

**Information Technology Coordination**  
**Wednesday, September 1st, 2021**  
**On-Line Meeting**  
**Notes**

**Members Present:** Terry Kleffman, Chairman, Tiffani Crosley, Mia Forrester, Shane Hepler, Maria Juarez, Olga Kleffman, Jarrod Madden, Tiffany Oneal, Kelly Steelman, and Ellen Patterson as Recording Secretary.

**Alternates and Guests Present:** none

**Members Absent:** Toni Gray, Cheryl Jones, Kristin McDonald-Willey, and Ernesto Olmos.

**I. Action Items**

- a. Review of the discussion notes from August 2021 Meeting. The Notes from August 2, 2021 meeting were reviewed by members.

**II. Discussion/Information Items**

**a. Colleague Updates – Pending Installation in Live**

Update	Description
SU022828	2021 Tax Tables for Kansas
<b>SU022809</b>	<b>SLCR Multiple Selects Update</b>
SU022801	2021 Tax Table Updates for New York / Idaho
<b>SU022796</b>	<b>Texas Student Critical Update Test Score Imports</b>
SU022836	Update to resolve ODS issue for Amazon PostgreSQL
SU022833	Cloud Print Integration support
SU022768	Envision Update for API 1.32.1
SU022757	Improve record lock for self-service registration
SU022740	Update to Credentials setup
SU022663	TouchNet Colleague Connect
SU022688	California State Reporting
SU022887	HR – Tax Tables for Ohio
SU022854	California State Reporting
SU022769	API 1.32.1
SU022771	Self Service 2.32.1

All the updates have already been installed in those accounts, located as below:  
<p/Datatel/ITC/August 2021 updates>

The updates highlighted in yellow have already been installed in production. Those were custom updates so they were installed a couple of weeks ago. The rest will be installed on Friday, September 24, 2021.

## **b. Projects Update**

### **• SQL Migration**

#### **Is there anything that was talked about last time is still an issue today?**

- FA Link is running fine but we have to fix the transaction. We will keep running like this until Andrew has been able to load the updated software.
- Texas Apply is still having issues, probably need to set up time to review that import to make sure everything is ready for update and migration to a new site. Hopefully they will reply within the next day or two from Apply Texas. Problems did not show up until higher volume of applications were being sent for processing. For a time the files were not loading up at all. Probably an EDI update from last summer.
- Glad we are still not having the banking information problem that was happening previously.
- There were four new entries today, so the information is still being updated.
- Olga said that students were still having problems with entering their banking information the page was not processing or maybe they were not clicking on the right place to submit for processing.
- Maria has been working on screen shots to see what the issue may be.
- Clear red error message, activate may be there but you are not really entering any information there.
- So still trying to narrow down where the issue may be.
- Users may have to scroll down and then hit submit to process the changes.
- Maria did a screen shot where users will have to move down to the bottom where the student has to hit agree to make sure the information is being loaded.
- See if students call today and see if we can identify where the issue is at this time.
- Maybe a browser issue if they have plug-ins that are blocking because of a Java script along with what they have enabled or disabled could be causing an issue too.
- When this started someone had the same problem they entered the bank information but they were not able to see that the changes were being submitted or processed.
- Unless Maria is actually entering in banking information she is unable to see the message that the students are receiving to let them know it is not working.
- If they have a pop-up blocker it could cause it not to work too.
- One of the students that were having issues was on campus, but when Maria or her staff tried to meet with them in person, they had already left campus, so they were not able to see what the user was doing and why it was not working.
- Terry will load the latest API and it should be able to be tested after that to see what is happening.
- The website used to offer a look up against the federal reserve.
- If the routing number does not match with online banking information, then Terry would have to check and see if that bank is on Colleague list, otherwise it would need to be verified that it is a real federal reserve bank and add it to the list.

#### **Couple of tickets still in ServiceNow**

- AskAC is still struggling with the printing of Transcripts.

-Students are not pushing to MyAccount and some are pushing into MyAccount and not set up ACNETID. Do you know of any in the last several weeks that are new? Most of the ones we had examples of when they were not being created correctly. Are we still having a problem? Or are we still finding ones from after migration that were not being created correctly.

-There were a couple of hours last week, actual new records last week.

-Apply Texas, the process to generate updates is only running once a day, is was at 3:00pm or 4:00pm and now it is running at 7:00pm to get the MyAccount rebuild on the next day. Rebuilding the MyAccount takes several hours, there are still different scenarios may be happening with processing. May need to adjust the process itself instead of the time. Wednesday or Thursday we adjusted the time. We still may be missing a window somewhere. It is helpful to know when the application was submitted. If they have moved to early part of evening, it should start catching even your last minute stuff so that it will be on the next day.

-Still having issue with Students Non-attendance. Margaret had to manually adjust, manually go in and set the flag on students. Kelly can give Terry examples of what is not showing up. When you manually adjust the student flags it will have to be done again. If they drop out it will not take out their financial aid. It needs to be done where the students are not attending, hopefully it will be automated, doing stuff in RGS. Kelly will meet with Terry in the next few weeks to review the issues to have this fixed soon.

-Olga is having to adjust a lot of the print jobs for students. Olga is having to adjust the pharos account for students and she does not understand why the documents are not printing and why their account is not being adjusted. They are printing 40, 50, or 60 cents worth of copies and it is not adjusting their funds available. Sounds like a problem with the printer.

-Someone needs to open a ticket, where they were and who it was.

-Whoever is manning those areas should have put in a ticket. It may happen more often that we know.

-Melanie Gray says it happens all the time.

-She has submitted tickets and it has not been fixed yet.

-It also happens at the Library on Washington Campus too.

-Olga will submit a ticket and see what is going on and how to fix it.

-We need to open a ticket, Olga will adjust it, if they are not working on the tickets, we need to know that too.

-Shane does not usually here any problems not being fixed in a timely manner. But that does not mean it does not happen.

- **Other Updates** – ITS Staff will be moving data to new servers soon

- **Decide Next Maintenance Dates – Friday, September 24, 2021.**

-Preventative Maintenance will be done on September 24, 2021 after 5pm.

-Has Ellucian confirmed that they will be ready for maintenance will be done?

-A lot of network maintenance will also be done on the 24<sup>th</sup> too.

-Email will not be available.

-That Friday night there will be more down than what users are used to being unavailable during the maintenance processing.

**III. New Business Items –**

**IV. Updates and Announcements (All) –**

**Next Meetings**

October 4<sup>th</sup>, 2021, 10:30am to 11:30am by Google Meet

November 1<sup>st</sup>, 2021, 10:30am to 11:30am by Google Meet

December 6<sup>th</sup>, 2021, 10:30am to 11:30am by Google Meet

**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