Present: Bill Becker, Brett Bulseco, Kyle Higa, Howard Kam, Erika Lacro, Myrna Patterson, Pat Patterson (for Rob Edmondson), Scotty Rhode, Paul Sherard, Kelly So, Jeff Stearns, Rose Sumajit, Nova Suniga, Vern Takebayashi

Absent/Excused: Stephanie Antolin, Nida Chock, Ina Miller-Cabasug

Guests: William Lau, Zane Nedbalek

I. Call to Order

The meeting was convened at 10:00 a.m. by Jonathan Wong

II. Introductions

Members of the TUAG introduced themselves and the areas they represent.

III. Overview of Council's Purpose, Mission and Scope of Work

Jonathan provided a history and background behind the establishment of the TUAG, its purpose, mission and scope of work.

TUAG was formed as a result of the findings of the technology consultant and resultant placement of this item in the campus Technology Strategic Plan.

Establishment of this body will give a formal mechanism for the campus to provide feedback and input to the tech support units on the needs of the various departments. It will also provide a formal mechanism for the tech support units to make the campus aware of upcoming changes in technology services or changing conditions within the technology industry that the campus should be aware of and be able to provide input into.

The body is chartered by the administration and will serve as an advisory body to the head of campus technology services (CIO) as well as the administration once the reorg is completed. Heading up to the reorg, in regards to campus technology policies, it will be advisory to the heads of the respective technology support units, ITC (Rose), EMC (Jon) and MIR/Computer Services (Kelly).

Feedback and questions to Jonathan's overview were provided as thus:
Sam Rhoads asked clarifying questions if the formation of the TUAG was through Willie Pritchard's (consultant's) report or the Technology Plan as developed by the Technology Task Force in conjunction with the consultant. Jonathan clarified this body was established as part of the Technology Plan and that the Technology Plan was adopted by the Planning Council in May 2010. Sam also inquired if the TUAG reported to the Planning Council. Jonathan clarified that its a body independent of the PC and was chartered through the Administration.

Sam and Vern Takebayashi raised concerns about the reorganization of technology services and units. In particular Vern expressed a strong need to articulate the job duties for the proposed CIO position.

Erika Lacro responded that one of the tasks TUAG will need to look at is identifying the campus' needs as far as technology services go. What are the campus needs and what are their expectations for support. With regard to people's jobs and positions within the technology support units she was very clear that no one will lose their jobs. However, some people may need to be retrained to meet the changing support needs of the campus.

Rose Sumajit brought up the need for the group to look at a "service" replacement cycle as opposed to merely an "equipment replacement cycle" as technology is more than just hardware (ie -- the computer on your desk).

Jon Blumhardt shared with the group about the distinction we need to keep in mind between the "technology used in instruction" (ie -- projectors, Smart Boards, etc) vs. the "technology of education" (ie -- the instructional design process, how do we best integrate technology into instruction to positively effect learning outcomes).

Jonathan summed up the discussion expressing we'll have an opportunity to discuss all of the above and more now that the TUAG has convened and is now in place as the tech folks will now have a more formalized mechanism to explain the various services and processes used to deliver service to the campus and the campus now has the mechanism to express its needs.

III. Overview of Expectations and TUAG Procedures

Regarding expectations of TUAG members, Jonathan shared that all members are expected to take information back from these meetings to share with their constituencies and to solicit and bring back concerns from their constituencies. For some members who represent small units this should be relatively easy (ie -- Records or Business Office) but for some other members it may pose a challenge as some Units or Divisions (ie -- Tech I) are geographically dispersed (ie -- VESL at METC, AVIT at Kualaeola, AERO at the Airport, Pearl Harbor Apprenticeship, Construction Academy). For bigger units its important to ensure enough outreach is done so everyone input is received and concerns have a chance to be addressed. Members are
encouraged to find the best means to reach out to their constituents whether it be through e-mail lists, hosting of Brown Bag sessions, etc.

With regard to running of meetings, Jonathan expressed the importance that we adhere to meeting agenda timelines due to the limitations of meeting for only 1 hour 15 minutes a month and the breadth and depth of items we need to cover. While all feedback, input and discussion is welcomed and important, in the interests of moving the agenda he will cut discussion if necessary and encourage the discussion to continue online with Laulima discussion board or e-mail.

Based on consensus from the group, continued online discussions of agenda items will continue via Laulima and not e-mail to prevent Inbox clutter.

IV. Confirmation of Chair's position

Jonathan shared that Mike had appointed him to convene and chair the TUAG as an extension of his chair’s position from the Task Force to ensure we move along with the Implementation of the Technology Plan. In the interests of ensuring the appointment is ok with the group discussion was open to any concerns.

Vern Takebayashi moved that Jonathan be accepted as Chair of TUAG. Kelly So seconded the motion
Motion to accept Jonathan as Chair of TUAG passed unanimously

A question was posed as to the priority items for the group to consider:

Jonathan shared the main tasks for the group to undertake this semester based on the Technology Plan are:

1. Creation of a Unified Budget  
2. Development of the Equipment Replacement Cycle  
3. Input into the Technology Reorg  
4. Input into the CIO job description

Discussion on the background of each item took place and prioritization. All four items need to be taken care of this semester and given the size of the TUAG it is feasible if we organized properly we could address each item.
It was decided that a subcommittee would form to look at the Unified Budget and Replacement Cycle items and the group as a whole would look into the Technology Reorg and CIO job description.

V. Unified Budget

Jonathan provided background on the call for a Unified Budget for technology for the campus. The campus currently doesn’t have a clear picture of the costs of its technology operations and no real dedicated line items for technology. Acquisition of equipment isn’t very well planned and many technology costs are hidden as funds are given to departments on an "as needed" basis for computers, projectors, etc through End of Year funding. Another aspect is that through lack of centralized planning and purchasing often times the college will miss opportunities to realize cost savings through volume purchasing of equipment like computers as departments order sporadically.

Creation of a Unified Budget will help to increase efficiency in operations as well as help us to meet accreditation standards.

A subcommittee was formed and charged to compile a list of our current technology services and equipment and estimate their costs including personnel costs.

Members of the Subcommittee are:

Bill Becker (Chair), Scotty Rhode, Sam Rhoads, Emily Kukulies, Jeff Stearns, Myrna Patterson, Jon Blumhardt, Kelly So and Rose Sumajit

VI. Equipment Replacement Cycle

Jonathan shared that HCC's Technology Plan calls for the development of a replacement cycle for our technology equipment for our classrooms, offices, labs, production equipment and other infrastructure equipment. This is related to the Unified Budget issue in that our current system does not reflect good planning and equipment purchases are ad hoc. A Replacement Cycle will increase our efficiency and help us to meet accreditation standards.

The committee agreed to table this particular item until after the Unified Budget Subcommittee completes it's work as their information will naturally feed into the work that needs to go in developing our replacement cycle.
Jon shared that on the EMC's end EMC does maintain an inventory spreadsheet of equipment installed in classrooms inclusive of installation dates. He also volunteered to research in advance best practices other institutions use in their equipment replacement cycles.

VII. Job Description for CIO/technology leader

Jonathan shared that part of the Tech Plan did call for the creation of a single leader for technology services on campus comparable to a Chief Information Officer. TUAG will have an opportunity to provide input into the duties for that position.

Vern Takebayashi distributed a handout detailing some best practices in job duties for Chief Information Officer positions for the group to consider.

Erika will await input from the TUAG into the CIO's job description before opening the position for recruitment.

Jonathan asked TUAG to review Vern's handout, consult with their constituents and provide additional feedback so we can develop a proposed job description.

VIII. Technology Organization Reorg

The committee raised concerns from their respective campus constituencies with regard to how the reorg will shape up and prioritized it as the #1 item the TUAG should focus on.

With regard to the reorg, discussion initiated by Bill focused on the need to reassess what we currently have in place as far as services are concerned and what the needs of campus are and from there we can reorganize our service offerings and resources as appropriate. Based on results and articulated needs Vern shared we can prioritize our services with Emily also sharing we'll have a better indication of services the campus wants more of.

Sam shared concerns about how folks in his Division were interested in purchasing Mac Mini's but could not because tech support would not be willing to support it.

Pat shared the concerns of his Division in that technology is used primarily to teach and the gap that as users they have limited knowledge of technology but now have expectations from students are being producers of technology. One critical resource would be the need for a Help Desk for students. Emily also shared the basic expectation that folks have of the technology they need to just simply work, folks aren't interested in the intricacies or whys of the technology.
Jeff inquired if the reorg would also take into consideration the training needs of the faculty and staff. Jonathan affirmed that the reorg will take an inventory of training resources available and how best they can be reorganized for the campus.

Discussion on this item ended with the agreement to do the following:

1. Rose, Bill, Jon and Kelly would put together an inventory of all the technology support services currently offered to the campus

2. Members of the TUAG will solicit feedback from the constituents on what types of technology support services they wish to see or what types of problems they have that technology may be able to solve. A compilation and discussion of "wish list" items will be conducted on Laulima and reviewed at the next TUAG meeting for further discussion.

IX. Campus Technology Services Update and Solicitation of Input

Jonathan shared that this will be a standing agenda item and is reserved for the technology service unit to provide updates to the campus on new services or changes in services and technology industry and/or any other updates that the campus should be aware of and to solicit feedback from the campus. It's also a forum for the TUAG reps to share concerns from the campus the tech support units should be aware of.

On behalf of ITC, Rose reported that UH ITS is planning to migrate the UH System from the hawaii.edu mail system to the Google mail system. The hawaii.edu address will remain unchanged but the servers will be run by Google. Paul Sherard raised a concern with whether users' messages will be migrated in tact and whether or not data loss will occur. Sam raised a concern about the hcc.hawaii.edu mail service with concern expressed over loss of established online identity.

Rose also shared with the group that looking forward we need to consider the current trend in technology of services and applications moving to web-based services such as Google Docs and online storage services such as DropBox. Concern was raised with regard to the dangers of disruption in connection to the web or Internet and having our critically needed files residing solely on the web.

On behalf of EMC, Jon shared that he will be hosting another Technology Fair for the campus on Friday, February 11, 2011 in Bldg 27, Room 111. Approximately 20 vendors that provide educational technology services will be on-hand to share and demonstrate their products for the classroom (ie -- interactive whiteboards, etc). He encouraged all members of TUAG to share
back with their faculty or other constituents to spread the word about the upcoming fair and to encourage them to attend.

On behalf of MIR/Computer Services, Kelly shared that Banner updates will be happening earlier in the mornings to minimize service interruptions.

X. Setting of meeting dates for the remainder of Spring

TUAG agreed to the following meeting dates and times for the rest of Spring. TUAG meetings as a standard will be held on the 1st Friday of each month from 1pm - 2:15 p.m.

Times, dates and locations for the remainder of Spring are as follows:

- Friday, 2/4/11, 1pm - 2:15 p.m. in 2-214
- Friday, 3/11/11, 1pm - 2:15 p.m. in 2-214 (moved from 1st Friday due to Excellence in Aloha Day)
- Friday, 4/1/11, 1pm - 2:15 p.m., location TBA
- Friday, 5/6/11, 1pm - 2:15 p.m. in 2-214

XI. TUAG To-Do List

1. The Unified Budget Subcommittee under Bill will meet and do an inventory of current services and determine costs of operations (hardware, personnel, etc)

2. CIO job description

The TUAG will review Vern's handout and consult with their constituents for additional input for our continued discussion on the CIO job description

3. Reorg: Needs Assessment

TUAG members will consult with their constituents and put together a "wish list" of services for technology

ITC, EMC and MIR/Computer Services will compile its current list of services provided to the campus (formal, ad hoc or otherwise)
Meeting was adjourned at 11:15 a.m.