

**BANNER USERS' GROUP--STUDENT**  
Minutes of Meeting October 7, 2004

- **Call to Order:** Terri Tomblin-Byrd called the meeting to order at 2:05 in Drinko 439.
- **Members Present:**

|                    |  |
|--------------------|--|
| Terri Tomblin-Byrd | Computing Services                       |
| Bob Walker         | Finance                                  |
| Myke Watts         | Computing Services                       |
| Winnie Black       | Enrollment Management                    |
| Pat Gebhart        | Computing Services/Enrollment Management |
| Michael McGuffey   | Institutional Research                   |
| Elizabeth Hanrahan | Associate Deans                          |
| Scott Taylor       | Admissions                               |

- **Minutes:** The September 2004 minutes were approved as distributed electronically.
- **Correspondence:** Two Banner Contingency Plans (see attached).

**COMMITTEE REPORTS**

- **Subcommittee on Billing:**  
No Report.
- **Subcommittee on CAPP:**  
No Report.
- **Banner Oversight Committee (BOC):**  
Terri reported that the BOC discussed moving employees who are non-state paycheck employees (e.g. MURC employees) into Banner. It is becoming increasingly difficult to provide services. The HR group is meeting to discuss this.

**OLD BUSINESS**

- **myMU/MILO:**  
Winnie Black stated that a lot of students are concerned about not receiving their e-mail in myMU; they can send messages but not receive them. Terri was not aware of any reports concerning e-mail problems; students should report problems to the Help Desk. Michelle Duncan wants to survey UNI 101 classes using eSurvey; discussion followed on the number of surveys being sent to students. Elizabeth Hanrahan wants students to be able to see who their advisor is in MILO—Terri will check on the ability to do this.
- **Human Resources/Finance:**  
Employees on direct deposit will no longer receive pay stubs. Bob Walker explained the EPICS and eNOD systems. Reimbursements for direct deposit are being discussed. Elizabeth asked if adjunct faculty were notified about direct deposit and eNOD; no one knew the answer to this.
- **Performance and Priority Issues:**  
The contingency plan documents submitted by Enrollment Management and Academic Affairs (correspondence attached) were discussed at length. Terri asked Elizabeth and Winnie to consolidate the two documents so that BUG-S could have an electronic discussion and vote on the new document. Missing from the documents are Bursar and Residence Services input. Winnie stated that education is critical for faculty, staff, and students to use the current technology and

self-service products to alleviate the overload on the Banner system at critical times. Current and planned education activities include training faculty and staff on the “Web for” products, training students during Orientation, training using mock scheduling in UNI 101 classes, and creating on-line demo’s using Robo-Demo. Questions were raised on students’ ability to use MILO since many of them have holds, especially “AV” Advisor Holds, that prohibit registration. Terri suggested that she thinks that SCT has a “Smart Event” that the placement of a hold can trigger an announcement to a student.

- **Banner Student Privilege Request Form:**  
No Report.
- **Multiple PIDM/Person:**  
No Report.
- **Printing Students’ Schedules/Transcripts:**  
No Report.
- **E-mailing Test Scores:**  
No Report. Remove from agenda.
- **CTC Shared Service Issues:**  
Winnie Black stated that she has heard that the CTC students will be considered transfer students to MU, but they will not be charged a transfer evaluation fee. Michael McGuffey stated that the State wants to know who is transferring between institutions. This will be a real workload issue for Admissions. Terri asked how this could technically be done in Banner and asked Admissions to test how to transfer a Marshall student and their courses in PreProd.
- **Setting Student Status to “Inactive” (SGASTDN, SDNSTDN):**  
No Report.
- **Social Security Number to Generated ID Change:**  
Michael McGuffey found some Social Security numbers that did not match the former SSN ID; he turned the list of students over to the Registrar. He checked for currently enrolled students. Terri stated that SCT had built an SSN change form; maybe we can move SSN changes to an SSN history. Michael discussed a problem with the off-campus programs in high schools when admissions applications and registration forms are submitted at the same time. The admissions application has an SSN, but the registration form does not contain the new MUID#.
- **New ID Cards:**  
No Report.
- **Block Scheduling:**  
Winnie has made a presentation to the Associate Deans on Block Scheduling and will do one for the Academic Deans. The academic sector is working out some philosophical issues. Winnie estimates that 75% of the incoming freshmen would benefit from Block Scheduling.
- **Student Type Roll Process:**  
No Report.
- **Alpha-numeric PINS:**  
Terri has implemented the alpha-numeric PIN’s.
- **UNI 101 Mock Scheduling:**  
No Report.

- **Migration to New MUIINFO Server—Linux Training:**  
Terri explained that the original plan to migrate to the Linux server has been delayed. Instead, Computing Services has ordered a refurbished alpha machine with more power and more memory. To most people, this will be a seamless move doubling CPU and memory. The academic community wants something in place by the start of next term.

**NEW BUSINESS**

- **Banner Software Upgrades for General and Financial Aid:**  
Terri has installed General 6.2 on PreProd. This is needed for the Financial Aid upgrade April releases. SCT has not tested the April releases against other versions. We may have to rush through other 6.2 releases to accommodate Financial Aid. The plan is to move Financial Aid to Production and then allow sufficient testing time in PreProd for other upgrades.

**ANNOUNCEMENTS**

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

**ADJOURNMENT**

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

\*\*\*\*\*

Correspondence:

**Banner Contingency Plan  
Recommendations**

The following are recommendations concerning the Banner Contingency Plan. These recommendations were developed by the Academic Subcommittee of the Assistant/Associate Deans and the Enrollment Management Subcommittee.

If general recommendations are approved by they will be forwarded to the Deans Council for approval to be forwarded to the Provost. The process for enacting Contingency Plan Strategies is listed in parentheses at the end of each bulleted item.

**General Recommendations:**

- 1) Recommend the resolution of the Banner 6.0 slow-down issue be made a high priority of the institution, and resources provided to address resolving slow-down.
- 2) Recommend all units utilizing Banner will participate in the Contingency Plan or it will not be implemented. Case in Point: Banner Finance has priority at the end of the fiscal year to block any further changes from most Banner Finance users. Registration must have the highest priority during the week prior to school and the first week of school.
- 3) Recommend an organized communication strategy be part of the Contingency Plan. Notification that access to Banner may be restricted based on their unit's Contingency Plan needs to be sent to all users. Clear communication is needed to Banner users what activities on Banner slow down the system during peak usage periods. Example: Submissions on the Banner form GJAPCTL for items to be printed, such as class lists and unofficial transcripts, cause serious slowing of Banner during peak usage. These processes should not be used during that time.

- 4) Recommend limit Banner user access to two sessions per user with the exception of Enrollment Management designated areas.
- 5) Recommend continuation of Banner access time out after 90 minutes. Approach works as long as user can log back into Banner. From time to time during previous slowdowns Banner froze entire PC for user and machines e had to be rebooted – accessing Windows Task Manager and clicking “End Task” did not work.

## **Contingency Plan Strategies**

If the Contingency Plan needs to be enacted, having the following strategies already in place should alleviate additional strain on Banner.

### To Deans with Faculty

- Use split shifts for offices that do not have direct interaction with the registration process. These offices will need to find alternative means of completing work assignments, such as work a late shift for the first week of school.
- Use MyMU whenever possible by faculty to advise students, and also to obtain class lists. Instructions on importing class list information from myMU needs to be shared during the mid-week prior to classes beginning for the upcoming semester. Searching for open classes in myMU needs to be utilized whenever possible.
- Explore potential of increasing some class sizes daily in Banner rather than writing daily overloads. If overloads need to be provided due to extenuating circumstances, potentially use the “Electronic Overload” process in Banner. A request for evaluation of the “Electronic Overload” process is being made to the Banner Users Group –Students.

### To Banner Users Group Students (BUG-S)

- Post a current open class list on the MU web site, or other easily accessible resource, during the week prior and the first week of classes. A notation needs to be included that schedule adjustments can be made through MyMU. Students, faculty, advisors and Dean’s offices are all trying to find open classes. List could be updated at appropriate intervals – perhaps 15 minutes? Access to open class list through alternative means will reduce the volume of Banner searches for open classes. Publicize the Open class list to students with targeted announcements.
- Provide more information on myMU for students and faculty.
  - 1) Students - Advisor name and contact information.
  - 2) Advisors – test scores.
  - 3) Advisors – Add access to unofficial student transcripts by ID# in addition to current access of students who are their advisees. Many advisors work with students in the absence of official advisor and access to student records is needed to effectively advise students. Access to this information is already available through Banner.
- Research and potentially enable the “Electronic Override” function in Banner. This function might allow someone in a Dept/Dean’s office to electronically specify certain overrides be permitted for registration of a student. The students can potentially then register for a course or courses through myMU. Removes work of overriding through the registration screen in Banner. Students do not have to wait in line.
- Prominently place payment deadlines on myMU. “Payment must be made by \_\_\_\_\_ or courses will be dropped.” Also use a targeted announcement when they log into the system. Will reduce (not eliminate) the number of re-registrations.
- Publicize what students can accomplish on myMU. Many students think that they cannot add/drop through myMU the first week of classes so they stand in line at the registration windows.

### To Enrollment Management

- Use a triage approach for students in line at the registration windows by evaluating activities that can be processed on myMU and directing those students to a computer lab. Perhaps

establishing dedicated registration windows, each window dealing with a separate issue such as overloads, permission to enroll, PR override.

- Set up/use a computer lab as an overflow myMU registration in cooperation with triage approach.
- Communicate to incoming freshmen how to adjust their schedule. Incoming freshmen do not yet understand how to get their schedule changed, add drop sections of the same course, etc. Suggestion: Add additional information to the "Orientation Passport" listing contact details for each Dean's office and also an explanation of what students need to do to adjust schedule due to AP courses, transfer work, change of major, etc. A checkbox could be by each college's information so students have a record as to what college they are now admitted. The checkmark can be scratched out and a new one inserted when/if they change majors at Orientation.
- Communicate to first semester Marshall students, perhaps through targeted announcements, that updated information has been received. Incoming freshmen and newly admitted transfer students have academic information in process at the time of Summer Orientation/registration such as AP scores, test scores, final transcript of previous semester courses, etc. Announcement could state "Marshall has received updated academic information concerning your records, such as AP scores, updated test scores, new transcripts. Please contact your College Dean's office regarding any potential changes to your schedule of classes."

\*\*\*\*\*

## Marshall University Memo

Date: 9/13/2004

To: Banner Student User Group

Cc:  
From:

RE: Enrollment Management Contingency Plan

---

During registration and the first few days of classes, Enrollment Management Offices provide key essential services to students. The EM team has met on several occasions to discuss how we can work smarter when Banner runs slower. Here are the latest recommendations for a contingency plan:

- ❖ Non-enrollment based functions such as Human Resources, Finance, Purchasing etc. should not be run from 8-5 on the Friday before the first week of classes and the first three days of class to maximize Banner access and functionality.
- ❖ What ever contingency plan is implemented should include all Banner users at the University.
- ❖ Enrollment Management feels the "honor system" will not work as a part of the university contingency plan.
- ❖ Enrollment Management has discussed a tiered user system but feels that everyone in our Registrar's, Financial Aid, University College, and Admissions offices plays a key role the first week of courses and must have access to Banner. We also need for some users to have multiple sessions to provide services in these areas.

- ❖ Faculty should use myMU to secure class lists online. Departmental access to run class lists through job submission should be denied during the first week of class. Unofficial transcripts and other job submission processes should be run for individual students on an “as needed” basis.
- ❖ Enrollment Management would like to utilize the electronic override function as appropriate with the necessary documentation.
- ❖ The Computer Center should send Enrollment Management regular communication about the status of problems with Banner during peak enrollment periods.
- ❖ Enrollment Management would like to extend registration periods on-line and will explore extending hours as needed in appropriate Enrollment Management Offices.
- ❖ Enrollment Management requests that the Bursar review the dates and times students are dropped from courses as we lost some students who registered and then were dropped promptly.
- ❖ Enrollment Management feels that educating faculty, students, and staff about Banner is crucial. We are offering Web for Faculty Training this month for faculty. EM will utilize registration for faculty advisors through Web for Faculty for those faculty that will use the product. We will offer additional training to EM staff on how to use Banner web products and will try to continue to educate students how to use Banner web products and the values of registering and securing financial aid early. We will work with our off-campus sites to help them more efficiently use Banner.
- ❖ Enrollment Management will use student targeted announcements within myMU to remind students of key deadlines such as payment deadline, removal of holds, and drop/add on line. We would like to add the payment deadline to a key place in myMU.
- ❖ Enrollment Management will explore the concept of setting up labs for students to drop/add courses the first week but struggles with how to staff them and their proximity to EM services.
- ❖ Enrollment Management would like to explore a site where up-dated closed class lists could be posted on a regular basis (every half an hour) to avoid massive course lookups. Closer to late registration we would like to post a list of open classes for students instead.
- ❖ Enrollment Management would like the academic areas to explore alternative ways of dealing with course overloads.
- ❖ Enrollment Management will encourage the deans to make faculty assignments as soon as possible in Banner so that faculty can use Web for Faculty the first week of classes.
- ❖ The Enrollment Management team feels there are several philosophical decisions that need to be made by upper management that cannot be made at our level such as:
  - Should other offices work in shifts around enrollment management functions during the first week of classes?
  - What should be done to solve the hardware and software issues that we have been experiencing with Banner since December? Other schools in West Virginia have experienced these problems but it is not nation-wide.
  - Do we have the technical expertise to solve these issues?
  - Should software and hardware upgrades be done at different times rather than right before critical enrollment management periods?
  - What do we do if our contingency plan does not work?

Although not comprehensive, these are the suggestions from the Enrollment Management task force. Please let us know if you have any questions or need any clarifications.