

# **PSAC Minutes**

October 12, 2004

## **Welcome**

Cindy Stokes

## **Present**

Jennifer Evans, Vicki Gorrell, Bob King, Cindy Palumbo, Tim Ruden, Cindy Stokes, Teri Wood-Slaughter, Drew Weidman, Fran Zedney

## **Excused**

Dane LeBlanc

## **Guests**

Jean Fruth, Administrative Computing

## **Approval of Minutes from September 14, 2004**

Jennifer Evans motioned, Teri Wood-Slaughter seconded

## **Action Items**

- Jennifer Evans will update the PSAC website with the membership changes.
- Tim Ruden will continue to work on professional staff lists.
- Jennifer Evans will contact the team working on Initiative IV of the Strategic Planning Committee (Recruitment, Retention and Recognition) to determine if an employee 'perk' of 4-day work weeks during Summer is being discussed or if flex time is being considered.
- Fran Zedney will check with facilities regarding the total amount spent on electricity, etc. for one day during the Summer and one day during the Winter holiday week.

## **Discussion**

- I. Nancy Collinwood has stepped down from the committee due to work load. Fran Zedney from the Library will replace Nancy and fill the remainder 2-year term. Fran will represent Academic Affairs.
- II. Jean Fruth provided an update to the committee on the problems encountered during the first of Fall Semester with students registering online. The summary Jean provided PSAC is attached to the minutes. Also, a detailed report can be found at:  
  
[http://weber.edu/ITDivision/CIOoffice/Fall\\_01\\_Contingency\\_Table.html](http://weber.edu/ITDivision/CIOoffice/Fall_01_Contingency_Table.html)
- III. Banner Implementation highlights include:
  - a. Admission went live on October 4<sup>th</sup>. Now doing Fall 2005 admissions in banner.
  - b. Scholarships went live October 7<sup>th</sup>.

- IV. A new Vice Chair was nominated and voted upon by the group to replace Nancy Collinwood. Bob King is the new Vice Chair for 2004-05.
- V. Discussion continued regarding the 4-day work week for summer. Responses from UHESA members were shared. It appears the committee would like to pursue the issue from a standpoint of a 'perk' for employees, with the possibility of department allowing individuals flex time to work alternate schedules during the summer months. The committee will continue to pursue the issue and table it for the next meeting.
- VI. A brief discussion was held about the possibility of closing the campus during the winter holiday, from Christmas until New Years. There are issues with how this would appear to legislators and USHE. The committee will at least determine how much money is spent for a typical operating day during this week of the year.
- VII. The PSAC website has been redesigned with the Weber templates. As soon as professional staff lists are developed an email will be sent to notify professional staff the website is available.
- VIII. A UHESA day at the legislature is being planned. More details are forthcoming. Cindy Stokes will continue to work with Brad Mortensen and notify PSAC when details are announced.

**Moved to Adjourn**

Teri Wood-Slaughter motioned, Tim Ruden seconded

**Message Regarding  
Fall 2004 Registration Problems  
October 4, 2004**

WCU students experienced significant problems registering online for classes the week before the start of Fall semester. In spite of the best efforts of administrative and technical staff, the trouble persisted for several days. They also caused a "ripple effect" that prevented some student names from appearing on online class rosters until after the semester had begun.

The causes of these problems were multiple and complex, including: (1) network hardware upgrades scheduled too close to the beginning of the semester, (2) failure of the WCU connection to the Internet for almost two days, (3) excessive delay in diagnosing and fixing an internal network configuration problem, and (4) peak-up demand for otherwise soundly running system created because of the limitations of STARBS. Here is a brief summary of what is being done to prevent a recurrence in the future:

- No network hardware changes will be permitted within two weeks prior and two weeks after the beginning of classes. **Contingency:** Emergency network changes will require immediate primary and backup notification, monitoring and staffing.
- WCU Internet connection outages of more than an hour will be reported by supervisors immediately. **Contingency:** Outages of more than two hours will result in escalation to the highest technical and administrative levels.
- Two vacant network support positions are being filled, addressing the current critical shortage of qualified staff. **Contingency:** A "back-up" contingency has been established with a qualified local network contractor.
- STARBS is in the process of being replaced by LYNX/Canvas. By Fall 2005, student registration will be done in the new system, designed specifically to support heavy-online processing. **Contingency:** A "proxy application" is being developed to monitor and control online processing for Spring 2005. Class schedules will be available in print and through other media. Other computing (STARBS) processes will be closely monitored, maintained and updated as needed.

For a more detailed breakdown of the problems, reasons and contingencies, go to: [http://webstar.wcu.edu/Division/Office/Fall\\_04/Contingency\\_Table.html](http://webstar.wcu.edu/Division/Office/Fall_04/Contingency_Table.html). The scenario described above should ensure that whatever new problems arise will be dealt with quickly and efficiently.