ConnectND Campus Advisory Committee
Meeting Minutes
Thursday, October 27, 2011

Meeting Participants: Jeff Jacobs, BSC; Mark Lowe, DSU; Joann Kitchens, LRSC; Pam Braaten, MaSU; Jonelle Watson, MiSU; Mike Renk, NDSCS; Viet Doan, NDSU; Peggy Lucke, UND; Marcia Pritchert, VCSU; ConnectND – Mick Pytlik, Teri Thorson, Rick Anderson; and Nick Zaccardi, student representative.
Absent—DCB & WSC.

Presiding: Joann Kitchens, LRSC
Recording Secretary: Jonelle Watson, MiSU

I. ConnectND Executive Directors Report.
   A. Active Directory – CND has been working with the student who have chosen not to have their personal data available in PS under FERPA regs. CND has changed user ids to anonymize their account. In the beginning, their were 70+ students requesting this. After CND’s communication with these students, some chose not to omit their personal info. In the end, CND changed sign-ins for approximately 65 students. CND is looking at how they can create user ids very quickly, as close to real-time as possible.
   B. Campus Solutions upgrade, Mick Pytlik – People Tools upgrade was completed this past weekend. CND has a priority 1 case open with Oracle to try to find the reason for the “kickouts” out of the system. The Data Center is also actively looking into the problem. Some students are experiencing the same issue. Mick has not heard of any compatibility issues with browsers, so Pam will submit a help ticket.
   C. Mobile Applications – CND is looking at PS apps. Students are heavy users of mobile apps, so we are trying to accommodate this. In addition, mobile apps are being investigated in the HRMS system also. There are 2 ways to go in the mobile world—app stores like the DROID where apps are purchased to access services & the use of a web browser similar to using one on a desktop computer.
   D. Connect ND Priorities & CND Governance – Mick would like to take the time to remind us of our charge. Mick will also plan to get on the agendas of the various user groups so that everyone is aware of the structure & duties of the various committees. The purpose of the CAC is to advise the CND Executive Director of campus priorities, to discuss current activities of the CND, & to facilitate communication back to the campus. There is an erroneous perception that this committee serves as an appeals board. While that may occur from time to time, it is not the primary purpose of the group. The user groups are advisory to the system directors. However, the decision to pursue the suggested directions from the user groups rest with the System Directors, the Executive Director, Randall Thursby, the Vice Chancellor, or the Chancellor. There are 6 levels of priorities. The highest is “keeping the lights on”—i.e, keeping the system up & running (upgrades, patches, periodic upgrades, fixes to broken processes, fixes to data & process resets).
The second level contains things mandated by law (e.g., ARRA grants, Higher Ed Opportunity Act, IPEDs changes, legislative requests for data). Recently, a lot of time has been spent gathering info for the legislature. The 3rd level is Board or System requests such as enrollment reporting. The 4th level is items of strategic importance (e.g., active directory, mobile applications, bio demo syncing). The 5th level is campus efficiencies. This is often the category that user group requests fall into. However, as shown in the previous discussion, other things often take priority. The 6th level involves the efficiency or effectiveness of a single campus. While these may get some attention, they take a lower priority than some of the previous levels discussed.

Mick needed to drop off the call at 10:00a.m. The group continued to discuss the role of the campus in making decisions on what direction the CND takes. Following are some questions that will be asked during next month’s CAC meeting.

1.) Can the campuses have an opportunity to inform the programmers of useful items (such as how campus users access data, etc.) to help find the most direct & efficient approach before the programmers respond to a legislative request, for example?

2.) Is it possible for CND to provide written communication to let users know where things are at?

II. Other

da. Campus Connection timeout, Mick Pytlik – It is not possible to have different timeout periods for different groups of people. It is a global setting. The longer the timeout is the poorer the system performance as it ties up resources. Mick will look into finding a way to set user settings so that the “timeout” message comes to the front of the screen. He’ll also check how far in advance users receive this warning. When a user clicks “OK” on this warning, it should reset the clock for being kicked out. Some feel by the time they get this warning, it’s too late and they’ve already been kicked out of the system.

b. Collaborative student process, Mick Pytlik – There have been questions to see if the collaborative workgroup’s work is complete (the group that Laura Glatt convened). Amy from the NDUS is covering some of the same area. Therefore, the collaborative workgroup may assume that their work is done. However, there may be some follow-up questions.

III. Institutional Reports –

a. MiSU asked if query training has been set for Campus Solutions. Teri stated that Mick is working with NDSU but no date has been set.

b. UND asked about the status of the hiring process for Campus Solutions. According to Teri, the screening process was just completed.

c. UND extends kudos to the Student Records business analysts, Roy and the hardware team, led by Gail Sullivan.
d. LRSC had a student who had to download a different browser to be able to pay online. LRSC asked if there can be a more defining error message when a student is unsuccessful at signing into the system. E.g. this student was being asked to insert login and password, and didn’t receive an error message at all. When he called the help desk, he discovered, he needed to download a different browser. Rick Anderson will check into this.

IV. Mark Lowe serves on a committee that is looking at the fee calculator & addressed a question on the net price calculator. The cost estimator for tuition on the NDUS website does not replace the net price calculator. A 3rd piece of information includes a listing of all fees at campuses.

V. Directors Reports, Finance – Teri Thorsen – People Tools upgrade went well. There were 2 issues after go-live—kickouts due to a need to clear cache & an issue with Crystal reports because of a missed step in the upgrade.

VI. Directors Reports, HRMS, Teri Thorsen – Working fast & furious on the data warehouse. Limiting the use of the correct history process because of proper audit trail & to have accurate data for data warehouse. W-2s can now be printed on plain paper which will avoid having to line up paper stock correctly. New deductions will appear on the Jan 31st paycheck.

NDUS & State of ND split—We will no longer keep empl id & vendor id in sync after the split. Vendor database will be split. Vendors have been reviewed to determine if they belong to the NDUS or the state.

Data warehouse- campuses may get more requests for info from the legislature.

VII. Directors Reports, Campus Solutions, Mick Pytlik – no report

VIII. Directors Reports, Data Center, Rick Anderson – People tools upgrade is causing data center personnel to work many additional hours. Please give lots of detail when submitting problems so that the analysts have a better idea of how to troubleshoot.

Next meeting date (November 17, 2011) – Viet Doan – Recorder

Respectfully submitted, Jonelle Watson, recorder