

Campus Systems Users Group (CSUG) – September 10, 2013 Meeting Notes

Members Present: Christina Baltazar, Constance Chambers, Bill Chang, Loren Edwards, Kathy Elkins, Michael Galant, Toni Haley, Tracey Haney, Katrina Hermoso, Akira Kanatsu, Michael Kelley, Delores Lee, Gary Lo, Natalie Lockhart, Meghan McGarry, Timothy Mozia, Yvette Nava, Marvin Perez, Gentry Robertson, Martin Simpson, Lisa Stallworth, Michelle Taylor, Brian Thiele, George Toy, Frances Twillie and Carolyn Veek

The meeting was chaired by Brandy McLelland, Director of Student Information Services and Registrar

System Updates

Introductions of new faces – Brandy McLelland

- Bill Chang, Director of Enterprise Applications, Information Technology
- Akira Kanatsu, Research Analyst, Institutional Research, Assessment and Planning (IRAP)
- Meghan McGarry, Academic Advisor Athletics Department

Admissions – Michelle Taylor

- Fall 2013 transfer credit still being processed
- Spring 2014 closed statewide for undergraduates
- By department, all graduate applications and international applications being accepted

Advising – Loren Edwards

- Working on Fall program
- Advising for all first time freshmen starts in October

Class Schedule – Yvette Nava

- Spring 2014 is final

Continuing Education (CEE) – Timothy Mozia

- Call for Winter 2014 study courses
- Registration begins on October 28
- Session 1 begins December 18, 2013 and ends on January 17, 2014
- Session 2 begins on January 2, 2014 and ends on January 17, 2014

EOP – Katrina Hermosa

- Summer Bridge ended in August with students also completing Early Start requirements
- 650 FTF and ETE participated; 90 are special admit students
- 92% success rate for English
- 93% success rate for Math
- Fall 2014 application process begins on October 1st and ends on November 30th

Financial Aid – Delores Lee

- Disbursed \$59 million for Fall 2013
- Currently processing 200 late applicants for Fall 2013

IRAP – Lisa Stallworth

- Posting for Fall will be delayed
- Fall census at the close of business on Friday
- Mandatory sessions beginning in November for every term

Student Financials – Brian Thiele

- Thanked the Financial Aid staff for getting out the student dispersments
- Will be re-introducing direct deposit for student awards

Student Records – Brandy McLelland

- Adding and dropping of classes is still going on
- September 20th is census

Transfer Credit/Advising – Carolyn Veek

- Added Los Angeles College of Nursing
- Working on San Diego State and the University of Phoenix

Technical – Gary Lo

- TST will go down on September 10th
- Maintenance Pack 10 test and will go live in Production on the 24th

Future Presentations – Brandy McLelland

- Touch Points: A Series of 4 different presentations – Brandy McLelland and others
- Checklist Management – Loren Edwards
- Financial Aid Award Refresher
- Troubleshooting – HR and Student side
- FAQs for departments

Presentation: Help Desk by Marvin Perez

- The Information Technology (IT) Help Desk is the single point of contact for all campus technology support
- Provides service to over 17,000 end-users (faculty, staff and students)
- Support requests are scheduled, tracked and reviewed centrally
- Technology support is provided via phone, email, remote desktop and site visit
- **Support Process:**
 - User submits request via Helpweb (<https://helpweb.csudh.edu>)
 - Request logged in ticketing system
 - Confirmation email sent with ticket number
 - Ticket is assigned to a technician
 - Technician contacts user

- Ticket remains open until completion
- Closure email sent when the ticket is closed
- **Support Request Tips:**
 - A help desk ticket is required in order to receive technology support
 - You may contact x2500 to report any emergencies; i.e., PeopleSoft system slow, computer crashed, virus. BUT please submit a help desk ticket
 - Respond to all communication from the Helpdesk regarding your support request
- **Network Accounts:**
 - Your network account provides access to CSUDH technology resources such as:
 - Campus Domain (your office computer)
 - Email
 - Network Shared Drives
 - Network Applications (i.e. myCSUDH, PeopleSoft)
 - Wireless Network
 - VPN
 - “H” drive – back up your computer on the server
 - “I” drive – for the department
 - A local account can be set up for new employees while they’re waiting for access (do not share your password)
 - To request a new account or to make changes to an existing account go to network.csudh.edu/account-request
- **Passwords:**
 - The first step in all login-related issues is to reset the password
 - Password management can be done at **dhnet.csudh.edu**
 - Passwords expire every 6 months
 - NEVER respond to emails requesting login information. If you do, reset your password IMMEDIATELY
 - Do not share your password with anyone
- **Remote Network Access:**
 - Access the CSUDH network from off campus.
 - Webmail – email.csudh.edu
 - VPN – sslvpn.csudh.edu
 - For more information: network.csudh.edu/sslvpn
- **Technology Notifications:**
 - Password expiration – will receive daily emails starting 30 days prior to expiration
 - Mailbox full – notification only, does NOT request login information
 - Support request confirmation, support request closure, and auto-response emails from the Heat system (hdheat@csudh.edu)
- **Work At Home Software:**
 - The Office of Information Technology has discounted software available for purchase for CSUDH faculty and staff
 - Costs \$20.00 per title

- Visit Welch Hall 380 for purchase
- Available software:
 - Windows 7
 - Microsoft Office for Windows
 - Microsoft Office of Mac
 - MS Expression Studio
- Please visit <https://helpweb.csudh.edu> for more information

Next meeting: Tuesday, October 8, 2013 at 10:30am in the LSU