



Applications Steering Committee

Meeting Minutes – 01/21/08

Present: Dan Burcham, Rick Christner, Richard Cochran, Sandra Davison-Wilson, Denise Grinnell, Melanie Rice, Kristen Salomonson, Jennifer Thede, Karen Thompson, John Urbanick, Deb Yost

Absent: Don Flickinger

Handouts

- Student iMail Strategy, ITS UAP's

New Business

1. Review Previous Minutes of December 18

- Denise has some changes. They will be completed and put out as approved on the web.

2. Student Email Strategy

- IT staff has been looking at a new email strategy for students – what is the most efficient and cost-effective way to get improved e-mail service to the students? Students are reluctant to use fsuimail because it is difficult to use and too much SPAM (both actual SPAM and Ferris targeted messages) gets through.
- Constituents include: people accepted into Ferris, current students, and lifelong emails (what is the definition of alumni and UA&M's expectations?). Alumni statistics say that they would prefer hard copy communication than email. The committee made the following modifications to the proposed Student E-mail Strategy:
 - "Alumni" category should be defined as having earned a degree, by request regardless of degree status, or having made a donation to the University
 - Purge accounts after non-enrollment of one-semester for on-campus students; or two semesters for off-campus students.
- A review is in progress of outsourced student email at other schools: looking at Google Gmail and MeritMail. Gmail is free; 6Gb per student, Ferris logo, no ads and students are already comfortable with it. Proof of delivery is critical. Question from committee: If an account is closed by us, what happens to the content in the account?
- Regarding security on a different server and the accountability of another corporate entity having our student's e-mails, Denise said it is FERPA compliant. Outsourced e-mail would include Alumni as well. Ferris would still control the account creation/account name. Google wants lifelong customers so that is why they are offering the service for free. Denise asked: Should Ferris continue to manage student e-mail or outsource it? The ASC said to move forward with the investigation. UA&M should be brought into this discussion.

3. Presidents Council Issues – Let's make some recommendations

- Student Email Strategy – a short recommendation will be presented
- FERPA statement acknowledgement on Banner – recommended by FACT that a person would have to re-acknowledge the FERPA after a password change.
- FERPA issues for Student workers – Banner & Xtender – We need Pres. Council to decide if it's acceptable for a fac/staff member to use Xtender without signing a FERPA form (they don't for Docushare). Students should sign a FERPA form and be part of the training.
- Xtender access for Faculty- Confidentiality Form? We would like the Pres. Council to decide if it's acceptable for a fac/staff member to use Xtender without signing a Confidentiality form.



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- Volunteer faculty access to Banner & Ferris Connect – not addressed since Don is absent.

Old Business

1. Unit Action Planning

- John shared the list of UAP's that IT Services did with thoughtful consideration for initiatives discussed by ASC.
 - Successes
 - The current number of completed Academic Affairs reports should be listed as a success.
 - Challenges include:
 - Temporary position impact on turnover, training, job knowledge, and budget
 - Increasing hardware/software maintenance costs each year
 - IT governance and security
 - Emerging technologies, (i.e. streaming class video), and making sure the impact of implementation is considered
 - New Initiatives
 - Software licenses – the group discussed Xtender and WebFOCUS license strategies .
 - Implement IT Training Strategy – hire an intern for 1 year to work on Banner and other IT modules. Subject matter experts would have input but not be required to learn the technical portion of creating a training course in FerrisConnect.
 - FerrisConnect – add 3 nodes for greater disk space. Funds should come out of project budget.
 - Requesting a FT temp position to get Workflow going. Work-flow will take a FT person at least a year to implement. If a person isn't funded, a current programmer will be assigned 50% toward it, but that will slow other projects down (similar to how Xtender is already being added in to the current staff's load). A workflow team can be formed now, but waiting to implement is fine if it means more preparedness. The ASC is supportive of the initiative.
 - Evisions & Intellicheck upgrade is recommended
 - MarketPlace for PCI compliance to secure cardholder info. This will help standardize credit-card operations on campus. The training piece is being factored in. This is supported by ASC.
 - PeopleAdmin ongoing funding for maintenance request.
 - Create high-availability clustered environment for Oracle servers to create load balancing and clustered service for fail-over. The cost is for consulting and implementation services.
 - Mobile computing initiative for encryption of 500 PCs and laptops as recommended by Plante Moran. It would encrypt memory sticks but not DVD or CD. They also recommended that data be better defined and that tiers of users be established. The ASC was supportive.

Banner Live!



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2. FACT Meeting Issues

- Team structure is being reviewed; some modifications are being made.
- Better communication from teams to operations is being encouraged.
- Next level for FACT is to look at their charter and see if it needs to be expanded beyond Banner.

Adjournment