ConnectND Campus Advisory Committee  
Meeting Minutes  
9:00 am – 11:00 am (Central time)  
Thursday, February 23, 2011

Call-in number: 701-777-5900  
Event code: 134618#

Presiding: Marcia Pritchert & JoAnn Kitchens  
Recording Secretary: Jeff Jacobs, BSC

Members Present:

Jeff Jacobs, Bismarck State College  
Jim Borkowski, Dakota College at Bottineau  
Mark Lowe, Dickinson State University  
Pam Braaten, Mayville State University  
Jonelle Watson, Minot State University  
Viet Doan, North Dakota State University  
Peggy Lucke, University of North Dakota  
Marcia Pritchert, Valley City State University  
Jan Solem, Williston State College

SITS:
Mick Pytlik  
Jennifer Kunz  
Teri Thoreson

Data Center:
Rick Anderson

Absent:
Mike Renk, North Dakota State College of Science  
NDUS Office

I. ConnectND Executive Director’s Report, Mick Pytlik

- Active Directory Update
  - The shut off of old id’s and the cutoff date for that was Feb. 12th. Mick indicated he will provide statistics regarding the process. There were a few issues with claiming of accounts but not significant issues. Staff will need to look at student’s claiming accounts and how this process will work as right now the timing isn’t significant for that process to occur. However once students begin registering for classes in future terms, there may be more issues arise. HR extracts selects employees, contingent workers and persons of interest to set up an active directory account. For former employees, establishing an active directory account is a manual process. On the student side, an active directory account can be claimed at the applicant or admit stage. BSC is experiencing an issue of students not being able to claim their active directory account until after student matriculated. Mick will follow-up with BSC regarding claiming of accounts.
Data Warehouse Update

- The email explaining the process went out from Jennifer on February 23rd. The first phase of the project will be to establish a data dictionary committee made up of user group representatives. The group would be cross-functional with approximately 12 individuals serving on the committee from A/R, FA, SR and SF. Jennifer would like a list of names submitted from each user group to her by February 28th. Between February 23rd and March 9th all user group members are asked to review the campus solutions elements especially the descriptions. Instructions of how to make notes or recommendations are available in the email. A series of conference calls will be set up for the data dictionary committee to review the comments and discuss the process. The committee will concentrate on those areas with comments and discussion that are posted on the Wiki. Those with no comments an assumption will be made that element is good to go. This evaluation of the elements will be an on-going process as more elements are added. A question arose regarding how the IR group will be connected to the process as IR does not have a functioning IR FUG. It was suggested that IR individuals on campus may want to act as an advisory member to the student records representative. It was also suggested that IR could filter suggestions through Lisa Johnson from the NDUS as she will be sitting on this committee as well.

II. Reducing Complexity

- Governance – Peggy Lucke
  - The group met in February with the focus on user groups and how to provide feedback. The group will be working on formalizing and clarifying the user group roles.

III. Other

- Help Desk Change – Viet Doan
  - Viet asked about the possible move of help desk services to a third party vendor. Mick indicated that surveys have been conducted and the results indicate that people do not know who to call for help services. There are currently a variety of help desk services for a variety of projects. The NDUS would like to see more of a one-stop-shop for reporting problems and that is the genesis of where NDUS is going with help desk services. Connect ND and Microsoft exchange will be the first to move to a third party help desk service operated by Sunguard. The benefit of going to a third party help desk service is the vendor can provide 24/7 services whereas our current help desk services cannot provide that length of service. There was concern raised regarding third party servicing and when problems do occur that “a person” will be available to answer questions. Sunguard does have dedicated people for the NDUS help desk operations so that should alleviate some of the issues associated with third party help desk services.

- Query Writing – Marsha Pritchert
  - At this point there isn’t any query training scheduled and the question was raised regarding when the next would be offered as VCSU has 4-5 individuals and WSC has several as well awaiting training. The last query writing training was geared toward the more advanced level versus the novice. It was indicated that more sessions do need to be reviewed in the future primarily for campus solutions. A question was raised regarding offered more intermediate level of query writing. Campuses were asked to coordinate what would be helpful and forward to Mick.
A campus solutions class should be set up as it appears there is demand from several campuses. Another question was asked regarding how to bring problems and issues forward. Query writers should be posting questions to the list serve. People may feel somewhat intimidated as there are approximately 160 people on that list. HR and Fin have established their own list serve to make it a little smaller. Teri suggested stripping out HR and Fin from the larger list to create a smaller campus solutions list serve.

- **ND HEUG Conference** – Marsha Pritchert
  - There were questions on where we were at in the process of organizing a conference. Many indicated that they heard from other campus personnel that the conference is beneficial but the reason for the delay in planning at this point is because of a lack of volunteerism and support to get the project moving forward. It was suggested that we survey the campuses to gauge what would be helpful to get the project going. JoAnn indicated that the approach should be as a follow-up to an earlier survey. She also indicated that the topics were not the problem but the resources are the issues. JoAnn will send out the results of the previous survey and asks that CAC members review and will review again during the March meeting.

### IV. Institutional Reports/Announcements (2 minutes per report)

- **Mayville State University**
  - Pam Braaten indicated that both MaSU and DSU were granted graduate credits.

- **Williston State College**
  - Jan Solem indicated that WSC is moving forward with a new one card system and they are going to be using Seaboard as the vendor. She asked since they haven’t upgraded their Blackboard one card system that the request to move forward be granted. Mick indicated that there isn’t a common direction through NDUS campuses regarding one card systems at this time. Seaboard is used most amongst NDUS campuses. Mick indicated that most campuses are downloading information onto one card systems manually and he indicated that there may be an opportunity to automate more of the processes as NDUS moved toward one system.

### V. Directors Reports – Financials and HRMS, **Teri Thorsen**

- Financials - the public reporting database is taking a great deal of time due to cleaning up the look and feel of the system. Data masking is occurring for the private information. The plan for the rollout is unknown at this time due to the need to bring the site from the state site. The programmers still need a chance to view the information before going public with it.
- HRMS – the 9.1 upgrade is behind schedule due to a dependable database not being built. They are getting to the root cause of the program as Oracle products are not always as reliable or clear as they would like. The programmers cannot always rely on the change assistant tool whereas it appears the tasks are completed successfully but errors occur later and come up intermittently. NDUS may need to hire a consultant to assist with this issue. In the mean time a school from Ft Bend Texas has volunteered to assist with the upgrade.
- Effort Reporting – has not been very successful at this point. The reason is that business analysts were never taught how to be business analysts. Three business analysts were selected to attend a 13 day training event. The main theme of the training consists of analyzing issues. The hope is that training business analysts will help get effort reporting back on track.
VI. Directors Reports – Campus Solutions, Jennifer Kunz

Operationally,
- Bundle 20 is coming up and was re-scheduled for Stage on March 1st and Production March 5th; the reschedule was necessary for some of the same technical issues Teri reported. We started applying it and testing it over the past two weeks in lower environments. There have been some problems reported from our peers so we are testing carefully and applying other fixes as they are released.
- Assistant director update: we had a sizeable pool of applicants and are finishing up the screening process. We are about to begin interviewing.
- Business Analyst training
- Number of requests to support System Office in the legislative session
- Production Support – tickets 514 new this month and 440 resolved this month
- We continue our engagement in 7-8 User Group meetings / month, all with good discussions and most recently, improvements in the CC user group structure. Another update to mention in this area is a survey of the admissions/recruiting users which was very helpful for our new admissions/recruiting BA, Linda Baeza-Porter, who is also scheduling campus visits.
- CS Campus Solutions Status Report and Project List – this has been an effort we’ve been improving since the fall. The prioritization of requests is factored into With the hiring of the assistant director, we’ll be able to work on a version that can be shared with the CAC and user groups so you have a better understanding of the status of projects and requests.

Projects
- Data warehouse, data dictionary, and Active Directory project work continues
- Completed the TouchNet PayPath upgrade (UND and NDSU).
- Ad Astra upgrade – good planning discussions with installation and configuration meetings coming up soon
- PeopleTools upgrade – technical upgrade within the next few months with changes in the look and feel of Campus Solutions, similar to HRMS and FIN.
- Small projects – continue to be numbered in the 50-60 range

VII. Data Center Report – Rick Anderson
- No Report

VIII. Next meeting date (March 24, 2011) – Jim Borkowsky – Recorder

Respectfully submitted,
Jeff Jacobs