

Kuali Student Support and Maintenance Guide

This document describes the Kuali Student community and how to become a part of that community should you decided to investigate or deploy Kuali Student at your institution. It provides the following information.

- 1. Kuali Student Community
 - 1.1 What is the Kuali Student Community
 - 1.2 Get involved!
- 2. Support Options
 - 2.1 Product Documentation
 - 2.2 Mailing Lists
 - 2.3 Conferences and Events
 - Reporting a Defect

1. Kuali Student Community

1.1 What is the Kuali Student Community

Kuali Student is a growing community of universities, colleges, businesses, and other organizations who have partnered to build and sustain open-source software for higher education. The members of the Kuali Student Community share a common vision of an open, modular, next generation Student Software System.

Kuali Student is distributed as Open Source Software under the Educational Community License v. 2.0 granted by the Kuali Foundation. We urge you to get involved and contribute back to Kuali Student.

1.2 Get involved!

Perhaps the easiest way to get involved in the community is to join the implementers' mailing list. The mailing list is a great place to share your experiences (good or bad) using Kuali Student and your ideas for how it can be improved.

You can also download and install the following Kuali Student modules:

- Curriculum Management (CM)
- Enrollment (ENR)

2. Support Options

If you have questions about Kuali Student, the Kuali Student Community provides a number of options, including documentation, community-lead mailing lists and conferences and events.

2.1 Product Documentation

The Kuali Student Community publishes technical documentation online to support developers, designers, and implementers. We provide the following documentation for Kuali Student modules:

- Curriculum Management (CM) Documentation.
- Enrollment (ENR) Documentation.

2.2 Mailing Lists

The Kuali Student Community supports mailing lists for implementers, developers, and designers. Lists are actively monitored by subscribers and there is frequent traffic. Posting questions to the lists is often a very expedient way of getting help.

Mailing List	Description
ks-info@kuali.org	An email list for those interested in learning more about Kuali Student product.

ks.collab@kuali.org

A technical collaboration list for developers and implementers to discuss

compiling and building source code, implementations, integration, configuration,

customization. Also includes more functional topics at the [Implementation Users Group](#), which also uses this mailing list.

2.3 Conferences and Events

Attendees at Kuali Days conferences find that the training, demonstrations, how-to sessions, seminars, access to experts, and informal discussions with peers are all very productive ways to gain a valuable understanding of the technology and to find solutions to problems.

Kuali Days

Kuali Days provides a venue for our distributed community to meet face-to face, strengthen working relationships, expand professional networks, brainstorm, and even celebrate achievements. Representatives from universities, project teams and commercial affiliates for across the Kuali Foundation products attend the conference. For information about future Kuali Days (and to view presentations from past conferences), visit <http://www.kuali.org/kd>.

Educause

Representatives from the Kuali Foundation, project teams and implementing institutions often attend and/or present at the annual Educause conference. For information about Educause conferences, see <http://net.educause.edu/conferences/>.

Hosted Demos

Check the [Kuali Student website](#) or send an email to ks-info@kuali.org for more information on requesting a demo for your institution.

Reporting a Defect

If you encounter an issue with KS Curriculum Management that you suspect is a defect, please follow these steps to minimize duplication and to ensure that your issue is addressed efficiently.

1. Before you report the defect, review the defects already reported by consulting the release notes of the relevant release you are working with
2. Ensure that the defect is repeatable and document the exact steps and conditions that produced the defect.
3. Prepare your documentation. A report must contain the following information:
 - The context, conditions and exact steps that you have followed to successfully recreate the defect.
 - The precise result that made you aware of the defect (e.g., error message, record not saved, etc.).
 - The impact of the defect (e.g., lost data, erroneous data, unable to perform some function).
4. Create a Jira ticket for the incident and supply all of the information you've collected, in detail, following the [defect information standard](#).
5. The Kuali Student Development Team will then follow the [support process](#).

Out bound links:



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