CND Campus Advisory Committee
Conference Call
September 25, 2008, 9:00-10:00 a.m.
Jeff Jacobs, Peggy Lucke Co-Chairs

Participants:
Jeff Jacobs, BSC
Mark Lowe, DSU
Joann Kitchens, LRSC
Jonelle Watson, MiSU
Viet Doan, NDSU
Peggy Lucke, UND
Marcia Pritchert, VCSU
Brenda Wigness, WSC
Julie Schepp, NDUS

HECN:
Mick Pytlik
Teri Thorsen
Dorette Kerian

I. ConnectND Executive Directors Report, Mick Pytlik – Mick reported the Campus Solutions staff has engaged in “lessons learned” discussions talking about performance and how to plan going forward. Status calls have also been discussed and how they can be modified to improve the data being collected. Rather than asking “how is performance”, more directed questions may be asked to give Campus Solutions staff better information. Mick did ask several students how the slow performance impacted them during fall semester, although students experienced the same slowness as campus staff, it wasn’t a huge issue with students. Mick reiterated he wasn’t minimizing the impact on campuses and students, only reporting what the student’s comments were. ConnectND staff continue to work on a disaster recovery plan, may be ready in 4-6 weeks. Mick reported that some of the issues Touchnet experienced this fall were the result of an upgrade that was completed in August. Some items didn’t get cleaned up after the upgrade was complete; most of those have now been addressed. Touchnet was seeing some unique issues that other institutions were not seeing, probably because of the multi-campus scenario NDUS deals with. Campus Solutions and Finance Director Positions will be looked at this fall and Randall will be back as CIO once he is back to strength after his medical issues. Payment plans are the 3rd phase of the Touchnet implementation and are currently being worked on.

II. Reducing complexity in Campus Solutions – The issue that remains involves how institutions deal with “w’s” when recording grades for transfer students. Currently, DSU and Mayville record the “w” from transfer students; the other 9 campuses do not. It was moved by Viet, second by Joann to send the issue back to the Records FUG group and ask them to either come to an agreement that all eleven institutions will handle the “w’s” the same, or provide reasons why there should be latitude to continue recording them differently. Motion carried.
III. Institutional Reports –

LRSC – Joann brought up the Student Center issue on behalf of the Student Finance FUG group. Student finance campus staff is having difficulty assisting students because the staffs are viewing information differently than what the students are seeing. The Student Finance FUG group is asking for a review of the issue by ConnectND staff to see what resources it would take to help resolve this issue. Mick said he and his staff would look to see what level of staff and fiscal resources it would take to make this modification.

NDUS – Julie discussed the common application and the data that NDUS needs for reporting. Several schools are using different application forms that may or may not include the data elements that NDUS needs. Julie will be pulling a group together to come up with a standard list of data elements all application forms should include.

BSC – Jeff reiterated Joann’s comments on the need for campus staff to view data that is consistent with what the students are seeing to assist the campus personnel in answering student questions.

UND – Peggy said UND remains concerned about campus email. UND would like to send 1098T’s electronically, however knowing what email will be used is critical for that to be successful. The enrollment for NotiFind generated a lot of phone calls at UND. Peggy asked to whom enrollment issues should be directed to. Access issues should be directed to the Help Desk.

All other institutions had nothing to report.

IV. Directors Reports – finance, Mick Pytlik – Post upgrade work continues on queries related to Grants and Contracts. There were reports of slow performance while entering vouchers and while running queries that access the vendor tables. It was discovered by the Data Center that there were some issues with some of the vendor tables and they have now been resolved and performance has improved.

V. Directors Reports – HRMS, Teri Thorsen – There has been a long-standing list of about 15 issues related to commitment accounting that are now being addressed. Teri received support from the Administrative Affairs Council to be open to discussions about the standardization of some business processes, and to provide staffing for focus groups. A consultant has been hired to assist and will begin work on Monday, September 29th. The consultant has been hired for a period of six months and will begin by assessing how much can be accomplished during the six month engagement. As opposed to the Commitment Accounting project, the e-Apps project (also called Employee Self Service) challenge will be largely technical in nature. The functional
pieces of that project have almost all been completed. The developer is finalizing the look and feel of the pages, as requested by campus users. His next step will be to start testing workflow.

CND and ITD technical staff met last week with a potential consultant about the technical challenges we'll face in implementing e-apps. These challenges exist because we want students to be able to access the HR system through their regular student sign-in, but need to get the student portal to "talk" to the HRMS database. With that database in Grand Forks, and the self-service portal of the HRM system already in use by State Government, this will be a complicated implementation. The ball is in the vendor's court to come back to us with a new proposal.

There are employee issues related to Notifind that need to be resolved, those related to people who aren't really employees; military, dual credit teachers, faculty emeritus, etc.. How do we get these people into the Notifind system?

Teri also reported that a bug has been discovered from a patch that was put in two weeks ago. It's not major, but will require more care and review by campus personnel when running this next payroll.

VI. Directors Reports – Campus Solutions, Mick Pytlik – Campus Solutions staff have been reviewing the environments that we currently have, how many we need, and what each should be used for. How many environments our staff can support and how many resources those would take are questions that need to be resolved in the discussions.

VII. Directors Reports – Application Systems Developments, Janie Adam – No report.

VIII. Directors Reports – SA Data Center, Dorette Kerian – Dorette was asked what we had learned from the performance issues we experienced this fall. Dorette said our method of load testing was inadequate. If it’s our intention to test at the level of actual production, it would take more programmer time, Data Center staff time, and the creation of scripts that are more robust.

IX. Other – Peggy reported that Karla Steward-Mongeon has agreed to lead the ND HEUG group and will give periodic updates to the CAC.

Respectfully submitted,

Mark Lowe, DSU