ConnectND Campus Advisory Committee  
Thursday, August 28, 2008  
Minutes (Revised)  

Call-in number: 701-328-1616  
Event code: 175422#  
Presiding: Jeff Jacobs  
Recording Secretary: Julie Schepp, NDUS  

Members attending:  
BSC: Jeff Jacobs  
DSU: Mark Lowe  
LRSC: Joann Kitchens  
MaSU: Mary Iverson  
MiSU: Jonelle Watson  
NDSCS: Mike Renk, Ramona Breuer  
NDSU: Viet Doan  
UND: Peggy Lucke  
VCSU: Marcia Pritchert  
WSC: absent  
NDUS: Julie Schepp  

I. ConnectND Executive Director’s Report, Mick Pytlik  
Mick reported a status report has been emailed to committee members. Highlights of the report include: Campus Solutions and the financial team are working on production support and post go-live issues. Progress is being made on an outstanding issue from the upgrade itself; HR is working on plans for Apps; there is some progress on the open developer positions and interviews are being scheduled. Preliminary discussion on the data warehouse is taking place and Pytlik is working with Oracle to better understand tools necessary to implement the warehouse(s). He is working with Oracle to schedule a day with IT staff to discuss the data warehouse tools.  

Disaster recovery planning for Campus Solutions is underway and will be ready late this fall. The contract for CRM has been signed. Several meetings have taken place on the CRM and entities that had not previously planned to participate have changed their mind and will now be included in implementation (they had been included in the original licensing).  

A new customization/modification/security review and approval process is being discussed internally. Currently, the process is at the user-group level, the proposed process would be the same for everyone. In addition, there is no current process to prioritize across the system, ie, the global impact on decisions. The new process will focus more on what is good for the system rather than an individual module. Staff will need to be allowed time to review what is already in system and what is delivered to avoid duplication. A draft procedure will be available for review by CAC. The concern in general, is that there are pockets of people in different areas without a process to bring them together to compare.
II. Reducing Complexity in Campus Solutions
   • Update on GPA/SAP/Academic Standing – postponed until September meeting
     Deferred to next month

III. Institutional Reports/Announcements (2 minutes per report) Please report on your campus’ fall semester start-up, including any CS 9.0 issues.

Dickinson State University: Mark said they have nothing to report beyond performance issues. He asked if there was any more word on the access issue – (student finance access to student data). This was available in the past – in 9.0 that access was lost. Joann and Mark prepared a paper – Pat Seaworth did respond but he doesn’t know if anything is happening now (blast from Bismarck). The issue is that the system cannot restrict access to only collaborative students. Peggy – if system can support access to only collaborative student, would it then be allowed? Mick – the only alternative is to heavily modify access in the system to individual level – this is not practical. Joann - the access is to help students by providing information needed. They want to be able to look at the same item as student – don’t know how to secure this by institution.

CAC has requested an update on the potential availability of student center (staff access as to what students see in student center)

Lake Region State College: There was discussion regarding the reaction to the paper Joann & Mark prepared for Pat Seaworth regarding Student Finance access across campuses before we were even able to present the paper to him. Mark said it still perplexes him that when state auditors only have a need to see a few records, they have access to all - we restrict institutions but allow auditors access.

Mayville State University: Mary reported some of the faculty members were concerned about students and others being able to see their SSN and other employee information on ConnectND. She stated she has told them that the SSN’s and other data were “masked” so those who are not supposed to view are not being able to view the data. She requested that someone send her a document stating that SSNs are being masked just to verify this. Mick asked that Mary send him a specific place where they think the SSN is being seen so they can test it – he is not aware of any place where the SSN is displayed where it shouldn’t be. Teri said the question was asked if search match continues to work correctly if the SSN is masked.

Admissions reported to Mary that “User Profile” accounts were not created for some students so they were unable to sign on, add or drop etc. Mayville was told this apparently occurred sometime between “Go Live” and the second week in August but no one was informed. In addition, they are unable to figure out who these students are. The students are registered but cannot do anything themselves (self-service). For now, the registrar has been registering them but the Help Desk is unable to get a sign on for them because their profile is not there - the profile has to be built in order for the Help Desk to create the password. They would like
a list of the students who are in this situation so that they can create the accounts for them. Mick will follow-up on this issue.

The only item to report is performance issues – it was taking 20-40 minutes to process a drop/add.

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LRSC admissions reported to Joann that accounts were not created for some students so are unable to sign on, add or drop etc. In addition, they are unable to figure out who these students are. These students are registered but cannot do anything themselves (self-service). For now, the registrar has registered them but is unable to get a sign on for them because their profile is not there - the profile has to be built in order for the Help Desk to create the password. Mick will follow-up on this issue. The only item to report is performance issues – it was taking 20-40 minutes to process.

Minot State University: Jonelle had nothing other than performance issues to report.

Minot State University – Bottineau: Jim has nothing other than performance issues already discussed.

North Dakota State College of Science: Mike also reported the slowness to system.

North Dakota State University: Viet agree with the reports on slow performance. Viet also asked if the ND HEUG conference is still on the agenda. Previously, when there was a request for volunteers, Karla Mongeon-Stewart volunteered. Peggy said there will not be a conference this fall because her and Mark were unable to get it done.

Viet asked if there would be more query training. Jeff asked if training could be offered on a regular basis. Mick said a core group at NDSU ITS is doing some query work with their campus and he has asked time to do query training across the System. Cost has been an issue but if done locally would be significantly less than contracting PS. Viet said that IR is asking to query across modules.

Email addresses continue to be a problem - is this a campus issue or PS issue. Many students email addresses are saved from a former institution and when they apply at another school the wrong email address gets loaded. Dorette said that many students don’t know what their email address is so help desk is helping them find the correct one. Mark - This question was asked earlier and CS was to check the hierarchy of this – what determines the email address selected. Has that been done? If attending two institutions, which email address should be used?
**Valley City State University:** Marcia reported they had nothing other than what is being said about performance.

**Williston State College:** no report

**NDUS System Office:** Julie – nothing to report

**Bismarck State College:** Jeff said they would like to report the online application as an issue. Julie stated that following AAC discussion on the common and online application, a committee will be established to review common application. Mick stated that CRM includes an online application.

**University of North Dakota:** Peggy reported performance issues at UND, including touch net. As of 8:00 last night, they were still being booted out – there is high utilization of touch net. She asked if remedy is also a problem during performance problems and asked for clarification as to what to do when remedy can’t be accessed. Dorette said there may be a shortage of Remedy licenses (Dorette subsequently reported there was a different problem that was resolved). If the help desk does not work, please continue to call or email. Peggy asked for the criteria [priority] for campus email address being loaded into a student account and then when the student makes changes, ie, like enrollment at a different campus, or at multiple campuses, which email is being used. It needs to be a valid email address. Dorette says students don’t know to look at past campus. Peggy said this is an emergency issue because institutions communicate extensively by email. Rich said that wherever the student is assigned first is where it stays until the second campus does something to override it. Campuses need to find out what the process is to do this. Rich will follow up with Gar on this issue (is portal functionality).

Peggy said she will look at options to have the HUEG conf in spring.

**IV. Directors Reports – Finance, Mick Pytlik** reviewed highlights of the report. Budget checking seems to have been resolved – institutions were doing batch but can now resume online. Once this is resolved, Mick will send an email. Work is being done in the grants area. Pam Hurdlebrink is visiting grant offices around the state. Pam’s intent is to bring these groups together to provide training, trouble-shooting and cleanup. In addition, she hopes this will help her to better understand what these offices do.

**V. Directors Reports – HRMS, Teri Thorsen** reported on a couple major initiatives e-Apps started a year ago but was put on hold because of financial and student upgrades. Specific challenges are that 16,000 people who have to access this are students and how to sign on students to HR for this service.

Commitment accounting issue with interface from HR to financials – (place where these interact). The fifteen concerns on commitment accounting have been given to the consultants. This is basic functionality that they want to work better.
Also working with Oracle, along with Mick, on processes for encumbering salaries and benefits, part of small group nationwide selected to do this.

Peggy said payroll in running smoothly and expressed appreciation to the HRMS staff for all their efforts.

VI. Directors Reports – Campus Solutions, Rich Lehn
CS 9.0 Project Update (including all third party software)
Staff are working on cleanup issues with bundle 8 and items that were broken in that bundle. Nine is about to be released and they working on the schedule to put it in place. This upgrade should help FA. Ancillary issues are being worked on, such as housing, parking and AdAstra including jpeg sizing which would show pictures of rooms.

VII. Directors Reports – Application Systems Development, Janie Adam
Primary focus is to address remedy tickets. All other things have been addressed in Mick’s report.

VIII. Directors Reports – SA Data Center, Dorette Kerian
Dorette reported the first day of classes was very challenging. With a complete new engine, there were things learned in the past that had to be adapted to this new environment. Ultimately, they ended upping service; configurations were changed and everyone did what they could. She reported the data base worked well. Dorette will review this with consultants. She feels the basic system is up to the appropriate level and some issues are PS issues. Jeff requested that if staff has an issue in a specific area that they include a screen shot. Dorette expressed appreciation with those who had to show patience with students and they hope to do better. The disaster recovery project is on track. An important issue is how long systems can be unavailable relative to the costs of providing systems ready to go within the time agreed upon.

IX. Other: Julie Schepp from the System Office has submitted a request to the CAC for an additional role to meet her specific needs. Charles Fjeld has worked with her to determine the access she needs, and has verified that there are no existing roles that will suffice. Rather than to give her a role with broad access to things she doesn’t need, including student specific enrollment info, Charles is recommending the creation of a new role specific to Julie’s needs; basically, providing access to the academic structure setup tables.

   Motion to approve – Mary I/Peggy Lucke - motion carried.

X. Next meeting date (September 25, 2008)