User’s Group Goals

- Communicate & Share Ideas with Others
  - Discuss What Works / Best Practices
  - Discuss Common Problems & Issues
  - Coordinate Efforts
  - Share Knowledge & Coordinate Training efforts

- Promote use of ImageNow across campus
Today’s Agenda

- Introductions
- License Counts / Budget Review
- Server & Client Upgrade Update
- Office & User Issues
- Training Opportunities
- User Group Discussion

*** Please sign the sign-up sheet going around table ***
# License Counts by Office

<table>
<thead>
<tr>
<th>Office</th>
<th># of Licenses</th>
<th>User Avg.</th>
<th># of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission</td>
<td>10</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>Grad School</td>
<td>5</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>HR/Payroll</td>
<td>3</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>ITS</td>
<td>2</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Reg. &amp; Records</td>
<td>12</td>
<td>11</td>
<td>33</td>
</tr>
<tr>
<td>Residence Life</td>
<td>2</td>
<td>3</td>
<td>21</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>34</strong></td>
<td><strong>23</strong></td>
<td><strong>102</strong></td>
</tr>
</tbody>
</table>
# Budget Review

## Maintenance & Support Fee – Due January 1st

<table>
<thead>
<tr>
<th>Office</th>
<th># of Licenses</th>
<th>Fee/License</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission</td>
<td>10</td>
<td>$746.95</td>
<td>$7,469.50</td>
</tr>
<tr>
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<td>$746.95</td>
<td>$3,734.75</td>
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<tr>
<td>HR/Payroll</td>
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<td>$2,240.85</td>
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<tr>
<td>ITS</td>
<td>2</td>
<td>$746.95</td>
<td>$1,493.90</td>
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<tr>
<td>Reg. &amp; Records</td>
<td>12</td>
<td>$746.95</td>
<td>$8,963.40</td>
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<tr>
<td>Residence Life</td>
<td>2</td>
<td>$746.95</td>
<td>$1,493.90</td>
</tr>
</tbody>
</table>
BUDGET REVIEW

Server Cost Estimate – July 1, 2010

- $2,956.67 (per office)
- currently shared across 6 offices
Server / Client Upgrades

Jon Bronken (ITS/ECI)

- Server Upgrades
  - Operating System re-install (64- to 32-bit)
  - will allow for WebNow use in future
  - Installation of additional disk storage hardware

- Client Upgrade to version 6.4
How to – Add New Users

- Submit Help Desk Ticket
  - Help Desk adds “ImageNow” service to Enroll page
  - Ticket is forwarded to Jon

- Jon creates new user account on server

- Jon sends username/password to Viet

- Viet creates password letter & delivers to user
Office & User Issues

- Document Search / Timeout Issues
  - Hoping for improved results after upgrade?!?

- Searching Tips & Tricks
  - Use “Equal To” instead of “Contains” or “Starts With”
  - Change “Days” drop-down
  - Use “Advanced” tab to create search criteria
  - “Views” will be available after upgrade
Training Methods

- Current Training Model
  - Each office sends someone to ImageNow training
  - Individual is assigned “Manager” role in ImageNow
  - Serves as support contact for that office

- How are offices currently training staff?

- ITS training possibilities
  - Possible, but limited
  - Classroom training would use system licenses
  - More likely under campus-wide model
Training Opportunities

- Online Webinars
  - 1\textsuperscript{st} & 3\textsuperscript{rd} Fridays of the Month

- ImageNow Support Portal
  - Go to web site or contact ImageNow to register

- INspire @ Kansas City, April 25-28
  - $1,150/person (before January 15)
  - $1,250/person (after January 15)
  - Group Pricing (4th person’s registration is FREE)
Is there interest?

Scope
• Campus (who should attend?)
• NDUS (BSC, Minot, NDSCS, UND, Williston)
• Regional (Twin Cities Regional User’s Group)

Frequency
• How does once per semester sound? (3x a year)
Next Meeting Date?
- Spring Semester
- January? (prior to budget submission deadline)

Suggested Topics?
- New license purchases, upgrades, and add-ons
- What’s New with Version 6.4 (after upgrade)
- Demonstrations
- Training Needs
COMMUNICATION METHODS

- Web site
  - www.ndsu.edu/registrar/imaging

- Group Email / Listserv
  - ITS: How do we go about setting this up?

*** Please sign the sign-up sheet before leaving***

THANK YOU!