AACC Meeting Minutes – January 6, 2003

Present:  John Anderson, Irma Arellano, Debbie Arseneau, Rosemary Bowker, 
Leigh Elfrink, Chris Hicken (SC3), Bonnie Krupp, , Jim Maraviglia, David 
Mason, Barbara Melvin, Craig Nelson, John Pietsch (IACC), Rick 
Ramirez, David Ross, Mary Spady, Susan Sparling, Susan Stewart, Vicki 
Stover, George Yelland (Chair)

Apologies:  Navjit Brar, Anthony Colvard, and Holly Sletteland

Guests:  Jerry Hanley, Natalia Grandillert, Johanna Madjedi, Craig Schultz, Mary 
Shaffer, Karen Vaughan, and Tom Zuur

State of the Infrastructure

Johanna Madjedi, ITS Communications and Computing Services, distributed a 
document on the Central Computing and Network Architecture Strategy, referencing 
anywhere, anytime electronic access to CSU and Cal Poly information resources. This 
strategy impacts all campus constituents and will be implemented using an evolutionary 
approach governed by need, available technology, supportability, implementation costs, 
sustainability, and security.

Teaching and learning along with administrative support environments will be 
categorized by need and usage from high availability with no interruption to prototype 
with scheduled outages. The overarching principles related to the environments are 
total cost of ownership, minimizing platform configurations, scalability, business 
continuity, and best practices.

The central computing and network architecture strategy involves data, application and 
web servers. It will incorporate Directory, Power (web registration), Portal, DNS/DHCP, 
Student Pay, Blackboard, Remedy, PolyData, Oracle Tables, SIS, Focus, Hayward, 
AMSPEC, Degree Works, GIS, ESRI, Mail, Open Time, Unix, Filespace, Citrix, SLA File 
and Print Sharing, and EMC Management.

The campus information technology strategy encompasses three major areas: Teaching 
and Learning Management Infrastructure, System and Services Target Architecture, and 
a Central Computing and Network Architecture.

It was noted that the combined use of multiple servers to integrate access with 
environments can individually affect access/usage of programs if the server becomes 
inoperable.

Anderson requested the readiness report graphics be “weighted” to clarify each 
deliverable’s progress. Yelland indicated that the strategy was a good roadmap for the 
future and provided helpful planning information. However, the AACC needs to 
understand how the current technical infrastructure is performing and what are the 
issues. Performance metrics indicating loads and average email response times, etc., 
are needed. Madjedi was asked and agreed to provide metrics regarding the current 
infrastructure at the next meeting.
A migration strategy by Dave Ross and Teaching and Learning White Paper by Craig Schultz will be presented to the group in the near future. Jerry Hanley will review the campus technology decision-making process at a future Management Staff meeting.

**PolyComm Messaging and Calendaring Project Status**

Schultz distributed documents regarding the PolyComm project. He encouraged all to view the web site at [http://polycomm.calpoly.edu](http://polycomm.calpoly.edu) which includes information updates and Frequently Asked Questions (FAQs).

The project task force and working groups have been determined, charges and deliverables have been defined, and meetings will commence this week.

A survey will be forwarded to campus faculty, staff, and students in January, soliciting input/preferences for the new messaging system. The survey can be viewed at the PolyComm web site.

A list of possible vendor candidates and related information has also been posted to the site. Informal vendor presentations will be hosted on campus in January or February.

A Request for Proposal (RFP) is currently being developed by the Contract and Procurement Service Department and will incorporate additional data as it is determined.

The goal set for solution identification is early summer. A major issue that affects the final solution/costs relates to whether student email accounts will be included in the project. The inclusion of student accounts would increase the amount of users/licenses from approximately 5,000 to approximately 30,000.

**Student Email Accounts**

There is currently a policy issue of whether Cal Poly will provide an individual email account for each registered student in the future. Currently, approximately 92 percent of new students have an existing personal email account before entering Cal Poly.

Hanley distributed documentation from the December 18, 2002 IRMPPC Meeting regarding the campus email policy. Other universities have already enacted policies requiring students to have an email account as a recognized form of communication to receive official campus communications.

Redirecting student e-mail from a Cal Poly alias to an off-campus account would:

- Greatly reduce allocated memory storage provision, thus creating a cumulatively large cost savings.
- Could improve email communications by having all campus mail sent to the account students regularly use.
- Could impact a student’s personal email account due to the account’s size limitation, thus causing them to miss critical messages.

Alternatives/Considerations:

- A student personal information update tool could be developed via a pop up box linked to the portal/registration process (Power) to validate/update
current email and other data (such as local address) to assist in the conveyance of information to students.

- A Cal Poly email account could be provided for an additional cost.
- E-mail licenses could be reserved for each Cal Poly student, allowing the student to determine if they want to use it as their official account (opt-in).
- Blackboard usage could be utilized to forward large documents between the instructor and students to help mitigate storage of large documents on email.
- Utilize the Cal Poly Portal as a vehicle to do certain business with students.
- Information could be categorized by its legally defensible sensitivity and forwarded to the student accordingly

Currently, each Cal Poly student automatically receives an email account. Many accounts are never accessed, causing incoming mail to build up in these accounts. This creates memory storage concerns and results in information not getting to the student.

Grandillert considered the proposal of excluding students from obtaining an email account as a step backwards and favored providing students the alternative of receiving a Cal Poly email account or utilizing it as an alias to redirect mail to a personal account. She will present this issue to the SC3 for their consideration.

It was noted that Dan Howard Green, President’s Office, and Carlos Cordova, University Legal Counsel, should be apprised of the current email considerations. A clarification of the CSU system level policy and guidelines should also be considered.

Legal concerns related to utilizing email to communicate certain information may require the consent of the individual to receive communication in such a manner. Another concern relates to the issue of the electronic signature being in compliance with the Global and National Commerce Act, the California Civil Code (1633.1-1633.17), Uniform Electronic Transaction Act, and the Department of Education policy. These concerns will need to be addressed as they relate to legally defensible positions.

Announcements:

Best Practice Award
Hanley distributed a January, 2003 article from Knowledge Management World in which Cal Poly received the 2002 Best Practices Award for the development of a web-based portal offering information and support to its students, faculty, and administration.

Academic Technology Planning Committee (ATPC)
This systemwide strategy group will host two on-campus focus group sessions during the first week of February on the use of technology in the classroom and related student support services.

Microsoft Agreement
Schultz announced that the Microsoft CSU system-wide agreement has been signed. The web site will be updated with the new contract amendments and license codes.

Minutes presented by: Karen Vaughan