ConnectND Campus Advisory Committee
Meeting Minutes
Thursday, September 1, 2011

Presiding: Joann Kitchens, LRSC
Recording Secretary: Jim Borkowski, DCB

I. Members Present:
   BSC – absent
   DCB – Jim Borkowski
   DSU – Mark Lowe
   LRSC – Joann Kitchens
   MaSU – Pam Braaten
   MSU – Jonelle Watson
   NDSCS – Mike Renk
   NDSU – Viet Doan
   UND – Peggy Lucke
   VCSU – Marcia Pritchert
   WSC – Jan Solem
   NDUS – Mick Pytlick, Teri Thorsen, Marv Hanson, Aimee Copas

II. Help Desk – John Underwood was not present

III. ConnectND Executive Director’s Report, Mick Pytlik
   • Fall Semester Start-Up: Accept for a couple of minor glitches, no significant performance issues occurred. Logins increased 20% compared to the same period last year. Because of projected enrollment increases, some growth in logins was anticipated but not to this extent. It is anticipated that the number of logins will continue at least at the present levels. Joann Kitchens (LRSC) expressed concern about the 20 minute inactivity time limit for Campus Solutions. She feels that the short time limit could be part of the reason for the increased number of logins. Mick said that the 20 minute limit is a reasonable compromise given available hardware resources and the number of people on the system during peak times. Marv Hanson added that the auditors would probably find that 20 minutes of inactivity is too much time – particularly if someone is login and away from their desk. Mark Lowe expressed a concern that if he has other windows open (e.g. financials and bank of North Dakota) he cannot login to Campus Solutions without closing all other sessions. Mick stated that this is a known issue and that a simple workaround is to use multiple browsers (e.g. Internet Explorer, Chrome and Firefox). Open Financials using one browser and Campus Solutions using another. Mick will do more research on this issue and will provide additional information if there are other simple solutions to this problem. Joann shared that her IT department directed her to click on the File tab and select New Session. Opening another module with this method took care of the problem on the LRSC campus. Marcia shared that the same was true at VCSU. Joann asked if it was possible for staff to have a longer inactivity logout period than students. Mick said he would look into it.
   • Active Directory Update: Extracts are running nightly from HRMS and Campus Solutions. This will pick-up new employees and students then load them into Active Directory. Mick stated that the extracts are loading students who are registering in the current term and forward one year. However, students who are registered in a
previous term are not being loaded into active directory. This issue is being studied to determine if there is a way of loading these students as well.

- Helpdesk update: There are new links on the Helpdesk page for active directory password reset and for the account claim process. Pam Braaten (MaSU) mentioned that their campus has had numerous issues when claiming active directory accounts. She reported that the helpdesk was not very helpful. Mick will follow-up with Jan to get more information. Jan Solem (WSC) reported that students are making as many as four calls to the helpdesk to resolve active directory account issues. Mick said that he has heard of these issues only anecdotally. He encouraged all campuses to report helpdesk issues to John Underwood or to him. Pam Braaten (MaSU) asked if hitting the refresh button in rapid succession takes up system resources. She reported that when people are running multiple jobs during times when the system response time is slower, it’s common for the users to hit the refresh every few seconds. Mick reported that the system only refreshes every five seconds no matter how many times the refresh button is pushed. Mick suggested that users wait 20 to 30 seconds before clicking on the refresh button. Other helpdesk topics: Mick reported that dropped calls (caller handing up) are less than 10%. Although this may sound high, according to industry standards, less than 10% is excellent. Additionally, the wait time is also low. This is the result of the ability to add resources to the help desk during peak times. John Underwood reviews helpdesk activity reports and trouble tickets, and he will call SunGuard to discuss service issues. Teri Thorsen shared that the surveys from the help desk are very helpful. She also wanted campuses to know that they do not have to complete the survey questionnaire that is received upon completion of every trouble ticket but should if they have helpful information to share (good or bad) If there is no need to complete the survey, simply delete it. Mick reported that during the period of August 22nd through the 28th the helpdesk received 2159 calls of which 1953 were answered. The balance was dropped calls. The number of calls received was higher than any other previous fall term. The increase in calls is related to claiming accounts and password resets.

- Bio/Demo Syncing: HR is currently shared between NDUS and the State. The State users do not want to sync HR with Campus Solutions. However, the plan is to split HR and the financial systems with the State. Once this split is completed, NDUS can proceed with the bio/demo syncing. This will not be completed before the W-2s and 1099s are processed.

IV. Reducing Complexity – Joann Kitchens (LRSC) reported that she believes this project is completed but wants to be sure before taking it off the list. Mick will follow-up and send a note to the group.

V. Other

- Financial Obligations Agreement: Mick report no significant progress has been made other than getting it into a development environment.

- Campus Solutions Query Environment Refresh Process: The refresh failed 3 times during the past several weeks. Campuses have requested to have the refresh run during the day when the process fails to update during the normal overnight run. The problem with this request is that it would take most of the day to run the refresh (probably until 3PM) – leaving little value before the overnight process commenced. So unless there is a compelling reason to run the process during the day, the refresh will run during the normal overnight timeframe. Peggy Lucke (UND) commented that the query environment is very important since it is used to support the daily processes at UND. Pam Braaten (MaSU) asked about additional query training.
Mick is working on query training including development of self-paced training for the basic course.

- HEUG Conference: Joann volunteered to join the subcommittee.
- Image Now: Jeff Jacobs reported (via email) that he was not been able to find the time to contact the individuals who can assist with working on this topic. I hope to find some time and be able to report on this topic next month.
- Gainful Employment: Jeff Jacobs reported (via email) that the Campus Solutions staff has developed a reporting mechanism to meet the Department of Education requirements by the October 1st deadline. However, the deadline was extended to November 15th. Schools should work with the financial aid staff on their campus to insure the reporting requirements are met and that duplicative efforts don’t occur.

VI. Institutional Reports/Announcements:

- Peggy, UND commented that campus staff that need to work on the weekends were told that they would not have support from the Campus Solutions staff on a Saturday or Sunday. She wanted to know what they should do if they have a mission critical problem. Mick clarified that although the helpdesk is not staffed to handle major issues on the weekend, they have emergency contact numbers to summon the necessary people who can provide the required support.
- Peggy also commented on employee and student email addresses on Live at EDU and BPOS.

VII. Directors Reports – Financials and HRMS, Teri Thorsen

- Financials: Travel and expense are in production. The pilot campuses, UND and NDSU, will start using them in October. The Financials staff worked most of the summer on PO issues. Also, this past week, one of the users accidently inactivated all of the vendors in the system – for both State Government and NDUS. This issue was fixed and security was changed to prevent this from happening again.
- HR: The payroll efficiencies report has been submitted to Laura Glatt. The report recommends implementing workflow (manager self-service) in HRMS for On-boarding and Terminations. Also, the HR staff will restart the data warehouse project. Campuses have been asked to review information in the data element dictionary. One of the first steps in the Bio-Demo Sync project is agreement on the definition of the data elements.
- Tools 8.5: For both Financial and HR, the staff is working on Tools 8.5 upgrade. HR will go live with the tools set on September 19th and October 17th for Financials.
- Partition Project: Pushed back to April.

VIII. Directors Reports – Campus Solutions, Mick Pytlik

- Tools 8.5: Problems persist with the implementation. Working with Oracle to resolve these issues.
- Data Warehouse: Continue to validate definitions between HR and Campus Solutions.
- Legislative Committees: A high priority has been to provide information requested by legislative committees.
- Housing System: Conduct Coordinator upgrade is being tested by the campus housing officers.
- Parking System: Continue to have on-line permit sales on some campuses
- Ad Astra: An upgrade is planned that will allow additional web excess.

**IX. Data Center Report, Marv Hanson**

- People Tools: Both Marv and Mick thank the campuses for their assistance in testing fixes. Pam Braaten (MaSU) commented that the additional work, associated with testing, on the campus staff has been extensive.

**X. Next meeting date (September 22, 2011) – Jonelle Watson - Recorder**