

CNDCAC
September 28, 2006
IVN Session

Mike Lehnardt, BSC
Mark Lowe, DSU
Joann Kitchens, LR
Mary Iverson, MaSU
JoNelle Watson, MiSU
Jim Borkowski, Bottineau
Peg Torrance, WSC
- , NDSU
Peggy Lucke, UND
Bill Ament, VCSU
Brenda Wigness, WSC

NDUS and HECN: Bonnie Neas, Randall Thursby, Teri Thorsen, Nancy Haskins, Marv Hanson, Mick Pytlik, Dorette Kerian, Scott Mahar, Julie Schepp

1. System Performance:

Bonnie introduced the guests from Oracle who are here for the system health check, including Jon Luciano, David Olivnecia, Joe Johnson and Kaylan?

System performance continues to be the highest priority. Bonnie's comments included: discussing architecture, PeopleSoft technology and infrastructure, application review may be a follow up visit; MSI found issues with data storage and bottlenecks. MSI report received yesterday, includes proposed solutions to be analyzed. Oracle will offer preliminary feedback today. Student system performance has stabilized. The State Data Center upgraded hardware over the weekend (Finance and HRMS); nightly batch processing is taking 50% of the time. Some State offices reported a 25% improvement in online response time in Finance; HRMS is not reporting the same experience.

Bonnie, Randall and others will be meeting with State officials and the State Data Center on Monday regarding operational and policy issues. Discussion will include when the State runs their payroll.

Bonnie expressed appreciation to Bottineau and Dickinson for their participation in end to end monitoring and to all who provided valuable feedback regarding system performance.

2. 3rd Week Enrollment Reports

Bonnie commented on the upcoming meeting in Bismarck concerning 3rd week enrollment reports and a recent audit of the St Admin application at the System level. The final audit report is scheduled to come out October 4th (should be available on the State Auditors web site). Issues include effective dating enrollments and lack of security between institutions and applications. Campuses are encouraged to send representatives to the October 19th meeting (see 9/27 email from Bonnie).

3. Institutional Reports

BSC: Big problems in financial aid – SAP is a big concern; assumed it was accurate; recent query reported 33 students received financial aid and were on suspension – however, the report was totally incorrect. How does one know if reports are correct or not? Graduation audit – priority.

DSU: SAP also a concern. Priorities include expanded reports and queries, training and documentation. Difficult situation when staff leave; have to look to system staff to assist with training.

LRSC: Making good progress in all areas. Training and documentation are a priority need. Getting security set up for new staff is a challenge.

MaSU: Financial aid and SAP are a concern. Data warehouse is a high priority. Question about queries and where the data is coming from. Queries and expanded reporting are a priority. Commented on good response to Help tickets/solutions.

MiSU: Expanded reports and queries are a priority. Commented that system performance during financial aid distribution was a big problem. Asked about the status of query training – Rich Lehn wasn't present to report.

MiSU-B: Continuing to find set up issues in Student Finance. Training and documentation are a priority need.

NDSCS: Some system performance issues were campus networking.

UND: HRMS going well, except at the end of the month when we are trying to complete our payroll and the State starts running their calcs and posting their payroll during the day. Payrolls are finally running pretty clean and fewer employees are kicking out of calculations, fewer errors in general. Priority concern is 8.9 implementation – very tight schedule from parallel testing to training to actual implementation. Question regarding the HRMS reporting environment refresh schedule (daily). Finance appreciates the auto recon – thanks Mick! Finance generally going well. nVision reports are a priority need. Grants Mgmt continuing concern with effort reporting, including certifying of cost share, and being at risk for noncompliance; grant managers sent Bonnie a letter last week detailing their concerns and priorities. Admissions reports App Entry and Letter Gen have been working very efficiently for the past couple weeks. Financial Aid is getting the job done, but to do so requires extensive work arounds and manual intervention. There are specific problems/issues that have been reported – SAP, not receiving loan response files for all lenders, difficulty getting accurate data out of the system for reports (FISAP, annual report, surveys). Priority need is to get the system to work with us and not against us (“How well is the job getting done and what did it take to get the job done” rather than “is the job getting done?”). Also, improved communication and appreciation/understanding of the campus’ needs; recently a query that was critical to the office was taken out of production without advance notice, creating significant disruption and additional work for the office. Student Finance priority need is accounts receivable aging/collection reports; conference call earlier this week on this topic. SF also asked for further discussion and review of the

DR process. Student Records priority is getting the user group convened so they can begin addressing issues, including race/ethnicity.

VCSU: System performance continues to be the top priority. Training and documentation are priority needs. Another priority is a CRM solution for recruitment and admissions. Dan will be getting the Admissions user group together.

WSC: Upper level management reporting is a top priority need.

4. CND Director's Current Status Reports

Finance/Mick: Focusing on system support issues and development involved with examining and fixing effort reporting issues. Hasn't been able to spend much time on nVision; needs to review what ITD did to automate the reports and then will call upon UND to do some testing. In response to a question from DSU, Mick indicated the reports the campus staff developed are relatively portable; there are trees that need to be set up at the campus level. Peggy said the campus staff have some additional work to do on the reports and may require assistance from the consultant because of the time lapse since they were trained and actively involved with nVision.

HRMS/Teri: 8.9 implementation is coming along well. Ran a test payroll in the test environment and it ran. There'll be a parallel payroll run starting 10/16 in Fargo. Teri reported they are behind in the Training Admin piece. WebEx presentations are being developed for departmental users. Campus volunteers are editing the training manuals.

Student Admin/Scott: Working with the Data Center and performance issues have been the top priority. Staff have been going through the PS delivered queries and providing support to FA and Business Offices. He's talking with TouchNet today to set up a date for a call to include Gail Sullivan and Angela. The targeted date is January 1 for UND. **Peggy asked Scott to keep in mind that UND and NDSU want PayPath implemented at the same time so that needs to be part of the plan. Randall will be working with TouchNet to amend the existing contract to include PayPath. Scott mentioned that VISA isn't accepted with PayPath.** In response to a question about when the Student Records user group would be meeting Scott reported that Charles is to be getting that going, but has been delayed by other priorities and vacation times. Scott also said Trisha will be working with the Grad user group and Mary Bergstrom with the Institutional Research user group. There was a question about who the NDUS liaison would be for the Query user group; Mick thought probably someone from the developer side.

5. Steam Valve Issues

Validate set up (Scott): Angela and Pam continue to work in this area. He advised institutions contact them if they have issues with set up in Student Finance.

Improved portal functioning and branding (Scott): The ability to order transcripts through the clearing house being added to NDUS and UND's portals. Upcoming enhancements include adding To Do lists, checklists. Also working on a means to remind students to update addresses. A DR

with 5 options for dealing with address updating is in review and will be reviewed by every module. Scott will send out some screen shots Gar has been working on.

Functioning effort reporting in Grants and Contracts (Mick): Continue working on issues.

Functional SAP for financial aid (Scott): On the user group agenda.

Expanded reports and queries: see Mick's comments regarding nVision above. Campuses commented on the need to be able to share private queries. Teri reported there is a new and much improved HRMS IPEDS report.

Resolve academic integrity issues (Scott): Thought NDSU's issues had been resolved.

Examine security alternatives (Nancy): Security structure review contract with Oracle is signed. Meeting with Joe Johnson, Oracle, to verify Oracle has the resources available with the knowledge and experience needed. Security staff have been involved with the 8.9 upgrade.

Performance testing and analysis: Covered above.

Expanded training and documentation: Comment from UND that training for new employees is also a critical need at the larger institutions.

Peggy Lucke
9/28/06