

## **Project Status FAQ (Frequently Asked Questions)**

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### **Q. What does “Project Status” refer to?**

A. On the Employee Tab under Banner Bulletins, you find a link to separate issues lists for four functional areas, Finance, Financial Aid, Human Resources and Student that entail the Banner implementation. These issues are based on requests from the respective areas for functionality improvements and bug fixes.

### **Q. Who determines which issues are added to a list?**

A. Each functional area has a team consisting of employees of the functional area and ETS personnel. The team lead for each team works with ETS to determine what issues need to be added to the list.

### **Q. Who do I contact to add an issue to the list?**

A. Contact the team lead for the area that your issue falls under. The team leads are:

- Finance – Hector Quinonez ([quinonezhector@fhda.edu](mailto:quinonezhector@fhda.edu))
- Financial Aid – De Anza College: Cindy Castillo ([castillocindy@fhda.edu](mailto:castillocindy@fhda.edu))  
Foothill College: Kevin Harral ([harralkevin@fhda.edu](mailto:harralkevin@fhda.edu))
- Human Resources – Suzanne Pfeiffer ([pfeiffersuzanne@fhda.edu](mailto:pfeiffersuzanne@fhda.edu))
- Student – De Anza College: Kathleen Moberg ([mobergkathleen@fhda.edu](mailto:mobergkathleen@fhda.edu))  
Foothill College: Shawna Aced ([acedshawna@fhda.edu](mailto:acedshawna@fhda.edu))

### **Q. What do the different status indicators (pending, in progress and completed) mean?**

A.

- Completed issues have been completed and certified by the user
- In Progress means the issue is currently being worked on
- Pending issues have been identified, but have not yet been added to the work schedule

### **Q. Who determines the status code?**

A. Each team lead works with ETS to prioritize the issues. ETS moves an issue from “pending” to “in progress” when an ETS resource is assigned the task. The status changes from “in progress” to “completed” when ETS and the end user agree that the issue has been resolved and all requested work is complete.

**Q. When are the lists updated?**

A. The updated version is posted on-line every Thursday afternoon. During the week each team reviews the list during team meetings where additions and updates are collected and incorporated into the spreadsheet.

**Q. Who sets the deadline?**

A. Deadlines are determined by ETS and the team leads based resources, complexity of issue and regulatory requirements.

**Q. Who assigns the owner?**

A. ETS assigns the technical resources. The team leader determines functional unit personnel when required.

**Q. What can I do if I disagree with something reported on the list?**

A. Contact the team leader who is responsible for the list containing the issue.