

Banner Student Meeting Agenda

April 16, 2015 8:00-9:00am

I. Priority Issues

1. Students with first name ".": Moaty brought up the fact that there are students with "." as their first name. Joan explained that some students, usually international students, only have a last name and they need to enter something for their first name so they enter a ".". Joseph Ng further clarified: "According to current immigration requirement, F-1 visa status students with one name shown on passport must be entered as Surname/Family name. First name and middle name must be leave blank per regulations. As a result, most students who are from the Southeast Asia will fall under this new requirement. I have included the latest SEVP (Student and Exchange Visitor Program) Fact Sheet in this message.

The International Student Programs office must comply with this new naming requirement. The Admissions Office has been contacted regarding to this new standard. If the student has only one name shown in the system, he/she may declare and use a preferred name in class. However, this "preferred" name is not to be recorded in any official record at this time."

Banner, at this time, requires a random character in the first name field for students who have one name shown on passport. As a result, a "." is currently in used for that purpose. To the best of my knowledge, this issue has been addressed to Ellucian. SEVP office has already outreached to vendors alerting them on the name issue.

2. System problems:
 - a. The database went down this morning 4/9/15 because one of the disks ran out of room. The script which warns us that we are close to the disk (UO3) limit had been turned off. The script has been re-enabled and our DBA cleaned up many files and brought the database back up. The MyPortal links have been checked with the exception of Degreeworks.
 - b. The nightly run for accounts receivable did not finish on 4/6/15. Tuesday morning, 4/7/15 they had to kill it. Tuesday night it ran fine.
 - c. 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. This was downloaded successfully shortly after April 1st.
3. 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.
 - a. Students should be allowed to register for hybrid classes up until 11:59 p.m. the day prior to the on-campus meeting. Currently it is treated as an on-line class and registration stops at 11:59 p.m. on Sunday before the quarter starts. The waitlist should continue to roll until the on-class meeting. ETS will investigate.
4. 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. Jerrick looked into this and found that waitlisted students are not sent to Etudes-communicated to Judy. Jerrick will check with Nazy for more info. If it happens again, ETS will need specific CWIDs. The waitlisted students were deleted in the past. ETS needs to find out what the procedure was

to delete the waitlisted students.

5. 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.
6. Stephanie brought up the issue to have a ETS backup to the backup person (Norbert is on vacation, Chris is off to Ellucian Live).
7. 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. Bill needs to confer with A & R to verify the correct privileges before he saves the privileges.
 - 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.
8. DGW guide: Deepa sent to Kent and Stephanie for final approval before linking it on MyPortal. Working with an outside vendor (Innovator Educators) to create the video. ETS needs the contact info. Moaty still needs the report from DGW of students who are close to achieving a certificate or has completed a certificate; very important for 3SP. Jerrick will follow up.
9. FH & DA A & R has decided to block students in Open CCCApply who submit an application from the seven forbidden states. Jerrick received confirmation from Lee.
10. Bookstore book charges for confirmed Pell grant recipients: Live and in production. We have run the first set of data files from the bookstores.
11. Financial Aid Patch 8.23 : Next patch targeted for end of May. Kevin will verify.
12. L7 data center remodeling: May 23rd, will switch electricity to generator. Chien confirmed that Banner will not be affected. Moaty warned that to make sure that the roof doesn't leak.
13. Schedule roll-hybrid courses were missing the in-person meeting time. The problem was fixed but we need to know why it happened and how we prevent this from happening again?
14. 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.
15. De Anza A & R is receiving calls for students who complete an application and who immediately want to sign up for placement tests. (takes about a day). It was suggested to add a message on the testing webpage and on eSARS to let students know they need to wait 24 hours before scheduling a placement test or appointment with a counselor. (After the meeting, a message was placed on these two pages. <http://www.deanza.edu/registration/current.html> <http://www.deanza.edu/registration/myinfo.html>).

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. 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. Would like to use the template so that once you reassign one quarter, it automatically reassigns all the other quarters.
 - d. 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.
 - e. Documentation is not matching the screens. (Larger Ellucian issue)
 - f. 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. ETS is aware of the fields that need updating.
 - g. 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 scribbling issues. Will confirm with Chien.
2. Mobile app Chris will find out more at the Ellucian Live conference.
- 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 today and 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 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.
 1. Copy and paste is not working. Workaround is to copy to Notepad first.
 2. Custom layout (reordering columns) is not staying saved
 3. Some division admin. assistants have lost access and need it back. They need to go through the proper channels to regain access.

4. Christina Espinosa-Pieb and Andrew LaManque need to approve access to see grades. Deans need to approve active division access without 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. Kevin will copy the folder over to production and will go live 4/10/15. Nazy would like to possibly automate grade rolls.
7. Moaty would like active division to show the actual date the student was added to the class. Moaty will send Jerrick a few class list examples.
8. e-Bill and e-Refund: Campus wide Touchnet Demo was held 4/8/15. 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.
9. 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.
10. 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.
11. 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).
12. Faculty Inquiry Tool (FIT) IR Project: Specifications in development. Initial review done with David and Xiaobin.
13. Working on New Service Level Agreements for:
 - a. The start of a new quarter: Next meeting scheduled 5/7/15 @ 9 a.m.
 - b. Provisioning new accounts and e-mail. First meeting scheduled 4/21/15 @ 11 a.m.
 - c. Possibly work on end of the quarter next.