

Information Technology Coordination
Monday, February 1, 2021
On-Line Meeting
Notes

Members Present: Terry Kleffman, Chair, Tiffani Crosley, Toni Gray, Shane Hepler, Cheryl Jones, Maria Juarez, Olga Kleffman, Kristin McDonald-Willey, Ernesto Olmos, and Ellen Patterson as Recording Secretary.

Alternate and Guests Present: Tim Hicks, Tiffany Oneal, and Collin Witherspoon.

Members Absent: Mia Forrester, Jarrod Madden, and Kelly Steelman.

I. Action Items

- a. Review of the discussion notes from November 2nd, 2020 Meeting. A motion was made by Olga Kleffman and seconded by Tiffany Oneal approve discussion notes as presented.

II. Discussion/Information Items

• **Colleague Updates – Pending Installation in Live**

| Update | Description |
|----------|--|
| SU022380 | Financial Aid IPEDS Update |
| SU022372 | Delivers 1095 C PDF templates for 2020 |
| SU022371 | Tax Tables - MS and CO |
| SU022333 | T4 - Processing |
| SU022317 | Texas student reporting TSI Import process |
| SU022229 | Update to support UI 5.16 |
| SU022228 | TrimData 19B version update |
| SU022148 | Canadian Statistics |
| SU022138 | Improvements for caching processing |
| SU022109 | Update to support UI 5.16 |
| SU022104 | California student reporting |
| SU022070 | Texas Student FA reporting |
| SU022068 | HR Quality Release Q4 |
| SU022064 | California student reporting |
| SU022052 | Updates for Colleague SaaS |
| SU022045 | Updates to Envision Runtime |
| SU022044 | California HR Reporting |
| SU022043 | Student IPEDS |
| SU022041 | HR Texas TRS Reporting |
| SU022037 | Student Texas State Reporting |
| SU021980 | AR Update Q4 |

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|--|----------|--------------------------|
| | SU021582 | Student / Core Q4 update |
| | SU021363 | Financial Aid Updates |

-There is a rather lengthy list of updates that have been put into production account and will be installed with updates on Friday, February 26, 2021 during monthly preventative maintenance.

-TRS reporting has been installed

-All the documents relating to updates listed above are available on the

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-Typically Ellucian has been releasing about 15 to 30 updates about every three months.

-All the updates have been applied pertaining to W-2's and 1098s.

-Regarding the TrimData 19B Version Update – this would need to be checked it and make sure it is working correctly. Last time when this update was installed it broke our connection.

-Until Nebraska updates their software we cannot update to the 19B version of TrimData

-It was asked if Kristin McDonald-Willey needed the State Reporting updates to be done sooner than the end of February?

-Kristin will have a meeting tomorrow and let Terry know if those updates need to be installed sooner.

-Otherwise the other updates listed above will be installed in next monthly preventative maintenance.

- **Projects Update**

- **SQL Migration**

- Terry and Tim gave Ellucian a list of everyone that has a current account and still has positions at Amarillo College as of January 20, 2021.
- If there is a process that you normally run, such as payroll, reports, and anything else, they will need to know if there are any issues.
- Terry and Tim will need to know before they cut over for production that will be done after the Spring 2021 semester, probably during the Summer.
- The users will login with regular acnetid and password like they logon to their computers.
- Collin asked if is this the point they will need to direct queries, batch processes and use a different location instead of using his regular logins?
 - i. There will be a specific login and location for Collin so his queries and batch processes will not affect other information for other users.
 - ii. Does that limit that only one person at a time can be in the database?
 - iii. More than one person will be able to access the database at the same time.
 - iv. Data in the Colleague SQL account is as of first week of November 2020, there will be another migration run to test how long it will take to load all the information.
 - v. Some of these requests pull from 15 different tables for each report.
- What would be a good time frame to take the system down for 2 to 3 days? We do not need an answer now, just think about it and let us know of a time frame that will work?
 - i. After Spring classes are over and after Summer has started, these systems revolve during classes instead of during the gaps.
 - ii. During the breaks is a busier time for Colleague.

- iii. Shooting for June 11, 2021.
- iv. Payroll processing should be complete so that should not be affected.
- v. June 14th is the census day for the online classes. Not sure if that will cause any issues for that time frame. If that is enough of a big issue alternate dates can be set up.
- vi. If we have that Friday, June 11, 2021 off of work, we could start on Thursday after 5pm and be ready to be back up and running on Monday.
- vii. This migration has been almost 2 years in the making
- viii. After everyone is on the new system, it will not be running at a blazing speed, we will have issues and they will be worked through as soon as time allows.
- During the January 22, 2021 monthly preventative maintenance while loading the updates there were some hardware issues. The current servers are a little over 8 years old at the moment.
- As soon as users can be able to run some of those queries, this will allow us to move on and hopefully resolve those performance issues
- Lot of databases will need to have work done after the migration.
- If users have any issues with running the queries, let us know we can check the processes and data to see where efficiencies might be improved.
- When we move to SQL the colon prompt will no longer be available.
- Going back to the Census we are still relying on colon prompt to run this.
- Another issue question, Business Objects problem with being able to add information or to answer questions, and not sure how to do it without colon prompt.
- If there is some way to grab the id's, youngest, oldest graduates, race, ethnicity? Feel free to ask Collin and he can usually pull that information for Kristin.
- **Testing**
 - i. The more testing that is done prior to migration will help to resolve issues that may or may not happen afterwards.
 - ii. We currently have or can get time estimates for all the queries users run for us now.
 - iii. If you have queries that haven't been converted to menu reports you can initially send these types of queries to Collin and if he does not have them, then Terry and Tim can do custom programming to get the information.
 - iv. Report back to Terry and Tim if something is not working right or printed reports CSV they will pop open, but if they have lots of totals should be checked to make sure the information is being pulled from the correct tables.
 - v. Nonproduction went through migration from Colleague already, so the processes will need to be tested and make sure they are all working correctly before the next migration will be done.
 - vi. Everything ties back to Colleague in some way.
- SQL Reporting Environment

- i. Eventually this will be set up as a read-only database, if there is a way to do adhoc queries, manually change it to new term, ids, there is that stuff we can help with long term too.
 - ii. We are making it read-only so it will be a completely separate place to be able to hit if they need to.
 - iii. It will be a truly mirror replicated system, so users will be able to pull live data from the replicate.
 - iv. Business Objects is loaded from Colleague, how we are adjusting the queries to go from the new system?
 - v. Business Objects users can design reports against replicated system, instead of having all these multiple ways to get the information needed.
 - vi. On the front end the users should not notice a huge change to be the database.
 - vii. As soon as Terry gets the information from Ellucian a notice will be sent out to all the users so they can test with ODBC and JDBC.
 - viii. Tommy can send users the port along with the user name, and that will allow users to have the basic information to be able to connect and test from there.
- **Updates**
- 6 bond projects currently in flight right now.
- Doing a couple of smaller, hurry up projects, Success 360 is working with Becky and Marketing Website to provide Video content so the high school students can know what will happen. This will hopefully allow that even we cannot meet students at the Civic Center they will be included and know what their next steps will need to be for registration.
- Title IX Orientation
- Title IX reporting form
- HR – new way of doing employee evaluations
- In the process of the next phase of Radius rolled out with Ernesto and Denese, getting the student's enrolled piece, does include registering for next semester, that is the only portion of retention we are working now. No attendance, no grades, or like that, we still have a lot of work on the academic side. Let Collin know when the grades for Blackboard and then we can talk about feeding it for retention.
- Normal support things, updating pcs in classrooms,
- Most of the time is spent on the conversions.
- We are going to be migrating Blackboard over the summer to their new platform.
- Now we are doing updates monthly on Blackboard so this will take less work on ITS and CTL team to get the updates added.
- We have to make sure our versions of colleagues are done at the same time as blackboard.
- Start in May and finish between Summer I and II for a two or three day Blackboard down time.
- Two systems moving over to Sequel the same time, and then SAS on Blackboard.

- Trying to avoid the ruts, so we have to make the upgrades and changes soon.
- **TouchNet**
 - i. Appears that high volume areas are having more issues with Touchnet payments through cashier processing
 - ii. Removing and installing the payment software usually resolves issue, but why are we having to continually go through the process.
 - iii. We have assumptions about the possible issue but have been unable to prove them.
 - iv. Not much help from Ellucian or TouchNet on resolving the issue
 - v. Is it due to multiple users/profiles on the same computer?
 - vi. Frequency / volume of payments ?
 - vii. Additional software that like AskAC uses with the phone system
 - viii. Frustrating for everyone employees and students.
 - ix. May have to review options on other payment solutions once SQL migration is complete and contract with TouchNet is ending.
 - x. Contact account reps, if they cannot help then we may need to shop for alternative payment solutions.
 - xi. South Plains implemented TouchNet
 1. Is South Plains having the same issues?
 2. Are they limited on the stuff they were doing?
 3. South Plains is not as involved as we are with Touchnet.
 4. There is some stuff they are doing that we are not.
 5. They do not take in person payments of any type.

- **Decide Next Maintenance Dates**
- Friday, February 12, 2021
- Friday, February 26, 2021

III. New Business Items – None

IV. Updates and Announcements (All) – None

Next Meetings

March 1, 2021 – Google Meet Online Meeting 10:30am to 11:30am

Members:

1. Terry Kleffman – Chair
2. Kristin McDonald-Willey – alternate Tiffany Oneal
3. Tiffani Crosley
4. Mia Forrester
5. Toni Gray
6. Shane Hepler
7. Cheryl Jones – alternate Cindy Lanham

8. Maria Juarez
9. Olga Kleffman
10. Jarrod Madden
11. Ernesto Olmos
12. Kelly Steelman – alternate Gail Hutson
13. Ellen Patterson, Recording Secretary