# University Council Technology Standing Committee

**Minutes**         **January 24, 2013**         **2:30 pm**

| MEETING CALLED BY | Laura Spray, Chair |
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| TYPE OF MEETING | Monthly Meeting |
| FACILITATOR | Mary Hardin |
| NOTE TAKER | Margaret Canzonetta |
| ATTENDEES | Members Present:   Linda Barrett, Mary Hardin, Chris Kuhn, E. Stewart Moritz, Phyllis O'Connor, Jim Sage, Anthony Serpette,  Alicja Sochacka, <br><br>Guests: Margaret Canzonetta (recording secretary), John Savery and Dr. Scott Randby <br><br>Absent with notice:  Aimee DeChambeau, Alvaro Rodriquez, Laura Spray, Susan Testerman |

## Agenda topics

### CALL TO ORDER

| DISCUSSION | Mary Hardin called the meeting to order.  The December 18, 2012 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |
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### STUDENT TECHNOLOGY SUB COMMITTEE

| DISCUSSION | Jim suggested that the Student Technology Subcommittee engage with Jim Tressel to make sure they are providing technology for recruiting and training.  He also felt that they need to do a better job with effectively communicating with PC support across campus.  It was suggested that a news hub be created, websites get updated, and postings be made to social media sites to make everyone aware about what's going on.  He is working with institutional marketing and the web team on how to push info to web sites.  Also, they are finding a way to fund a small group of students to do R&D |
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and skunk works.  For example, Windows 8 -- some students really know it well.  We need to expand on this opportunity.

Jim also spoke about the way-finding application which is a touch screen primarily for new students.  He is already talking with Parking Services about a gps and a bus locator.  John commented that there is an accessibility issue for those using a wheelchair.  They are working with the digital signage committee on the issues.

There was also a discussion about the poor performance of DARS.  Jim will talk with Tressel and Sherman to see if we want to do something with this problem.

Jim suggested that maybe the emerging technologies group should be put together with the library group.  Phyllis reported that the library group has released a blog.  Phyllis will let them know that the library group is out there and perhaps they could meet in the emerging technologies room at the library.

## ADVISORY PROJECT MANAGEMENT COMMITTEE

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| DISCUSSION | Mary reported that Aimee met with the project management committee once and is trying to understand how it all works.  Jim noted that when he started at the University, IT was trying to decide what to do so an advisory committee was formed to decide which projects we would be doing and when.   Jim believes the committee works well.  The committee in turn reports to a steering committee. |

## ACADEMIC TECHNOLOGY SUB- COMMITTEE

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| DISCUSSION | Scott Randby, representing CCTC, attended the meeting as a guest to discuss the charges of the Academic Technology Subcommittee and the CCTC.  He indicated that he felt the two groups needed to get the charges worked out.  The academic workgroup is doing to same thing as the fully functioning CCTC should be doing.  We need to figure out how they fit together.  Jim indicated that CCTC was formed before the University Council and the thought was that all academic matters should stay with the faculty senate.   University Council is intended to focus on academic support matters.   There is a gray line between what we are doing with academic technology.   Jim felt that it may make sense to take the academic work that we are doing and give it to CTCC.  Scott indicated that they had a meeting yesterday and they would like to make sure faculty has the technology that they need, have a uniform way to get it, keep it up to date, and get it if they don't have it.   If we need to look at the structure of the CCTC, they will go to Faculty Senate to get it.  He would prefer to work with more technology folks.  He has no suggestions right now.  John indicated that they are trying to meet faculty needs with textbooks, ebooks, teaching.  They have an idea |

| | for faculty byod. Jim noted that byod is clearly a trend. It would be nice to know what the faculty thinks about this. We should support their decisions. Stewart responded that the faculty might have no idea what you are talking about. It is something CCTC wants to look at it. Jim stated that he has not been active with CCTC and felt that he needed to reengage and John should also be engaged in the committee. It was agreed to take a subset of each group and take the charges, tweak it and take it back to UC steering committee. The CCTC charges should also be reviewed by the Faculty Senate. Scott will be organizing a meeting for February 13. The whole committee will be there. Mary will send Scott a list of the academic committee members that will be attending the meeting. |
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## MISCELLANEOUS NEW BUSINESS

| | Mary reminded everyone that they are invited to attend University Council steering committee meetings. |
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| | Chris asked if there were any new developments on the street facing displays discussed at the previous meeting. Jim indicated that there was nothing new and that the digital signage committee will probably be working on the wayfinding program at this time. Kiosks will be replaced but there is a lot of pressure with managing the budget. |
| | Jim indicated that there is a lot of work engaging with all the colleges, identifying which courses and certificates they want to put on line. They want to first serve traditional students to help with retention, and then secondarily to serve audiences off campus. MOOC work is being done by the colleges. IT functions as the enablers and supporters. |
| | Jim reported that there is a lot of talk about data warehousing. We recently purchased software from Oracle. |
| **DISCUSSION** | The part of technology that concerns Jim the most is the network. The demands are exploding. Today there are approximately 15,000 people connected with multiple devices which automatically grabs wifi. Also, there are many buildings like in Wayne College and the Student Union where there are dead zones. They are considering putting data systems in buildings that have these problems. They would also like to convince cell providers to build something closer to campus. The city engaged a group called One Community to help with the issue and it failed. They thought they could put technology on telephone poles, but First Energy would not allow it. They are not sure how to mount the technology. |
| | There is also a lot of talk about shared services in Ohio. There are 620 high school systems and 22 information technology centers that provide services. We are talking with Neonet on how we can all work together. There is the possibility of building a network operation center with Neonet that would share with cities, counties, schools, universities. |

Jim also indicated that he would like the University to be more proactive when there are warning systems of network problems. IT lost some network staff and Jim was told that he could fill four positions within the entire IT department. IT spending has been flat and headcount is down. We are looking at benchmarking with other universities. Chris asked about upgrades to the network. Jim told leadership team that the network needs to be very powerful. Agile Networks are building wireless all over state. Fiber optic is going to be replaced by wireless.

John reported that Springboard had some issues with performances with the new upgrade. It was fixed with hot fixes and they are sending patches.

Jim spoke about two pockets of activity to increase revenue and sales. A framework for colleges has been created to generate revenue. Dave Cummins is working on ideas to lower costs.

Mary suggested that the Committee should try to be involved in some of the decision making of IT initiatives. Jim suggested he could get copies of the rfps and members could get involved with whatever they interested in doing.

Phyllis indicated that the Digital Assets Steering Committee has recommended to the Provost that we purchase epress, a publishing platform to highlight faculty publications. The law department is currently using it. The Provost response was to organize a presentation to publicize and get feedback. The CCTC should be invited to give feedback.

The next meeting is February 21, 2013.

# University Council Technology Standing Committee

**Minutes**          **February 21, 2013**          **2:30 pm**

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| **MEETING CALLED BY** | Laura Spray, Chair |
| **TYPE OF MEETING** | Monthly Meeting |
| **FACILITATOR** | Laura Spray, Chair |
| **NOTE TAKER** | Margaret Canzonetta |
| **ATTENDEES** | Members Present:   Linda Barrett, Aimee DeChambeau, Mary Hardin, Chris Kuhn, E. Stewart Moritz,  Phyllis O'Connor, Alvaro Rodriquez, Jim Sage (present for a portion of the meeting), Anthony Serpette, Laura Spray, Suzanne Testerman<br><br>Guests: Margaret Canzonetta (recording secretary)<br><br>Absent without notice: Alicja Sochacka, |

## Agenda topics

### CALL TO ORDER

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| **DISCUSSION** | Laura Spray called the meeting to order.  The January 24, 2013 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |
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### AUDIT OF WRIGHT STATE UNIVERSITY'S IT DEPARTMENT

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| **DISCUSSION** | Jim informed the Committee that he and others were asked to conduct an audit of Wright State's IT Department.  He observed that Wright State is similar in size to Akron, but they conduct more research.  Enrollment is down and they seem to have the same financial issues as Akron.  The study helped to point out the weaknesses in UA's governance and engagement in the community.  He would like the committee to be more involved in different areas of UA leadership to find out what people are thinking about so IT can help before it is too late.  We need to get a dashboard or measurement of satisfaction, service availability and performance.  Jim will be working with IT folks about services they provide to get metrics. |

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### STUDENT TECHNOLOGY SUB COMMITTEE

| **DISCUSSION** | Laura reported that the student technology groups have met and plan on meeting again in the near future.   Jim still needs to talk with Jim Tressel to make sure efforts are not being duplicated with his group.  Strategically, the hardest issues are in retention, recruitment and placement. |
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### CCTC MEETING

| **DISCUSSION** | Stu felt the meeting on February 13 went well.  The charges still need to be hashed out but they felt they were fully compatible.  CCTC wants to drive the academic technology issues.  Jim indicated that he will provide whatever resources are needed for the committee.  Issues such as audio visual, IP, texting students, improving communications, desktop videoconferencing were all discussed.  Jim and John Savery will be attending the monthly CCTC meetings.  Scott Randby will be invited to attend the University Council meetings.<br>Aimee indicated that desktop videoconferencing is a priority.  The Law School is doing a pilot with Cisco.  A selection committee needs to be put together to decide on a program for the University.  Jim will ask John Savery to put together a group to select a solution.  Aimee should chair the committee.  Stu will work with Scott to put together a timeframe so a decision is made this summer.  Chris noted that he believes that Cisco is a good system based on his network experience. |
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### ADVISORY PROJECT MANAGEMENT COMMITTEE

| **DISCUSSION** | Aimee reported that the committee meetings are going well. The last meeting covered Peoplesoft change versions, administrative/financials and student info.  There was a presentation on the various projects, rfps sent out, and updates on IT projects.  Phyllis asked how projects are put on the agenda.  Aimee indicated there was a flowchart on how it all happens. Projects filter up from department heads.  Suzanne reported that they are now looking at the entire process. They would like to shorten the path for projects with shorter timeframes, look at different categories for different projects, and explore ways to simplify the process.   Phyllis expressed concern about the records management/retention software program that never came to fruition.  Everyone needs to know the process for this committee.  Suzanne stated that they are trying to come up with a process that is institution-wide.  Laura asked who determines the highest priorities on the list of projects.  Jim is involved in the administrative group that determines the priorities.  Suzanne noted that they are managed like a portfolio and are staggered.  Aimee will get a copy of the Powerpoint slides that spells out the procedures.  Mary questioned if anyone can see the status of the projects.  Suzanne explained that the projects are listed on the project website.  Laura asked whether the |
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| | committee could get a copy of the dashboard and make it part of the next agenda. Aimee indicated that the new projects include Successful U application and the Data warehouse project. Committee members expressed concern that communication is not getting out to other members of the campus about the projects. Suzanne noted that the information is contained in the new projects section of the IT website, but they are aware of the communication issues.<br><br>Aimee indicated that if the chairs have questions, she will bring them straight to the academic committee or CCTC. It was suggested that a listserv be formed to communicate with committee members about these questions. |
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## TECHNOLOGY ENHANCED GENERAL
## PURPOSE CLASSROOM

| DISCUSSION | Laura, in John's absence, distributed the Proposal for Technology Enhanced Classrooms report. Herb Matheny's group is starting a committee to put together BYOD policies focusing on the employee side. Laura asked if anyone from our University Council would be interested in sitting on this committee. Mary Hardin agreed to do so. If anyone else is interested in attending one of the meetings, Mary will send out a notice and everyone is invited to attend. There was a question on why this didn't go to the CCTC but committee members agreed that Neal L'Amoreaux is a member of CCTC and part of Herb's committee. Also, only academic issues should go to CCTC and this is not considered an academic issue. |
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## MISCELLANEOUS

| DISCUSSION | Chris raised the question about IPV6 functionality that needs to be added to outward facing websites. The Polymer building is running on it. Anthony reported that the Polymer building will be moving to the main campus next week so will no longer have IPV6. The advantage to IPV6 is a direct, unicast, one-to-one connection and the routing functionality is faster. Laura suggested that Jim address this issue at the next meeting.<br><br>The next meeting is March 18 at 2:30 pm in LH 413. |
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# University Council Technology Standing Committee

**Minutes**         **March 18, 2013**         **2:30 pm**

| MEETING CALLED BY | Laura Spray, Chair |
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| TYPE OF MEETING | Monthly Meeting |
| FACILITATOR | Mary Hardin, Chair |
| NOTE TAKER | Margaret Canzonetta |
| ATTENDEES | Members Present:   Aimee DeChambeau, Mary Hardin, Chris Kuhn, Phyllis O'Connor, Alvaro Rodriquez, Jim Sage, Anthony Serpette, Suzanne Testerman<br><br>Guests: Margaret Canzonetta (recording secretary), John Savery and Dr. Scott Randby<br><br>Absent with notice:  Linda Barrett, Laura Spray and Stewart Moritz<br><br>Absent without notice: Alicja Sochacka (4) |

## Agenda topics

### CALL TO ORDER

| DISCUSSION | Mary Hardin called the meeting to order.  The February 21, 2013 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |
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### STUDENT TECHNOLOGY SUB COMMITTEE

| DISCUSSION | The Committee met once in January. The next meeting will be scheduled shortly. Students discussed concerns such as not knowing who to call for issues and quality. They talked about forming focus groups and having feedback tables in the student union. |
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### ADVISORY PROJECT MANAGEMENT COMMITTEE

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| **DISCUSSION** | Aimee indicated that there is a chart that lists how projects make it up the ladder to approval.  A list serve has been created and she will send the document to everyone through the list serve.  Aimee will be meeting with John Corby next week. |
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## CCTC MEETING

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| **DISCUSSION** | Dr. Scott Randby spoke on behalf of Stewart.  The committee met last week and discussed web conferencing.   They concluded that Frank Bove would submit a request to faculty senate to form an ad hoc committee of interested parties to look into conferencing services.  Aimee questioned about forming an ad hoc committee as opposed to the CCTC handling the issue. She also thought that others should be invited to the committee to get things moving along.  Scott responded that the CCTC will be heavily involved for organizational purposes and Frank will be chairing the committee. They plan on having a recommendation by the end of the semester.  They will be bringing in vendors, like WebEx.  Jim suggested that Aimee attend a CCTC meeting and state her thoughts.  Scott indicated that the committee wants to act quickly and he will confirm with Frank the urgency.  Frank has a list of people that he believes should be involved. <br><br>The next CCTC meeting is April 17 and they will be discussing BYOD.  Neil L'Amoreaux will be providing information they have been gathering.  They would like to get the faculty's perspective on the issue.  Other items discussed include emerging technologies, cost of textbooks, and technology for part time instructors.  Phyllis stated that the library has five lenovos for all faculty members to check out and use but not for use overnight.  Jim will check in with Herb to find out how many laptops were refurbished and redeployed.   If we need more, we will get them.  Scott indicated that he surveyed his department and 78% of the faculty had their own devices, and two available laptops were never check out.  Phyllis indicated that the school of music has a lot of requests for laptops.  Jim questioned whether all tech-enabled rooms have robust laptops.   Mary indicated that her department put computers in rooms with smartboards.  They found that people unhook the cables.  The computers are locked down so they cannot add software.   They built cases around the computers and it is better.  Chris reported the same thing in the Polsky bldg.  Chris felt that one of the reasons people unhooked the cables was because they wanted to hook up in ways that are not available.  Jim suggested that we need to look at ways to make it easier for people to use the computers. |

## TECHNOLOGY ENHANCED GENERAL
## PURPOSE CLASSROOM

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| **DISCUSSION** | John reported that he has a budget of $150,000 to tech enhance classrooms.  They plan to do Olin now because of the number of requests.  He is working with PFOC and is not sure they will have enough people to do the job.  He is going to work with another vendor so it can be finished by the fall semester.  The cost will be approximately $15,000 to standardize each room. |

| | Scott would like to present this information to the CCTC for their information.  Jim indicated that he would like CCTC's approval on John's recommendations for the rooms.  We are only doing 10 of 17 of phase I and will have more money later. |
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### IPV6

| DISCUSSION | Chris questioned when the University is going to implement IPV6.  Jim indicated that we have to do it, and we are still figuring out how we are going to get there.  It is a piece of a much broader planning process.The network is in need of significant upgrades and equipment.  The University is looking to host its own VOIP. |
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### TERMS

| DISCUSSION | Mary reported that Laura, Chris, Suzanne and Alicia's terms on the committee will expire at the end of April.    There will be an election of officers at the May meeting. |
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### MISCELLANEOUS

| DISCUSSION | John reported that the Barnes & Noble bookstore contract is up in May. There is an rfp to solicit bids for a new campus bookstore. The faculty is very interested in this. The committee discussed the technological side to this issue.  Jim asked John to give him a few bullet items of concerns and he will address it with Anne Bruno.  Jim asked whether it is our intention to have an exclusive relationship again.  John indicated that he hopes that is not the case.  Jim will bring this up to Bill Rich.  Scott will bring the subject up at the next CCTC meeting.

Jim indicated that his biggest concern is the budget.  He is worried that the cuts may be more than the IT operating budget can take.  He is doing some benchmarking on IT spending and invited committee members to send him any good benchmarking data to support the fact that the university should not do an across the board cut.

Aimee stated that they are looking at governance issues and they need to get some faculty members in academic support.  The steering committee consists of Dr. Sherman, Jim Tressel, Jim Sage and the Faculty Senate.   Jim noted that most of our energy with academic support has been to keep the lights on.  We need to reprovision to the academic side.
Jim also reported that IT is going to get more involved with functional units on campus so we can hear first hand what is going on. He would like to bring some ideas back.  He talked about the CRM software and IT being the glue to keep the functions together.
Jim reported that there is a current search for an Associate/Assistant Provost for Online learning. They will be working with Rex Ramsier on the academic side to develop a plan.
The new Oracle data warehouse project was discussed. The challenge is how to deploy it campus wide.

The next meeting is April 22 at 2:30 pm in LH 413. |
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# University Council Technology Standing Committee

**Minutes**          **April 22, 2013**          **2:30 pm**

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| **MEETING CALLED BY** | Laura Spray, Chair |
| **TYPE OF MEETING** | Monthly Meeting |
| **FACILITATOR** | Laura Spray, Chair |
| **NOTE TAKER** | Margaret Canzonetta |
| **ATTENDEES** | Members Present:   Linda Barrett, Mary Hardin, Alvaro Rodriquez, Jim Sage, Anthony Serpette, Alicja Sochacka, Laura Spray<br><br>Guests: Margaret Canzonetta (recording secretary), John Savery and Dr. Scott Randby<br><br>Absent with notice:  Aimee DeChambeau, Chris Kuhn<br><br>Absent without notice: Stewart Moritz |

## Agenda topics

### CALL TO ORDER

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| **DISCUSSION** | Laura Spray called the meeting to order.  The March 18, 2013 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |

### CCTC

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| **DISCUSSION** | Scott reported that the committee met last week and put together a list of nine to ten people interested in serving on the subcommittee to look at web conferencing software.  John helped to put together the list.  The list was submitted to the executive committee of the faculty senate last week and he had not heard back on the status. The group will be working with John to make a recommendation for conferencing services for the campus.  The committee also discussed byod.   Scott felt it was a good discussion and that Neal L'Amoreau provided good information to the committee. They will look at faculty needs and issues looking into next year. Scott felt it was going to take some time to analyze because it is a complex issue.  They are meeting throughout the summer to gather information and will forward it to the committee and John Savery.   Jim asked Scott what he thought the faculty would like to do.  Scott |

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| | felt it depended on the faculty - some rely on university equipment and some do not rely at all. Some faculty might want a stipend to use their equipment. There were concerns about faculty not knowing what devices to buy. They talked about the university coming up with list of recommended devices and a list of what they would provide support.  Jim also brought up the issue of security.  He is bringing in someone from NASA to talk about encryption.   Mary indicated that she has talked with people from other industries and they sometimes lock down machine or don't allow organization email or applications to reside on machine – all virtual.   This matter will be discussed in further detail later. |

### EFFECTIVENESS COMMITTEES

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| **DISCUSSION** | Laura asked Jim to give a report on the University effectiveness initiative committees.  Jim indicated that he is on four committees.  First is the Procurement Committee which is looking at ways to reduce procurement costs, specifically, travel savings of about 10%.  They will probably be selecting a travel agency and everyone will be encouraged to use procurement cards for all purchases and payment methods.  The University gets rebates from the bank for using them.  Items also being discussed are mileage rates, a saving 10% by using Southwest Airlines and mobile devices.  They believe there will be a savings of $1 to $2 million. |
| | Jim chairs the second committee which is an initiative to launch "Lean Six Sigma" campus wide.   He spent some time with Akron Children's Hospital about how they use Lean and he will be visiting universities with Lean processes.  They are looking at services that are not adding value.   Lean is intended to teach people the process to identify work out of a task or responsibility. |
| | The third initiative is how IT support is provided when department techs leave and then IT takes over.  An example is in the Arts & Sciences Department.   Mike Sherman asked him to put together a recommendation on the matter.  The goal is not to eliminate positions in colleges but to take care of the needs in the department without replacing the position.  They will be engaging with department techs to put together a proposal. |
| | The fourth initiative is the operational review committee.  It is charged with looking at VPs spending, including IT.   Originally the VPs were asked to bring benchmark data but the plan changed and they were given a reduction target and asked how you would get there.  The IT department was asked for a 6.2% cut or $1.2 million.  The VPs presented their plans to meet the goals. Once the budget was approved, then they could look at benchmark spending at appropriate levels. |
| | Jim did not have information on the other committees.  If anyone has questions, please contact Jim. |

### TERMS

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| **DISCUSSION** | Laura discussed the members whose terms ended in April.   The election of officers will take place at the May meeting.  Laura will remind members of the responsibilities of the chair and vice chair. |

## IPV6

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| **DISCUSSION** | Mary reported that she had a meeting with Telecommunications and the IPV6 subject came up. Their biggest concern is with security holes with IPV6 before it is opened on campus. Laura indicated that the subject will be discussed at the next meeting if there are still concerns. |

## MISCELLANEOUS

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| **DISCUSSION** | Jim updated the Committee on the online program indicating that it has become a faculty initiative. <br><br> The Successful U application was discussed. Alvaro indicated that he has downloaded the application and it is used to show the services the University offers, a calendar of classes and options. <br><br> Margaret was asked to download the last three IT Board reports to the University Council Sharepoint site, which she has completed. <br><br> Laura invited the members to attend the May 14 University Council meeting. <br><br> Mary questioned whether the renewal of the Barnes & Noble contract is exclusive. Laura indicated that she would find out. <br><br> Anthony discussed the web team and the requests they receive for appointment scheduling software. The Committee discussed options for scheduling appointments with Outlook, gmail, Sharepoint and others. They would be interested in a web based system for integration to everyone's calendars. <br><br> Alvaro asked if the University will be streaming the graduation ceremonies. Margaret indicated that she believed they are doing so but Laura will follow up with Alvaro. <br><br> The next meeting is May 20 @ 2:30 p.m. |

# University Council Technology Standing Committee

**Minutes**             **June 21, 2013**             **3:00 pm**

| MEETING CALLED BY | Mary Hardin, Chair |
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| TYPE OF MEETING | Monthly Meeting |
| FACILITATOR | Mary Hardin, Chair |
| NOTE TAKER | Gene Marchand |
| ATTENDEES | Members Present:   Linda Barrett, Aimee DeChambeau, Gary Goldberg, Mary Hardin, Gene Marchand, Alvaro Rodriguez, Jim Sage, Anthony Serpette,<br><br>Guest: Dr. Scott Randby<br><br>Absent with notice:  Chris Kuhn and Phyllis O'Connor<br><br>Absent without notice: Stewart Moritz |

## Agenda topics

### CALL TO ORDER

| DISCUSSION | Mary Hardin called the meeting to order.  The May 20, 2013 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |
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### ELECTION OF VICE CHAIR

| DISCUSSION | Aimee DeChambeau was nominated as Vice Chair by Jim Sage there were no additional nominations. Aimee has accepted the nomination as the Vice Chair for the UC IT Subcommittee |
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### INTRODUCTION OF GARY GOLDBERG

| DISCUSSION | Gary Goldberg, Director of Dining Services, ended up on committee because he has multiple initiatives that Dining Services has implemented. Listed a couple of them. POS system, etc. |
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## CCTC

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| **DISCUSSION** | Scott Randby gave an update from the CCTC meeting; Web conferencing review committee met on 06/21. Trying WebEx and Collaborate. Both options are viable and will be acceptable. Since there is little knowledge of budget, it was requested that Jim Sage will be invited to meeting of the CCTC meeting to discuss the options and budget related to project.  One advantage to WebEx is that they own their own virtual network which improves proformance.<br><br>Jim Sage mentioned running into Dr. Calderon regarding the Web Conferencing committee. WebEx is 60K more a year. If user experience is significantly better then Jim will find the money to make this project happen as long as the faculty, staff and students have the best experience possible. |

## BYOD

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| **DISCUSSION** | The committed has met several times.  There were 4 MDM vendors invited for demonstrations.  The committed then met and the top vendor was unanimously selected.   This vendor had the top rated RFP, the top rated demonstration, and the lowest cost.  Jim has not seen the Recommendation for our MDM vendor of choice.  T |

## STUDENT SUBCOMMITTEES

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| **DISCUSSION** | UC IT Subcommittee needs to re-evaluate the Student Sub committees. Jim Sage would like to meet with the CCTC and Students and potentially sit down with them and talk about current services. He stated that the students don't need to come from this committee. Mary and Jim will work on proposal for what needs to be accomplished with the student groups. Gene stated that when talking to Laura about committees, she mentioned that they didn't meet regularly.  Anthony had an idea about Student Leader group.  There was an idea of using OrgSync to talk about future technologies. Jim was thinking about using Twitter Hash tags to get the message to Jim.  Possibly also meet with the officers of student organizations in the fall. |

## JIM'S BOARD REPORT

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| **DISCUSSION** | Jim speaks at a very high level what projects are.  The board's interest is currently in recruitment, and retention. They are very engaged in online services being offered.<br><br>Quality Matter in Ohio has adopted these standards for Online Education. Best person to talk to regarding this would be Wendy Lampner and John Savery. Scott said that some faculty are opposed to the use of Quality Matter. Jim would like to understand the concerns with Quality Matters would like to do a one on one or a document on the relevant issues and the issues that have been discussed with John Savery. |

## IT CONSOLIDATIONS

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| **DISCUSSION** | Last meeting, Jim was working on a plan the President was going to deliver a directive to the Dean's that he wanted the consolidation. Dr. Proenza has asked Jim to write a directive that he will deliver to the Deans. |

## SUCCESSFUL U

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| **DISCUSSION** | Statistics are being collected and Álvaro wanted to know what implementations are coming is phase 2. Jim and IT will continue to collect the data and make sure this App does not turn into a marketing hype. Jim wants to make sure the students are going to use this app and that the app has measurable value. Jim will have usage statistics and what is coming in phase 2 in the next meeting. Alvaro believes that it is more of an events calendar. Jim stated that Successful U is more about developing life's skills. UA Mobile App is more of an informational portal. Jim thinks that eventually these two apps should be merged together into one App. Jim will find out what is in Phase 2 of both applications. |

## OBJECTIVES FOR COMMITTEE

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| **DISCUSSION** | Mary Hardin asked if everyone can access the UC SharePoint Site. Mary will work on getting Scott Randby access to SharePoint. Mary would like the committee to review the goals and possibly set new goals for this year. Jim stated that we need to make sure our goals align with the Universities Goals and Vision of recruiting and retention being pushed by the President and the Board of Trustees. Also we need to make sure we support the faculty. |

## MISCELLANEOUS

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| **DISCUSSION** | Scott would like someone to talk CCTC about the Adobe ELA Agreement and going forward.  Faculty are concerned regarding the inability, under the current contract, to upgrade.  It is not a problem today, but will become one in the future.<br><br>The question was asked about the Cost Per Copy Program.  Part of the overhead, now that we have more people on the program shouldn't the cost per copy be dropping. Jim said that really should be an issue with the Finance Committee not IT Committee.<br><br>Exchange Mailbox Size:<br>500 MB Mailbox size is an issue.  Jim and IT is working on a plan to move the Faculty and Staff Mail to the Cloud. Could be MS or Google. There were issues in the past around E. Discovery and Litigation hold and now each of the providers has the ability to track and gather email data requested. ITS is working on a plan to move in the direction of the cloud. Jim would like to setup a cross function work group to help make the decision to move the email to the cloud.<br><br>UC Meeting has been cancelled for July. Their next meeting is 3rd week of Aug. Mary believes we should meet the last week of July. She proposed we set a set day and time. Jim would like to pick a day and time rather than schedule an off day. The committee agreed that the Last Tuesday of the month @ 3pm for the coming year will be the set schedule. Mary will send out invites to all. |

Aimee DeChambeau Project Management:
She had questions around how a request for an IT project gets into the system. What is the workflow?

Jim said Upper Management is working on IT Governance. It would have 3 committees, Research, Academic, and Academic Support Groups and they will send a recommendation to the Steering Committee. Steering committee will take their funding and allocate accordingly.  Jim is working on a new governance process and toolset. The Project Requester would be the one going to Steering Committee to get funding not ITS.

Login Problems on Monday:
LDAP infrastructure and a server failed. IT made an assumption that the problem was with a database corruption. However, 6 hours into the issue this was found not to be the problem and it was that the DNS server caused the problem. In the future, Jim would like to develop a relationship with outside IT Support Providers with real deep knowledge and engagement to assist the University. Jim also stated that we need to move the Web to the Cloud. They are moving the IT status page off site.

The meeting adjourned at 4:13 pm.

# University Council Technology Standing Committee

**Minutes**          **July 31, 2013**          **2:30 pm**

| MEETING CALLED BY | Mary Hardin, Chair |
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| TYPE OF MEETING | Monthly Meeting |
| FACILITATOR | Mary Hardin, Chair |
| NOTE TAKER | Margaret Canzonetta |
| ATTENDEES | Members Present:   Linda Barrett, Aimee DeChambeau, Mary Hardin, Chris Kuhn, Alvaro Rodriguez, Jim Sage, <br><br>Guests: Dr. Scott Randby, Dr. John Savery, Margaret Canzonetta <br><br>Absent with notice:  Phyllis O'Connor, Gene Marchand, and Anthony Serpette <br><br>Absent without notice: Stewart Moritz |

## Agenda topics

### CALL TO ORDER

| DISCUSSION | Mary Hardin called the meeting to order.  The June 21, 2013 meeting minutes were approved with no changes.  The minutes have been posted on the UC Sharepoint site. |
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### COMMITTEE MEETINGS

| DISCUSSION | Gary Goldberg is leaving the IT Committee switching to the Recreation and Wellness Center Committee which he considered a better fit for him.  The Committee is still waiting for a USG representative which will most likely be assigned in the fall.  Mary suggested that committee meetings should last 1.5 hrs. as opposed to one hour. |
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### CCTC

| DISCUSSION | Scott reported that the committee has met and they have a draft rfp but are continuing to work on the criteria to give to vendors.  Once they complete the rfp, they need to run it by purchasing. Mary asking whether the meeting with vendors is open to anyone interested in attending. Scott indicated the meeting would be open to others outside the committee.  The original goal was to bring the vendors to campus in the fall |
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| | semester and that goal may still be attainable but he is unsure. |
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## BYOD

| DISCUSSION | Legal is looking at the terms and conditions of the agreement.  However, the agreement is not a high priority for legal due to the beginning of the school year.  Mary asked about the iPad program.  Jim indicated that the donor pulled back on providing iPads for other athletes.  The project is now on hold.  Jim indicated that he cannot use tech fees for particular students.  The project is ready for implementation but we just need money to purchase the iPads. |
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## JULY BOARD REPORT

| DISCUSSION | Jim reported that the August board report will be available after the August 7 meeting.  He indicated there is a lot of activity going on in the recruiting area.  Royall will be doing more aggressive marketing for us.  Mary asked about the time and attendance projected expected timeframe.  Jim indicated that they are still working out the kinks but expect testing to begin in late September.  He also reported that Apple approached the Computer Store indicating that if we didn't change the way we managed the store, they would be pulling it.  The complaint stemmed from students standing behind the counter and not engaging customers which is the expectation at other Apple stores.  This prompted the University to take a look at the store and then decided to close it and move it on-line.  The purchase of mouses, cables, etc. will move to the bookstore.  There is a communications plan for the removal.  Provisioning of computers will work the same. There are still some questions unknown such as procedures for departmental purchases. |
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## ADVISORY PROJECT MANAGEMENT COMMITTEE

| DISCUSSION | Aimee reported that she was not able to make any summer Advisory Project Management committee meetings.  She asked if anyone wanted to replace her to go to these meetings.  John indicated that there was only one meeting held this summer.  Jim felt that we need to do a better job supporting the academic and research sides.   Aimee noted that this committee overlooks project management status of projects.  Jim noted that decisions are made by the Provost, CIO and others.  The committee should be recommending what we do because of return of investment.  Aimee - maybe they need to be empowered to make recommendations.  Jim responded that we need to figure out how this committee fits with the governance committee.  Jim believes this committee should inform other groups. |
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## COMMITTEE GOALS

| DISCUSSION | Mary noted that the committee is an advisory body.  She would like to increase the amount of time the committee meetings to 1.5 hours.  The committee could break into subcommittees and then report to a committee.  Communication about service |
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concerns should be a goal of the committee.  Aimee thought that data analysis of footprints -- what gets closed out before resolving should be reviewed. Staff for Footprints need to learn how to generate reports from the software. Jim indicated that possibly a subcommittee should be formed to find out what we are looking for in reports and how to get there.  Maybe we can tweak the system to get the reports.  Mary asked the committee if they had any ideas on the goals and how we can accomplish them.  John stated that he has communicated with academic technology committees to invite representatives to participate and he has not received a response.

## MISCELLANEOUS MATTERS

Scott stated that while teaching at the Polsky building, several students have asked about computer labs. Chris noted that there is a computer lab in Polsky which is part of the dean's office.  Jim stated that we are not closing down computer labs.  He is encouraging others to find a way to do something different.  There are currently about 200 labs.  The goal is to reduce them maybe by using virtualization.  Chris was told that he has been told you can use labs within departments but not always the specialized software.  Mary indicated that the CBA labs do not restrict use but the departmental labs are restricted.  Scott stated that Summit College has students with no computers and it is too far for them to use the library.  Mary suggested that Herb and the web team prepare a list of all labs and specialized software and post it on the UA website. Possibly Scott, Chris, Aimee and Linda could be part of a working group with Gene and the web team to put together a list.

Chris suggested that the university develop a professional development program to increase the utilization of technological tools.  Scott thought there were a lot of opportunities for faculty development.  Linda questioned whether there was an incentive for faculty to do this.  Mary stated that we are here to look at new technologies, not deploying existing but looking at new.  Maybe we should do some tech talks?

Mary will put a survey on Sharepoint on the various subcommittees to join.  The list serve will also be put on Sharepoint.  The goals will be discussed at the next meeting.

It was agreed that the committee will meet on the last Tuesday of every month.

The meeting adjourned at 3:42 pm.

# University Council Technology Standing Committee

**Minutes** September 3, 2013 2:30 pm

| MEETING CALLED BY | Mary Hardin, Chair |
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| TYPE OF MEETING | Monthly Meeting |
| FACILITATOR | Mary Hardin, Chair |
| NOTE TAKER | Margaret Canzonetta |
| ATTENDEES | Members Present:  Linda Barrett, Aimee DeChambeau, Mary Hardin, Gene Marchand, Stewart Moritz, Alvaro Rodriguez, Anthony Serpette<br><br>Guests:  Dr. John Savery, Margaret Canzonetta<br><br>Absent with notice:  Chris Kuhn, Phyllis O'Connor, Jim Sage |

## Agenda topics

**CALL TO ORDER**

| DISCUSSION | Mary Hardin called the meeting to order.  The July 31, 2013 meeting minutes were approved with a minor change.  The minutes have been posted on the UC Sharepoint site.   The August IT board report is also on Sharepoint. |
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**CCTC**

| DISCUSSION | John Savery reported that Thomas Calderon is chairing the desktop video conferencing committee.  Purchasing is waiting on a scoring sheet from the committee before finalization of the rfp. |
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**BYOD**

| DISCUSSION | Gene reported that the MDM contract with AirWatch is next on legal's list for review. |
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**ADVISORY PROJECT MANAGEMENT COMMITTEE**

| DISCUSSION | Aimee attended a meeting of the Advisory Project Management Committee via telephone conference.  She has some concerns.  She questions when faculty do and do |
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| | not get involved and what is an academic faculty issue.   The committee is an incredibly large group of people and it is difficult to have consensus.  Little decision making is being done.  Also where does everyone fit in?  She is unclear how projects get funneled to this group.   She is concerned about the governance.   Mary responded that as an advisory committee, we don't even know what is being proposed and cannot offer any advice.  Aimee noted that there is a potential gap in things that do get implemented. | |
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**PROPOSED CHANGES TO UNIVERSITY COUNCIL**

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| **DISCUSSION** | Mary reported that the Board reviewed the by-laws and recommended that it have less structure, be responsive and nimble, just in time, and have a strategy and planning for the representative groups.  They felt that issues could go around and around which has the potential for things not being resolved. The UC Executive Committee is making the suggestion to changes to University Council.<br><br>It was recommended that the standing committees play a more important role.  They might be taking issues directly to the Council of Deans and VP meetings.  Mary's concern is how we coordinate between committees?   The committee felt that the IT standing committee is unique in that there is full participation and the VP is engaged.<br><br>Aimee questioned how the HLC would respond to the changes.  Stewart doesn't think they would want what is being proposed.   He felt the committees are just now working and doesn't understand why changes are being proposed now.  Anthony asked about access to the HLC governance question and response.<br><br>Mary indicated that the University Council Steering Committee will be talking about this at the next meeting.   She will summarize the meeting for our committee.  Mary suggested that members go to the UC Sharepoint site to see the roles of the different committees and their plans.  There again is the concern with coordination of the committees. | |

**COMMITTEE GOALS**

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| **DISCUSSION** | Mary stated that we cannot work on the committee's goals until a decision on the structure of University Council is done. | |

The meeting adjourned at 3:40 pm.

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# University Council Technology Standing Committee

**Minutes**          **October 3, 2013**          **2:30 pm**

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| **MEETING CALLED BY** | Mary Hardin, Chair |
| **TYPE OF MEETING** | Monthly Meeting |
| **FACILITATOR** | Mary Hardin, Chair |
| **NOTE TAKER** | Margaret Canzonetta |
| **ATTENDEES** | Members Present:   Aimee DeChambeau, Mary Hardin, Chris Kuhn, Gene Marchand, Phyllis O'Connor, Alvaro Rodriguez, Jim Sage, Anthony Serpette, Suzanne Testerman<br><br>Guests:  Margaret Canzonetta<br><br>Absent with notice:  Linda Barrett, Stewart Moritz<br><br>Absent without notice:  Kashyap Gaglani |

## Agenda topics

### CALL TO ORDER

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| **DISCUSSION** | Mary Hardin called the meeting to order.  The September 3, 2013 meeting minutes were approved with a minor change.  The minutes have been posted on the UC Sharepoint site. |

### INTRODUCTION OF NEW MEMBER

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| **DISCUSSION** | Suzanne Testerman was introduced as a returning member of the Committee representing CPAC. |

### DISCUSSION OF CHANGES TO
### UNIVERSITY COUNCIL BYLAWS

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| **DISCUSSION** | Mary discussed the proposed changes to the University council by-laws. For clarification, the executive committee rewrote the by-laws not the provost.  At the last University Council meeting, it was decided that people overreacted in rewriting the bylaws and that a committee would be formed to rewrite the by-laws.  This committee |

| | will be starting with the February version of the by-laws and will be seeking input from the executive committee and the board of trustees on what they want to see.   The committee will consist of representative for the constituency groups with no input from administration.  They will be going back to the original structure of a steering committee, etc.   The focus will stay on responding to issue briefs on a timely basis.  Mary felt the subcommittees will still need to play a large role the way they had been doing.  If you have any questions, let Mary know. |
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**GOALS AND ACTION PLANS FOR 2013**

| DISCUSSION | Mary stated that the committee originally proposed four action items and subcommittees.  Aimee indicated that the library uses actionable steps and achievement of goals.  This matter will be discussed at the next meeting.

There was a discussion about the availability and statistics on usage of lab computers.  Gene stated that there is actually software for this purpose.  It was suggested that a survey be put together to ask how willing students are to walk to a lab, what restrictions are put on colleges/departments lab computers, view on virtual labs.  It was suggested that a committee be formed to come up with some specifics on how to put together a survey. |
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**BOARD REPORTS AND GOVERNANCE**

| DISCUSSION | The Board reports are posted on the Sharepoint site.  Jim invited any questions on the reports.  He reported that an rfp for the video conferencing project is ready to go on the street.  The committee is headed by Thomas Calderon.

On the governance end, there is a lot going on. Originally, a process was put together with an advisory committee.  It was concluded that it did not work well.  They tried to cover too many broad topics, too big and impossible to understand the needs.  They created subcommittees on HR, finance, student, web, academic and IT infrastructure.  The subcommittees are made up of representatives of those six areas.  They are trying to recapture all the projects within those groups and then prioritize the list.  IT also has projects that need to be prioritized.  The process of governing is evolving becoming a more formal way of getting things done.  Mary asked who sits on the committee that prioritizes the projects.  Jim indicated the committee consisted of Mike Sherman, Jim Tressel, Dave Cummins and himself.   The committee figures how to fund the projects looking at the strategic objectives of the University.

Questions were raised about the University's network.  Jim reported that the network will need a significant financial investment.  Over 60% of the network is at end of life and not supported.  Phyllis asked about voip.  Jim's assessment is that the phone system is at the end of life but others disagree.  They are trying to determine how many years are left on the system.  He felt that current technology is hosting in a cloud.  An analysis is going to be done on this subject. |
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| | Anthony gave the committee a brief update on the Time and Attendance project. Suzanne reported that the IT department salaried employees will be going live in two weeks and then PFOC. Everything is moving along fine. Information will be provided in the UA Digest.<br><br>Mary spoke talk about concerns with the Exchange server due to limited space. Faculty and others have been complaining about the lack of space. Jim indicated there were no plans, but if they call the help desk and ask for it, we do increase the space. Chris suggested going to 365. Jim responded that there is an issue with the faculty and staff side, and public records requests. Microsoft does not allow you to do e-discovery. There is push back from legal on the offshore storage and they cannot perform e-discovery. Anthony suggested getting an account to see the accommodations in size.<br><br>Phyllis brought up the issue with HR forms such as the performance review forms. Mary suggested that we write a recommendation that forms could have form optimization standards. Anthony indicated that he could do a quick overview of a few of the forms and we can send suggestions to him. Anthony will put together a subgroup, make a few suggestions and offer support. Chris agreed to work with Anthony on this. Maybe put a notice in UA Digest.<br><br>Gene talked about the IT training department putting together training about email etiquette and guidelines.<br><br>Aimee asked about state retention of electronic records Jim has presented the question to legal. The University does store it and back it up. Phyllis questioned retention of faculty coursework. The faculty are confused in case of public records requests. This will be addressed when they look at retention/records.<br><br>Mary heard there are some serious holes in the curriculum review process with faculty not being aware when something was approved. Jim reported that Matt Petras and Shannan Whalen are working on the project and they make enhancements all the time. He thought they we were meeting needs. Matt or Shannon should be invited to attend a committee meeting to give an update.<br><br>Mary asked if there has been a study done on the wireless capacity issue or equipment life issues? Jim said it is currently being assessed. There are big issues with old fire walls, we do not have dmz and there are issues with the voice mail system. We need to find someone to design a network of the future. Jim stated that there is no process on reporting problems and we are just reacting. We need to have a reporting system. Mary stated that she is using footprints, and doesn't hear back from anyone. Aimee indicated that she also is not receiving responses. Mary has to call to find out the outcome. There are discrepancies on how you ask for things, numbers assigned, differences between work requests vs. request projects. Gene said it was a problem with the ticketing system - no ticket ownership. It is hard to track who is working on something. Jim thought it was more about policies and practices. Jim will follow up |
| **DISCUSSION** | |

| | with the network folks about the ticketing system.  He will also talk to Holly and put together a committee to address the issues.

The next meeting will be November 26.  The regular December meeting is during UA shutdown.  Propose moving to January 7, 2014. |