

Subject: Support Services Minutes
Date: February 22, 2005

Attendance: UAA – Patty, Marian
MSC - Sandy
UAF – Sharon
SW – Patrick

1. Review SOR2PPT report in LRGP:

Overall the report looks. Would like to see a legend at the end of the report so the user can easily understand the various codes shown on the report. Patty will send that request to the programmers. The legend fields will be Cnt Type, Appt Meth and Rslts.

2. Review SOA2CMT form in LRGP:

Add full text icons next to each comment field rather than just having one at the top of the form.

Also add the following forms (SOA2PPT, SOA2APT) to the options area (left side of form), so the user can go directly there from this form.

More testing needs to take place, ie – how does it handle pasting in large quantities of text from a word document; can we insert text within an existing comment;

Discussion on whether there was a way to see who LAST updated a comment in that area, in the event that someone other than the advisor entered in the comments there is a way for us to find that out, either on the form itself or behind the scenes. Patrick mentioned that would require a new task request as it would change how they set up the initial form and its functionality within Banner. The team discussed the method of training folks to simply add their BannerId followed by the date at the end of the comment they wrote as one way to track this understanding that it is not a fail proof way of accurately finding the last person who changed the comment and committed the transaction.

3. Approval to move SOA2PPT to Prod?

Okay to go. Have programmers add SOA2CMT and SOA2APT to options area (left side of form).

4. Any changes needed for STVRSLT or STV2ADM?

No changes to STV2ADM needed at this time.

Discussed changing the results on STVRSLT so they are more global rather than campus specific. Would eliminate confusing the user as to what code to utilize. Sharon Tavernier from UAF will be sending a list of more codes to consider (note, those were received and applied to STVRSLT). The following are now the existing codes on STVRSLT in LRGP:

ACAD	=	Academic Difficulty
APPT	=	Follow-up Appointment
CANC	=	Cancelled Appointment
CMJR	=	Change Major
DEGA	=	Degree Audit
FINA	=	Financial Aid Advising
FINL	=	Financial Aid Appeal Letter
LWTH	=	Late Withdrawal
NSHW	=	Appointment No Show
QSTN	=	General Questions Answered
REF	=	Referrals
REG	=	Register for Cls/Chg Registrtn
RSCH	=	Rescheduled Appointment
TWTH	=	Total Withdrawal

5. Security – start putting this in place

In order to get the approved forms & reports into PROD, the team has come up with the following security scenario:

Determined that we will set up 2 security classes for the appointment forms & reports (SOA2PPT, SOA2APT, SOR2APT, SOR2PPT), one for view access only and one for maintenance access. This way we can control which users will be granted these various access methods. Will include in the description of the 2 security classes the level of approval that will be needed in order to gain access.

Determined that we will set up 2 security classes for the comment form and report (SOA2CMT, SOR2CMT), one for view access only and one for maintenance access. We don't want ANY student with view or maintenance access the form or report. Will include in the description of the 2 security classes the level of approval that will be needed in order to gain access.

Patty will write up the security class breakdown and description and provide to team for review for next meeting.

6. Review Dept codes list (STVDEPT) – ran out of time, will discuss at next meeting.
7. Review Contact Type codes (STVCTYP) – ran out of time, will discuss at next meeting.
8. Next meeting, March 22, 2005 at 11am.