

Steering Committee for Information Technology
March 4, 2014 Minutes – Approved

Members Present: Donald Hall, Linda Phillips, Zoe DuRant, Jennifer McGrail, Glen Pinkston, Ronna Vanderslice, Debbie Goode

Members Absent: Ninette Carter, Chase Massie, Jennifer Holland, Jamie Glover

ITS Members Present: Margot Gregory, Angela Melton, Keith McIsaac, Brandon George, Greg Duncan, Curtis Stolps, Kelly Steinmeyer, Greg Davies, Jennifer Alford

1. Review of May 7, 2013 minutes - approved
2. Standley's Installations. ITS has had two meetings with Standley Systems' VPs, service reps, and sales reps. We have tried to make them understand they must complete a simple form. The form contains machine information they are delivering to campus in order for us to perform network and server configurations. We request a three day turnaround prior to them delivering the printing device. They continue to forget the form and show up on campus to install the unit. We have the same results every time they deliver. This places the receiving department on campus in a lurch until the technical details are worked out. **We are requesting each department that receives a Standleys device to remind them a few times well in advance of delivery to complete the CU form. Email the form to support@cameron.edu three days prior to delivery.**
3. Increase ITS visibility in functional units. In an effort for ITS personnel to be better informed of the functional areas they are supporting, we are soliciting ideas from the functional areas. We need the functional areas to share important information regarding your department with your ITS analyst/programmer. This will give us a better understanding of the mission critical functions performed in your department that ITS needs to support in all possible ways so we are successful as a team.

Some ideas discussed were having the analyst/programmer that supports the functional area and possibly a technician from the help desk attend your regular departmental meetings. This will allow the technician to hear of any concerns, etc., anyone in the department is experiencing or to just answer questions about desktops, laptops, etc. This might be discussed early in the meeting so the technician can leave. This may not be desirable.

- HR/PY – Ram and Brandon
- AD – Angela
- FA – Angela
- ST Registrar – Jennifer
- ST Admissions/Recruiter – Kelly
- FI – Rick
- IR – Jennifer
- AggieAccess/PR – Prakash

Another idea mentioned is having the analyst/programmer housed in the functional area. There are several reasons this does not appear to be a solution. The analyst/programmers work very closely with the system administrators, the DBA and the other analyst/programmers. All analyst/programmers support more than one functional area or they have other technical assignments not related to a specific functional area, but to the overall ERP system. Space was also a concern in the functional areas.

It was mentioned that functional areas don't always know who to call. Following a good discussion about this topic, it was suggested for users to email support@cameron.edu as this will provide documentation as to when the initial contact was made and allow ITS to document time, etc.

Margot also offered the idea of users adding Blackboard instant message on their PCs. Collaborate is also a component of Blackboard Learn that is very useful as well. Instructions for Bb Instant Message setup have been sent through the Council of Deans and Executive Council.

Status of R23s will be placed on the w:\ share drive in the future, allowing users to track the status of their R23 requests, as it was mentioned once they are submitted, there is no feedback from ITS. Analyst/programmers will update with pertinent info as they work on the R23. Users will be notified when this is setup

4. Banner related discussion
 - a. Create a repository of ALL reports and reporting deadlines on W:\ drive for functional areas – it is imperative that ITS be made aware of all reports that will require ITS attention as soon as the functional area knows.

There will be an area setup on the w:\ share drive for users to place their reports and keep them updated.

This will be extremely beneficial for ITS to plug into our Roadmap. It is important to note, an R23 must also be submitted if any work from ITS is required. Users will be notified when this is setup.

- b. FI and Fixed Asset System – Ninette was not present
 - c. HR/PY – Chase was not present
 - d. AD – Jennifer reported she is working through 2 issues and has entered 1 ticket and will enter another ticket.
 - e. Recruiter Module and Aggie Access– Zoe says the weekly training sessions continue and Brenda Dally will be providing a demo for admissions.
 - f. FA – Donald reports they are working through new year setup.
 - g. ST and FLAC, Imaging and DegreeWorks – Linda reports FLAC is functioning. Imaging is underway. She is working with vendor on setting up the index system. They will have a demo 3/5/14 of the index system for student records. There is an additional application for course rosters that Business Imaging Systems will setup for no additional charge. Glen mentioned student appeals might also be a suggested application for BIS. Brenda Dally is also interested in using the system for scholarships that would be based on school years.
 - h. DegreeWorks – minor issues to work through and going well. It is launched.
 - i. IRAA – Karla – I would like to add Karla Oty to the Steering Committee.
5. Blackboard Universal upgrade – Rick was at Blackboard Users Conference.
6. Discussion re: use of partial SSN for login info - Linda learned at SACRAO we are in violation of FERPA for using portion of students' SSNs in their assigned password upon account creation. A password must be randomly generated and assigned. This will be difficult for our truly online students. An alternate email address being given on the student's application for admission might be the key to solving this issue. ITS will put this on their list for review. It was also mentioned that no personal identifiable information can be used in conversing with students to validate their identity.
7. Roadmap for Systems – Greg reported CU survived 30 Banner upgrades for the first part of this year. Recruiter 3.5 is requiring all the modules to be upgraded to latest versions. The database extensions required by Recruiter have been a challenge. There are a couple of upgrades left to do for Banner General. Finance, student, financial aid will have more upgrades in April.
8. Reorganization of group was mentioned as a way for the functional areas to take more ownership of the steering committee. Due to the low number of steering committee members present, this will be back on April's agenda. Thoughts are for:
- Chair to prepare agenda and conduct meetings
 - Vice chair conduct meetings in absence of chair
 - Secretary prepare minutes and posts to web
9. Informational
- a. Blackboard Mobile App – new updates in iTunes and Google Play stores since 1/1/14
10. Other topics?
- There is frustration with Cognos reports running slowly and in some cases, not running at all. ITS has 2 outstanding tickets with Ellucian and it appears to be a particular view causing the issues. ITS will contact Ellucian account rep to escalate this ticket.