

NDSU NORTH DAKOTA
STATE UNIVERSITY

IMAGENOW USER'S GROUP

April 30, 2013

STUDENT FOCUSED • LAND GRANT • RESEARCH UNIVERSITY

USER GROUP GOALS

- Communicate & Share Ideas with Others
 - Discuss What Works / Best Practices
 - Discuss Common Problems & Issues
 - Coordinate Efforts between Offices
 - Share Knowledge & Coordinate Training
- Promote use of ImageNow across campus

TODAY'S AGENDA

- Introductions & Office Updates
- Participating Office Review
- News & Notes
- Demonstration/Discussion Topics
- Your Questions

INTRODUCTIONS & OFFICE UPDATES

**** Please sign the Attendance Sheet ****

PARTICIPATING OFFICES

Office	# of Users	# of Licenses	# of Scanners
Admission	19	10	2
Bison Connection	10	3	1
Customer Account Services	9	2	1
Enrollment Management	2	1	--
Graduate School	12	7	1
HR/Payroll	16	3	2
International Programs	15	5	1
IT Services	11	2	1
Registration & Records	30	15	3
Residence Life	18	2	1
Student Financial Services	21	8	1
VP Finance & Administration	3	<i>(view only)</i>	--
TOTALS	166	58	14

UPCOMING UPGRADES

- What Needs to Happen:
 - Upgrade Client to a new “build” of 6.7
 - Hardware switch to new server
 - Database clean-up to improve searches
 - Switch Authentication to Active Directory
- Target Timeline:
 - Before July 1st (start of Fall term at the latest)

UPCOMING UPGRADES

- Scheduling Required Outages:
 - Need 2 weekend dates for outages (Fri-Sun)
 - *May 10, 11, 12*
 - *May 17, 18, 19*
 - *May 24, 25, 26*
 - **REMINDER**: *Campus-wide IT Outage June 1st*
 - *June 7, 8, 9*
 - *June 14, 15, 16*
 - *June 21, 22, 23*
 - *June 28, 29, 30*

MEETINGS & TRAINING

- Minnesota Regional Users Group Meeting
 - Friday, June 14th, Rochester, MN

- ImageNow Client Administrator Training
 - 3-day “Live Classroom” (\$2200)
 - 3-day “Virtual Classroom” (\$2200)
 - 5-day “Blended Virtual Classroom” (\$1850)
 - *Next Date Offered: June 24-28*

DISCUSSION

What Are We Missing?

*What Additional Features Would You Like
to See Added to ImageNow?*

DISCUSSION

Where Do We Go From Here?

How do we move forward with interested departments without a Campus- or State-wide system?

IMAGENOW START-UP COSTS

■ CAPTURE LICENSE/HARDWARE:

- *Scanner* (one-time) \$1,500
- *CaptureNow license* (one-time) \$1,500
- *Support & Maintenance (20%)* (on-going) \$300

■ CLIENT SOFTWARE:

- *Concurrent Client License* (one-time) \$2,400
- *Support & Maintenance (20%)* (on-going) \$480

■ SHARED SERVER COST

- *Total / 11 Participating Offices* (on-going) \$1,860

IMAGENOW START-UP COSTS

Total Cost for a 1-License Start-up:

First Year = \$4,740 (\$8,040)*

Each Year After = \$2,340 (\$2,640)*

**(cost if scanner is added)*

NOTE: Server cost is reduced with each additional department

DEMONSTRATION

eForm Troubleshooting:

What to do when eForms don't work?

EFORM TROUBLESHOOTING

1. Try a Different Browser
2. Make sure Java is up-to-date
3. Enable Java Add-ons in Browser
4. Clear your Java Cache
5. Clear your Browser Cache
6. Contact Registration & Records

www.ndsu.edu/registrar/forms/troubleshooting

EFORM TROUBLESHOOTING

■ On-Campus Students

- *Try the Troubleshooting Tips*
- *Try a Cluster Computer (should be up-to-date)*
- *Use the R&R kiosk computer*
- **NOTE:** *not all campus computers are supported by ITS*

■ Off-Campus Students

- *Try the Troubleshooting Tips*
- *Try a different computer*
- *Take information over the phone*

QUESTIONS???

UNTIL NEXT TIME...

- Topics/Demos for Next Meeting???
- R&R Web site – “Document Imaging”
 - www.ndsu.edu/registrar/imaging
- User Group Listserv:
 - NDSU-IMAGENOW-USERS-GROUP@listserv.nodak.edu

