R18 Conversion

FAQ’s

1. Will R18 solve current problems that we are facing in R17?
   Keep a list of all current problems, and submit as a SchoolDude request. If Datatel keeps hearing about these problems, then eventually they will be resolved.

2. Will R18 look different to the user?
   There will be little difference to the user. The Colleague code on the back end is changing. Either Oracle or Unidata can be used.

3. If Colleague were unavailable May 31-June 3, this would affect mid-session classes that begin on June 4. How many sessions start at the mid-session?
   We don’t know the number of sessions that start June 4. This will need to be researched. If registration were not available prior to June 4, these sessions would probably cancel.

   Recommended and agreed to look at having Colleague unavailable May 25, 26, 27 and 28. The Business Dept. does month end reporting on the 31st and 1st.

4. Can applications be added to Colleague while Colleague is unavailable?
   No, applications can NOT be entered in Colleague while the system is unavailable. The web page will be changed to reflect the unavailability and when applications can be entered.

5. When will the new interface be available?
   The R18 team is still working on this issue. The project plan has 1/26/2007 slated as the date to push out the new UI to all users.

6. If we are doing the testing on student laptops, and if my password to Colleague is “Kirkwood”, couldn’t someone guess this password?
   The Technology Services department highly recommends that you change any passwords that are “Kirkwood” on any of the systems that you log into. “Kirkwood” is not a secure password.

7. The recommendation was made to have each department spend approximately two hours on a Friday afternoon testing R18. Is two hours enough time for testing?
   --It is very important that each person prepare their checklists of quick access codes (mnemonics) that they use in Colleague.
   --Some departments may need several weeks to test and run processes.
   --There will be a catch all session at the end of the scheduled sessions. Staff can come additional times.
--March 12-16 is the college spring break. March 15 and 16 is Beyond Rubies. March 12 and 13 is staff development days. The Application Support team will be at DUG training that week.

--Jane Snook offered their 10 wireless laptops to be available for checkout to departments. These could be set up in department conference rooms.

--Bob Burnes offered the four desktop computers in Iowa Hall 119.

--The R18 team will meet and re-discuss the unavailable dates and the exact process and plan for the test phase. More information will be released.

8. **What will the testing process be like?**
   You will have two computers/laptops. One computer will have R17 installed, and the second computer will have R18 installed. Data can then be changed on both computers. Note: R17 and R18 can be installed on the same computer.

9. **Will the Financial Aid interface issues be resolved with R18? Can this be tested with more than four cash registers?**
   Technology Services would love to test R18 with more than four registers.

10. **Will EagleNet be changed when we convert to R18?**
    Yes, EagleNet will change. All features of EagleNet will need to be tested also.

11. **Will my log-in security in R18 be the same as what I currently have in R17?**
    Yes, the plan is to copy your current security to R18. Again, the security will need to be tested.

12. **For those who work with catalog and schedules, will the section batch copy process work?**
    Again this process will need to be tested.

13. **Is Blackboard affected when Colleague is unavailable in May?**
    Yes, when Colleague is unavailable, the data will not transfer over. Blackboard does interface with Colleague.