

## Banner Student Meeting Agenda

April 9, 2015 8:00-9:00am

### I. Priority Issues

1. Banner problems: Chien will give a status report after gathering all the facts. Last weekend's patch included Banner upgrades, an application server patch and operating system upgrades. We haven't had an operating system upgrade in two years. It was necessary for security upgrades (encryption). Added monitoring after the first crash. Around 8 a.m. on Wednesday, ran out of physical memory, due to some background process (no batch processes at this time). No swap space was being used when the physical memory ran out. Considered to increase swap memory. Investigating if any user initiated jobs were running. Checking parameters.
  - a. Applications from Open CCCApply were not downloaded when system went down. Joan reported that she received calls from students on March 20th, 25th, 27th, 28th, 31st and April 1st regarding the applications not being downloaded. Chien will investigate.
2. FA agreement for enrollment cutoff dates: From spring quarter, students will now be allowed to self-enroll up to 11:59 pm of the day prior to the start day of the class. Add codes will start after the class starts. The automatic waitlist roll will continue until class starts. On-line students can enroll until 11:59 pm on Sunday before the quarter starts. A & R will ask marketing to make the announcement to students. Barry can no longer change the waitlist sequence. If the student exceeds 21 1/2 units, the student will not automatically roll into the class from the waitlist. For now, ETS will look into displaying a pop up message when they are added to the waitlist to warn them that if they exceed 21 1/2 units, they will not be automatically enrolled. Report on APEX is in place. Some faculty are confused when to issue add codes.
3. At Foothill, when the students are on the waitlist, they have full access to etudes and are treated as enrolled students. IR wanted to stop dropping students from the waitlist for reporting purposes. Possible solution is to capture the waitlist info into ODS at census and then remove the students from the waitlists using the baseline Banner job. Chien will confer with David.
4. Non-resident, out-of-state students will have their fees waived for the first 6 units every quarter from spring quarter. ETS needs to provide reports to show students who are co-enrolled at both colleges to insure that they do not exceed 6 units total for the district. We need to add one more column for high school students to indicate if they are out-of-state. Chris is working with Rachel.
5. Student Dashboard:
  - a. ETS will look into the situation where a previously employed employee has a new contract, their old privileges are automatically attached to the new contract instead of default values. Matt is working on it.
  - b. Non instructor load employees (library, counselor) don't get into the system until the 3rd week into the quarter; therefore they do not have access to dashboard. HR is looking into expediting the process. Bill will touch base with Marietta.
  - c. Temp employee needs to get access. In testing. Matt is working on this.
6. DGW guide: Almost done; need to format. Working with an outside vendor (Innovator Educators) to create the video. ETS needs the contact info.
7. FH & DA A & R has decided to block students in Open CCCApply who submit an application from the seven forbidden states. Lee will complete by 4/3/15. Waiting for his confirmation.
8. Bookstore book charges for confirmed Pell grant recipients: Acceptance testing is complete but awaiting DBA/security gatekeeper approval.

9. Financial Aid Patch 8.22 : Went in on March 27<sup>th</sup>. Kevin will need a couple of days to setup the new forms and will use TSTHRS which is cloned daily to test them.
10. L7 data center remodeling: May 23rd, will switch electricity to generator. Chien confirmed that Banner will not be affected.
11. Schedule roll: Hybrid courses were missing the in person meeting time. Was fixed for this quarter. Nazy wants to know why it happened, and how to prevent it from happening again. Hybrid courses for summer need to be checked.
12. Open house for high school students: April 18th, May 2nd for Foothill, April 25th for De Anza. Applications, placement tests and orientations will be taking place.

## II. Standing Agenda Items

1. DegreeWorks:
  - a. Making a new plan active changes the signatures on all the previous plans. It is currently displaying the modified name instead of created name. Chris' fix did not work; he is working with Ellucian.
  - b. (not discussed) Difficulty saving ed plans. Clicking "save" sometimes gives them an error message, "cannot execute". Workaround is to unlock and using save as, got out, find that plan, go back under edit and save. (Inconsistent ). Sometimes the save and save as buttons are lit but they cannot click on it, or print it, and the plan is lost.
  - c. Cannot enter notes unless you save the ed plan first and then add the notes. It wasn't this way in test.
  - d. (not discussed) Would like to use the template so that once you reassign one quarter, it automatically reassigns all the other quarters.
  - e. (not discussed) Sometimes notes are missing when printed. Chris thinks this is a java script reload and is fixable.
  - f. (not discussed) Not working the same as in test. Is the environment exactly the same? (updates to one term is not reassigning the future terms automatically). Kent verified that the patch was installed on both test and production.
  - g. (not discussed) Documentation is not matching the screens. (Larger Ellucian issue)
  - h. Lourdes needs the number of terms the ed plan is for; the old version showed this info. Possibly set-up issue. Chris is working with Ellucian.
  - i. On-site visit for Melissa: 3rd or 4th week of October. ETS needs to get together with both colleges to work on an agenda. Tentatively reserve Tuesday for the counselors. Later in the week, work on resolving some scribing issues.
2. Mobile app
  - a. Ellucian Go is in conflict with Cal B. Ellucian said they will fix it in 60 days.
  - b. Will need to enter pictures of buildings, longitude and latitude. Rooms are also not in Banner.
  - c. PR for the Payment Gateway has been signed off.

- d. Santa Barbara has rolled out mobile successfully without registration or payment, and little training.
  - e. Initiative to provide electronic storefront for cash and credit card payments to pay on-line using Touchnet u-commerce. Module also available for international payments. Will involve custom code for security, integration with Banner.
  - f. Target: Roll out in summer for fall term.
  - g. Need to plan how students will use it. Individual departments can send notifications to individuals or groups.
3. Open CCCApply
- a. Migration of historical XAP data has been completed. ETS is asking both A & R to compare the data from XAP and Open CCCApply to insure that everything migrated correctly. Would like to sign off with A & R offices and Chancellor's office. According to Lee, everything has been moved.
  - b. Interested in the noncredit module and BOG fee waiver module from the State Chancellor's office. Ellucian has a module called "Elevate" that will handle the noncredit module. BOG fee waiver (high priority) next step: To arrange a visit to a school that is using it. ETS will need to contact Lee McDonald and the State Chancellor's office. Will need to schedule another patch.
4. BDM: in progress
- a. DA-DSS: QSP has been installed. Deepa will create QSP profiles next Thursday, 4/16/15.
  - b. FH A&R: FNTI quote for Foothill: \$99K. Nazy may need to secure a second quote. De Anza's quote: \$40K. Definitely needs to be done. Rachel handed over student receivable info on CDs to Joe Lampo, which needs to be kept for 7 years.
  - c. Family Engagement Institute implementation has gone live.
5. Security
- a. Active Division: Two security classes have been created, one for deans and administrators so that they can see the grades and another class that does not show the grades. Moved to production.
    - Copy and paste is not working
    - Custom layout (reordering columns) is not staying saved
    - Some division admin. assistants have lost access and need it back. They need to go through the proper channels to regain access.
    - Christina Espinosa-Pieb and Andrew LaManque need to approve access to see grades.
  - b. Exit protocol needs to be devised when an employee leaves a position (i.e. TEA, full-time, student workers) to notify all the necessary departments. . Bill hopes to finalize with Marietta by 4/3/15.
  - c. (not discussed) Back door query for SSN, bank accounts, and personal identifiable information is currently being logged and being monitored. We're also logging identity of students who log in from the web and where they go. 30 day history.
  - d. (not discussed) Student and staff password reset was disabled. Rachel reported that students are having problems resetting their password using Google Chrome. Joan has a student that is still having trouble resetting her password. Joan will give Bill the CWID.
  - e. ETS hopes to incorporate a new password reset protocol. It will ask you which phone number you would like to be reached at and will call that number. It will ask you your DOB and will ask you to verify that you wish to change your password.
6. ISE: Completed the test run for ISIR data load for both colleges for 2014-2015. Each run has 40 jobs. Nazy would like to possibly automate grade rolls. Lisa reported that other schools have automated grade rolls and she is very excited.
7. e-Bill and e-Refund: Touchnet Demo was held on March 19th for both cashier offices. e-Bill will not serve their purpose; same amount of work for the cashier offices. Will go back to Evisions for a solution. During the drop for nonpayment, Touchnet was down often, many of student complaints. Rachel will send screen shots to Chien for him to follow up. Hector's update: There will be a campus wide demo and Chien asked to include e-Bill and e-Refund, mobile payment gateway, and e-commerce. Sherri will email Hector to make sure international payments are included as

well.

8. (not discussed) Baseline version to change ed goal: Now available in PROD. ETS is testing on giving the counselors the ability to change the ID and run the job in SSB. No complaints so far.
9. (not discussed) Touchnet e-commerce marketplace: Nothing new to report. For on-campus events, may be able to pay with cell phones and charge on credit cards. Possible implementation target June 2015. Touchnet has expanded to become a payment gateway and a credit card payment processing company. District finance is working on the contract with Touchnet.
10. SARS: SARS: New grid, TRAK gone live for FH Bio Health. eSARS gone live for FH Outreach. Close to implementing the integration of SARS calendar and Outlook calendar. Deepa has completed the documentation that users will need to do on the user's end. It is ready and tested by Suzanne Yamada and will roll out the 3rd week of the quarter. Looking into new version called SARS Anywhere with web access (no additional cost). De Anza A & R has always wanted it also; may need approval by next dean.
11. (not discussed) Faculty Inquiry Tool (FIT) IR Project: Specifications in development.
12. Working on New Service Level Agreements for:
  - a. The start of a new quarter: Flowchart will be sent for review. Next meeting will be scheduled.
  - b. Provisioning new accounts and e-mail
  - c. Possibly work on end of the quarter next.