

BANNER USERS' GROUP--STUDENT

Minutes of Meeting August 3, 2006

- **Call to Order:** Terri Tomblin-Byrd called the meeting to order at approximately 2:15 in Drinko 439.
- **Members Present:**

Scott Taylor	Admissions
Nadine Hamrick	Financial Aid
Sonja Cantrell	Community College
Elizabeth Hanrahan	Associate Deans
Cheri Musgrave	Financial Aid
Pat Gebhart	Computing Services/Enrollment Management
Myke Watts	Computing Services
Leslie Lucas	So. Chas Grad School
Winnie Black	Enrollment Management
Bob Walker	Finance

- **Minutes:** Approved.
- **Correspondence:** Pat Gebhart will cover in New Business.

COMMITTEE REPORTS

- **Subcommittee on Billing:**
No Report.
- **Subcommittee on CAPP:** Pat indicated her department had been directed to put 3 college programs into production which was completed July 31st. December 31st is deadline to complete remaining college programs. No one is running compliances. RBA program was put in last August and last compliance ran was in October and none since then. Version 6 web piece was tracked, need to track Version 7.
- **Banner Oversight Committee (BOC):** The last meeting was a working meeting on privacy and security, identifying strengths and opportunities. Next meeting will be challenges and solutions on what is identified and then taking the outcome from that and sending it to ITC.

Deloitte Touché, external auditors, are scheduled for the week after next to do an in depth audit in computing services and this year they have chosen CS to concentrate on. A lot of questions have already been sent to Terri regarding password expirations, et cetera. Each year they pick different areas to concentrate on and this year they are picking databases as well as applications, so both pieces will be scrutinized. In the past they have made certain recommendations that haven't been applied yet, so this time around it will force CS to take steps to correct.

When Banner upgrades were installed in the past, it was necessary to remember and use the original password to sign back in and then change it again. Terri has never reset everyone's back to their original unless it was in the very beginning, but it hasn't been that way for some time.

Discussion regarding procedure for changing passwords that will become mandatory in the near future. The more secure and the better you are at password maintenance, the more human resources it takes to deal with the maintenance. Encourage everyone to change password as they will eventually expire on a time sensitive basis and it would be good for everyone to get in the habit of updating before it becomes mandatory. There will be a password change form used in the future.

OLD BUSINESS

- **myMU/MILO:** An email has been issued notifying everyone that myMU and all services available through the portal will be out of service this Sunday to move to new machines and the new version of the portal software. What was discussed last meeting regarding the new look and feel will not be accomplished at this point, it will take more hours and since it's not possible to take it down the number of hours needed, they will get through first piece and then work on changing the look as the week progresses as that can be done while the system is up. Pages may look different from day to day, but they will be cosmetic changes only, not changing any of the underlying technology being used. There will definitely be a new Home Page for myMU with new graphics. There will be a "Change Pin" icon with an annoying message to encourage students to change their pin numbers. And following that will be bringing up the new channels that have been talked about in the past. That will be more involved and will require more timing of when we begin implementation and being able to start and stop things.

Email conversion was to occur at the same time but has now been scheduled for the following weekend, August 14 and 15. It does not require down time or services to be interrupted.

If the portal upgrade is not successful this Sunday, it will be attempted again the following weekend. But that will not affect Banner whatsoever so any processing that is scheduled will not be affected. There will be no registration, but it could impact grade entry during that time frame, but an announcement will go out. Goal is to get the new portal in its new state prior to students arriving.

There was discussion regarding future use of channels and the possibility of cross over links between departments like Registration and then billing from the Bursar's Office. Different levels of roles in Admissions, but once they get to the "student level," it is student. There are no subsequent roles to define further in the system. We can make a request for aSunGuard Product Enhancements in the future for particular enhancements.

- **Human Resources/Finance:** No report.
- **Performance and Priority Issues:** There was a locked record on the database Friday and was down all weekend. The Help Desk did not passed information on. Myke found the system down on Monday and fixed the problem. In the future always get a ticket

number to be able to track back to Help Desk. Power outages created additional problems. Banner cannot be recovered quickly with power outages.

- **Banner Student Privilege Request Form:** No Report.
- **Multiple PIDM/Person:** Continued identification and cleanup on the 8 pages passed out several meetings ago. Pat indicated it took a total of one full work day to complete one page. There were several misspelled names. She has prepared a spreadsheet to help with process. Tape load created a lot of errors with no way of knowing which is the correct information. Bob indicates this issue has been talked about in other user's groups and there is a sense of frustration in the fact that it's been identified, sent off, but no feedback of the status. Terri is desperate to get through the original 8 sheets, run a new report and move forward. It's a good exercise because they have to be cleaned up and it gives a good time frame for the time involved and then a solution can be determined for how to maintain in the future. Unless it becomes someone's assigned duty, it's obvious it is not getting done. There is no accountability for getting it done. There needs to be a set of procedures with time frames and ways to hold people accountable, or it will never get done. It is not part of everyday duties. One suggestion in the Oversight Committee was to determine a starting point and then pass it in a pre-defined que and then something areas could be identified and find where the breakdown occurred. . In a lot of situations, once one is sent on, there is no follow-up. One suggestion would be to create a Help ticket for each and every duplication and that way there would be a method for tracking. Side note: We will be getting new Help Desk software. It would allow you to create a ticket and see when assigned and to whom. Not sure of implementation date. It's called Footprints.

SPAIDEN is probably the best screen in Banner to start with corrections. And then SDNSTDN, general student record, is next screen to access. High School, SOAHSCH, to get email address is another good screen. Example of an inactive account is NAME dup901227777, and that would indicate that there is a duplicate and the ID number of the correct record.

Again, the goal is to clean up, run report again and determine who is going to review on a regular basis. It's not fair to make one person or one area responsible and all should share the load. Could possibly rotate by office each month to make it fair. Date original report ran was April 28, 2006. Financial Aid finds them all the time. Where/how does the duplicate originate? Once the duplicate is identified, there is a clean up document called the Duplicate PIDM Resolution document. There is a link on the Banner BOC page. GUASYST will show what modules a person has data under, which is also what the report shows you. And you can use that to check off the form and then send the form on to – just pick somebody. There is no set “go to” list. Just send it to the next person and annotate it on the form. The Registrar ultimately has to determine when there is registration under both IDs. There are procedures out there. Ultimately, Terri just deletes the one indicated. Terri will run a report for next month's meeting.

- **CTC Shared Service Issues:** No report
- **Registration Permit Overrides:** College of Business is considering using and a couple of others have access to it. Situation where a Special Topics was a pre-req, and then put

the course in place and a rising juniors who has a Special Topics course and were able to identify and give them the electronic override and it worked, which saved the department so much hassle. They didn't have to worry about when they registered or if they got dropped.

- **Course Fee Assessments:** No report.
- **Identifying online degree seeking students:** No report.
- **Administrative Solutions Project.** No Report.
- **Campus Codes.** No report.
- **Concurrent Curricula:** Terri hasn't contacted Frances to get on the AD agenda. Next meeting will be in September. Nadine hasn't had a chance to get with Elizabeth and Michelle. There have been meetings regarding Transfer issues. Pat talked with Michelle Duncan and she indicated all the Deans were doing the same thing. All record keepers were present. SFAREGS to change for current term if already registered. Bob will check if registered and deleted. Who should have access? There is no written steps documented, but would be a wonderful thing to have. Roberta has written instructions and it would be nice to obtain so everyone can understand. That would be a step in the right direction so everyone is doing Priority 1 the same way. Changing from one college to another, how to update major and program codes. Curriculum and field of study needs to populate both. That would probably lessen the errors that are occurring. It is a step in the right direction to obtain the steps involved and follow procedure through. Again, make a note to contact Frances to get on the AD agenda for September.
- **Resetting PINS:** Took care of the whole South Charleston issue and Terri will check to be sure the employees have appropriate access. Haven't heard back from Gary, so that issue will be tabled.
- **Version 7.3** was released, but is not even in pre-production yet. Have not worked on Oracle 10G. MUIINFO will be inactive July 1st 2007. We have not received machine back that SAS will run on. When we get it back people will be able to get on and start working on converting. There is an issue with licensing. We have at least through the end of May.
- **New Recruitment System:** Update from Winnie that things are moving along. A couple of delivery issues, but has done a super job and hope to be in testing mode in Admissions next week and hopefully go live August 14th. The Hobson's VIP pages will go live right after that. After August 8th there will be a test period for Connect2 and go live first week of school and daily downloads. Winnie has a new job and will be transitioning between the two jobs working in Assessment, Program Review and Retention Analysis, so it will be interesting to see how it goes. The tele-center piece will be rolling out with a product release on Sept 20th, so we will have access to the tab and will begin implementing the call center piece then.
- No further old business to address.

NEW BUSINESS:

- Pat reported the County Code table has at least two values when first started and assigned years ago. And then went to the ZIP C process where there were five character county codes. There are duplicates appearing. And no one is using the old county code table and it would be nice to do away with and eventually delete the old county codes. It may need to be looked at further in case there is a particular tape load that may use old codes. Pat will investigate and if there are no other impacts found, Pat requests permission to clean up and eliminate.
- Oracle has released a new critical patch that will need to be updated after school starts. Probably on a Saturday.

ANNOUNCEMENTS

- The next BUG-S meeting will be September 7, 2006.

ADJOURNMENT

- Meeting was adjourned at 3:35 p.m.