

Brady, Jason W

From: Brady, Cory M.
Sent: Wednesday, January 30, 2013 1:42 PM
To: District Applications WorkGroup; DAWG.Faculty
Cc: DCS Admin Group
Subject: District Applications WorkGroup (DAWG): Agenda for 01/30/2013 (Updated #4)

Team,

We haven't met for 2 weeks, so we have a lot to catch-up on in today's agenda.

Below is the **UPDATED** tentative agenda. Please let me know if any items you wish to add.

District Application Workgroup (DAWG) Purpose:

To provide a communication conduit and working environment to:

- Bring and discuss current issues related to district applications and college services. Including:
 - New and changing State and Federal Mandates
 - New and changing college/district policies and procedures
 - etc.
- To bring stakeholders together to complete tasks and resolve issues related to approved projects and operational tasks.

IMPORTANT NOTE: *This group has no function in prioritizing or accepting projects or programming requests. However, this group can be used to discuss and vet possible projects and programming requests.*

Date	Start time	End time
01/30/2013	2:00 PM	4:30 PM

PARTICIPANT DETAILS

- > Dial your telephone conference line: **(888) 886-3951**
- > Cell phone users dial: **(913) 312-3202**
- > Enter your passcode: **202927**
- > Go to www.cccconfer.org
- > Click the Participant Log In button under the Meet & Confer logo
- > Locate your meeting and click Go
- > Fill out the form and enter the passcode: **202927**

Meeting Participants:

- District
 -
- SBVC

-
- CHC
-

Meeting Agenda (01/30/13):

- **General Discussion**

- **Discussion:** Police Academy 2nd semester students have to be processed manually to purchase parking decals. Will there be any way to fix this so they and any other classes that might be set-up like that can also purchase there decals on WebAdvisor?

Sponsor: Janet Johnson

- **Discussion:** Kiosk Logins can no longer be used by student and part time employees.

Sponsor: Cory Brady

Notes: SBVC A&R and Financial Aid use generic accts

- **Follow Up:** Creating a group for reviewing / coming up with specifications for a replacement roster for Campus Central.

Sponsor: Dan Angelo

Last Meeting Notes:

- Nothing new. But, will be follow-up at the start of Spring 2013.

- **Counseling:**

- **SARS**

- **Discussion:** Replacing SARS-CALL with SARS-MSGS

Sponsor: Kirsten Colvey

***Situation:** This notice is to advise you that, due to outside vendor hardware issues, SARS Software Products, Inc. is no longer selling SARS-CALL. Specifically, the calling feature of our software, which interfaces with a Dialogic card installed on your server, will become inoperative when you replace your server, since new servers will not accommodate the existing Dialogic card. You would need a server that supports a PCI-x card.*

Our replacement product is SARS-MSGS, which is a web-based automated messaging system with features that are superior to those in SARS-CALL. This product is available in three versions: Email Only, Text Only, or Email AND Text. Automated telephone calling is currently not an option with SARS-MSGS, although we are investigating other possibilities for calling. However, most colleges are finding that students prefer to receive, and are more responsive to, text messages rather than automated phone calls.

Suggested Solution: Implementing SARS-MSGS with Option #3: Text and E-Mail

Last Meeting Notes:

- We already have purchased SARS-MSGS with just the E-Mail option.
- What will the cost different between SARS-CALL maintenance now, and purchasing/maintenance SARS-MSGS Text.

- **Discussion:** Adding 'Text-Messaging' to SARS-GRID

Sponsor: Kirsten Colvey

Situation: The SARS-GRID text messaging feature may be used to automatically notify students when their position on a waiting list for walk-in visits reaches the designated threshold (for example, when third from the top to automatically notify the student to return to the counseling office), The add-on text messaging to SARS-GRID is a one-time software license fee of \$2,000 + sales tax and includes the first year of support/upgrades. The maintenance the second year is \$360.

The SARS-MSGS text messaging feature may be used to automatically send appointment reminders to students. The reminder software is a different product from SARS-GRID. Easy to get confused because there is text messaging functionality in both products.

For text messaging whether related to GRID or MSGS, you will need an iSMS server and SIM card/text messaging plan from T-Mobile

- **WebAdvisor**

- **Follow Up:** Suggestion to change the menu layout, to separate college specific menu items.
Sponsor: Kirsten Colvey
Ticket: #8146-45889

Situation: Several students have completed the orientation by logging into their WebAdvisor account, as directed, but they accidentally logged in to VALLEY ONLINE ORIENTATION instead of CHC ONLANE ORIENTATION. The curser was just above CHC and sent them through the Valley orient instead. This was frustrating to the students who wanted an appointment for assessment only to be told they did not complete it, go to WebAdvisor to complete it, you may have to complete it again and all the while, they were getting the Valley orientation.

Last Meeting Notes:

- Changes have been made in R18Dev; however, original suggesting wording wasn't possible. New suggested changes need to be reviewed before moving to R18Live.
Attachment: WebAdvisor – Other Services.docx
- DAWG members have approved the changes, and request it be moved to R18Live.

- **Admissions and Records**

- **WebAdvisor:**

- **Follow Up:** E-mail sent from WebAdvisor by Faculty
Sponsor: Dan Angelo
Last Meeting Notes:
 - DCS is researching the issue.
- **Follow Up:** "What's My College ID" is not working consistently when Middle initial is used or present on NAE.
Sponsor: April Dale-Carter
Ticket #:8146-46604

Last Meeting Notes:

- The "optional" field is not functioning correctly.
- The logic used in the process is written to correct bad data, and the middle name is a common field with inaccurate data.

- Suggestion to replace look up code with the same code we use for the helpdesk lookup, and remove the middle name lookup option.

Last Meeting Action Items:

- Cory to re-assign ticket to update the code as suggested above.

- **Discussion:** Password Reset/Security – Adding additional security questions to online password reset process.

Sponsor: Larry Aycock, Cory Brady

Last Meeting Notes:

- It is an industry standard that security questions would be added to password resetting. Commonly, a question the student chooses from or makes up.
- **Security Question Ideas:**
 - List of pre-made questions to answer
 - Ability to write your own question and answer
 - Make the security question optional.
 - Number of Questions #1

Last Meeting Action Items:

- Cory to work with Larry to submit a ticket/project request.

- **Discussion:** Adding of ‘Change Grade Form’ to WebAdvisor’s menus.

Sponsor: April Dale-Carter

Ticket #: 8146-47752

Last Meeting Action Items:

- Cory to reassign ticket to add “Grade Change Form” links for both college on the WebAdvisor Faculty menu.
 - PDF copies are available. See ticket for SBVC, and Larry for CHC copy.
- Cory to add as an agenda item to start a review of what the ‘Change Grade Submission Form’ would look like, and eventually to submit a joint project request.

- **Discussion:** Review and define “Change Grade Submission Form” process for project request.

Sponsor: Cory Brady, Larry Aycock, April Dale-Carter

- **Discussion:** Wait listing - Can a message via WebAdvisor or an email be sent to the student notifying them they have been added to a waitlist. The message should also state the student must check their email periodically for updates on if/when they are eligible to add the course.

Sponsor: April Dale-Carter

Ticket #: 8146-47753

○ **Records:**

- **Discussion:** SBVC Grade Evaluators request that if no Local e-mail address is available for a graduate output in XGPR, then the personal e-mail address should be used.

Sponsor: Cory Brady

Ticket #:8146-48819

○ **Admissions:**

- **Discussion:** Having WebAdvisor give the ability to send e-mail via Outlook vs. the form method delivered by Ellucian.
Sponsor: Dan Angelo
- **Discussion:** When a student submits applications for two different terms, with in the same day, the applications are being merged in Colleague, and not entered separately.
Sponsor: Cory Brady
Ticket #:8146-47979
- **Discussion:** Problems regarding ENGL-015 students being dropped for pre-requisites.
Sponsor: Larry Aycock
Ticket #: ??????

Last Meeting Notes:

- On Dec 19, the XPRR process was run and dropped a large number of students from ENGL-015 for not meeting pre-requisites, but in fact did have the pre-requisite
- **Important Notes:**
 - XPRR does have known problems, but it doesn't have a problem with processing pre-requisites when data is correctly entered.
 - Only 1 COURSE but many sections of it were affected. Indicating the problem was specific to the COURSE (ENGL-015).

Last Meeting Action Items:

- Cory to update ticket and reassign to:
 - Determine changes made to courses and sections, to see if issues may have been corrected after Dec 19.
 - Review individual students to determine changes. (at least 57 students affected)
- **Follow Up:** Same-Day @ SBVC: "Check Off Screen"
Sponsor: Dan Angelo
Last Meeting Notes:
 - Demonstration of JavaScript was presented.**Last Meeting Action Items:**
 - (Cory) Finish/Correct JavaScript to check to display page once a login, and add paragraph to XWRGN in R18Live (ASAP).

Notes: Still being worked on.

- **Follow Up:** Issue with current 'TERM-RPT' registration rule, which checks if the student is 'Repeating Same course in the Same Term'.
Sponsor: DyAnn Walter, Cory Brady
Ticket #4146-45068, by Julie Ulloa

Last Meeting Notes:

- Currently, the rule compares COURSE.IDS of the sections the student is registering for, with those that they have registered for. If any matching courses are found, it then checks if the term's match and if the section has a status of 'A' or 'N'.
- The current rule doesn't allow a student to take ENGL-101-01 the first 8 weeks of the term and get a failing grade, and then re-take ENGL-101-02 the second 8 weeks of the same term.
- **Question:** What requirements require this rule to be in place?

- **Question:** Is it correct to modify the rule to allow a student to take the same course in the same term as long as the previous taken courses are graded?

Last Meeting Action Items:

- Dan and Larry will confirm that it is a policy that is requiring it. If none is found, then it is recommended that the grade be used to allow it.

Notes: Dan and Larry still need confirm the policy before any changes are made. **(Possible Policy: Student Accounting Manual)**

- **Follow Up:** Student entering they are a high school student on their application, but are over 18 yrs. of age. For example, a 40 year old.
Sponsor: April Dale-Carter, Cory Brady, DyAnn Walter
Ticket: #8146-44659

Last Meeting Notes:

- Testing is still being done. Not in R18Live yet.
- Reminded colleges to complete testing.
- **Follow Up:** Degree Audit
Sponsor: Joe Cabrales, Glen Kuck

Last Meeting Notes:

- SB 1456 has been signed, student success and performance.
 - Degree audit will improve Ed-Plans and student which SB 1465 is requiring.
 - The Student's use of Degree Audit isn't possible until the Degree Audit is fully functional.
 - **Question:** Will SB 1456 increase the priority for the Degree Audit project.
- State required 'Priority Enrollment' requiring Ed-Plans, Assessment and Orientation prior to registration.

Last Meeting Action Items:

- Report on last week's DAWG Working Session
- Cory still needs to send out the Degree Audit meeting minutes from last week's meeting.
- Cory needs to provide latest information on status if project. Was it prioritize?

Action Items

- **Cory still needs to send out the Degree Audit meeting minutes from last week's meeting.**
- **Cory needs to provide latest information on status if project. Was it prioritize?**

○ **Registration**

- **Follow Up:** XOBN – Latest Update
Sponsor: Cory Brady, Glen Kuck, Dan Angelo
Last Meeting Notes:
 - Latest version of XOBN has been installed into R18Test, but below issues have been found:
 - DREG problem:
 - if we drop students from all 'Add/New' sections, but the student has already dropped sections after the first day of class:
 - It will not refund the enrollment fees for the dropped sections, but it refunds 'all' of the non-enrollment fees.

Action: Not a game stopper for release now, but bug needs to be fixed immediately (before 1st day of Spring 2013)

- XOBN problem:
 - If a student has LRC-900x4, and the student hasn't paid, it will not drop the sections and the student still is billed non-enrollment fees.

Action: Not a game stopper for release now, but bug needs to be fixed immediately (before 1st day of Spring 2013)

- XOBN will need to fix the co-requisite issue addressed earlier in the agenda, but not a show stopper.
- Installed the latest version of XOBN into R18Live, with automation turned off.
- **Discussion:** Provide a brief update on the status of the (for lack of a better term) instructor email notification regarding student activity. Or, as Larry pointed out should it be handled by referring faculty to submit a Help-Desk Ticket?

Sponsor: Joe Cabrales, Dan Angelo

Ticket: #8146-44178

Last Meeting Notes:

- Joe/Larry have provided students and instructor they have received reports of the problem.
- In researching other issues, we have found at least 2 students were not being sent e-mail. IT may mean the process is not working completely now.
- DCS is still researching.

Last Meeting Action Items:

- Cory will send an e-mail to Joe and Dan about the latest on this problem, so it can be used to respond to instructors when they report the problem.

- **Discussion:** Implementation of State Mandated 'Enrollment Priorities' by Fall 2014. However, notifications to student's go out in Spring 2013.

Sponsor: Dan Angelo

Action Item: Have this as a standing topic for DAWG.

Next Steps:

1. Identify what we need to and how to communicate this spring.
 - a. Academic Standing Notices
 - i. Existing processes in place to determine the save list of the students.
 - b. Approaching the 100 unit max.
 - i. An existing X report could be used to create the save list.

- **Duplicate Institution Clean-Up**

- **Follow-Up:** Identified Institution records to clean up. What are next steps?
Sponsor: Cory Brady

Last Meeting Note:

- Larry has sent the completed excel documents. Next steps to is determine best way to update records.

Last Meeting Action Items:

- Move to next meeting to discuss manual vs. automated processing of duplicate institutions.

- **Duplicate Address Clean Up**

- **Follow Up:** Setup of Colleague's Address Duplicate Clean-up Process.
Sponsor: Cory Brady

Last Meeting Action Items:

- We have been running RMAD for almost 2 weeks now.
- CHC has reported possible first signs of improved importing of CCCApply. They actually processed a batch of 25 applications with no errors to correct.

Action Items:

- (Cory) Send to listserv, "How are you handling mult-address in Colleague?"
- (Cory) Review configuration of Colleague for handling addresses.

- **Account Receivables**

- **Registration Billing**

- **Discussion:** Automated running of BILL each night.
Sponsor: Cory Brady
Future Agenda Item: 03/06/2013

Last Meeting Notes:

- Instructions on how other colleges have automating BILL, and it can be setup for SBVC and CHC.
- The direction is to pilot the automated BILL, nightly.
- Add this topic to the agenda in the future. After March. Dan and Joe will provide a better time frame that staff would be available.

- **Next Meeting:**

- **Meeting Scheduled for:** Wednesday, February 6, 2013 from 2:00 PM to 4:30 PM

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"Time is the predator and we are the prey."

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