

CNDCAC June 22, 2006 Conference Call

Mike Lenhardt, BSC
Mark Lowe, DSU
JoAnn Kitchens, LR
Mary Iverson MaSU
JoNelle Watson, MiSU
() Bott
Peg Torrance, WSC
Viet Doan, NDSU
Peggy Lucke, UND
Bill Ament, VCSU
Brenda Wigness, WSC

Mick Pytlik, Teri Thorsen, Dorette Kerian, Marv Hanson, Nancy Haskins, Scott Mahar and Rich Lehn

Campus Comments:

BSC – Remedy ticket filed 13 months ago concerning change/correct organization tree is still open. They are running into problems changing departments, moving programs/departments, etc. Scott reported PS had been asked for some help and he is personally testing today. Mike reported one change that has resulted in a huge productivity and cost savings is the change in sending security letters out to applicants only.

DSU – SAP was completed. Most problems appear self inflicted; still some issue re: policy. Balancing AR is proving to be a big challenge.

LR – Have reconciled cash 4 months in a row and are set going forward. Will now go back and do the previous 6 months.

MaSU – System performance problems. Need to review item type set up.

MiSU – System performance problems the last 2 weeks. Overspending funds blamed on nightly batches not posting.

NDSU – System performance problems. Academic integrity issue is slowly getting resolved and seeing progress on G&C issues.

UND – System performance problems are significantly impacting productivity in all areas. Focus continues on cash recon, cleaning up Student Finance and reconciling AR. To correct a problem with advance payments from conversion the Business Office staff backed off and reapplied 3500 payments.

VC – System performance problems. FA is satisfied with SAP for now. AR has been reconciled for 2 months on a fund by fund basis. Bill will forward tips from Ann.

WSC – Hasn't visited across campus. Looking forward to implementation of a budget module and upper level reports.

NDSU – Working on budget upload. No reports of system performance issues so will check that out. #1 success – PS implementation forced us to realign processes, not the same old-same old; result is doing things better for students and staff.

Steam Valve Issues:

Resolve Academic Integrity Issues:

Repeatable courses/effective date/catalog correction: Oracle was here for 2 weeks and corrected the catalog issues. Scott said there are 50 courses left to tag and then run a process at the end. Viet reported the Division of FA identified 18 more courses. Scott said Kristi should talk to Charles.

'1940 Prior Record not Converted' statement: All legacy comments went into year 1940.

Charles is gathering more info from the Registrars. There is no electronic method to fix this issue as there is no way to attach a term to the comments. Scott said a change had been made so now you'll see "Comment" rather than '1940 prior record not converted'. Mary I. thought that might be adequate. HECN will run a couple more from each school to verify the change.

Conversion Issue – Undergrad/Grad courses: No update on this issue.

Conversion issue relating to Previous Data converted: There's not an electronic fix for this issue.

Other – Status of Term GPA being static? When you correct a grade the system adjusts GPA back to the beginning. This is a problem for all institutions. Scott said a case was filed with PS. Scott suggested Mary contact the HEUG Student Record user group/write to the PAG.

Security Access Alternatives: Contracting with Oracle to review our structure.

Performance Testing Analysis: Marv worked with Oracle on performance testing for the ancillary systems which are on an Oracle database. Dorette spoke to the complexity of performance analysis which involves servers, data base, storage, networks, and how the users use the system. Dorette is looking to form a group to include technical staff, functional staff, and (2-4) campus users on the student admin side to address this problem. **Forward nominations of campus users to work with this group to Dorette via the CAC listserv.**

JoAnn asked about the state running their processes during the day. Teri said the state has a published schedule and does run their payroll during the day, though they sometimes deviate from that schedule. This has been a long standing concern and has been inconvenient for NDUS. Teri said the HRMS user group has previously discussed this issue and chose not to take any action. JoAnn will take the issue back to the group for reconsideration.

Mick said there have been a number of contributing factors to nightly batches not completing. ITD says there is a lot of data and a need to archive and reduce table size. There were some cases where the process didn't start where some servers failed in the system or the cache was full. ITD doesn't have a full staff overnight to deal with these when they arise. Mick also said the nights NDSU and UND have payroll transactions going to GL there's likely to be delayed completion of the nightly batch. The Data Center manager reported the servers will be upgraded over the summer. Mick is in daily contact with the DC. When nightly batch processing doesn't complete on schedule, it will complete more quickly if users refrain from running processes/reports. Budget checking and grants AR/billings are two processes to refrain from running.

Dorette said it would be most helpful if Remedy tickets concerning system performance reported as many specifics of the process and time to give them better info to work with. (What, When, What Happened?)

Training and Documentation:

No update.

Other:

Portal:

Scott reviewed the document he'd emailed to the group. Gar has already contacted a couple of campus individuals directly. There were a number of questions and following discussion Scott suggested he bring Gar to the next meeting.

Remedy Tickets:

Scott reported on a recent situation where Crystal Reports went down and there were a large number of Remedy tickets filed, all of which HECN staff have to review and close. He suggested users email their listservs before reporting an incident to find out if anyone else has already reported it. Marv said there's new Help Desk software being reviewed which might help address this problem by allowing the HD to tie these tickets together. Following discussion, the recommendation was to have users continue submitting Remedy tickets.

Campus E-mail:

Peggy reported that UND has a policy that the campus e-mail is the primary communication with students. UND is currently looking into some issues with the campus e-mail address in PS and she asked which campuses have implemented a policy similar to UND. Mayville, Bismarck and Valley City indicated they have. Bismarck reported issues with getting students to activate their accounts. Peggy said UND had an online 'lottery' last fall where students could win an IPOD to motivate them to activate their accounts.

User Groups:

Mike asked when the old FUG groups will be converted to user groups. Scott responded he and Bonnie have discussed this and she will determine how and when.

Future Meetings:

The group agreed they find conference calls more convenient and **Peggy will pass that preference along to Bonnie.**