From:	Brady, Cory M.
Sent:	Wednesday, March 20, 2013 10:19 AM
To:	District Applications WorkGroup; DAWG.Faculty
Cc:	DCS Admin Group
Subject:	District Applications WorkGroup (DAWG): Agenda for 03/20/2013

Team,

It's been a while since our last DAWG meeting, so a lot of the agenda today will be catch-up.

Below is the tentative agenda for today's meeting. Please let me know of any agenda 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
03/20/2013	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

- o

- CHC
  - o

Meeting Agenda (03/20/13):

- **General Discussion**

  1. **Follow-Up:** Creating a group for reviewing / coming up with specifications for a replacement roster for Campus Central.
     Sponsor: Dan Angelo
       Future Agenda: 04/03/2013
     Last Meeting Notes:
       - Nothing new. But, will be follow-up at the start of Spring 2013.

  2. **Follow-Up:** Formation of Application/System Advisory Groups
     Sponsor: Cory Brady

     Next Steps:
       - Write a clear definition of an Advisory group?
         1. What constitutes a software gets an advisor group. *(ie. more than 1 department uses software)*

            Definition:
              - o Must be used by more than 1 department between campuses/district.
              - o **?** – Must be managed by DCS Admin Group
              - o **???**

         2. What determines the membership/representation?

       - With the definition decided on, define the structure of the groups?
         1. Who will be the chair/co-chair? Is it by position, or elected?
         2. How often should the group(s) meet?

       - Write a 'purpose' statement for the advisory groups.
       - Determine next steps.

  3. **Follow-Up:** Report on workflow for requesting Training from DCS.
     Sponsor: Cory Brady

  4. **Discussion:** Workflow for Bug Fixes for Colleague Processes
     Sponsor: Cory Brady

     Workflow:
       - User reports bug via Helpdesk Ticket
       - User Liaison gets more detailed information and confirms bug. Assigns ticket to Programmer.
       - Programmer applies fixes to correct bug. Assigns ticket to User Liaison to install and testing.
       - User Liaison reviews process to confirm it is fixed.
       - User Liaison contacts user(s) to preform testing.
       - User(s) sign's off on testing.
       - User Liaison assigns ticket to Database Administrator to install into R18Live.

Suggestion for Discussion: Removing User testing step, due to delays in fixing processes.

- **Counseling:**

  - **SARS**

    1. **Follow-Up:** Replacing SARS-CALL with SARS-MSGS and Adding 'Text-Messaging' to SARS-GRID
       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.

       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

       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.
       - SARS-Call will be no longer supported, and we must replace it with something.
       - The "Texting" ability will require a service plan, what would the charge the college per text message being sent?
       - Is there alternatives to a 'T-Mobile' plan.

       Last Action Items:
       - Arlene/Cory - Determine what the cost would be for each of the options from SARS-MSGS (District, or per college).
         - Hardware
         - Software & Maintenance
         - Service Plans

- **Admissions and Records**

o **WebAdvisor:**

1. **Discussion:** Ideas on possible security questions for WebAdvisor password resets
   Sponsor: Dan Angelo

   Job Website (Requires 1 question to be selected**):**
   - What is the name of your favorite childhood friend?
   - What is your mother's maiden name?
   - What was your childhood nickname?
   - In what city did you meet your spouse/significant other?
   - What school did you attend for sixth grade?
   - What was the color of your first car?
   - In what city or town did your mother and father meet?
   - What is the street number of the house you grew up in?
   - In what town was your first job?
   - Who was your childhood hero?
   - What is the last name of your favorite high school teacher?

   Open CCCApply Website (Requires 3 questions be selected**):**
   - In what city or town did your mother and father meet?
   - What was the make and model of your first car?
   - What was the name of the person that you first kissed?
   - What was the name of your first pet?
   - What was the name of your first boss?
   - Who was your most memorable elementary school teacher?
   - In what city did you meet your spouse or significant other?
   - What school did you attend for sixth grade?
   - What street did you live on in third grade?
   - What was your childhood phone number including area code?
   - What is the name of the first school you attended?
   - What was the first company you worked for?
   - What was your childhood nickname?
   - In what city or town was your first job?
   - What is your maternal grandmother's maiden name?
   - What is your paternal grandmother's maiden name?
   - What is your oldest cousin's first and last name?
   - In what city or town were you on New Year's Eve, 1999?
   - What was the last name of the next door neighbor where you grew up?

2. **Follow Up:** E-mail sent from WebAdvisor by Faculty
   Sponsor: Dan Angelo
   Last Meeting Notes:
   - DCS is researching the issue.
   - The situation has been resolved, but XBSI and XRST need to be fixed with new e-mail before we can make the solution permanent.

   Notes: Still working on it.

3. **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.
- Changes will not use middle initial anymore, but forms will still show the field.

     Notes: Still working on it.

4. **Discussion:** Adding of 'Change Grade Form' to WebAdvisor's menus.
   Sponsor: April Dale-Carter
   Ticket #: 8146-47752

   Last Meeting Notes:
   - Dan has provided updated PDF, as well as Floyd send an updated CHC form.

   Last Meeting Action Items:
   - Cory will be re-assigning ticket to Jason and Joyce to add PDFs from both colleges

5. **Discussion:** Review and define "Change Grade Submission Form" process for project request.
   Sponsor: Cory Brady, Larry Aycock, April Dale-Carter
   Future Agenda: 04/01/2013

6. **Follow-Up:** Demonstration of SBVC's Waitlist Process
   Sponsor: Cory Brady

   Questions:
   - It has been requested to demonstrate the SBVC Waitlist process, but is this just to DAWG or do we need to schedule a separate meeting and/or invite others?

7. **FYI:** 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

   Last Meeting Action Items:
   - Cory to add to agenda for a Wait List Demo of SBVC's Waitlist process.
   - Cory to re-assign ticket to DyAnn, to follow up with verbiage changes to Registration acknowledgement e-mail, to include Waitlist verbiage.

   Notes: No verbiage was provided to add to the registration acknowledgement e-mail, and the ticket was closed.

o **Admissions:**

1. **Follow-Up:** Changes to correct when a student becomes inactive, and additional registration rules
   Sponsor: Larry Aycock

Last Meeting Notes:
- **Possible Bug:** If a "continuing" student registers for **2011FA**, and doesn't register in 2012SP, 2012SM or 2012FA, they can still register for 2013SP classes up until the end of the 2012FA term. If they do register for 2013SP classes, they are made inactive.

Last Meeting Action Items:
- **Larry will submit ticket for:**
  - Need to change existing process. State requires (Ed-Code #68040, 68044, Title 5 #54000, 54002, 54010) students to be made inactive after 'one' primary term, instead of 'two'.
  - Request to add a registration rule to stop students from registering for the next term, if they would be inactive (no application).

2. **Follow Up:** Same-Day @ SBVC: "Check Off Screen"
   Sponsor: Dan Angelo
   Last Meeting Notes:
   o Demonstration of JavaScript was presented.
   Last Meeting Action Items:
   o (Cory) Finish/Correct JavaScript to check to display page once a login, and add paragraph to XWRGN in R18Live (ASAP).

3. **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)

4. **FYI:** 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

   Notes: Completed in live.

5. **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
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- **Registration**

  1. **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:
       - 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.
     - 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.
     - Automation is still being fixed.
     - The XOBL screen is crashing in R18Live.

  2. **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 XUNT report could be used to create the save list.

     Last Meeting Notes:
     - Agreed upon verbiage for additional 'Academic Standing' paragraph:

"New state regulations will make any student who has been on academic probation and/or dismissal for two consecutive semesters ineligible for priority registration. Be advised that your current academic standing puts you at risk for losing your eligibility for priority registration."

- State Regulations as defined the necessary priority registration groups, but the college hasn't determined yet what their changes will be for the non-specific groups in priority registration.
- CHC has been 'discussing' the ideas of:
  - having a deadline for open registration for classes, so there will be a period of no add registration before late adds.
  - reducing the two week add period to one week.
- SBVC asked the question if we could calculate the number of active 'eligible' students for each category for a given term. Current processes didn't allow this type of report.

- **Duplicate Institution Clean-Up**

  1. **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**

  1. **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 multi-address in Colleague?"
     - (Cory) Review configuration of Colleague for handling addresses.

- **Account Receivables**

  - **Registration Billing**

    1. **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:**

  1. **Meeting Scheduled for:** Wednesday, February 13, 2013 from 2:00 PM to 4:30 PM

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