University Forum: Banner Update

Collecting, evaluating and acting on staff and faculty feedback

January 21, 2015
Who to talk to about issues in academic systems?

I am not sure if my grades were submitted

Yes, I am having the same problem

Users

One Carolina Team
This forum

Objective:

• Improve communication between the users of the academic systems (banner) and the offices developing and implementing these systems
History

• Lunch with the provost
• Formation of a committee
  – Objective: Formalize a process for faculty/staff feedback in educational systems (user requirements)
  – A protocol to collect, and evaluate issues and wishes was established
  – A ticketing system is developed to aid in the collection and evaluation of issues and wishes.
A Civil Engineer???

• Participated in community driven cyber-infrastructure
Today’s agenda

• What is Banner? What work was done in 2014?
• Faculty/staff feedback procedure
  – Ticketing system
• What can we do now that we could not do before?
  – DegreeWorks
• Q&A from audience
What is Banner?

How much development was done in 2014?
What is Banner?

OIM = Oracle Identity Manager/FirstStep
SSB = Self-Service Banner
INB = Internet Native Banner (for Staff)
Additional components

- Banner Operational Data Store (ODS)
- Cognos/Data Warehouse
- Banner Document Management System (BDMS)
- Banner Document Management System (BDMS)
- DegreeWorks Degree Audit
- FormFusion
- ePrint
- UC4 Job Scheduler
Banner Development - 2014

Development Effort

Current Backlog
Defects/Requests

491 Total Defects/Enhancement Requests Implemented – 106 currently open
Banner Enhancements

**What Banner Mods Were Created**

- Automation
- Interface
- Integration
- Customization or Baseline Change

**Why Banner Mods Were Created**

- Auxiliary
- Automation
- USC Infrastructure
- Conversion Limitation
- USC Business Process
- Campus/Dept Uniqueness

Over 300 Unique Mods
Self-Service Carolina Portal

• Ellucian Luminus – Product never truly realized.
• Portal Plan – Develop a more intelligent launch page for Self-Service Carolina that recognizes the user at login as a member of specific groups and presents information relevant to the groups
  – Newly Admitted Students – in Testing
  – Graduating Seniors – Finalizing Spec
  – Group by Campus, Majors, Level
  – Other Academic Communities:
    • Example: Students Pursuing Graduation with Leadership Distinction
• Allow Functional Teams a Self-Service Capability to Update SSC Messages to Targeted Groups of Students
  – For Example: Alert Students Who Have Not Paid Fees of Upcoming Payment Deadline.
• Updated Look and Feel for Fall 2015
Page for newly admitted students: Key tasks to be performed before attending summer orientation.
Faculty / Staff feedback process
I am not sure if my grades were submitted
Improve communication

Challenges

• The university is a big institution
• Schools/Colleges/Campuses have their own policies
• The cyber-infrastructure is complex
• Fixing an issue could create an issue for someone else
Issues and wishes

Definitions:

• **Wish:** Feature or functionality that is not available and you would like to see it developed or implemented

• **Issue:** Report something that is not working correctly. The issue does not need immediate attention
  
  • When immediate response needed call help desk (803) 777-1800
Workflow for issues and wishes

- Faculty / Staff
- College / School / Campus Representative
- Business Analyst
- One Carolina Team

Resolution found at the college/school/campus level

Resolution by One Carolina Team Analyst Campus level
Ticketing system

Welcome to the academics systems feedback page
The objective of this page is to collect feedback from the community to improve our academic systems. Wishes are things that you would like to see implemented at some point while issues are items that are not working correctly at the moment and might need some attention.

Wishes
Add a new wish
Sort by
Post date

Student Grades
Average: 2.5 (2 votes)
Testing: As an adviser I would like to see student grades from the previous semester.

Student FA view access
Average: 4 (2 votes)
I process financial aid awards for graduate research assistants for the department. In order to submit correct FA I have to wait for each student to print and bring to me a copy of their tuition charges each semester. Depending on when the tuition bill is printed and GA hire is processed determines if the tuition bill they bring to me is actually accurate and final. I wish to be able to view the same information in “print term detail” as students are able to view. This allows me to track process in hire and tuition calculating properly. Supports meeting various deadlines across campus related to hires and FA awards.

Issues
Add a new issue
Sort by
Post date

Button text
No votes yet
Change the text of the button to submit new tickets from “Save” to “Submit”.

Test Site Instructions
No votes yet
More information on how the voting system works would be most helpful. Both (a) how do I vote? and (b) how will the number of votes and average of importance yield a decision on priority of attention by the system administrators?
Ticketing system

• Features for users:
  – A person does not need to have an account to submit a ticket (e-mail address is required to contact the person back)
  – A list of tickets and issues is available. The identify of the person submitting the ticket is anonymous
  – Users can vote on tickets
  – A person receives an e-mail with an URL to follow up on the progress of the ticket (public messages only)
  – A person receives e-mails with any updates on the ticket.
Ticketing system

• Implementation of the ticketing system will be done incrementally
  – January: College of Engineering and Computing (testing site)
  – Two (more if we can) colleges/schools campuses added every month.
What can we do now that we could not do before?

DegreeWorks
DegreeWorks: USC’s Degree Audit System
DegreeWorks is a web-based degree audit tool for students to monitor their academic progress toward degree completion. DegreeWorks reorganizes students’ academic record categorically, easily identifying courses they have completed and what courses they still need in order to fulfill their degree requirements.
What is DegreeWorks?

• Look Ahead

• “What if?” Functionality (Changing Majors)

• Educational Planner / Lock in a Plan

• Student - Advisor Communication Tool

• Administrative Reports (Under Development)
Access DegreeWorks via

ssb.onecarolina.sc.edu or my.sc.edu

<table>
<thead>
<tr>
<th>Student Information Menu</th>
<th>Term Selection</th>
<th>CRN Selection</th>
<th>Withdrawal &amp; Refund Deadlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Overrides</td>
<td>Add or Drop Classes</td>
<td>Look Up Classes - Student View</td>
<td>Class Schedule</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Section Detail</td>
<td></td>
</tr>
<tr>
<td>Current Classes</td>
<td>Current Classes (Detailed)</td>
<td>History of Classes Taught</td>
<td>DegreeWorks</td>
</tr>
<tr>
<td>Summary Class Roll</td>
<td>Detail Class Roll</td>
<td>Advisee Grade Summary</td>
<td>Final Grades</td>
</tr>
<tr>
<td>Office Hours</td>
<td>Syllabus Information</td>
<td>Week at a Glance</td>
<td>HELP Help with Self Service Carolina</td>
</tr>
</tbody>
</table>
### Columbia

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Level</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Degree</td>
<td>Bachelor of Arts</td>
</tr>
<tr>
<td>Classification</td>
<td>College</td>
<td>College of Arts and Sciences</td>
</tr>
<tr>
<td>Advisor</td>
<td>Major</td>
<td>History</td>
</tr>
<tr>
<td>Overall GPA</td>
<td>Minor</td>
<td></td>
</tr>
<tr>
<td>Institutional GPA</td>
<td>Transfer GPA</td>
<td>N/A</td>
</tr>
<tr>
<td>Holds</td>
<td>Area of Emphasis</td>
<td>NONE</td>
</tr>
</tbody>
</table>

#### Legend

- Complete
- Complete except for classes in-progress
- Nearly complete - see advisor
- Transfer Class
- Any course number
### Progress Summary

#### Degree Progress

<table>
<thead>
<tr>
<th>Requirements</th>
<th>57%</th>
</tr>
</thead>
</table>

#### Degree in Bachelor of Arts - Arts and Sciences

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Credits Required: 120</th>
<th>Credits Applied: 86</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unmet conditions for this set of requirements:</td>
<td>120 credits are required. You currently have 66, you still need 54 more credits.</td>
<td></td>
</tr>
</tbody>
</table>

- [✓] You meet the minimum GPA requirement
- [ ] Carolina Core | Still Needed: See Carolina Core section
- [ ] Integrative Course | Still Needed: See Integrative Course in the Major section
- [ ] Major Requirements | Still Needed: See Major in History section

**Remark:** The Major you selected requires a minor or cognate.

- [ ] MINOR OR APPROVED COGNATE | Still Needed: A Minor or approved Cognate is required. Consult your advisor if you choose to pursue a Cognate.
## Components: Carolina Core Example

<table>
<thead>
<tr>
<th>Carolina Core</th>
<th>Catalog Year:</th>
<th>2013-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMW- EFFECTIVE, ENGAGED, PERSUASIVE COMMUNICATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Critical Reading and Composition</td>
<td>ENGL 101</td>
<td>CRITICL READG&amp;COMPOSITN</td>
</tr>
<tr>
<td>Rhetoric and Composition</td>
<td>ENGL 102</td>
<td>RHETORIC &amp; COMPOSITION</td>
</tr>
<tr>
<td>ARP- ANALYTICAL REASONING &amp; PROBLEM SOLVING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMPUTER SCIENCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Computer Concepts</td>
<td>CSCE 101</td>
<td>INTRO-COMPUTER CONCEPTS</td>
</tr>
<tr>
<td>General Applications Programming</td>
<td>CSCE 102</td>
<td>GEN APPLICATIONS PROGRAM</td>
</tr>
<tr>
<td>SCI- SCIENTIFIC LITERACY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Biology</td>
<td>BIOL 110</td>
<td>GENERAL BIOLOGY</td>
</tr>
<tr>
<td>Chemistry and Modern Society I</td>
<td>CHEM 105</td>
<td>CHEM &amp; MODERN SOCIETY I</td>
</tr>
</tbody>
</table>
Components: Major Example

<table>
<thead>
<tr>
<th>Major in History</th>
<th>Catalog Year: 2013-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Historian's Craft</td>
<td></td>
</tr>
<tr>
<td>U.S. History</td>
<td></td>
</tr>
<tr>
<td>European History</td>
<td></td>
</tr>
<tr>
<td>African, Middle East, Asian, or Latin Amer History</td>
<td></td>
</tr>
<tr>
<td>Senior Seminar or Senior Thesis</td>
<td></td>
</tr>
<tr>
<td>History Electives</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subject</th>
<th>Credits</th>
<th>Grade</th>
<th>Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Historian's Craft</td>
<td></td>
<td></td>
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<td></td>
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</tbody>
</table>

Still Needed:
- 1 Class in HIST 300
- 1 Class in HIST 301 or 347 or 348 or 349 or 351 or 352 or 353 or 354 or 355 or 356 or 357 or 358 or 383 or 384 or 386 or 420 or 421 or 422 or 424 or 425 or 562
- 1 Class in HIST 497:499
- 9 Credits in HIST 200:299 or 301:699
### DegreeWorks and USC Connect

#### GLD Professional and Civic Engagement

CLICK THIS LINK to find out more information about Graduation with Leadership Distinction in Professional and Civic Engagement.

<table>
<thead>
<tr>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESS REQUIREMENTS</td>
</tr>
<tr>
<td>PROCESS REQUIREMENTS: To qualify for Leadership Distinction in Professional and Civic Engagement, students must complete all requirements listed below.</td>
</tr>
<tr>
<td>Orientation (on-line)</td>
</tr>
<tr>
<td>GLD Registration</td>
</tr>
<tr>
<td>E-portfolio Training</td>
</tr>
</tbody>
</table>

#### CONTENT REQUIREMENTS

CONTENT REQUIREMENTS, to be completed throughout the academic career. **If all experiential requirements are in leadership, then 3 of the following are required:**

<table>
<thead>
<tr>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved Leadership Experience</td>
</tr>
<tr>
<td>Supervised Work/Professional Experience, and/or Leadership</td>
</tr>
<tr>
<td>3 Enhancement Activities</td>
</tr>
<tr>
<td>6 Credits Related Coursework</td>
</tr>
<tr>
<td>Presentation or Publication</td>
</tr>
<tr>
<td>GLD e-portfolio or Approved Program Alternative</td>
</tr>
<tr>
<td>Final Cumulative GPA of 3.0 or higher</td>
</tr>
</tbody>
</table>
Functionality currently available to USC advisors:

- Degree Audit
- Look Ahead
- “What if?” Functionality (Changing Majors)

Currently, students do not have access to DegreeWorks
DegreeWorks Implementation Timeline

Academic Programs Built In DegreeWorks

2009-2010 Published in DegreeWorks
2010-2011 Published in DegreeWorks
2011-2012 Published in DegreeWorks
2012-1013 Published in DegreeWorks
2013-2014 Published in DegreeWorks
2014-2015 In Progress