ConnectND Campus Advisory Committee
Meeting Minutes
9:00 am – 11:00 am (Central time)
Thursday, June 26, 2008

Present:
BSC        Jeff Jacobs
DSU        Mark Lowe
LRSC       Joann Kitchens
MaSU       Shirley Hanson for Mary Iverson
MiSU       Jonelle Watson
NDSCS      Mike Renk, Ramona Breuer
NDSU       Viet Doan
UND        Peggy Lucke
VCSU       Marcia Pritchert
WSC        Brenda Wigness
NDUS       Julie Schepp
NDUS CIS   Mick Pytlik, Teri Thorsen, Rich Lehn, Jennifer Kunz, Dorette Kerian, Randall Thursby,
            Angela Uhlenkamp

ConnectND Executive Director’s Report, Mick Pytlik

Mick reported that we went live with Campus Solutions last week and now they will be going back to the
10 recommendations and work on getting some of the recommendations off the list.

Mick will prepare a summary report as he has in the past and send to the group.

Reducing Complexity in Campus Solutions

Peggy reported that the committee work on reducing complexity in campus solutions is still in progress.
It is hoped the group will be able to report back to the CAC by the August meeting.

Institutional Reports/Announcement

Bismarck State College
Jeff reported on the following issues at BSC:
  • Security – some are too broad and some are too narrow
  • Posting to listserv – all modules should be encouraged to post issues on their individual
    listserv so that all campuses are aware of the issues right away.
  • Student Finance issues: Batch refund status (campus is only able to print two checks in a
    batch), credit history is not updating the student’s account, payment amounts on TouchNet
    are different than on the student’s actual account.

Angela stepped into the meeting and gave an update on the issues:
  • Batch refund – Ticket has been filed and she will be working on the issue today.
- Credit history – SF5 hold is not being placed on the student accounts in the batch process. It is a PeopleSoft case.
- Tuition calc is not processing on-line and she will be looking at the issue today.

Lake Region State College
Joann reported on the following concerns/issues:
- App messaging is not coming over to the GL and it is a concern especially with year end fast approaching.
- In Campus Solutions, employees were to be able to see what students see on their accounts but employees are not able to at this point.

Angela stated the app messaging issue is a data center issue. Teri reported that Nicci Strand was working with ITD on the issue and the problem may have been the gateway. Changes have been made and the app messaging has now come through. They will continue to monitor the situation but think this has been solved.

Angela reported that at this time campus employees are not yet able to see what the student sees. The functionality is there but not secured by academic institution. It is being worked on and needs customization to secure by institution.

Joann also noted that the upgrade went very well.

Mayville State University
Shirley had nothing to report.

Minot State University
Jonelle reported on the following issues:
- The system seems slow on both the student side and finance side. They have not been submitting help tickets and were wondering if they should.
- Budget checking problems continue.

Rich stated that they should submit remedy tickets and to remember to include the details to allow better identification of the problem.
Minot State University – Bottineau
   No report

North Dakota State College of Science
   Mike reported they have a student records security issue that is to be addressed later in the meeting.

North Dakota State University
   Viet reported they also have a student records security issue to be addressed later in the meeting.

Valley City State University
   Marcia had nothing to report.

Williston State College
   Brenda had nothing to report.

NDUS System Office
   Julie had nothing to report.

University of North Dakota
   Peggy reported on the following issues:
   - Students can’t see the detail on their account
   - The collaborative student process is a concern without being able to view student account information for other campuses. In the previous version employees were able to view the accounts.
   - They would like the refresh of the query environment to happen daily and would hope that it could be done soon.
   - The clearinghouse links aren’t on the portal to do transcript requests and enrollment verification.
   - Student finance refunds

Angela noted that she had seen the issue yesterday regarding the students not being able to see the detail on their accounts. She will look to see why the tabs aren’t there.

Angela stated in the previous version that account information was prompted by business unit. In the 9.0 version, the prompt is no longer available and account info can’t be pulled up using another business unit. She stated there is a collaborative report available to provide information. However, once the 3rd party contract is put on the account it reduces the charges to zero.

Mick stated they are being advised that it is a FERPA issue, so we need to be careful.

Joann and Mark will draft a recommendation to address the issue with Pat Seaworth.

Dickinson State University
   Mark reported on the following issues:
   - Processing of on-line journals in finance is taking too long.
   - When signing into campus solutions, it is being redirected. Will this always be redirected?
Teri noted that the data center believes there are firewall issues in finance. HR had similar issues when they upgraded. After fixing the firewall issues in HR, they have now seen huge gains this week. They now will be working on the finance side and hope that what they learned in HR will help with the issues in finance.

There will be an upgrade to the firewall in July which will allow more flexibility which should improve performance. There could be issues right at upgrade. But once it is “tweaked”, we should see better performance.

Budget checking is still being done in batch until the problem is found.

Jennifer reported that the redirect when signing into campus solutions will always be there. It is done to facilitate future upgrades. Work is being done to speed up the delay.

Directors Reports – Finance & HRMS, Teri Thorsen

It is hoped that what has been learned in HR can be used in finance and will translate into improvements in processing time.

Directors Reports – Campus Solutions, Rich Lehn and Jennifer Kunz

Jennifer expressed her thanks for all the patience and support from campus personnel during the upgrade process. She asks that campuses keep bringing issues forth.

They are now transitioning to an operational mode and will be again using FUG groups as in the past.

Jennifer also reported on the following issues:
- There is an issue with the on-line housing link on the portal and they are working to debug it.
- There is an issue with the on-line app.
- The query environment is not being refreshed daily. It is taking longer and is a more manual process. They are working to streamline the process so that it can be done more frequently.

Rich expressed appreciation to all involved in the upgrade process. He also reported on all the third party software. It was noted that TouchNet product review is coming up in July.

Mick will try to get the 2008 invoices for TouchNet to the campuses shortly.

Mick stated that CRM is on the agendas in July for both the Academic Affairs Council and Student Affairs Council. Campuses will need to provide information about the use of CRM. Will they be using it or not? If they will be using it, will they be using it immediately or in what timeframe will they use it? The RFP date was extended.

Directors Reports – Application Systems Development, Janie Adam

No report
Directors Reports – SA Data Center, Dorette Kerian

Dorette was wondering about performance issues. Campuses need to submit tickets. MiSU, NDSCS, and BSC reported having issues with slow performance.

Other

Randal stated that the FUG groups should make recommendations to the CAC regarding security roles for the CAC’s approval.

The Student Records FUG group made a request for an added role. Viet motioned to approve the request. Mike seconded the motion.

Mick noted that we went with fewer roles because it can affect performance as well as what we can maintain. Peggy also noted that we can have audit issues with having people given a lot more access than what they need to perform their job.

Ramona Breuer from NDSCS stated that in the previous version of campus solutions, a role was set up to see only the student’s schedule. It was used by employees in the bookstore, campus police, health services, mailroom, and other similar types of employees. This allowed access to only what the employee needed for their job.

The motion passed unanimously to add a role for view only access to a student’s schedule.

The CAC’s approval of the additional role will go to Mick who will give the request to security to have this new role created.

Peggy noted that she is involved in the CIO search. A candidate was interviewed last Friday and the name has been forwarded to the Chancellor for consideration.

There is a list of FUG chairs and CAC members on the web site. It will be updated.

NDHEUG conference – Each campus appointed a person on the committee but someone needs to be the lead and get started on the planning. Mark will forward the list of the names to Peggy and Jeff.

The next meeting is July 24, 2008.

Mick expressed thanks to CIS staff and campus personnel for their work in the upgrade process.

Randal expressed thanks to the CIS staff, campus personnel, and the CAC. He noted that even though we have passed a milestone, there is still work to do to add value to the system.

Respectfully submitted,

Brenda Wigness
CAC member