

## **MARSHALL UNIVERSITY BANNER USERS' GROUP HISTORY, DEVELOPMENT AND OVERSIGHT**

During the planning/implementation phases of Banner in 1987, a committee was formed known as the BANNER Student Information System Project Committee and had its first meeting on November 24, 1987. Led by the Director of the Computer Center, the group met weekly and was charged with planning, testing, training, and implementing Banner. Members included representatives from the following offices: Computer Center, Registrar, Admissions, Housing, Bursar, Financial Aid, Institutional Research, Academic Deans, Medical School, Community College, Institutional Advancement, and Accounting. An Executive Committee was formed with oversight of the Banner project. Led by the Director of Campus Technology, committee members included the Director of the Computer Center, Vice-Presidents for Student Affairs, Institutional Advancement, and Academic Affairs, Associate Dean of the Medical School, Associate Vice-President for Finance, and the Executive Vice-President. All problems and suggestions for improvements were to be written on a Systems and Computer Technology Problem Report form to be submitted to the Computer Center. The Executive Committee met November 9, 1988 to discuss the implementation table, and an initial test of the registration system was conducted on January 19, 1989. On April 17, 1989, responsibility for Banner validation tables was assigned by department. An implementation date was set for June 26, 1989.

The committee continued to meet and on September 25, 1989 determined that it should be a true users' group established to oversee the on-going operation of the Banner system. The group should have a membership covering the entire constituency, and other departments should provide input as to the group's mission. The Director of the Computer Center continued to serve as chairman of the group with monthly meetings, and the Executive Committee continued to have oversight responsibilities. Requests for modification of Banner were reported on Computer Center Service Request Forms. The Computer Center coordinated the modifications and service requests to ascertain the impact of changes and problems upon the various departments. Eventually, the Project Group became known as the Banner Users' Group.

On May 16, 1990, the Executive Committee reaffirmed their interest in making final decisions on any policy issue or actual changes made to the Banner system submitted to them by a vote from the Banner Users' Group. They determined that the Banner Users' Group should be a working review committee, and that all items pertaining to Banner should come before the Users' Group first in order to vote on items relating to modifications, operations, and suggestions for policy. The Executive Committee planned to abide by the vote of the Banner Users' Group on general operational procedures. Any member of the Users' Group has the right to appeal a decision of the group, and any unresolved issue at the Vice-President level will be referred to the Executive Committee. The Director of the Computer Center was directed to inform the Executive Committee of Banner Users' Group meetings, provide an agenda and minutes for review. The Banner Users' Group composition remained the same as originally established.

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.

On December 2, 1991, the Banner Users' Group emphasized to the Executive Committee that standards, policies, and procedures for entry of information into Banner must be cleared through the group to determine the impact upon the entire system. Failing to communicate through the Banner Users' Group had resulted in certain offices being adversely affected by other entities using the data base. The Banner Users' Group also established that attendance at Banner Users' Group meetings is mandatory, and that if a regular representative is not available, an office should send another representative. It was noted that there is a need for people on campus to be aware that the Banner Users' Group exists for coordination of all changes and efforts. Also, any forms (such as optical scanning of grade forms) proposed to be used in conjunction with the Banner system should be brought to the group for advice and consent. The Banner Executive Committee, on December 18, 1991, affirmed that the Banner Users' Group does provide invaluable input in the development of policies and procedures governing campus wide data systems and that attendance at the meetings, if not mandatory, should have a high priority.

At the June 1, 1992 meeting, it was announced that the Housing Office, which merged with the Residence Life Office, has been renamed Residence Services. The Dean of Enrollment Management was added to the Executive Committee on August 19, 1992.

With the advent of the telephone registration system, the Executive Committee was re-named the Technology Executive Committee on April 21, 1993. The membership remained the same except for the addition of a faculty member appointed by the Faculty Senate. The committee continued to be responsible for addressing the recommendations of the Banner Users' Group and dealing with policy questions with the implementation of the telephone registration system.

A non-voting representative from the Library joined the Banner Users' Group on December 5, 1996.

Performance and priority issues are continually reviewed by the Banner Users' Group for peak performance. On January 13, 1993, the group developed the following list of recommendations to improve performance:

- A program of user education needs to be established which emphasizes:

  - Splitting usage between various machine

  - Heightening user awareness of responsibilities

  - Heightening user awareness of master schedule and thus better schedule their usage

- A program for periodic upgrades to processor capabilities needs to be established

  - Move usage in time by temporarily expanding processor availability window and shifting some tasks to early morning or late evening

  - Investigate (and implement if successful) the production of frequently utilized reports or queries by a more efficient mechanism than SQL forms

  - Prioritize activities and be prepared to deny service to low priority activities when other procedures are insufficient

On April 7, 1994, the group prioritized the offices of the University that interface with the Banner system into categories based upon the service need of that office in terms of servicing the students of the University. The group established priorities that are subject to review and identified the time of year that priorities are effective. Each department was asked to submit to the Computer Center the minimum number of terminals needed for providing essential student services.

A representative from the West Virginia Graduate College began attending group meetings on May 1, 1997 to discuss the database merger between the two institutions.

In March 1998, the Information Technology Committee replaced the Executive Committee as the overseer of the Banner Users' Group.

The University Information Technology Committee approved in February 1999 a new Banner User Group paradigm. A new committee will be created between the current

University Information Technology Committee and the current Banner Users' Group called the Banner Executive Committee. The current Banner Users' Group will be renamed the Banner Student Users' Group and three other users' groups will be added as the Human Resources and Finance Systems are implemented: Banner Human Resources Users' Group, Banner Finance Users' Group, and Banner Technical Users' Group. All Users' Groups will follow the current policies and procedures now in effect for the current Banner Users' Group.

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