

CNDCAC August 24, 2006 Conference Call

Mike Lehnardt, BSC

Mark Lowe, DSU

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Mary Iverson, MaSU

JoNelle Watson and Robin Wagner, MiSU

Jim Borkowski, Bottineau

Peg Torrance, WSC

Viet Doan, NDSU

Peggy Lucke

Bill Ament, VCSU

Brenda Wigness, WSC

HECN: Teri Thorsen, Nancy Haskins, Marv Hanson, Rich Lehn,

Bonnie Neas was enroute to Bismarck, so Peggy Lucke chaired the call.

Query Training:

Rich Lehn is coordinating with Oracle for 2 query training sessions of up to 16 participants per session, likely be held in Grand Forks sometime after September, with an estimated cost of \$850 per participant. The list of interested participants that was compiled earlier this summer needs to be reviewed and updated. Rich will email the list and we are to provide him with updated information so he can firm up the class list by August 31. The current list has 16 from UND and 11 from other institutions. The training is general query skill training and will cross all modules.

Bonnie's Report:

She and Randall are meeting with the Governor's chief of staff today regarding ConnectND. System performance continues to be the highest priority. There was significant improvement in performance yesterday. The system was slower this morning and there was report of a batch job running during live processing. Transcripts should be running and the team is doing some analysis and comparison across the system. Bonnie requested feedback from the campuses on online response – how many seconds does it take for a page to refresh? That feedback is needed to determine if there are network issues.

Communication:

Bonnie commented on her expectation that CAC members distribute emails we receive from her to the appropriate people on our campus, in a timely manner. She indicated she has had some feedback regarding the need for more specificity in the emails coming from HECN. She cited the example of clearing cookies and cache.

(Bonnie left the call).

Discussion continued regarding communication – particularly in the past week there has been a barrage of email from HECN, with a message being sent to multiple listservs. Email has its limitations (not quantity, quality!) – staff were busy working with students, often using a manual (paper) work around; they weren't accessing their email. There is a need for a comprehensive

communication plan, consistent across all modules that provides for directed, specific, efficient and effective communication.

How do we get there? Some suggestions:

- A web site that is regularly updated with current system status and related information.
- Don't assume – the more specifics as to what and how, the better.
- Use the Portal - put the reminder to 'clear cache and cookies' on the portal, including a link to directions on how to clear cache and cookies.

(PS – the ConnectND website is not being maintained. <http://www.nodak.edu/connectnd/> Latest info seems to be from March 2006. Also, on the Help Center page the link to Student Administration Status doesn't work).

- Call upon the expertise in the NDUS public information/relations group to help with the development of a communication plan (guidelines, best practices, etc.).

Campus Reports:

BSC – System performance issues must be resolved. The past week has been very intense and Mike reported staff burnout as a serious concern. BSC has substantial numbers of latecomers and the inability to get them into the system on Monday and Tuesday was extremely frustrating for the students and staff involved. Students who had registered earlier were not able to add classes. There was tremendous dissatisfaction from students who are paying additional fees and not getting the service. This is not acceptable and cannot continue. Mike cautioned that we don't lose sight of the human factor.

DSC – Mark concurred with Mike's comments and commented that we don't let down our guard - we can't go through another opening like this again. System performance issues negatively impacted staff morale, tuition collections, etc. System performance must remain as a #1 focus permanently involving ongoing efforts.

LRSC –

MaSU - Mary concurred with Mike and Mark's comments and added that Mayville's 4th year in the system is just as frustrating, if not more so, than earlier years. Whatever we have to do – do it. She reported staff is overworked and frustrated.

Bott – Jim concurred.

MiSU – Jonelle concurred.

NDSCHS – Peg concurred.

NDSU – Viet concurred. The current situation is unacceptable.

UND – Peggy concurred, and added that we applaud the efforts that have been made to address performance issues and very much appreciate everyone's hard work; the comments are not criticism of the staff and their efforts.

Valley City – Bill concurred.

Williston – Brenda concurred.

Other:

nVision Reports: Peggy asked for a status report on nVision reports.

Satisfactory Academic Progress: Peggy reported UND continues to experience significant problems related to SAP. Yesterday staff lost the ability to remove negative service indicators and

they are reluctant to run batch processes because they run into more problems. Is it time to bring in additional expertise to get this resolved?

What has the technical staff been learning from this performance improvement exercise and will it be shared with us? Marv said he thought they could come up with something, particularly after they get the consultants' reports. The exercise has included reorganizing the database and ongoing tweaking of parameters. Viet asked if the performance improvement yesterday was the result of reduced load or modifications the team has made this week. Marv responded it was some of both. The consultants on site now are here only for a short time longer. Oracle and Microsoft will be bringing a team to look at the system's 'health' later this fall. *CAC recommends/requests continued extreme focus on system performance as a #1 priority, utilizing consultants on an ongoing basis as needed.*

Staff reported a significant performance slowdown at 3 PM yesterday. What happened? Marv reported there was an orphan transaction. A change was implemented yesterday afternoon that won't eliminate orphan transactions, but will blow them off after 1 minute.

Should we be using the application or the portal? Portal.

Data dumps have not been completing successfully; what's happening? Nancy Haskins responded the data dump failed on evening processing (can't write out to FTP server). She is bringing this issue to the System Performance group today; urgent ticket to escalate the issue.

Red Days – specific guidelines: Request of Scott from the campuses for specifics regarding 'red days' – what not to run when, etc. Caution to not assume all users are on the same page and have the same understanding. The more detail, the better the results.

Why aren't finance batch processes completing on a nightly basis?

Query User Group: Viet reported he is coordinating a query user group. He has asked campuses to submit campus representatives for the group. Subsequent to the meeting Viet forwarded the email to CAC that he had previously sent to the campuses. Campuses may have more than one member in the group, with one designated as the 'voting' member.

Peggy commented on the SA Reporting Instance (RI) and the benefits UND has realized with increased utilization of that RI (more users running (these are users that don't write queries) queries in the RI rather than production and the daily refresh of the RI environment). Security was set up differently for the RI than for production, so that presents some challenges as the interest increases for broader access.

Peggy Lucke
8/24/06