

Subject: QuikPAY Service Advisory Meeting January 4, 2022

Meeting Agenda:

1. NBS product vision
2. eCommerce product roadmap
3. API sunset and update
4. Open discussion

Meeting Minutes:

1. Mark shared his favorite session from Nelnet's annual meeting by Roge on 'Mindfulness' and some take aways from the last Client Advisory Board meeting;
 - a. NBS will deploy Pendo client feedback in each application with ability for clients to vote on ideas and see a product roadmap display.
 - b. NBS is Conducting automated testing in more products.
 - c. NBS wants faster and continuous releases and product delivery lifecycle. QuikPay release cycle is currently 3 months (quarterly). Want to be able to release every few days to some clients to evaluate, and with or without consent based on impact. Will use feature flags and prepare feature based releases.
 - d. Service Oriented Architecture update (will merge payment mgt, user mgt, and client mgt and design for all applications) Will be able to make changes for all applications in one place at once. Improves ROI on products like sponsor payments which was previously not profitable to develop.
 - e. Redesigning payment plans as a separate product outside of QP and Enterprise then will plug it back in. Over time the two platforms QP and Enterprise will become composed of same component product parts.
 - f. Madhura presented her Ux design improvement for payment plans. She started by interviewing enterprise account administrators (serving both higher ed and k12), and used the System Usability Score (SUS) 10 question survey method to evaluate its user interface. Scored a B. Gave permission for her to interview our school administrators and student groups to collect feedback. Madhura will create mock ups and ask us to play with and evaluate them.
2. Mark and Stephen explained the cause of some of our more recent service outages which were due to Microsoft Azure, Elavon, QuikPAY and TSYS.
3. Mark offered to share Nelnet's Holiday cookbook with anyone interested.
4. Mark described the UTF-8 character problems with student bill presentment and pass through authentication from DuckWeb to QuikPAY which are now both resolved. Mark described the challenge students and parents sometimes have finding the View Account Detail Link in QuikPAY.
5. Joseph is closely monitoring D7 regular and extended support (regular support ends in Nov) and is preparing to re-develop the ecommerce.uoregon.edu application using D9. He would like to stop using the editable fields module and provide a more modern user experience perhaps using React or other tech. He spends a lot of time training departments use the site as staff turnover. He finds many new users fail to take advantage of helpful transaction reporting and will offer a drop in session in conjunction with our annual access review this month.
6. Stephen has all but one department (Law) using the enhanced API version to send transaction requests to listener.uoregon.edu API version 1 will be retired soon. We will soon point all order/registration forms on ecommerce.uoregon.edu to the new Listener API. The new API is hosted on Microsoft Azure, has more redundancies built in, the ability to set up new accounts and the ability to receive notices of service degradation. Stephen is working with Counselling and Testing's registration software vendor to integrate with QuikPAY for payment processing.
7. Hannah thanked Stephen and others for quickly resolving service interruptions that affected Graduate School applications. The Graduate School ended up approving a few applications with unknown payment status for which payments were never processed. She said that Pete Bauer will be reaching out for Slate integration assistance next week with go live projected for August.
8. Open discussion: Jim Thanked Stephen for working with Counselling and Testing. Mark shared the refund fraud vulnerability for units using Verifone Vx520 terminals. Stephen shared his deprivation tank experience.

Thanks to everyone who was able to participate!

Mark McCulloch, Director Info Systems, Business Affairs Office