

MINUTES OF THE ACADEMIC INFORMATION TECHNOLOGY
OF THE ACADEMIC SENATE
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September 12, 2022

Members Present: H. Cecotti (CSM), M Doyle (Library), A. Jacobs (CSB), J. Pickering (COSS), A. Mulhern (CAH), P. De Walt (KCEHD), W. Na (LCOE), A. Nambiar (JCAST), M. Bach, B. Berrett (IDEAS), N. Munoz (CFE) Bao Johri (CIO),
B. Auernheimer (excused)

Meeting called to order at 12.00pm by H. Cecotti

AIT - Minutes of the meeting September 12, 2022.

Focus on the Zoom Phone system.

Minutes taken by Aldea Mulhern.

1. Point of order: recording protocol (procedural obstacle to member attendance)
2. Election:
 - Acclimation of Hubert to Chair (no contest, no formal vote: unanimous)
 - Congratulations!
3. Zoom phone (Michael Garvey present- Thank you Michael et al!)
 - Just added features for new system. Features, for ex., can bring “office phone” for remote work; voicemail transcribed to read or listen to. Can put zoom client on mobile device [Q: data probs, \$], no need for desk phone [\$150 outright and kept, device portable for remote, also can be used w other services/providers, not tied to Zoom nor to a specific user] really there’s no need for a desk phone, and desk phone lacks added functionality (eg. chat and transfer to zoom meeting).

Questions (AN): who would pay for desk phones? Previously were talking about offloading this cost to depts. What would cost be?

- A: 5\$ per month previously; now one-time cost, as opposed to ongoing monthly
- Several diff styles of phones. VVX 250 is \$150, recommended
- All classrooms have phones, deployment is in progress those are VVX 150, very simple.
- Currently phone cables are 100megs; with VVX it becomes 1G phone.

Q (P DW): Are we being provided with a device to use this Zoom phone or are we expected to use our own devices? # of fac do not want to link their personal device to this Zoom phone feature.

Q (HC): in learning spaces, are we required to have a phone? In a lab? Is it possible to not have a phone?

- Analog devices (e.g. starfish conf phones) will continue to work. In dept office, lots of options: Soft client, handsets, or some combo of both: Shared lines, an auto-receptionist, etc.

Q HC: if someone doesn't want to have a phone, is it possible for them to refuse? Now everything goes from email or zoom.

- Lars: That would be AP&P: is there a policy that requires fac to have a ph #?
- Lars: everyone is going to chat, and now that's good we like that, it is a safe place to chat.

Q (chat function, missed sender) Can you restate how the voicemail feature will work? How will we receive notifications? Will those appear as an email to us or how would we know? I apologize if you have already covered this at a previous discussion.

- Can do straight-to-voicemail at custom intervals: everything in a meeting or during teaching can be set to go to voicemail

Q (AM): following up on safe place to chat: What about copies of chat accessed by admin? Fac aren't aware that their chats don't disappear, but in fact are retained for a period of time. [nb, this makes chat diff from video]

- Lars: Whoever's admin has access to that; it's a small group, 2 active plus others who are logging, and if a person reviews the chat, their access is logged. We won't go look unless compelling reason.
- Moving toward "unified communications" this is what we're trying to foster: need a platform we have confidence in.
- Ac Freedom for tenured ppl: confidentiality agreement in process: Michael Garvey
- Lars: if I'm compelled by ac__ to pull a log I will: it's not monitoring, it's logging.
- Bao Johri: we have to follow all protocols. Process is in place. Certain people have access, but wouldn't look at without legal counsel.
- Note: feel free to funnel those Qs back to us. Big impt on language. "Monitoring" actively and ongoingly no. Only the log, the capacity to check all if decide to do so. We are open for those convos: we need the level of confidence.

Q (PDeWalt): Is there a time limit on how long things logged are kept?

- Lars: there are initial settings: how long texts are saved. Most defaults are 90-day windows. Can be changed. On the back end, zoom allows us access to things for 1 year. I can only go back 1 year for all things. Now, for our security, we have a longer log, Raphael could speak to that specifically as to how long those are kept.

Q: How long to port #s away from AT&T and bring to zoom?

- 30 days. We don't know when this will start. October. There's a time, perhaps 8 or 830am, and this will go quickly, about 1h, maybe 30 mins. If you are in a call it will not drop: once it has connected it stays till you hang up. Then the new system is up.
- Analog system (eg fax) separate thing.
- We can't move alarms etc without testing each instance: could flood 911 etc. It could be Jan or Feb till these are completed. A bit at a time.

Q: Will Zoom phone allow faxing?

- Michael: it'll be similar to what it is today. There are options out there, but costs associated, and we'll have to make some determinations after research. **The goal is to keep as close to today's functionality as possible after transition.**

Q HC: Training sessions?

- Training through partners on Zoom. Very good training (Michael) and Q and A sessions from local Zoom phone team via Open Forum (Michael Lars etc). We invite people to the Q and A so people can hear other folks' concerns/questions. [Yay! Can we see/hear all people's concerns/questions, not just those selected? That would be more like in person forums]. These are publicized. Forget name of office that publicizes [**can we follow up on this for next mtg, or update minutes?**]
- <https://learning.zoom.us/learn>
- <https://technology.fresnostate.edu/unified-communication/>
- Call trees, security, 911, FAQ is pretty solid!

Q: Other CSUs watching us since we are first:

- [SD? Missed answer] Monterey Bay, Chancellor's office, etc.

Q (HC possibly?): in terms of the costs, are the costs the same for all CSUs? Or is it per campus?

- Zoom was negotiated thru Chancellor's office: Zoom phone was not in at the time. But it will be in the next negotiation, which may help with the cost.

Q: HC: will this be a layered or multiphase rollout, or will it be set and then stay the same for a long time?

- Michael: we've only had 1 migration since I've been here. **It's too huge to do over and over. Most campuses 18 month timeline.** Our current timeframe is quite aggressive. Once we get there:
- Via, Cisco, many others are headed to unified communication. Not the monolithic phone system like we have currently.
- **But what will change constantly is the platform itself. Zoom keeps adding new features and changing on an ongoing basis. That is likely to continue.**

Q (PDW) How will this affect bandwidth usage? Or will we need more infrastructure?

- **Phones use tiny bandwidth. And we can use infrastructure we already have, getting more use out of existing network.**
- Email: zoomphone@mail.fresnostate.edu no question is too small

Q (PDW): Thanks. I have one more question. How long will Zoom have the logs beyond the university?

- Operational logs that don't capture content. The outer shell, metadata, times dates etc, that's used for building out their platform. The content, has a diff timespan and then falls off.
- **Knowing that would help put people at ease, I hope.**
- **Raphael Vegas is looking into us holding our own encryption keys: so even if Zoom had access to data, it would be encrypted and useless to them.** [keep updated!]

4. Nupur: new platforms for fac to share what they're doing, that their peers could learn from: Bryan mentioned (IDEAS) (missed name) "from the lounge"

- **Creating more viz for fac who try something interesting, it worked or it didn't work.**
- (Update this line with info gleaned from email thread b4 mtg)
- UFO/ TTFO/ TFO could liaise with them

- i. Possible drawback: not accessible to instructors or to tenured faculty, and both communities would be interested.
 - ii. Hey cool: Arun Nambiar was one of first UFO members (Also past AIT chair)
- Technology Committee (a subctee of ? Colleges, or Ac Senate?) that has been working on online learning specifically, I bet they would be interested
- 5. Hubert: Q around standards in colleges for hosting data and documents
 - Arun agrees: Not all committees upload documents on websites
 - most of it just sits in Google Drives or even worse on someone's computer until you need to find it, eg for assessment purposes.

Action items:

Adjourned 12:56pm