**CE-PAG Notes - PUBLIC**

**Wednesday - 04-22-2020**

Agenda

* Welcome / Opening Comments
* Discussion on Fees/Sustaining Contributions Plan for 2021
* Input from the PAG: What does the community desire / need from I2 right now?
  + Listening Session with CIO’s

Opening Comments

* Internet2 has been cognizant about balancing communications that show empathy with the current situation at your campuses.
* Our primary goal has been paying attention to our services, network, and infrastructure to ensure they are available to our members. Ensuring our core services are there for you.
* Now we need to get ready for what’s next. That means paying attention to cost control measures we are taking at Internet2 – travel expenses, hiring freeze, suspension of merit / salary changes for executives and looking at how we can continue to streamline operations, and working with vendors to reduce costs. It’s important we are transparent to the community on these things.
* We also made the decision to freeze SC’s to 2020 levels. This PAG had tremendous input into the fees model and in deciding on an approximate 3% increase for the next few years. Now we need your input/review on a note to the community we would like to send this week.
* Subsequent to this communication, we are focused on what is the right way to communicate about this subject and the value of Internet2 and into the future and need your input in this area as well.

Ana shared a copy of a draft letter to CIO Community regarding Internet2’s intention to freeze Sustaining Contributions at 2019 levels and other actions I2 is taking.

* Intent is to send by end of week to CIO’s and shared with regionals
* Feedback was provided by PAG members.

Input from the PAG: What does the community desire / need from I2 right now?

* Access
  + Biggest problem has been / is access by students. Would like I2 to take the lead for advocating for broadband in rural communities as national policy activity. How can we use the network to explore remote connectivity?
  + Broadband and Rural advocacy makes a lot of sense. Partnering with Regionals is key too.
  + Interest in a nation-wide eduroam map effort to assist with student access
* Many vendors only extended helpful pricing measures through the end of this semester. Does not impact summer / fall which may have similar constraints.
  + Initiate this conversation and use our relationships with software companies in NET+. Can I2 influence extension of licenses, price breaks and capabilities.
* Crystal clear definition of what I2 provides to institutions (value) as every line item in the budget becomes potential for scrutiny
* Have observed some closing of the ‘technology gap’ in campus offices - more of the institution is using technologies (e.g. presidents using zoom)
* InCommon Research response was a very good thing to get out there too.
* Interest in eduroam / expansion of eduroam - particularly for K-12 sector
  + Some are setting up drive-up eduroam connectivity across state
  + Delaware providing maps of those locations
* How to provide lab-based courses effectively? Can I2 participate in conversation / efforts to build out shared labs across multiple institutions, etc - roles in grants / NSF / etc. Explore awards that leverage shared infrastructure?
  + It doesn’t make sense for campuses to stand up their own infrastructure. Canvas and other LMS folks have responded to their needs. On-Campus prem versus Cloud distinction.
* Online testing integrity is huge (this may be an EDUCAUSE scope)
* One of the schools represented by a CE PAG member got signed up for Zoom over a weekend. Would not have happened so rapidly without Internet2. Thank you, great value.
* Internet2/Zoom security session was extremely valuable and we were able to scale rapidly - went from 160 to 1600 licenses very quickly - as well as create pro-active documentation on best practices, security measures, etc.
  + There is still value in programs/webinars continuing virtually and those connections are still valuable even if CIO level personnel cannot attend (they may have a different perspective than CIO’s others that have zoom-fatigue).
* COVID response was less a technology challenge (for them) than a student technology issue (loaning equipment - laptops, cameras, hot spots, etc)
  + Had to work with partnerships in innovative ways (Dell, etc) to get access to equipment, provide equipment
* NET+ partners like Blackboard, Zoom and others – boosting of licenses at no cost, rapid deployment provided value.
* Suggest polling our campuses now with a quick survey - 3-4 questions with a comments field. “What Internet2 services are most helpful to you during this time? What could I2 have done better?”

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## Wrap Up:

* Committed to providing ideas regarding what we heard and direction for next steps back to this group via email
* Heard that surveys may make sense to further the conversation
* Consider engagement beyond CIO’s

## **CE-PAG Radar – Continuing / Future Conversations**

* I2I initiative and DEI within Internet2