

DART Community Support Minutes, 10-10-18

Attendees: Susie Irwin, David Wilkins

- **Cognos enhancements on horizon?**

Susie mentioned that a new major Cognos release will be out next summer, though it will be a minor release in terms of effort and impact compared Cognos 11.

- **SharePoint link on logon screen?**

Links to Cognos SharePoint and other aids were lost in the upgrade to Cognos 11. Susie said restoring a link to Cognos SharePoint was on her list but she would need IT developer help.

- **IT not pursuing enhanced capabilities of Cognos Analytics**

IT's Jeff Wall had reported in a recent DART meeting that he was under the opinion that IT Cognos support staff (under leadership of Glenn Crouch) would not have time to explore enhanced capabilities offered by Cognos Analytics. Susie said she may be able to look at dashboard capabilities and the 'bring your own data to Cognos' concept, thought there may be space limitations and that may be a limited solution offered to some. There was a discussion of a how-to video for 'bring your own data to Cognos.'

- **Communication needs?**

David raised the issue of Cognos legacy report maintenance and whether production reports were routinely reviewed for possible changes as a result of activities of the Student Portfolio Change Committee (SPCC) such as a change in policy, creation of new codes used in reporting, etc. There appears to be a possible communications gap. David will pursue this with Chris Kennedy, chair of SPCC. Susie will look at production reports in Academic General for hardcoded criteria to gain an idea of which reports may need to be examined for change based on certain SPCC activities.

- **Cognos training for fall.**

There have been three recent Cognos Office Hours sessions offered. Susie has also conducted two author trainings, one consumer training, and some one-on-one meetings. She also conducted trainings for Financial Aid and Graduate Programs staff. Susie is considering an 'Author 102' enhanced author training.

- **Other Needs for Cognos Community?** No other needs were identified.

- **Faculty and FERPA**

David had a recent discussion with a faculty member on the data available within Cognos to those with a license but the faculty member expressed dissatisfaction that FERPA training is presently required to obtain a license. This issue of faculty aversion to FERPA training needs to be addressed and a solution found as faculty could benefit from data available via Cognos.

- **Chairs/Directors e-mail vs FERPA**

Related to the Faculty/FERPA issue, chairs and directors could benefit from knowing more about what Cognos has to offer, but they may raise the issue of required FERPA training before a Cognos license is granted. This is a target market for services that is being missed, but doing so will raise the thorny FERPA issue. David is aware that Susannah Livingood will soon be speaking to a meeting of chairs and directors and perhaps she can raise this issue. It's possible that her new N-DGC could pursue resolving this issue.

- **Add team member(s)?**

This subteam has had some recent attrition and should seek additional members next spring.

- **Other issues:** None were mentioned.