

ID Card/Pay to Print Agenda September 18, 2013

1. Review last week meeting minutes
2. Review Go Live critical items and status
3. Go live readiness discussion – Support, documentation, responsibility

ID Card/Pay to Print Minutes September 11, 2013

Attendees: Chien Shih, Sharon Luciw, Donna Jones-Dulin, Dennis Shannakian, John Cogna, Susan Malmgren, Victor Baligat, John Vandercook, Tom Roza, Jerrick Woo, Hector Quinonez, Trung Thai, Nick Hughes (Foothill student representative), Jason Morsink (ePRINTit) and Kari Elliott (note taker).

1. Requests made to ePRINTit for Go Live.
 - Administrator rights only have one role; need to create another role for cashier to add funds to student accounts – vendor working on, may not be ready for go live but shortly after.
 - Need security certificate for website – has been enabled.
 - Need to be able Excel feature – has been fixed.
2. Cash Sales for pay to print.
 - De Anza Bookstore will handle for De Anza; will take cash and cut check at end of month to ePRINTit.
 - Admin cashier role needed; will need CWIDs for bookstore employees handling cash sales.
3. September 16, 2013 Final Printing test.
 - Need students from both campuses.
 - EPRINTit needs to zero accounts ASAP; we will zero the accounts end of Monday after the testing is complete.
 - Jason will initiate this action as ePrint will be able to tell whether the transactions is from the PCI-DSS provider authorized transactions or entered by us through admin process.
 - Test in all locations and all ways students can submit documents for printing.
4. B/W single-sided pages will be \$0.15 per page – decided by Chancellor Cabinet.
 - Need to set Printer default to B/W; currently color.
 - Will print students B/W pages and charge color price.
 - EPRINTit will fix before Go Live.
5. Carding event first week of school at both campuses.
 - De Anza needs to move all current stations to Fireside Room in Campus Center and is asking for 1 extra station for a total of 4.
 - Foothill will need 2 extra stations.
6. Technical Support for ePRINTit.
 - Sharon Luciw will call a sub-meeting to discuss ePRINTit Support Response Process – scheduled for September 11, 2013, 3:00pm-4:00pm.
7. Print Driver Issue.
 - Not developing for Fall quarter.
 - Document other ways students can print; have documentation ready by go live.
8. Paper Storage/Initial Supply.

- De Anza will float the initial paper supply (first 3-6 months); Foothill representative not present.
 - Vendor will provide a detail report by machine.
 - District Office will distribute revenue to colleges.
 - Where to store paper centrally?
9. Toner Supplies/Extra Keys for Kiosks.
- Vendor will monitor paper and toner levels remotely.
 - Will ship toner when level is low
 - Need to designate which campus toner is for when shipping.
 - Concerns about running out of toner first week of school; printers do not have full toners when setup.
 - Colleges would like toner to be shipped before school starts (September 23, 2013).
 - Do not want to run out of toner first week of school.
 - Shipment will be separated by each college; Middlefield will be shipped with Foothill.
 - Contact for De Anza – John Cognetta.
 - Contact for Foothill – Pat Hyland.
 - Need duplicate keys for kiosks at each college.
 - Need to more for each campus; total of 4 keys.
 - Vendor will ship to John Vandercook.
10. Day One Readiness.
- Drop Box-Google Docs not working; message St. Joseph has taken over.
 - Issue with re-authentication; vendor has fixed.
 - Vendor will contact Chien Shih with any maintenance, modifications or changes that need to be made.
11. FAQ Questions Needing Validation.
- System crashed before printing my document and charged me. How do I get a refund?
 - Call 800 number and have vendor verify and credit student account.
 - Can a non-student print using ePRINTit printers?
 - Kiosks can take credit cards; De Anza Bookstore will not be selling print cards.
 - De Anza is requesting release stations disable credit cards for pay to print; only allow students to add funds to their accounts.
 - What happens to the money in my FHDA print account when I transfer? How to get a refund?
 - Procedure put in place with 2005 Board Policy; refund whenever a student leaves the colleges.
 - Refund process needs to be established using a secured fax.

From: Chien Shih
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Cc: [Sharon Luciw](#); jason.morsink@stjoseph.com; [Joe Moreau](#); [Sharon Luciw](#); [Marisa Spatafore](#); [Pat Hyland](#); [Donna Jones-Dulin](#); [Lisa Hocevar](#); [John Cognetta](#); [Dennis Shannakian](#); [Tom Dolen](#); [Hector Quinonez](#); [Kevin McElroy](#); [Pam Wilkes](#)
Subject: Priority go live items needs to be addressed and go live check list
Date: Tuesday, September 17, 2013 1:25:00 PM
Importance: High

Hi Mitch and all:

Based on everyone's test inputs, I summarize them according to the go live priority:

1. Go Live Critical (has to be fixed by Monday)

- a. File upload size set to 30 MB for both email and ePrintIT (**Tom Roza, Mitch**)
- b. Print charge default to B/W (\$0.15) instead of color (**Mitch**)
- c. Disable print photo option on all stations except KIOSK, students are charged for photo print price for non-photo quality print (**Mitch**)
- d. Create ePrintIt channel in My Portal (**Joe Lampo**)
- e. Add Funds tab goes away after file successfully uploaded, but it comes back after click another tab (**Mitch**)
- f. Support procedure needs to be put in place for all stations (**Sharon/Pat H./Marisa S.**)
- g. Lab/Library supervisors orientation will be conducted this week (**Chien/Sharon**)
- h. *.txt file from USB upload does not work (**Mitch**)
- i. Funds are added correctly to the system through ePrintIt PCI-DSS gateway (**tested by ??**)

2. Critical (needs to be addressed shortly after live)

- a. USB device screen does not include jpg as supported file type but it does work, need to update screen info. (**Mitch**)
- b. Add cashier role and ID to the system (**Mitch**)
- c. Student after card replacement, has a cryptic message of record not found error, needs to address the root cause and explanation (**Mitch**)
- d. Print driver for MAC and PC will need to be validated and deployed (**Sharon/Mitch**)
- e. Fix the filter option for the administrative function (**Mitch**)

Check List prior to go live:

1. All stations at both colleges are on and functional and can be remotely confirmed and monitored (**Sharon/Mitch**)
2. All student test account balance are reset to zero, staff and actual paying students need to be left alone (**Mitch**)
3. Final upload of the active student account IDs are validated and ready for production (**Mitch/Matt**)
4. All support materials are ready, including documentation on line and cheat sheet for supervisors (**Susan/Chien/Sharon**)
5. Cashier functions for cash pay ID are input into the system and ready to be accessed for cash payment option for students (**Mitch/Susan**)
6. Critical go Live list items are addressed (**Chien/Susan/Sharon**)
7. Initial toner and printer supporting materials are ordered for both colleges (**Jason, both colleges**)
8. Network connection and performance validated (**Lisa**)

This week we will spend our efforts to get the most critical day-one go live items addressed, we will also spend our time to orient the support personnel to the new system, we believe the system is very close to live production status based on all the good works by the project team, we are truly on our last mile to finish this project, let us finish it in a high note of success!

Thanks for Mitch (ePrint) and everyone's support!

Thank you!

Best regards, _____

Chien Shih
Director of IT and Operations
Foothill-De Anza Community College District
650-949-6139 _____

IDCard/Student Print Project – Student ID Card and Pay to Print Project
Project web site: <http://ets.fhda.edu/idcardproject>

Installment plan and Pay to Stay
Project web site: http://ets.fhda.edu/pay_to_stay