

MARSHALL UNIVERSITY BANNER USERS' GROUP POLICIES AND PROCEDURES

The Banner Users' Group has been established to oversee the on-going operation of the Banner Student/Financial Aid System since its inception in 1989. The group accepts responsibility for the coordination and use of the Banner Student Information System for optimum performance for students, faculty, and staff. Responsibility is also included for information for and procedures relating to MILO Voice Response, MILO WEB and the Kiosks. The University Information Technology Committee has oversight responsibilities for the Banner Users' Group.

There is one voting member on the Banner Users' Group representing the following departments: Accounting, Academic Deans', Admissions, Alumni/Development, Bursar, Community College, Computing Services, Financial Aid, Institutional Research, Medical School, Registrar, and Residence Services.

Hardware needs for running Banner are discussed at the Banner Users' Group meetings; members are responsible for disseminating hardware configurations to their constituents in timely manner in preparation for system upgrades.

Ownership of Banner Student System Validation Tables was assigned to departments as data was originally entered into tables. A record of the table ownership resides with the Computing Services Database Administrator. Only the owner of the table has update/delete privileges. Updates are made only after consultation with all parties whose data would be affected by changes.

Computing Services personnel consult with the Banner Users' Group for appropriate time frames for any hardware or software upgrades. Upgrades are performed during times of the least possible disruption of services to Marshall University constituents. In November 1994, the Director of the Computer Center requested approval of one day per quarter for scheduled down time: Martin Luther King Day, Memorial Day, Labor Day, and Thanksgiving. In as much as possible, Computing Services will publish at least a week in advance when down time is necessary.

It is the policy of the Banner Users' Group to not routinely request modifications to the baseline Banner product except in cases where Banner cannot be utilized to handle Marshall procedures. On June 4, 1990, the Banner Users' Group agreed upon the following procedures for Banner modification requests:

- The group will abide by Roberts' Rules of Order.
- Representatives from at least 3 voting departments in attendance will constitute a quorum.
- Requests will be made in the form of a motion to the group by the sponsor. The motions will, preferably, be written and electronically distributed to the group at least one week prior to the meeting at which they will be introduced (first reading). Each motion will require 2 readings at consecutive meetings before being brought to a vote.

- Debate will proceed according to Roberts' Rules, i.e., each attendee wishing to speak will have a maximum of 10 minutes to debate the question. An individual may speak to the question a second time, only after all individuals wishing to speak for the first time have been allowed to do so. Motions to extend, limit, or postpone debate will be entertained. As is customary, the sponsor of a motion from a committee will always have the right to close the debate.
- Where necessary or efficient, motions to commit (to a committee) will be entertained. We have been given the authority to establish an ad hoc committee consisting of the principals of the Users' Group who are involved in a particular debate along with their corresponding Vice-Presidents (members of the Executive Committee). An example of this need would be to resolve issues relating to interdepartmental policies or procedures.
- Any attendee of the Banner Users' Group meeting will be allowed to speak to the question, but only one representative from the group of departments mentioned in the minutes of the Executive Committee meeting of May 16, 1990 will be allowed to vote on any question before the group.
- The University Information Technology Committee (formerly the Executive Committee) has final approval of any modifications.

It is the responsibility of the individual departments to test new modules and upgrades as they are available. All testing on new procedures, modules, or versions of Banner is to be performed on the Test or Pre-Production database. No testing should be performed on the production database.

Purging and archiving the database has been a concern since first discussed in April 5, 1993. Discussion intensified prior to the merger with the West Virginia Graduate College in 1998; however, failure of all members of the group to agree on items to be purged contributed to inaction. The topic remains a concern and an item for action.

Data entry standards include:

Users should only use numbers and uppercase letters in their table codes and avoid any special characters such as &, %, #, ~. The pound sign # should never be used in addresses.

The Banner Users' Group has authorized the use of three level codes: 01-Undergraduate; 02-Graduate; 04-Professional.

There are three campus location codes available for students: 1--On-campus; 2--Off-campus; 3--South Charleston campus. Those codes are also used for course locations as well as "E" for Electronic courses (Internet) and "T" for Technology-Based courses.

Ownership of a student's record on SGASTDN transfers from the Admissions Office to the Registrar's Office when an applicant has had a significant admissions decision made. A copy of the General Student form SGASTDN, renamed SDNSTDN, was made for the Academic Deans' offices to update college, major, and advisor codes. Access to the

residency code for fees is restricted on that form. Only the Registrar's Office has access to update the residency code.

Update/insert capabilities to SPAIDEN are granted to the following offices: Registrar, Admissions (including Medical School Admissions), Bursar, Financial Aid, and Residence Services by vote of the Banner Users' Group. In August, 1989, the Provost determined that a representative of the Provost's Office and each academic dean's office would have insert capabilities to SPAIDEN for new faculty members. All manual entry to the SPAIDEN form will require a name search function to be performed to determine if the individual exists in Banner under another number. All tape loads will check the following before adding a person to the database: social security number, name including middle initial, and birth date. Those names that are suspended are handled consistently by each office. When corrections are found to be necessary to existing data, the office discovering the error should provide the proper documentation to the Admissions Office (if prior to the individual registering for classes) or to the Registrar's Office (if a registered student). All users who need the ability to add general person records to the database are required to submit, in writing to the Banner Users' Group, their need for this privilege as well as their plan for maintaining the integrity of the database. To avoid the duplication of entries in the database, a modified version of the SPAIDEN form was developed to facilitate the check for possible duplication. Anyone who receives access to create person records or update SPAIDEN must first be trained regarding the use of the form.

The following matrix will be used to determine ownership of the General Person data elements for existing entities or individuals for maintenance purposes:

DEPT	TYPE OF RECORD							
	SFA	HOU	ADM	CSH	REG	HIS	PER	PAY
SFA	1							
HOU		1						
ADM			2					
CSH				2				
REG					3	3		
PER							4	
PAY								4

Ownership and maintenance responsibility of the General Person data elements is granted to the department with the highest number if a particular type of record other than General Person exists. General person data elements include all general information associated with a person such as telephone number, address, etc. That department would also have the responsibility for coordinating the modification of records with the other departments maintaining portions of an individual's records. For example, once a Registration or History record is created, the Registrar would coordinate update of that individual's record with the other departments that are responsible for the maintenance of portions of the record.

Multiple test scores for a test type are stored in SOATEST. A modification to the registration form was made to display the maximum score of the English ACT score in November 1990.

Any office proposing a form to be used in interaction with the database should be presented to the Banner Users' Group before a decision is made on choosing the form.

The address types of "PR" (Permanent Home Address), "SC" (School/Campus Address), SR (Student Refund Address), and WS (Student Business Address) are the addresses supported by Banner Student/Financial Aid. Addresses existing prior to June 1, 1992 were converted to either a "PR" or "SC"; all other addresses were removed from General Person. Residence Services' addresses are rolled into the school/campus address (SC). With the implementation of the Finance and Human Resources modules, the address types of "AP" (Vendor Address for Check), "PO" (Vendor Address for Purchase Order), "GB" (Grants--Business), "GG" (Grants--Government), "WK" (MU Employee Work Address), and "WP" (MU Employee Payroll Address) were added. MUNet e-mail addresses in the Marshall University domain (user@marshall.edu), code "MUEM", are the official e-mail addresses stored in Banner. Prospective students may have an alternative e-mail address stored in Banner as a result of applying via the WEB, but that address is designated as an admissions address and will not be used once a student enrolls in classes.

The High Demand Course Rule was implemented in Banner to prevent students who have dropped a course in that category during the "W" period from advance registering for the same course in the next term.

Each department owning modules on MILO VR is responsible for maintaining/updating their information. It is possible for departments to forward their "800" numbers to MILO. All menu and information changes should be sent to Computing Services for voicing and implementation.

The Banner Users' Group is concerned with missing student data. Various offices cooperate and assist in the collection of data, particularly address changes, as our methods of course registration have evolved to include MILO with less face-to-face student contact. Students are encouraged to check and update their personal information via MILO VR and WEB and the Kiosks.

The Admissions Office treats the Summer academic sessions as one unit and admits students to the earliest Summer term, thus allowing students to register for any Summer session.

Course/section attributes are used to identify courses that satisfy the Marshall Plan.

The use of holds was implemented to prohibit students' registering via MILO without first seeing advisors in the colleges that have mandatory advising. A "new admit" hold is placed on all new admits.

A new form SGAPDEF was created by Computing Services for the Academic Deans to calculate deficiency points and to create probationary letters. A process to create the Deans' List in Banner was implemented.

When the payroll information was merged into Banner, the names in the database were updated with the names in payroll. Since the Banner system is not designed to utilize multiple names for the same person, the Banner Users' Group agreed with the Banner Human Resources Committee that the name in the payroll system is the person's legal name and that that would be the person's official name throughout the Banner system.

Reporting is a concern of the Banner Users' Group. Issues include the purchase of reporting tools, individuals querying the database during peak computer usage times, table access privileges of users, the desire of individual offices to run reports, and the demands upon Computing Services personnel to write reports.

Performance issues are a concern of the Banner Users' Group. Those departments experiencing performance problems should report them to Computing Services with the following information: time of day, other affected applications, type of machine, applications running at the same time, and location of the computer.

The Banner Users' Group follows the "Train the Trainer" approach to training individuals on new versions and/or modules of Banner. Each office or division designates one person who will attend formal training sessions and then be responsible for training others in the division.

For Accounting purposes, non-students are entered into Banner as non-person accounts. Social security numbers are not used as non-student ID's, and non-students will not appear on the SOAIDEN Student Query Form.

Students can drop all of their registered courses through MILO VR and WEB.

The Banner Users' Group affirmed its long-standing policy that Departmental Directors designate the department's representatives on the Banner Users' Group. Any department not represented on the Banner Users' Group may petition the group for voting or non-voting membership. The Graduate College was given a voting membership at the meeting on February 3, 2000.

Minutes of all Banner Users' Group meetings are recorded and mailed electronically to members of the group and the Executive Committee as approved on November 4, 1991. Hardcopies of the minutes are maintained at Computing Services. A Banner Users' Group List Serve (banner-usergroup-list@marshall.edu) is used for communication among the members to discuss issues outside of the monthly meetings.

All of the policies and procedures of the Banner Users' Group adopted at regular meetings since its inception in 1989 have been compiled into this document. The document titled Marshall University Banner Users' Group Policies and Procedures was reviewed and approved at the regular meeting of the Banner Users' Group on February 3, 2000. All future changes or additions to these Policies and Procedures approved by the Banner Users' Group will be published as an addendum. The Marshall University Banner Users' Group Policies and Procedures, the Marshall University Banner Users' Group History, Development, and Oversight, and the addendum are published on the official Banner Web sight at:

<http://www.marshall.edu/banner/STUDENTBANNERUSERSGROUP.HTML>