

BANNER USERS' GROUP--STUDENT
Minutes of Meeting February 5, 2004

- **Call to Order:** Terri Tomblin-Byrd called the meeting to order at 2:10 in Drinko 439
- **Members Present:**

Pat Gebhart	Computing Services, Enrollment Management
Bob Walker	Finance
Michael McGuffey	Institutional Research
Ken O'Neal	South Charleston
Terri Tomblin-Byrd	Computing Services
Nadine Hamrick	Financial Aid
Bob Collier	Bursar
Tammy Johnson	Admissions
Sybil Lockard	Residence Services
Roberta Ferguson	Registrar
Myke Watts	Computing Services
Winnie Black	Enrollment Management

- **Minutes:** The December 2003 minutes were approved as distributed electronically. There was no January 2004 meeting.
- **Correspondence:** None.

COMMITTEE REPORTS

- **Subcommittee on Billing:**
No Report.
- **Subcommittee on CAPP:**
Roberta Ferguson reported that the Registrar's Office is entering program codes in Production to use with CAPP. Their plan was to enter only the program codes for which CAPP programs are set up; however, when Curriculum Rules are used for CAPP, all programs must be established. Terri asked Roberta to test in PreProd to determine how Curriculum Rules are used.
- **Banner Oversight Committee (BOC):**
Bob Walker read the recommendation that the BOC sent to the ITC:
 - 1) The BOC recommends that Marshall University move to a generated MUID number. More specifically:
 - a. MU stops using a person's SSN as their MUID number
 - b. The MUID be generated in Banner and begin with the number 9
 - c. The SSN be stored as a "Previous ID" in Banner for no more than 6 months -at which point it will only be located in the official SSN field in Banner. (this is to facilitate the transition from typing in an SSN to using a new SCT search form that retrieves the MUID following a SSN based query)
 - 2) The BOC recommends that the MUID number **not** be printed on the face of the ID card due to security concerns.
 - 3) The BOC recommends that the Higher One implementation team seriously consider the potential chorus of disapproval from the community when the new ID/Debit Card system is implemented. There was considerable unrest within the BOC and the committee feels this is a fair representation of the likely reaction from the community. The BOC recommends that the Higher One implementation team play a

- very proactive role in educating the community that this is a change that will benefit everyone and assuring them that their personal information is secure.
- 4) The BOC recommends that the institution carefully consider the potential impact on this project of HBs to amend sections 5A-8-21 and 17A-2A-7 of the code of West Virginia.

Terri has received a verbal indication from Jan Fox that the ITC adopted the BOC's recommendations. Terri explained that she would not have circumvented the BUG groups and gone directly to the BOC, but due to the time constraints that were placed on her, she had no choice. The group discussed the obstacles related to doing a regularly scheduled full copy of Production data back to the PreProduction database for the purposes of testing.

OLD BUSINESS

- **myMU/MILO:**
Voice Response is gone, but the telephone number is still active with messages to re-direct inquiries. Terri opened the MILO log-in page during the heavy log-in periods, but she has gone back to redirecting that page to myMU. She will leave this as is unless we have to open it again. We have a new machine and software for myMU to better handle loads. Neither Roberta nor Ken O'Neal received much negative feedback when VR was retired. Pat Gebhart talked to Matt Christian who said we could use RoboDemo to create electronic help for using myMU. Terri suggested that we ask Elizabeth Hanrahan to head this project up since she was interested in this.
- **Human Resources/Finance:**
Bob Walker reported that there are some year-end issues that may be discussed at the next meeting. Some employees don't have MUNet accounts/email, and we need to get them set-up with accounts and educate people as we will be using myMU for HR pay stub information. We need input on how to prepare individuals for this.
- **Performance and Priority Issues:**
Terri reported that Computing Services is making some progress reviewing stats and tuning but have still not identified the main culprit for poor performance. Nadine Hamrick did some testing with forms loaded on an old computer taking the forms server out of the picture. They did not see a negligible difference between the Financial Aid Office in Old Main and Drinko. Based on the time of day that users have reported slow-down's, Terri thinks that perhaps the daily archive which is a manual process of moving files from MUINFO to a tape drive may contribute to the slowness. Myke Watts has been testing the class roster process that SCT re-engineered that seems to be slowing the system down. Terri asks offices to continue to send her logs of performance issues. Jim Richendollar has created a second listener, and she is concentrating now on process-specific issues. From the point of view of a user, Bob Collier felt that he couldn't explain to students on the first day of classes what was happening with the computer system. There needs to be better communication from the users to Computing Services, and Computing Services needs better feedback to the users. Terri will speak to the CS management group to discuss customer service issues.

Terri has been tasked with developing a catastrophe plan beyond limiting log-in sessions to two per user (e.g., no printing of class rosters, limiting the number of log-in's by office and naming the users who could log-in). Future academic calendars need to take into account such business processes as payroll, and we need to build a calendar of processes. By the March BUG-S meeting, Terri requests from each office:
 1. Calendar of processes through August 2005
 2. Suggested best business practices to help ourselves plan for catastrophes.
- **Banner Student Privilege Request Form:**
No Report.

- **Multiple PIDM/Person:**
No Report.
- **Printing Students' Schedules/Transcripts:**
No Report.
- **Bad Addresses Causing Returned Paper Mailings:**
Roberta and Bob Collier both stated that the process is working well. Remove from agenda.
- **Policy Change for Deficiency/Probation Calculations:**
Winnie Black stated that Elizabeth Hanrahan has sent reminders to the Associate Deans to send her examples of record problems with the new policy.
- **E-mailing Test Scores:**
No Report.
- **CTC Shared Service Issues:**
Michael stated that there has been a lot of discussion on the subject of sharing services.
- **Setting Student Status to "Inactive" (SGASTDN, SDNSTDN):**
Tammy Johnson asked where we are with placing the "Inactive" status on students' records. Roberta stated that she had sent an e-mail to Terri requesting a process to apply the "Inactive" status for students needing to be re-admitted. Terri asked Tammy to send a formal request with timing and details. Ken O'Neal wants this to be done by level. Nadine Hamrick said this would not create problems for Financial Aid.
- **Fee Assessment for Graduate Students with Dual Majors:**
Terri sent a response to Dr. Deutsch and has heard nothing further from him. Remove from agenda.

NEW BUSINESS

- **Social Security Number to Generated ID Change:**
Terri reported that there is a meeting tomorrow to discuss the generated ID's. The timeline for accomplishing this is April/May. See details in BOC Report. We must develop a plan to prepare offices and the community as every ID number record in Banner will be changed. To eliminate the use and visibility of the SSN, we may need to limit query access to SPAPERS. Several voiced concerns about searching for existing records in Banner—Terri explained the Banner forms and how this can be accomplished. The number of duplicate entries will probably increase so we need daily or weekly reports of suspect records. There will be no need to change recruit generated ID's as all will use the first number generated. Terri said that we can have ID look-up capability in myMU.
- **New ID Cards**
Terri said that we need to think about how we do business—when is an ID card needed, and when does data need to be pulled from Banner and sent to have the permanent ID created? Nadine asked how anyone will know when a person is entitled to an ID card. We must develop a plan for communicating with students. Since the ID project is moving so quickly, Terri asked that anyone with ID number or ID card concerns and questions submit them to BUG-S or someone on the project committee.
- **Banner 6.0 Bursar Issues:**

Bob Collier asked that the minutes reflect that the Bursar's Office would not recommend upgrading to a new version of Banner that involves major changes in fee assessment processes after fees have already been assessed for the term by a prior version of Banner. The Bursar's Office tested multiple scenarios in version 6.0 in PreProd, but problems exist in Production that could not be foreseen. An audit screen did not populate with any data prior to 6.0 which has contributed to some of the problems. There are issues documented by SCT as defects, such as refunding fees based on the percentage in effect by date—the system is refunding 100% now regardless of the date. This known defect affects course/campus-based fee assessment. There are also issues with E-courses. All of these problems affect Financial Aid and Title IV refunds and create credibility questions for the university. The Bursar's Office is working to correct these problems.

- **Block Scheduling:**

Pat reported that Enrollment Management is investigating the Block Scheduling function in Banner. Technically, it is possible to block schedule students, but there are many procedural and political issues to be discussed first.

- **Student Type Roll Process:**

Michael discussed this last semester, but he doesn't have time to review and set up the rules in Banner. He believes that Enrollment Management should accept responsibility for this process. He suggested that the Registrar's Office should ask for assistance if they need help understanding the SCT documentation and setting up the rules for the student type roll process.

ANNOUNCEMENTS

- The next BUG-S meeting will be March 4, 2004.

ADJOURNMENT

- Meeting was adjourned at 4:20p.m.