

# The SOURCE

A publication of the  
Information Technology Services  
Division

April 2002

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## ITS Customer Satisfaction Survey

In 1998 the Information Technology Services (ITS) division was formed within the Office of the Chancellor to provide an integrated framework for managing the design and delivery of academic and administrative information systems. In order to continuously improve performance and assist in resource allocation, particularly in these tight budget times, ITS is seeking your assistance by asking you to tell us about your relative satisfaction with ITS products and services. We have designed a survey that asks users, in both the Office of the Chancellor and all MnSCU institutions, to tell us how important various products and services are to MnSCU users, and secondly, their current levels of satisfaction with those products and services.

The survey is divided into six product and service categories dealing with the Office of Instructional Technology, ISRS, system development and user/customer services, technology infrastructure, data management, and information security. You may select from among those six categories the products and services either you or your staff use or depend upon to do their jobs. For example, if you are only interested in ISRS and Data Management, only complete those two categories. Please go to the ITS home page <http://www.its.mnscu.edu/> and click on "ITS Customer Satisfaction Survey" which will bring you to the survey instrument.

If you encounter any problems or have any questions please contact the ITS help desk by calling 1-800-818-8797, 651-649-5941, 1-888-345-0131 or Email: [helpdesk@csu.mnscu.edu](mailto:helpdesk@csu.mnscu.edu).

The results of the survey will be used by ITS leadership and staff, members of the IT Roundtable, Steering Committees, MnSCU Leadership Council Technology Committee and others. We will also be publishing results in the ITS newsletter "The SOURCE" and on our web site. Thank you for your participation and contribution to the continuous improvement of MnSCU Information Technology products and services.

### **Complete the ITS Satisfaction Survey!**

**Survey available through April 19, 2002**

**Watch for the survey results in upcoming issues of  
The SOURCE.**

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# ISRS Updates

## PALS Library Fine Posting Program

The *PALS Library Fine Posting Program* is a series of programs that retrieves a file of library fine information from the PALS Library system, translates those charges and posts them to the ISRS Accounts Receivable system, and sends PALS a file of relevant Accounts Receivable (A/R) information. Once an institution chooses to activate the system, it will automatically run on their database on a nightly basis and will provide a report of errors occurring to any transactions. The necessary detailed information needed to correct any errors is provided in the report.



This process has been running for a few months for three institutions that volunteered to try it and is now available for all MnSCU institutions who want to implement this feature.

This process is activated in ISRS by populating the Code 007 on the *Automated Transaction Generation Screen* (AR0122UG), and must also be activated within the PALS system. This should be done through coordination with your Library staff, and is described in the [documentation](#) available in the A/R Initial Setup section of the [ISRS Documentation](#) area on the ITS website.

Questions, comments, or concerns regarding the functionality of this process may be directed to the Business Analyst, Dave Lund, at (320) 529-1520 or [Dave.Lund@csu.mnscu.edu](mailto:Dave.Lund@csu.mnscu.edu).

## Facilities Condition Assessment



The initial phase of the Facilities Condition Assessment project went into production in March.

This process provides a means to record, update, and produce reports on the condition and repair needs for each institution. Condition Assessment data from the statewide 1998 FRM study has been loaded to each institution's database to provide a starting point for the use of these tools.

Existing data may be updated and new assessments added through the [Assessment Input screen, FC0602UG](#).

The [Facility Condition Assessment Listing report \(FC0610CP\)](#) is currently available to print this data. This report may be run to list all assessments, or, through selection from several available parameters, may be focused as far down as to locate the assessment of a single item in a single room.

Future development planned for this system will allow institutions to group assessments together, creating multiple Project Scenarios, if desired. One of the scenarios may then be selected to create a Project. Further planned development will allow for "Life-Cycle" reporting, which may be used to analyze future needs, based on the predicted life of major facilities components and systems.

The trainer for this module, Robyn Olson, will be conducting training on a regional basis over the next couple of months. Institutions are encouraged to sign up through the training website at <http://www.its.mnscu.edu/training/isrsshedule.html>, or contact Robyn with training related questions at (651)917-4725.

Questions, comments, or concerns regarding any part of the Facilities module may be directed to the Business Analyst, Dave Lund at (320)529-1520, or [Dave.Lund@csu.mnscu.edu](mailto:Dave.Lund@csu.mnscu.edu).

# MnSAT Programming

Upcoming programs on the [MnSAT](#) digital satellite network:

## Channel 11 ~

Legislative programming will continue Monday through Friday from 8:00 AM - 5:00 PM until the session adjourns.

## Channel 12 ~

### Virtual Reference Services: What, Why and How

April 19, 2002

11:00 AM - 1:00 PM

Produced by Dupage College.

This program will show how library practitioners are instituting virtual reference services by showcasing successful implementations. The program's goal is to give practical, realistic information to the working librarian and decision maker on moving to virtual reference services. These will be candid discussions of the problems facing adopters of virtual reference services.

For more information about the program, visit the Dupage website at [www.cod.edu/teleconf/virtual](http://www.cod.edu/teleconf/virtual)

### Novell: Secure Login

April 23, 2002 (PLEASE NOTE DATE CHANGE)

1:00 - 2:00 PM

The fifth program in an informational series from Novell.

Please register for seminar ID 401669 at:

<http://www.novellseminars.com>

### Ready2Net: Nothing But the 'Net-Wireless & PDAs

May 2, 2002

2:30 PM - 4:00 PM

Produced in cooperation with Case Western Reserve University.

For more information visit <http://csumb.edu/ready2net>

### Novell: Security Suite/Ifolder/Iprint/Netdevice

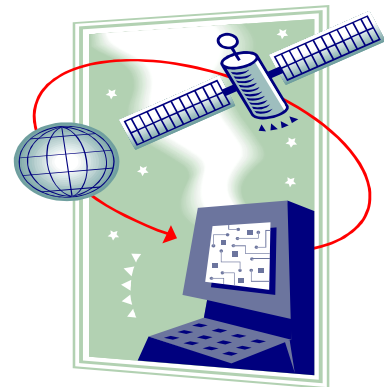
May 21, 2002

1:00 - 2:00 PM

The sixth program in an informational series from Novell.

Please register for seminar ID 401670 at:

<http://www.novellseminars.com>



# Inquiry on the Web Regional Training

Regional training on using the new [Inquiry on the Web](#) process has been scheduled. The three-day training will cover completing the necessary preliminary setup steps, reviewing the web prospect screens, using the incoming data review screens, using the problem/duplicate resolution process and using the communications component of ISRS. This training is intended to train those who will be responsible for prospective student data and prospective student communications.

This training is the first step for those institutions who want to use the Inquiry on the Web process. To help you in further preparation for implementation of this new process, a checklist will be provided at the training.

To register for training, send an e-mail containing the following information to Michelle Pichaske ( [michelle.pichaske@csu.mnscu.edu](mailto:michelle.pichaske@csu.mnscu.edu) ): your name, your institution/campus, your e-mail address, your phone number and the session to which you want to attend.

| Dates       | Location                                   | Time      |
|-------------|--|-----------|
| April 22-24 | Alexandria Technical College ~ Room 801    | 9:00-4:00 |
| May 1-3     | Southeast Technical, Winona                | 9:00-4:00 |
| June 4-6    | ETC Building, St. Paul ~ Room 302          | 9:00-4:00 |
| June 12-14  | Lake Superior College, Duluth              | 9:00-4:00 |
| June 19-21  | Northwest Technical College, Detroit Lakes | 9:00-4:00 |

## Inquiry on the Web Update!

Pilot site, [Alexandria Technical College](#), plans to go “live” using the Inquiry on the Web process in May 2002. Their administration has made the decision to add the necessary link to their college web site for prospective students to inquire about their college using this new ISRS web feature.



### A MESSAGE FROM THE EDITOR

Each month we strive to include informative articles that would be of interest to our readers. If you have any suggestions or requests for future articles, please contact the editor.

Contact the Editor!

[Lisa.Lundell@csu.mnscu.edu](mailto:Lisa.Lundell@csu.mnscu.edu)

**MnSCU**

Minnesota State Colleges & Universities

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