

AARFF Meeting Notes

11/2/2018

Attended: Jody Finnegan JoAnn Hertz Kris Clarkson
Joann Trimmer Jenna Hopkins Corey Zink Cody Fitch
Alan Frantz Shawn Bascom Todd Johnson

Guest: Randy Gaines

Excused: Laura McKenzie Ali Crane Deb Green

Items Discussed:

Follow-up Topics

1. Campus wide texting discussion – Cody Fitch and Randy Gaines

Randy discussed the history and options related to texting capabilities for the university.

History: 8-9 years ago, the president felt there was difficulty communicating with students and that they were not reading emails. The university invested in the RAVE system for emergency and non-emergency purposes. The emergency side was implemented by public safety. The non-emergency side was not implemented due to concerns set forth by the Chief Security Officer/Director of Public Safety Lewis Eakins. Stuart Summers and Randy both completed additional research concerning other texting options in 2016, but due to budget cuts and spending concerns, no products were ever purchased.

Options: 1. Banner has texting capability – further research would need to be completed to find out if this is a viable option. 2. Activation of the non-emergency texting option with RAVE – some investigation would need to be completed to activate this, in addition to exploring public safety's concerns.

Suggestions were made to have a pilot program and all agreed that a campus wide program would be better than having multiple products used by various departments. Also agreed upon; a clear understanding of permissions and guidelines by departments allocated to use the service to prevent over-use/spam, and decisions about opt-in versus auto enrollment.

Randy stated that other universities are using texting options, in addition to 'Chat Bots' where anyone can ask a question on a university website and get an answer.

Where to go from here? All agree that there is a need for additional communication options to reach students; Randy stated that Stuart Summers clearly understands this need. More to come!

2. Spriden ID (Banner #) and ISU ID (Bengal #) – Jody Finnegan

Jody informed the group that Lisa Lewis Mangum asked to reschedule her discussion with the group. We will invite her to the next ARFF meeting.

Brief history of the ID numbers – Jody shared with the group that during the Banner implementation in 2010, Banner/Spriden ID numbers were created for use in the Banner system, and the decision was made to continue also creating a Bengal/ISU ID number for every person record in Banner. Bengal/ISU numbers were kept in order for existing auxiliary computer systems and processes that use the Bengal/ISU number would continue to work. During the initial implementation, the decision was made to remove the Bengal/ISU ID number from the Student ID Card as some felt that it was a potential information security risk and possible FERPA issue to have the number on the card.

Some systems still use just the Bengal/ISU ID number (keypads, card swipes, and certain ARGOS reports), others only use the Spriden/Banner ID number (Degree Works and Curriculum Change Requests).

Please send a list of systems you are aware of that do not allow use of both numbers to Jody or JoAnn. Lisa Lewis will look into whether the identified systems can be programmed for both numbers.

3. Parking – Alan Frantz

Various university employees have approached Alan concerning problems with visitor parking on campus. He noted that the Idaho Falls campus can print and email parking passes for visitors to use when on their campus and the question was asked why the Pocatello campus is unable to provide this. On the Pocatello campus, departments are required to purchase parking day passes to hand out to visitors with the exception of Admissions (Jenna confirmed that Admissions prints visitor passes and emails them to visitors ahead of their visit). There was

discussion that ISU is the only place in Pocatello where one needs to pay for parking (including residences around the campus), that parking fees and fines are a source of income, understanding that maintenance of parking areas is expensive. There was also discussion that President Satterlee is of the opinion that visitors to a campus make attendance decisions based on the first 15 minutes of visiting – parking, friendliness of initial greeting, and bathrooms are the top three first impressions. The group would like to have a representative from Parking, either Samantha Jackson or Lewis Eakins, attend the next AARFF meeting to address concerns.

4. Use of ISU Email – JoAnn Hertz

JoAnn has contacted Dr. Martine Beachboard, an associate professor in CMP to suggest a class project regarding creating a campus-wide campaign. JoAnn also spoke with the President of the Advertising Club on campus (AdFed) to discuss this project. She will share what she finds out. Additionally, this suggestion may be submitted as a possible campus-wide project to President Satterlee.

New Topics

1. Department Updates – None to report

2. Email about registration hold for account balances of \$200.00 or above.

Weston Whitworth shared with JoAnn Hertz the email sent to students who have past due account balances. JoAnn distributed the email to all campus advisors, AARFF group, and interested parties. Seven hundred and twenty four (724) students were sent the email that due to their past due account balance of \$200.00 or more, they will have a registration hold placed on November 2, 2018. It is important to note, and under the direction of President Satterlee, that only past due account balances for tuition and fees (not including other fees like parking fees, library fines, health service fees, or balances under \$200.00) will result in a registration hold. Registration holds limit all registration activity, including withdrawing from classes. Students who need to withdraw from classes with a Finance registration hold must contact Finance and Administration to temporarily lift the hold to allow the withdrawal.

Next AARFF Meeting tentatively scheduled for Friday, February 1, 2019 at 9:00 am in the Portneuf Room in PSUB.

- Lisa Lewis to discuss ID's
- Weston and Cody to discuss Finance Holds
- Cody to discuss Texting
- Laura McKenzie to discuss Residency Updates

Meeting Adjourned 9:58 am