

BANNER USERS' GROUP--STUDENT
Minutes of Meeting April 3, 2003

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

Terri Tomblin-Byrd	Computing Services
Pat Gebhart	Computing Services, Enrollment Management
Myke Watts	Computing Services
Bob Collier	Bursar
Michael McGuffey	Institutional Research
Dan Holbrook	Academic Deans
Nadine Hamrick	Financial Aid
Prudy Barker	Registrar
Roberta Ferguson	Registrar
Joe Whitt	Residence Services
Ken O'Neal	South Charleston
Shelvy Campbell	South Charleston

- **Minutes:** The March 2003 minutes were approved as distributed electronically with the following amendment: Bob Collier asked that the minutes reflect that the Bursar's Office initiated the meeting with the Registrar's Office regarding withdrawal codes.
- **Correspondence:** None.

COMMITTEE REPORTS

- **Subcommittee on Billing:**
No Report.
- **Subcommittee on CAPP:**
Roberta Ferguson reported that the colleges will be maintaining CAPP requirements rather than the Registrar's Office.
- **Banner Oversight Committee (BOC):**
Myke Watts reported that our proposal on handling bad addresses in Banner was approved as written with one change: "If that office does not have privileges to inactivate an address, that office should review the ownership matrix and **contact** (replacing "send an e-mail to") the owner of that address type requesting that the address be flagged as "Inactive" and the appropriate Source Code entered." Roberta asked what the hold placed on a bad address record would be: it will prohibit registration only and will not affect transcript processing. Terri stated that Computing Services will set up the hold and the Source Code. Bob Collier asked if the Bursar's Office could go ahead and inactivate "PR" addresses. Terri asked that the Registrar's Office, Bursar's Office, and Financial Aid bring a recommendation to BUG-S regarding sharing the procedures on bad addresses. Pat Gebhart asked if this had to go to the UITC for approval—Terri said "no" since this is a procedure, not a policy.

OLD BUSINESS

- **MILO:**
Discussion continued from last month on end of semester grade processing, the need for faculty to have access to log into MILO to record grades, and the possibility of having to limit access to MILO to students who are trying to check their grades. Bob Collier agreed with limiting access to

MILO for students if there is a link for the Bursar's Office for students to pay fees. Registration for Summer Session A is over on Monday. Grades for the Spring term are due on Tuesday, May 13 so any access problems will occur on Monday and Tuesday (not the Friday and Monday as previously stated in the March 2003 minutes). Prudy Barker stated that the problems will occur within a Friday-Monday framework for the Fall term. Academic Affairs supports shutting MILO down for students if faculty access is a problem. Roberta moved and Joe Whitt seconded that we approve a contingency plan for limiting access to MILO to students in the event faculty are unable to log into MILO to record Spring term grades; unanimously approved. (Details of plan are recorded in the March 2003 minutes). Terri asked the Registrar's Office to create a formal name and write a policy statement now that BUG-S has given approval.

- **Human Resources/Finance:**
No Report.
- **Performance and Priority Issues:**
No Report.
- **Banner Student Privilege Request Form:**
No Report.
- **Duplicate PIDM/Person:**
Bob Collier has the latest report from Jim Richendollar. He, Nadine Hamrick, and Marc Danner have met to review problems; the multiple PIDM problems that have ID numbers starting with a "Z" appear to be tapeload problems in Admissions. The agenda item should be changed to "Multiple PIDM" rather than "Duplicate PIDM."
- **Printing Students' Schedules:**
Pat posted Terri's instructions on the Banner Web site under Instructional Guides. Ken O'Neal has not tested the procedure yet.
- **myMU:**
The use of Targeted Announcements is increasing. eVoting will be used for classified staff elections next week and Faculty Senate general election in late April. There are still several issues about re-enabling faculty PIN's; Jim Sottile, Faculty Senate President, is talking to Sarah Denman and Frances Hensley about enabling PIN's of faculty members whose PIN's were disabled several years ago. There are about 80 disabled PIN's for persons who are eligible to vote. Faculty elections will only be electronic; classified staff will have electronic and paper voting. Terri stated that the popularity of eVoting will cause more ID and PIN-sensitive issues. Prudy asked about the order of the tabs on myMU; Terri asked Prudy to send her an e-mail message outlining suggestions that should be taken to one of the myMU subcommittees for review. Roberta announced that it has been published that the Registrar will only mail paper grade reports on request at the conclusion of the Fall term.
- **Bad Addresses:**
Covered in BOC report. Remove from agenda.
- **Policy Change for Deficiency/Probation Calculations:**
Dan Holbrook sent Terri the policy changes for Deficiency/Probation calculations. There is already a form, SGAPDEF, that we have created that the academic deans can use to review deficiency points. The deans can manipulate the deficiency points, and deficiency letters and reports can key on the modified values. Terri will send information to Dan to update the deans on the use of this form. There was much discussion on how policy changes are passed without input from Computing Services on how changes can be implemented.
- **Withdrawal Code:**

Bob Collier presented a proposal for creating one new withdrawal code: NW (Nonpayment Withdrawal). This code would be utilized in instances where the Office of the Bursar requests a withdrawal or drop with an effective date after the 100% refund period has ended (See attached memo from Carol Kolski to Barry Beckett regarding withdrawal codes.) Bob stated that a subcommittee with the Registrar, Bursar, and Institutional Research met and also consulted with Financial Aid on the use of this code. Terri has concerns about the VR/self-service codes. Terri asked if this could be an RSTS code rather than an ESTS code.

NEW BUSINESS

- **E-mailing Test Scores:**

Terri asked for feedback on the following February 19, 2003 message that she sent to BUG-S: “Currently, UCS provides a service we call Test Scoring. Basically, instructors arrive with a stack of bubble sheets from a test they just gave. We (UCS) take the bubble sheets, run them through a scanner which produces a data file, run a program to take the data file and create a test score report, print the report, and then have the instructor pick up the printed test scores in person.

We have been asked if it is possible to email the final test score report to the instructor so that we do not have to generate the paper report.

We have determined that this can be done from a technical perspective since the instructor’s username can be 'fed' to the program at runtime. This would insure that the email gets sent to the appropriate instructor. However, we do not currently have the means to encrypt or password protect the email.”

Terri further explained the above request and that this proposal is to cut the cost of printing. Ken O’Neal asked if we had a FERPA person on campus who could review this request; Terri said we can send to Steve Hensley, Dean of Students, for review. Terri is concerned about who might have access to read the e-mail since it is not password protected or encrypted or that an error could be made and the e-mail sent to the wrong faculty member. Roberta asked if she could send someone else to pick up her paper test results from Computing Services. She asked Sheila Wiley, Production Supervisor in Computing Services, who stated that faculty can complete the “Computing Services Service Request” form indicating that the results will be picked up by the Requester (faculty member), another named person, or an unsecured pick-up (anyone could pick up without identification). Sheila indicated that the unsecured pick-up was most used, and pick-up is most often by students. Upon learning about unsecured pick-up of test results, Dan Holbrook moved, and Nadine Hamrick seconded the following motion:

“Test scoring results compiled by Computing Services must be picked up by either the requestor of the service (faculty member) or by a person named by the faculty member at the time of the request of the test scoring. Such person will be asked for identification before Computing Services will release test score results.” Motion passed unanimously. Discussion continued on the release of data that goes beyond test scoring. Myke Watts moved and Roberta seconded that we table further discussion until the next BUG-S meeting to allow time to send the Computing Services’ request to Steve Hensley for review and to ask Bob Walker about future upgrades of Form Fusion to allow password protection or encryption; passed unanimously.

- **CTC Shared Service Issues:**

Vicki Riley, Provost of the Community and Technical College, had requested to speak to BUG-S, but she was not able to attend today’s meeting. Roberta reported, in her absence, that the CTC is meeting with North Central Accreditation and that Vicki wanted us to be aware of the CTC plans to become a separate entity that plans to contract services with Marshall University. There are huge issues to be discussed such as changing transcript forms, students applying to the CTC as transfer students from existing Marshall colleges, the meaning of “contract” and paying for services, and how this will help students.

- Policy Change for Late Registration Period:**
 There is a policy change for the late registration period approved by President Angel:
 "Beginning in Fall 2003, late registration for on-campus, undergraduate students will be limited to the first three days of each regular semester. Schedule adjustment for enrolled students will continue to be held during the first week of each regular semester."
 Terri asked how we could make this work with current rules for self-service. We cannot segregate persons eligible to enroll. Terri gave Roberta two options: place a hold on all students not currently registered by Wednesday night or use the Re-admit field that will block all from registering. Terri asked everyone to think about the best method to restrict registration and submit ideas to the BUG-S group.
- Oracle 8.1.7 Patch Installation:**
 The upgrade has been scheduled for this coming Friday and Monday. Teri explained the need to upgrade and move forward.

ADJOURNMENT

- Meeting was adjourned at 4:05p.m.

ANNOUNCEMENTS

- The next BUG-S meeting will be May 1, 2003.

MEMORANDUM

TO: Barry Beckett
 FROM: Carol Kolski
 DATE: March 18, 2003
 SUBJECT: Proposed Withdrawal Code Process

Upon meeting with Bob Collier and Roberta Ferguson and Prudy Barker of the Registrar's Office, we have come to what we believe is a resolution to the problems with the original withdrawal codes proposal. It is the consensus among those present that we should only implement one new withdrawal code.

Under the new proposal the current NP withdrawal code would be expanded from its current use as a batch withdrawal for non-payment indicator. The NP would also reflect any withdrawals or drops requested by the Office of the Bursar with an effective date in the 100% refund period. We would be able to readily identify whether it was system or user generated via the User ID located on the review or audit screens (TSAAREV or SFASTCA).

The proposed new code would be NW (Nonpayment Withdrawal). This code would be utilized in instances where the Office of the Bursar requests a withdrawal or drop with an effective date after the 100% refund period has ended.

There are some details that will need to be sorted out, but I am confident that this proposal will make it more readily identifiable for anyone looking at the registration screen to know that the student has been withdrawn by our office as opposed to withdrawing themselves. In addition, I

believe that we can incorporate letter generation functionality with these specific codes to eliminate the large amount of administrative time spent manually creating withdrawal letters.

Additionally, it was proposed that the Office of the Bursar have a designated individual, assume the responsibility of processing withdrawal and reinstatement requests due to financial reasons. Roberta has offered to provide the training and Banner privileges necessary for us to accomplish this. It would be my recommendation that Patty be the primary designated individual with myself or Bob as backup coverage.

The benefits of this would include:

A. TIMELINESS OF REINSTATEMENTS

1. This will enable us to have reinstatements done as we are accepting payments to avert some of the current problems with the accounting reports. Currently, if we take the payment and the student is not reinstated the same day there are no charges for the payment to apply against. During peak times, this leaves a large amount of money on the credit balance report, and the accounting staff must look up each individual account and code it manually.

2. This process will reduce class overloads. As a result of heavy peak volume, the Registrar's Office cannot always immediately process reinstatement requests. Courses may be open at the time the request is made but closed at the time the request processed.

B. TIMELINESS OF WITHDRAWALS

Fee assessment resulting from the withdrawal can be reviewed "real time" to verify the accuracy of the designated withdrawal codes. If an error occurs it can be corrected immediately thereby eliminating any additional administrative time to locate and make the correction.

C. ISSUES

The only issue I can identify would be the accountability for any errors that may occur. I would recommend the development of a daily audit report to include unique user identifications. The report would reference designated registration codes to determine the accuracy of the withdrawal or reinstatement and would be reviewed by the Director or Assistant Director daily.

To minimize paper usage, these reports could be stored electronically and printed on demand as needed. Upon completion of an academic year, the data could be moved from the network or computer to compact disk storage.

Please advise if you have any questions or require additional information.