IIPS Fall Conference – Atlantic Beach, NC

Roundtable Discussion - October 22, 2008

Minutes

David Kim opened the session with the following items from the suggestion box:

1. **Can the colleges be notified when E-Procurement is down?**
   Arthur Hohnsbehn responded that this is a 3-step process and the System Office has pushed for better response time. Currently, there is a 4-hour response time but Arthur will push for improvement on that.

2. **Can Webadvisor be pushed out with retrieval code?**

   Cinda Goff stated that if we put a retrieval code on the update, the update would not come down to the local lpr unless the retrieval code was used. Once it is in the local lpr, it would be available for installation in all environments so the admin would still have to manually manage when it got installed in the various environments by groups, notes, etc. Another drawback to this approach is that if someone forgot to retrieve with the special code, they would not get the update which might lead to the updates being overlooked.

   Cinda is open for suggestions on how to document better in email. There was a suggestion that Webadvisor items be grouped separately in email.

3. **Could you give a brief description of requirements for Instant Enrollment?**
   Cinda had the following suggestions:
   Ability to take payments through the internet
   E-Commerce
   Set up screens
   Search for sections
   Duplicate checking
   County required
   Joel Brubaker stated that this is the hardest part of Webadvisor to implement. He suggested that schools start with Ed-To-Go or some other small group. Be sure to set duplicate checking. Also, if you turn off E-Commerce, you turn off Webadvisor.

4. **Internet Café is limited. Can we have free wireless access in the hotel rooms in the future?**
   David Kim stated that we have to follow the hotel's policy on wireless. Rod Brower said that the wireless access in the rooms is very slow. Tara Williams noted that the hotel in Greensboro has free wireless access. David suggested that the Executive Committee will work with the hotel in the future and let conference attendees know in advance about wireless access policies.

Debbie Williams mentioned that they were getting ready for official payments and asked if card fees can be passed to students. Arthur stated that E-Commerce 3.7 has the ability to charge fees for credit card usage but he was unsure of the status on colleges charging these fees to students. It may require the approval of the college trustees. There is also the problem of being unable to refund these charges in case of class cancellation.

Arthur stated that beginning February 1, 2009, colleges may grant 100% refunds for CU. 75% refunds for CE are still in effect.

There was a question about whether the colleges can get System Office help after 5:00pm. Jay Baucom said this will be discussed internally, they may come up with a contact number for after hours. Several college representatives stated their plans for evening campus coverage .

Thanks were expressed to Joel Brubaker and others who are willing to help various colleges with customizations. These are sometimes hard for smaller shops which don't have enough staff or expertise to accomplish customizations.

Joel briefly explained the Envision Process Handler, which is essentially cron for Colleague. He said it's easier to stop automatic jobs this way instead of commenting out lines in cron. This can take a load off of IT staff. Cindy Sanford asked if Joel would consider doing a session on this topic at the next conference. Joel agreed.

Cathy Jones suggested that we encourage schools to offer regional training. Rod Brower stated that we could utilize Elluminate more for this if we can get people and topics. Arthur said that they can handle only 30 calls per session; may have to repeat sessions to get everyone. It was suggested that instead of everyone dialing in separately, staff at each school could view the sessions together.

Arthur also mentioned that after January 1, 2009, all System Office travel is frozen. Cindy Sanford expressed concern about the Summer 2009 conference and requested that System Office staff contact Tara or herself if there are any announcements about travel.

Arthur suggested that colleges do impact analysis on any fixes. Also be careful of doing anything just on your own advice. You need safeguards or the IT auditors will slam you. Use Change Management.

David Kim brought up the subject of IT Governance – how are colleges involved with governance? Is the System Office going to create guidelines and pass these to the colleges? Arthur said that each college should do their own.

Chuck Hauser passed the IIPS Outstanding Achievement Award tiara and scepter to Dawn Rountree.

David Kim then closed the meeting by thanking the participants and vendors and wishing them a safe trip back home.

Respectfully submitted by

Teresa Brittain, IIPS Secretary