tr>
<tr>
<td>Dallan Porter, MMT Observatory</td>
<td>Chris Mathias, UITS</td>
<td>Guillermo Uribe, Institutional Research</td>
<td></td>
</tr>
<tr>
<td>Larry Jones, Student Union</td>
<td>Patti Fastje, UITS</td>
<td>Barb Collins, CoEducation</td>
<td></td>
</tr>
<tr>
<td>Vanessa Garrison, SBS Tech</td>
<td>Brian Luceri, UITS</td>
<td>Nicole Kontak, College of Education</td>
<td></td>
</tr>
<tr>
<td>Steve Machtley, Family and Community Medicine</td>
<td>Patti van Leer, UITS</td>
<td>Sandy Durazo, DPS</td>
<td></td>
</tr>
<tr>
<td>Andrew Eibl, Library</td>
<td>Lisa Stage, UITS</td>
<td>Brian Berrellez, DPS</td>
<td></td>
</tr>
<tr>
<td>Sheri Musil, SWES</td>
<td>Kathleen Bowles, UITS</td>
<td>Kelley Bogart, ISO</td>
<td></td>
</tr>
</tbody>
</table>

I. Introduction of Attendees 2:10-2:20

II. Derek’s Presentation 2:20-2:50

III. Open Discussion With Participants 2:50-3:45

1. Will UAConnect still require users to connect through VPN?
   a. Users will still need to use a VPN to connect remotely.

2. How well does the MS product play with Eudora and Thunderbird?
   a. UITS explained that these are different mail clients.
      i. If the question is about non-MS platforms, the answer is that user will have to use the Outlook Web Client 2010.
      ii. If users are using Eudora/Thunderbird because they don’t like Outlook, they still won’t like Outlook Web Access because it looks a lot like Outlook.
      iii. Audience member stated that indeed, it is a user dislike issue.

3. Will the collaboration tools replace Confluence?
   a. No. Derek explained that SharePoint could replace Confluence but that is not included in UAConnect.

4. IMAP duplication concern: will UAConnect ensure that duplication does not occur in email messages, e.g. if user reads email at home, will emails appear as “read” at work?
   a. UAConnect will support IMAP, POP, etc. without any problems.

5. Web Conferencing: will there be a charge? If so, what will it be?
   a. As long as voice/video technology comes from computer/machine, there is no charge.
   b. But there might be a charge if/when you pick up a phone and dial long distance.
   c. Lisa pointed out that you can still conference call around campus without incurring a charge.

6. Beta of UAConnect: Audience member liked being a part of the Beta of GoogleApps. Will there be similar testing?
a. Yes. Brian explained how testing will go (small cohort of UITS first, then UITS, then pilot group).
   b. Group discussion about creating a “sandbox” environment to allow users to play ahead of time. Audience member who brought up question was enthusiastic about this idea.

7. Discussion about the rollout of UAConnect
   a. Student Union rep stated that he thought a complete roll out of tools/functions could be “disastrous.” He argued that trying to support the transition to a new mail/calendar/contacts would create a big enough step for his users that he would not want to couple that with LiveMeeting and IM.
   b. Athletics representative echoed this concern.
   c. UITS responded that all functions could be rolled out at the same time and net managers could decide when to introduce functions to their clients.
      i. Concern over complaints from people not having functionality when peers across campus have that functionality.
      ii. Discussion ended with saying that this would be something that this group needs to negotiate. It is no problem either way for UITS; it is “just a click” for UITS.

8. Discussion of DSV, Departmental Accounts, and Shared Folders
   a. Audience member brought up the case of summer research programs and temporary IDs. She wanted to know how this would work in UAConnect. She stressed that her unit still needs these account in order to be in security compliance for grants, but that email and calendaring functionality were not needed.
   b. Audience asked whether or not the department would be charged for DSVs.
      i. Derek said that since there is a cost associated with “seats” on UAConnect, UITS would need to establish a pricing model.
   c. Derek explained how these accounts as well as departmental email accounts can be problematic from a security standpoint. There is no accountability for who did what on departmental accounts that share username and password.
      i. Representative of the Student Union stated that there are between 30-40 Blue Chip student club accounts. These accounts sometimes have a different user each semester, if not each year.
         1. Derek asked if a LISTSERV could meet these needs.
         2. Representative from COE responded that official email addresses are important for PR and that shared folder functionality is “problematic.”

9. BlackBerry Licensing: Cancer Center rep asked about how much this will cost per BlackBerry. Rep said that he thinks the Cancer Center will be eager to join in, but they would want to know the cost of BlackBerry licenses.
   a. Derek responded that he is waiting for a number from Microsoft. Then they will run a rate analysis. But since there is no way to know the numbers of BlackBerry users on campus, this could pose a problem.

10. Return to DSVs: Audience member wanted to know about residency programs, long-term grants, and graduate student opt-in. He stressed how these groups collaborate intensely with faculty; therefore they could use to be on the same calendaring system.
    a. Another audience member suggested that faculty already have access to some GoogleApps. However, it was pointed out that faculty will not want to keep two calendars.
    b. Could graduate students be allowed to opt-in?
    c. What about student employees?

11. Is there a mechanism to differentiate user accounts? Another discussion about departmental accounts and the problems that result from multiple users accessing the same account. Could the mail be routed to an alias? Many audience members said that they wanted to be able to check departmental accounts to ensure that messages were being answered.
    a. One audience member mentioned that her departmental account (she only has one) was not being used by visiting researchers, which is how it is usually allocated. Therefore no one was checking it. She only found out because someone sent her “nasty” reminder emails to her personal account.
12. DSV licensing: the question came up again about who incurs the cost. Athletics department expressed that they have many people who are not employees or students but who are most closely affiliated with the UofA. He expressed that they are kind of like retired faculty/staff—very important to their unit.
   a. Derek stated licenses were being paid for by FTE fee.
   b. If someone is not paying FTE, then UITS might have to recoup that fee.
      i. However, Derek stated that he can’t give a flat rate just yet. UITS needs to run a rate analysis.
         1. Derek said that would take about a month.
         2. Another audience member expressed that if that DSV were part of a federal grant, the grant would not cover such a fee.
   ii. Someone asked how the licensing fees are assessed
      1. Derek said that they are reoccurring and annual. Breaking them down monthly is as “granular” as UITS could go.

13. Retired Professors: audience member expressed that retired professors don’t stop working/collaborating right away. The first year after retirement is still really busy with graduate student committee work, writing papers, etc.
   a. Audience members discussed a way for retirees to “opt in.”
   b. Someone suggested phasing out slowly, e.g. over 5 years.
   c. Another person suggested offering a “discounted rate” to retirees.
   d. The discussion closed with suggesting limited UAConnect access to retirees, such as just mail/calendar/contacts.
      i. Brian explained how LiveMeetings could be created by other users, and then retirees could be invited to meetings.
      ii. An audience member expressed that most retirees only use mail/calendar/contacts now. However, they would probably get “hooked” on the new functions of UAConnect.

14. Library representative wanted to know about adding/changing/removing accounts. Would 24/7 handle that?
   a. Derek said that they would not; it would be an automated process.
   b. The same audience member asked about distribution lists; he would like UITS to handle management of these lists.
      i. Derek responded that UITS wants to keep that kind of administration as local as possible.
      ii. Library representative said that he did not want to have to handle such administration.

15. Will users be able to schedule conference rooms that are not part of central room scheduling? An audience member from Outreach expressed that she had a problem with MeetingMaker and scheduling conflict.
   a. Other audience members explained to her how to avoid such a conflict.

IV. Meeting concluded with an announcement of the next meeting on Tuesday, June 29th at 2:30 in the Ventana Room.