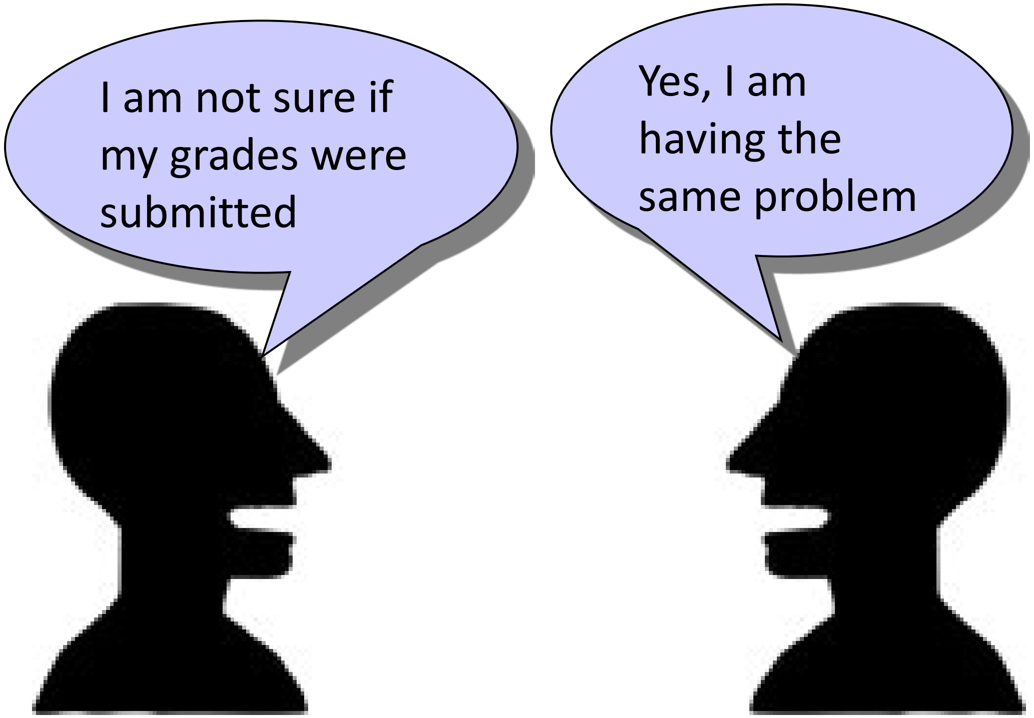
University Forum:
Banner Update

Collecting, evaluating and acting on staff and faculty feedback

January 21, 2015

UNIVERSITY OF
SOUTH CAROLINA

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:

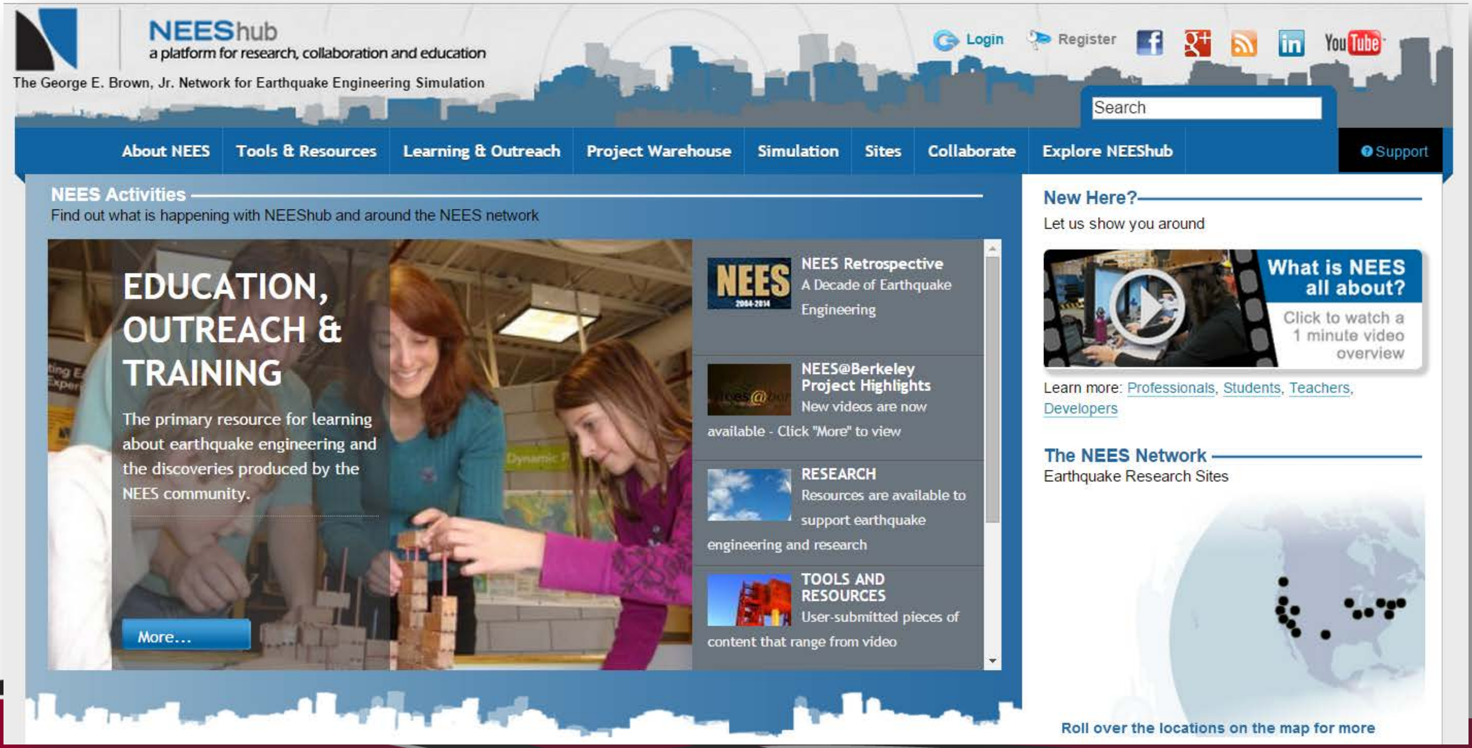
- Improve communication between the users of the academic systems (banner) and the offices developing and implementing these systems

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 stablished
  - 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


NEEShub
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Learning & Outreach
Project Warehouse
Simulation
Sites
Collaborate
Explore NEEShub
Support
More…

a platform for research, collaboration and education

The George E. Brown, Jr. Network for Earthquake Engineering Simulation

NEES Activities

Find out what is happening with NEEShub and around the NEES network

EDUCATION, OUTREACH & TRAINING

The primary resource for learning about earthquake engineering and the discoveries produced by the NEES community.

NEES Retrospective
A Decade of Earthquake Engineering

NEES@Berkeley Project Highlights
New videos are now available - Click "More" to view

RESEARCH
Resources are available to support earthquake engineering and research

TOOLS AND RESOURCES
User-submitted pieces of content that range from video

New Here?
Let us show you around

What is NEES all about?
Click to watch a 1 minute video overview

Learn more: Professionals, Students, Teachers, Developers

The NEES Network
Earthquake Research Sites

Roll over the locations on the map for more

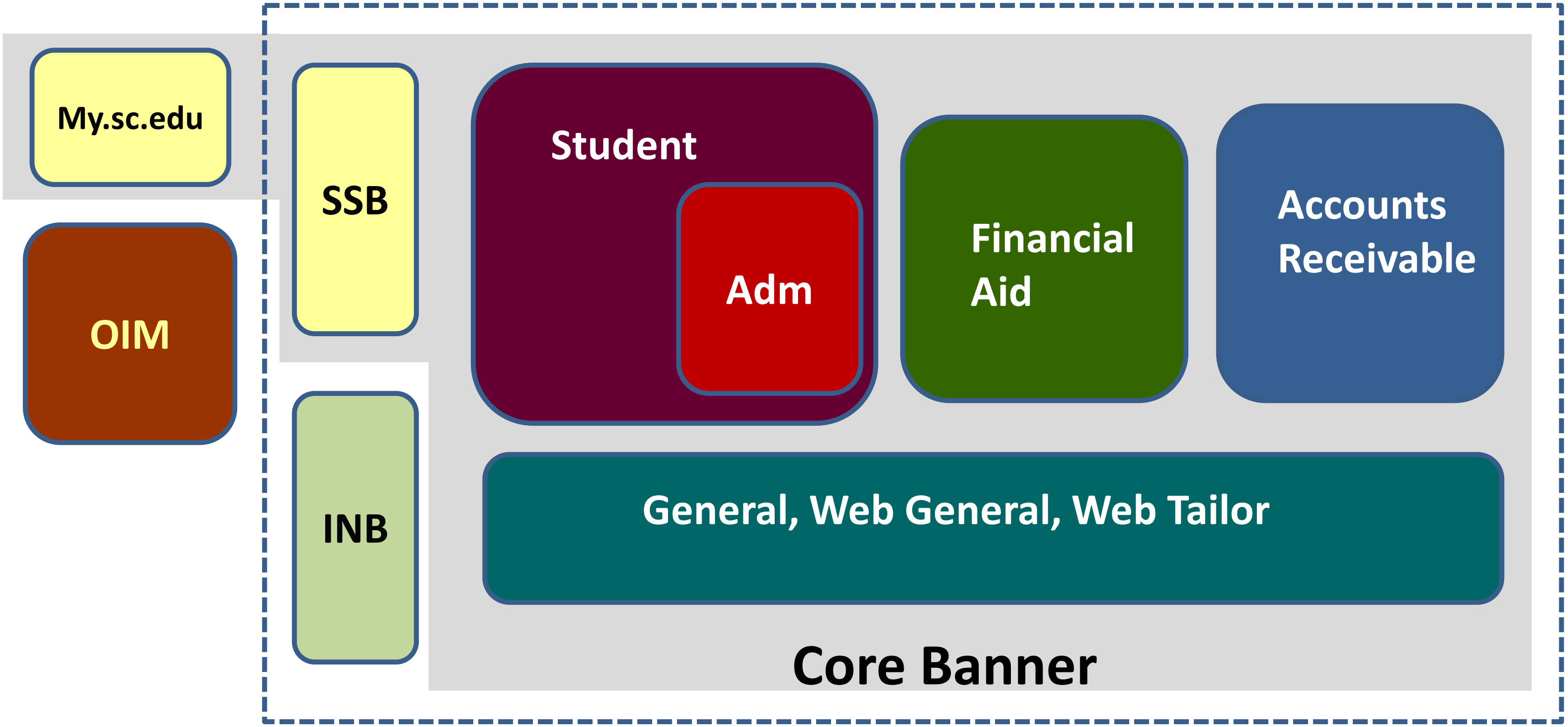
Today's agenda

- 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?


My.sc.edu
OIM
SSB
INB
Student
Adm
Financial Aid
Accounts Receivable
General, Web General, Web Tailor
Core Banner

▨ **Self-Service Carolina**

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

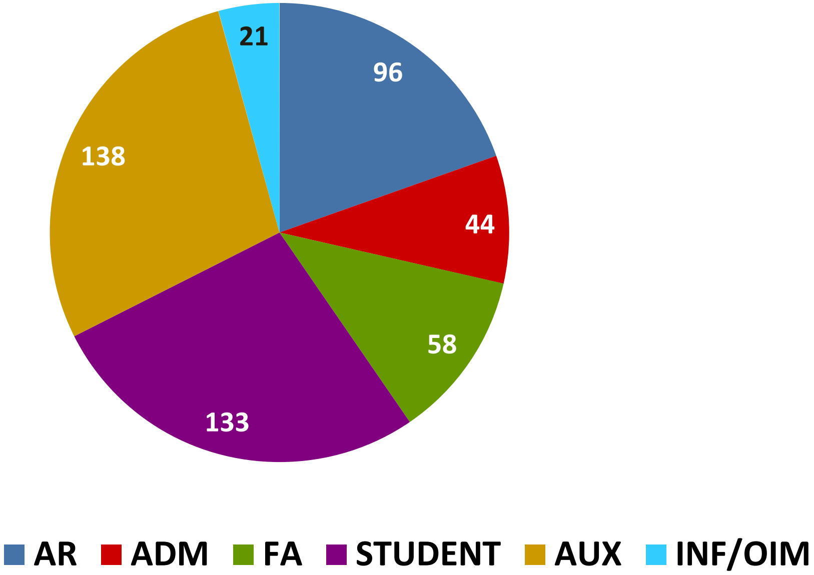
FormFusion

ePrint

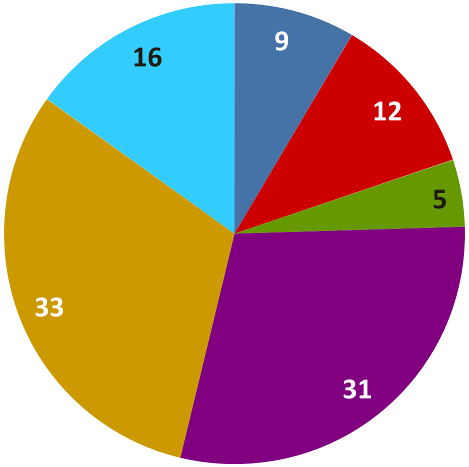
UC4 Job Scheduler

Banner Development - 2014

Development Effort

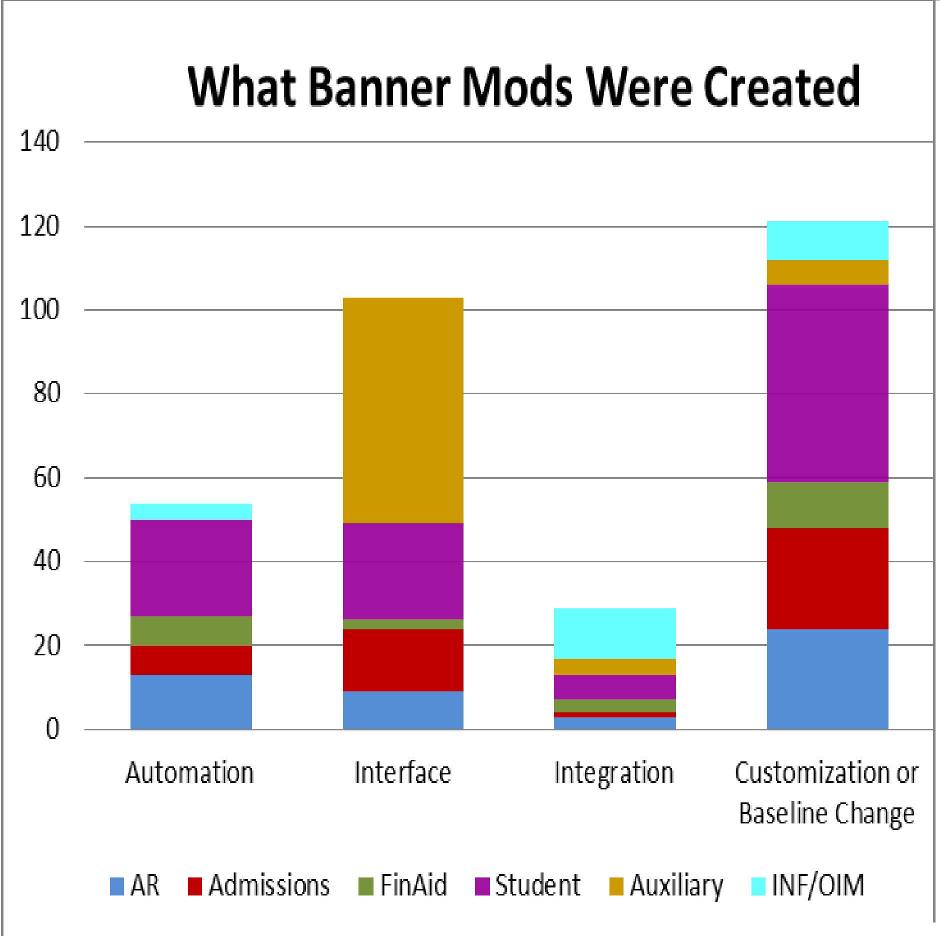


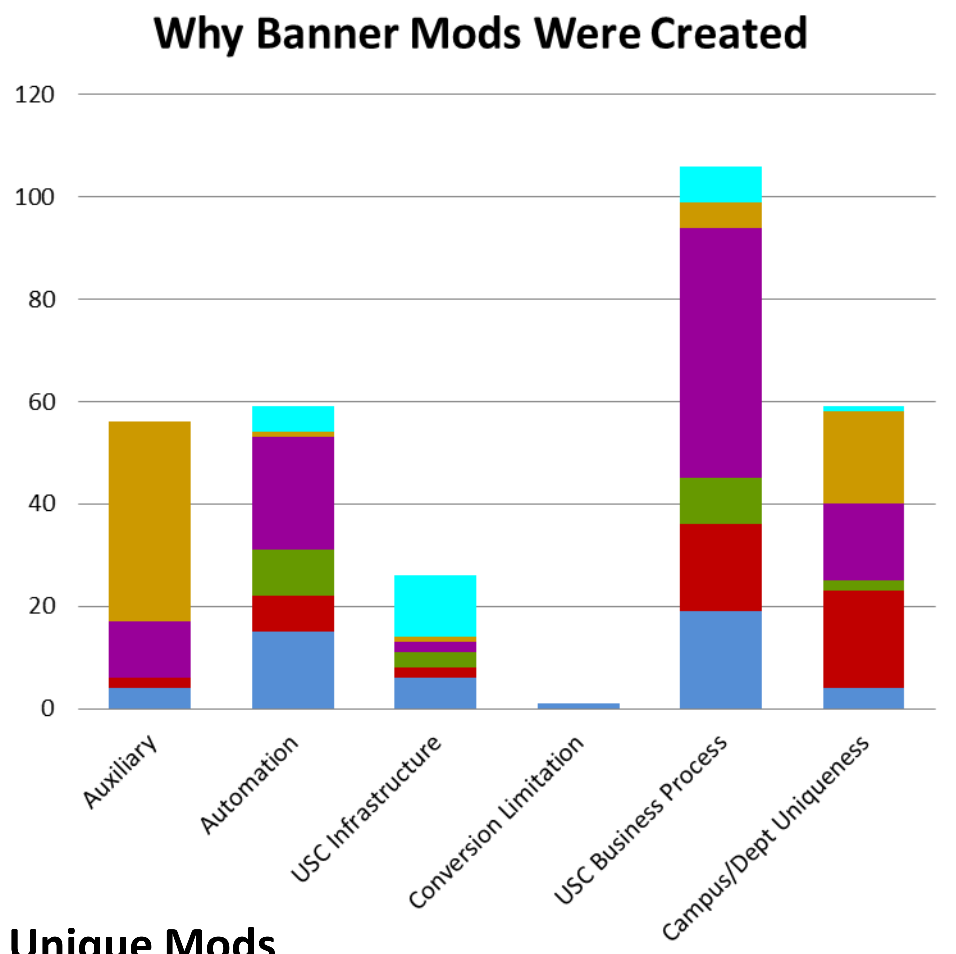
Current Backlog Defects/Requests



491 Total Defects/Enhancement Requests Implemented – 106 currently open

Banner Enhancements


What Banner Mods Were Created


Why Banner Mods Were Created

Over 300 Unique Mods

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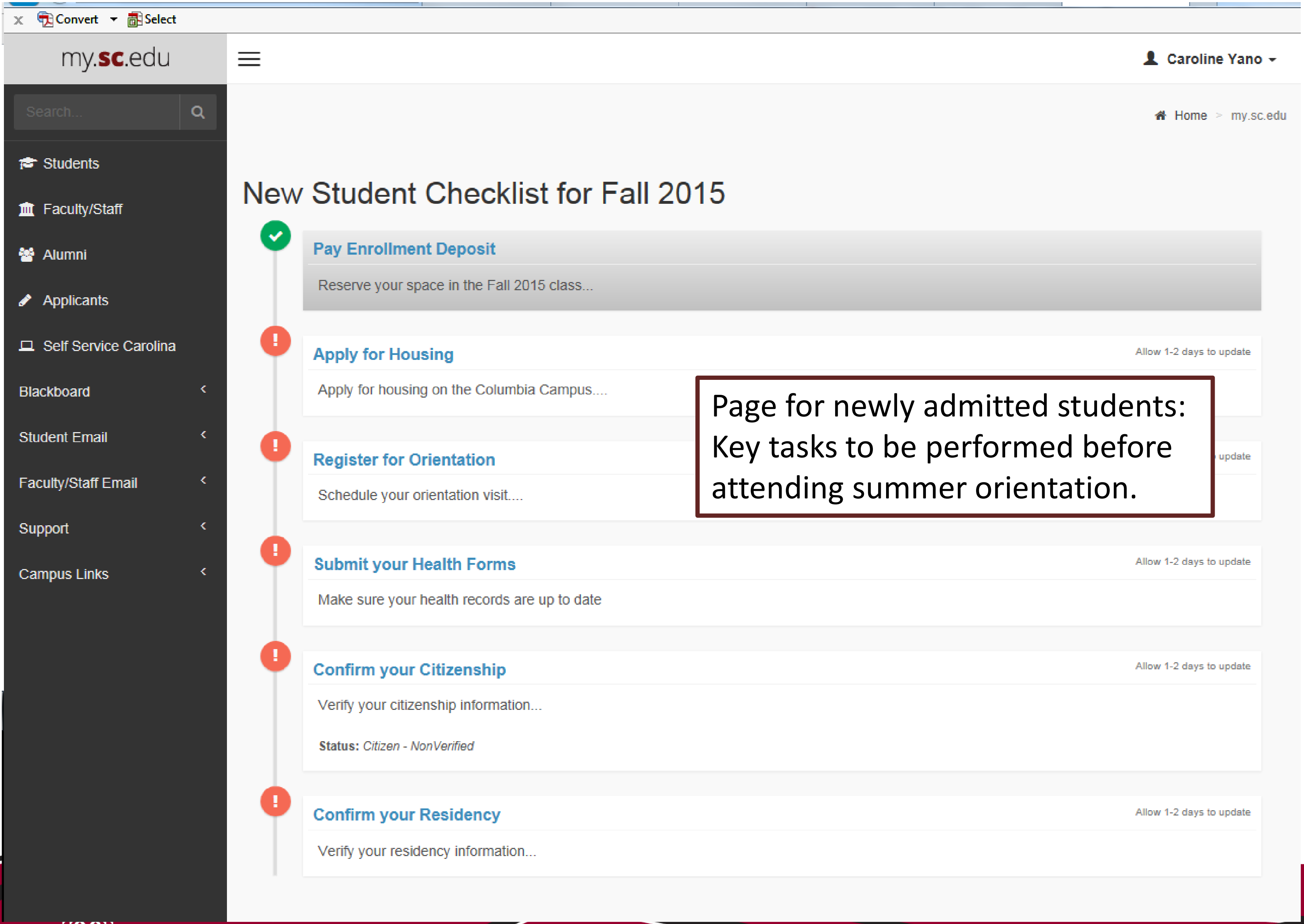
Self-Service Carolina Portal

- 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


Convert
Select
my.sc.edu
Caroline Yano
Search...
Students
Faculty/Staff
Alumni
Applicants
Self Service Carolina
Blackboard
Student Email
Faculty/Staff Email
Support
Campus Links
Home > my.sc.edu

New Student Checklist for Fall 2015

✓ **Pay Enrollment Deposit**

Reserve your space in the Fall 2015 class...

! **Apply for Housing** — Allow 1-2 days to update

Apply for housing on the Columbia Campus....

! **Register for Orientation** — update

Schedule your orientation visit....

! **Submit your Health Forms** — Allow 1-2 days to update

Make sure your health records are up to date

! **Confirm your Citizenship** — Allow 1-2 days to update

Verify your citizenship information...

Status: *Citizen - NonVerified*

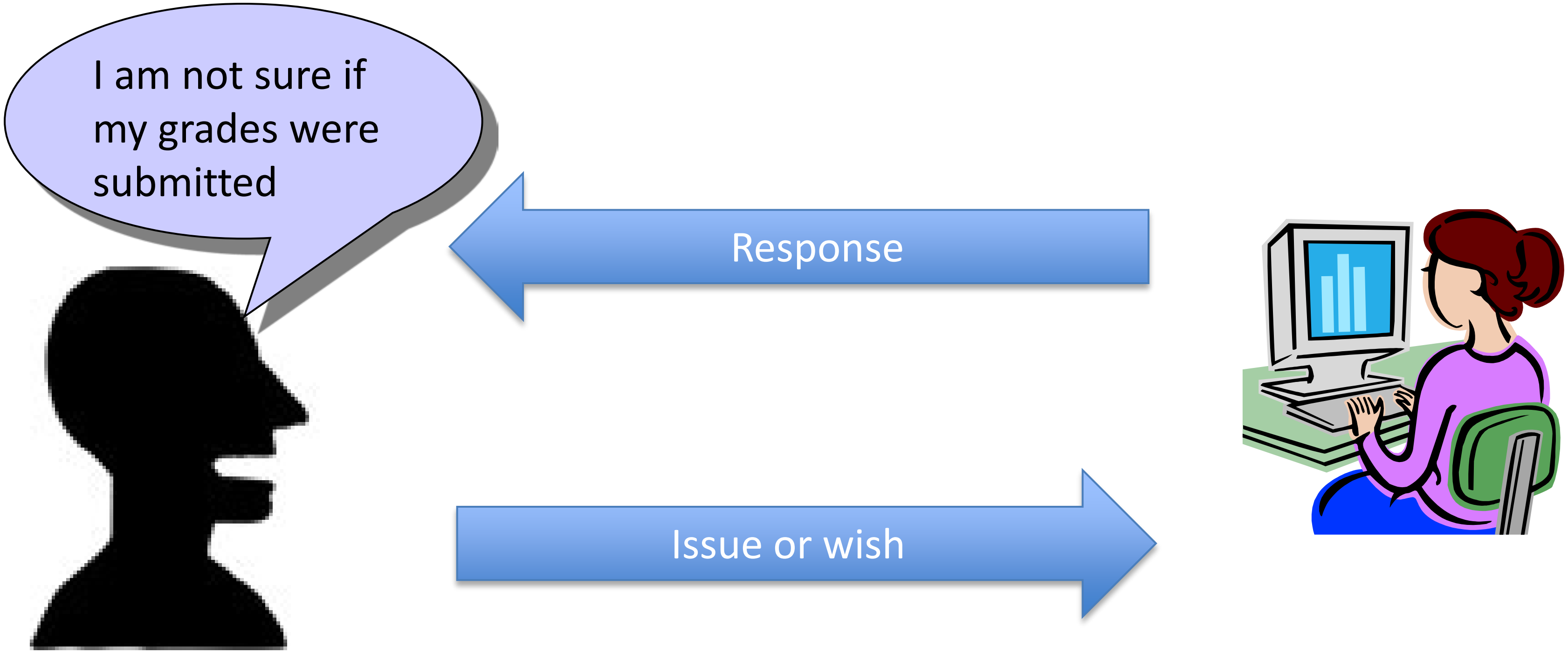
! **Confirm your Residency** — Allow 1-2 days to update

Verify your residency information...

Page for newly admitted students: Key tasks to be performed before attending summer orientation.

Faculty / Staff feedback process

Improve communication



I am not sure if my grades were submitted

Response

Issue or wish

Improve communication

Challenges

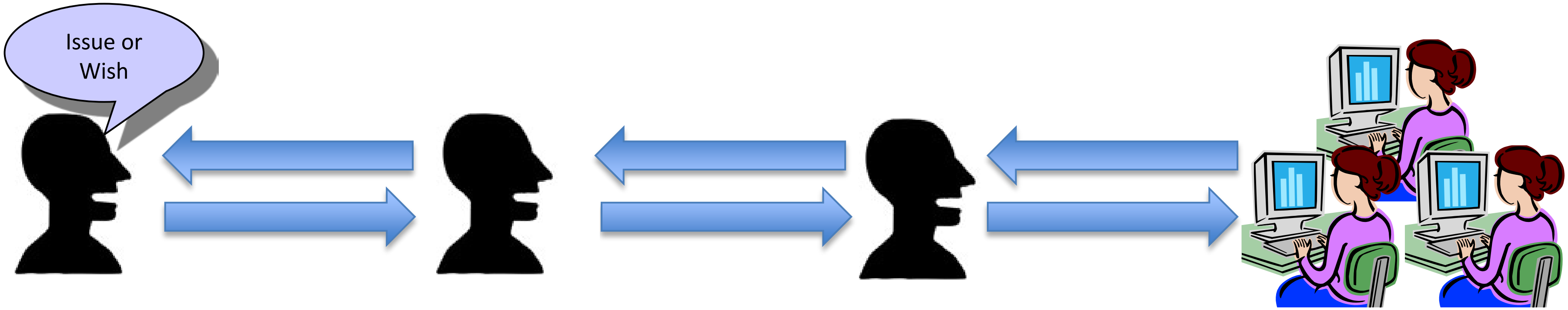
- The university is a big institution
- Schools/Colleges/Campuses have their own policies
- The cyber-infrastructure is complex
- Fixing an issue could create an issue for someone else

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

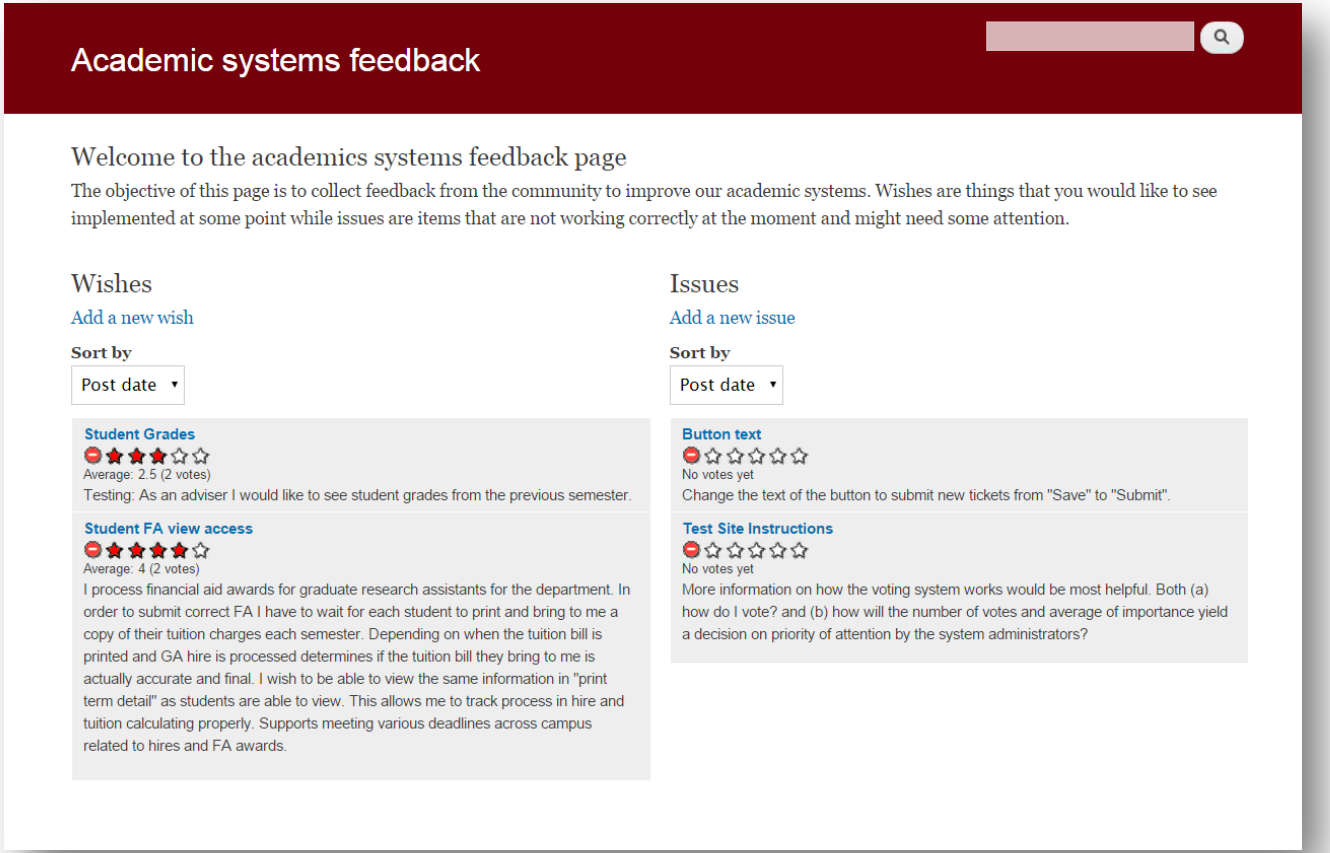
College / School / Campus Representative

Business Analyst

One Caroline Team

Resolution by One Carolina Team nalyst npus 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.

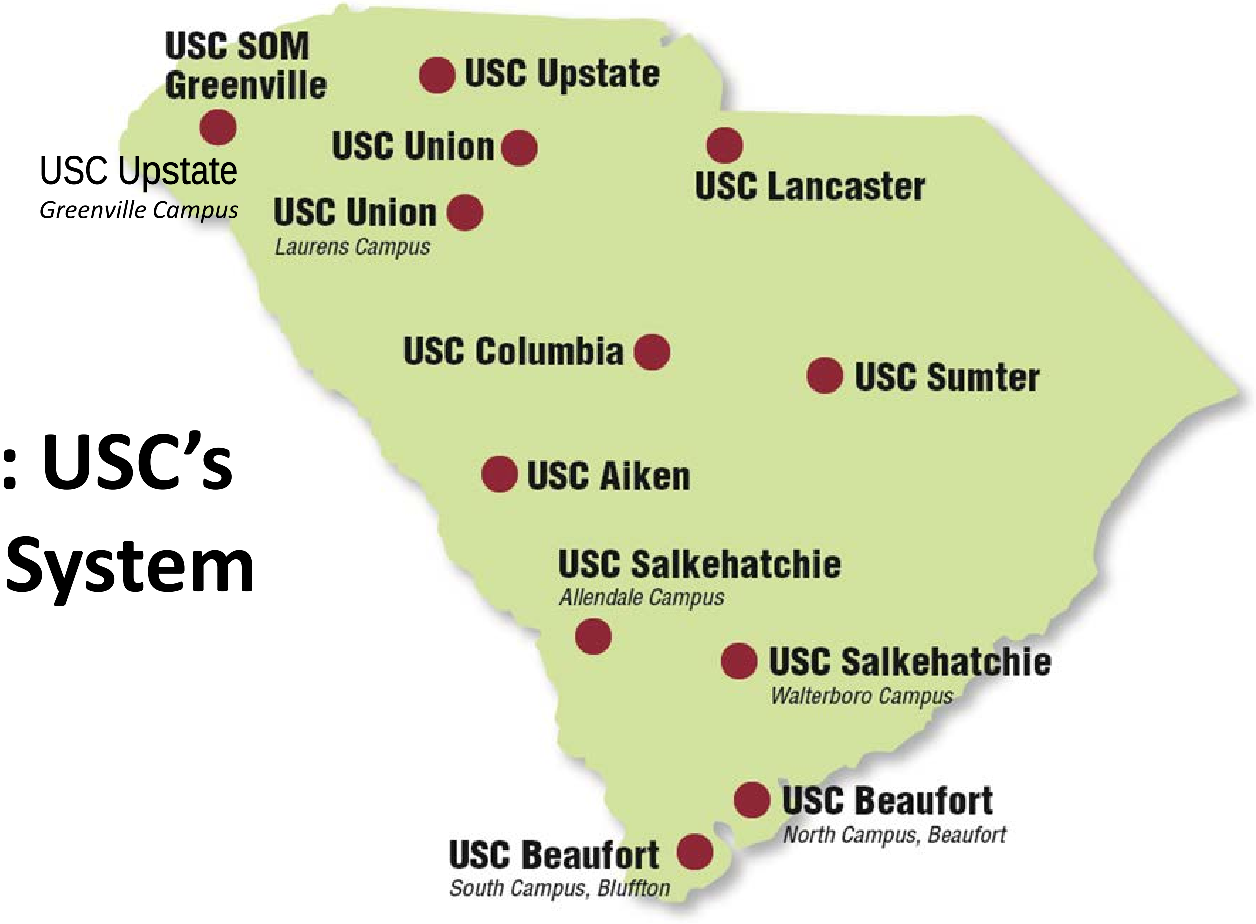
Ticketing system

- 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

OneCarolina


USC SOM Greenville
USC Upstate
USC Upstate
Greenville Campus
USC Union
USC Union
Laurens Campus
USC Lancaster
USC Columbia
USC Sumter
USC Aiken
USC Salkehatchie
Allendale Campus
USC Salkehatchie
Walterboro Campus
USC Beaufort
North Campus, Beaufort
USC Beaufort
South Campus, Bluffton

DegreeWorks: USC's Degree Audit System

UNIVERSITY OF SOUTH CAROLINA

What is DegreeWorks?

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.

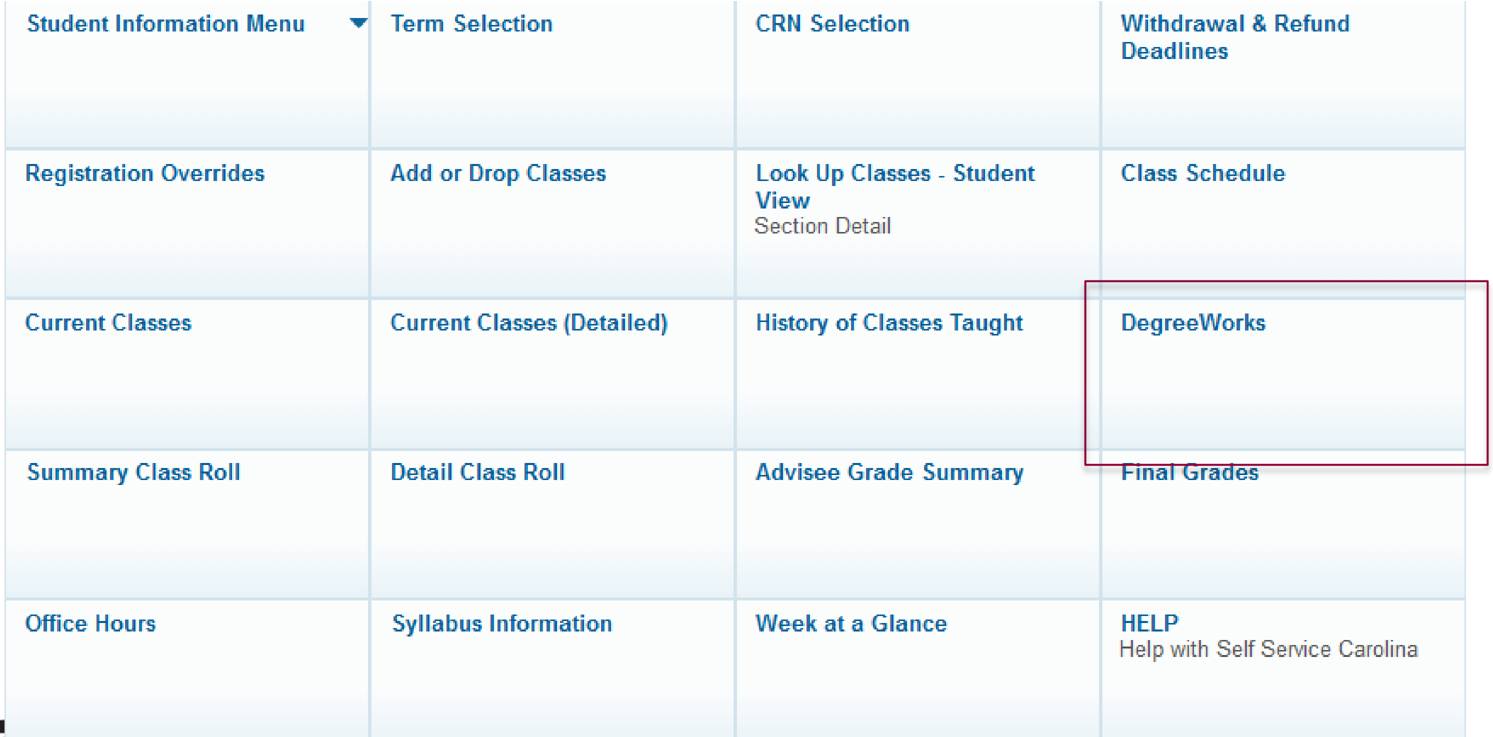
What is DegreeWorks?

- Look Ahead
- “What if?” Functionality (Changing Majors)
- Educational Planner / Lock in a Plan
- Student - Advisor Communication Tool
- Administrative Reports (Under Development)

Single Sign-On Via Self Service Carolina

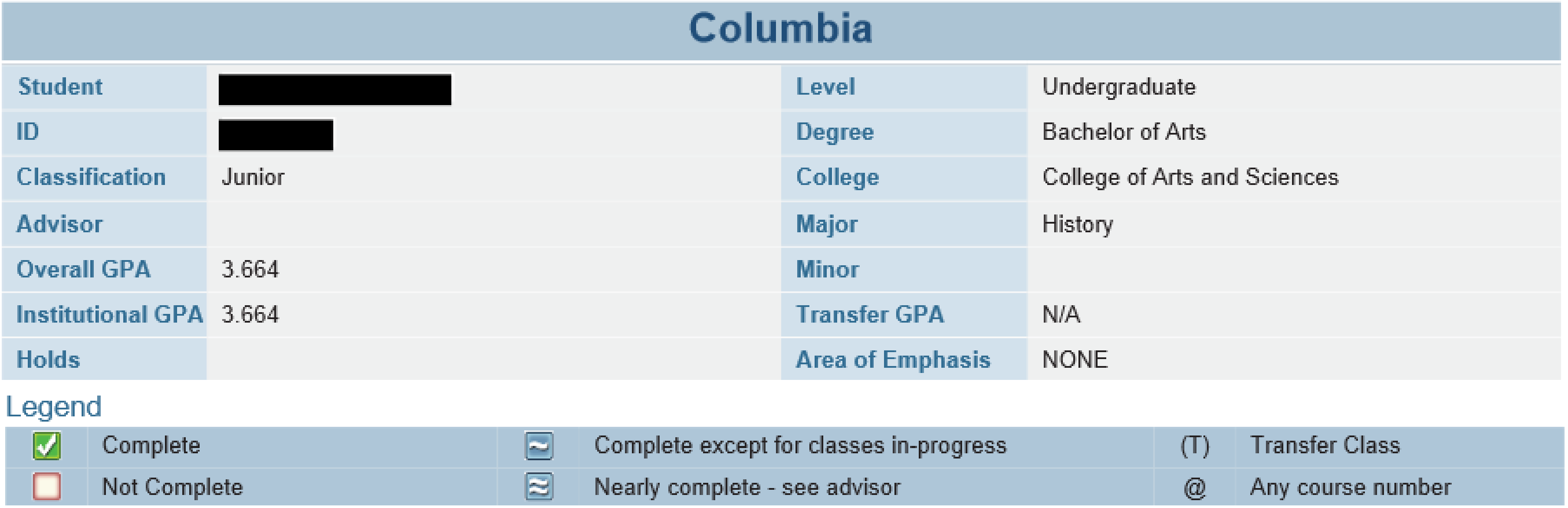
Access DegreeWorks via

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


Student Information Menu
Term Selection
CRN Selection
Withdrawal & Refund Deadlines
Registration Overrides
Add or Drop Classes
Look Up Classes - Student View
Section Detail
Class Schedule
Current Classes
Current Classes (Detailed)
History of Classes Taught
DegreeWorks
Summary Class Roll
Detail Class Roll
Advisee Grade Summary
Final Grades
Office Hours
Syllabus Information
Week at a Glance
HELP
Help with Self Service Carolina

DegreeWorks Degree Audit

Header



Columbia

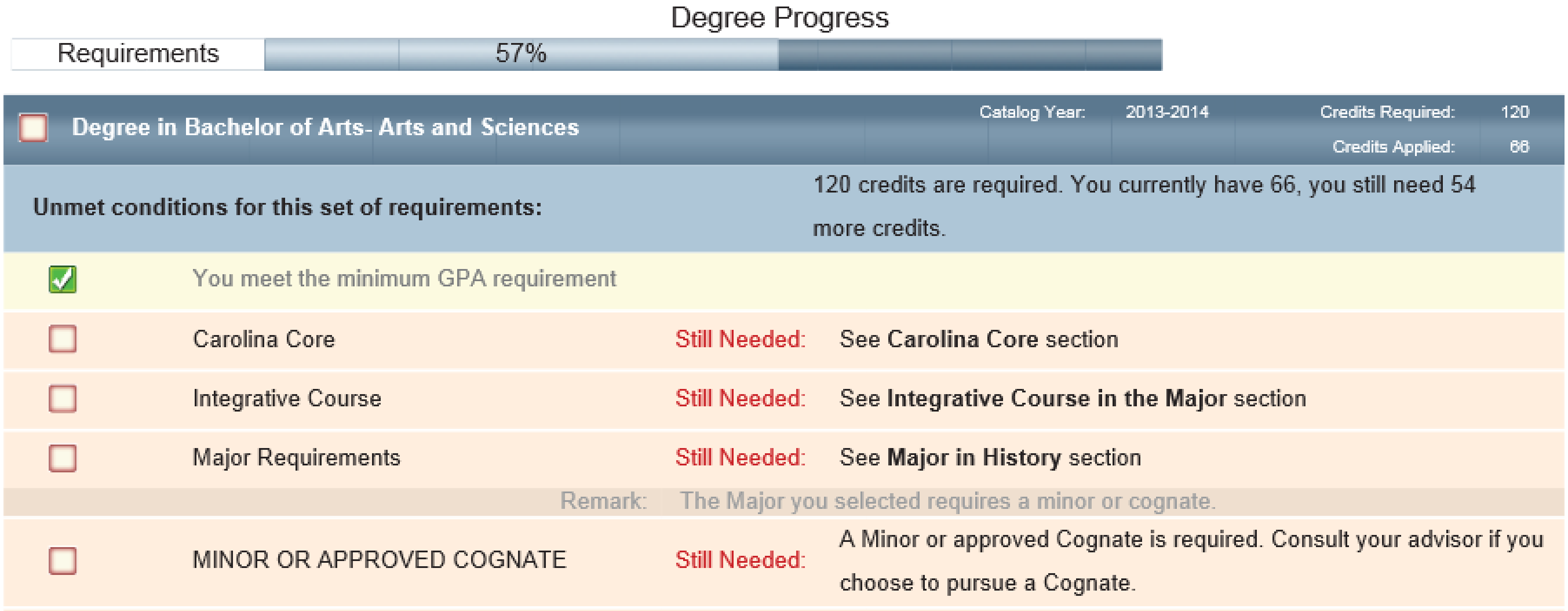
Student	[redacted]	**Level**	Undergraduate
ID	[redacted]	**Degree**	Bachelor of Arts
Classification	Junior	**College**	College of Arts and Sciences
Advisor		**Major**	History
Overall GPA	3.664	**Minor**	
Institutional GPA	3.664	**Transfer GPA**	N/A
Holds		**Area of Emphasis**	NONE

Legend

✓	Complete	~	Complete except for classes in-progress	(T)	Transfer Class
☐	Not Complete	≈	Nearly complete - see advisor	@	Any course number

DegreeWorks Degree Audit

Progress Summary



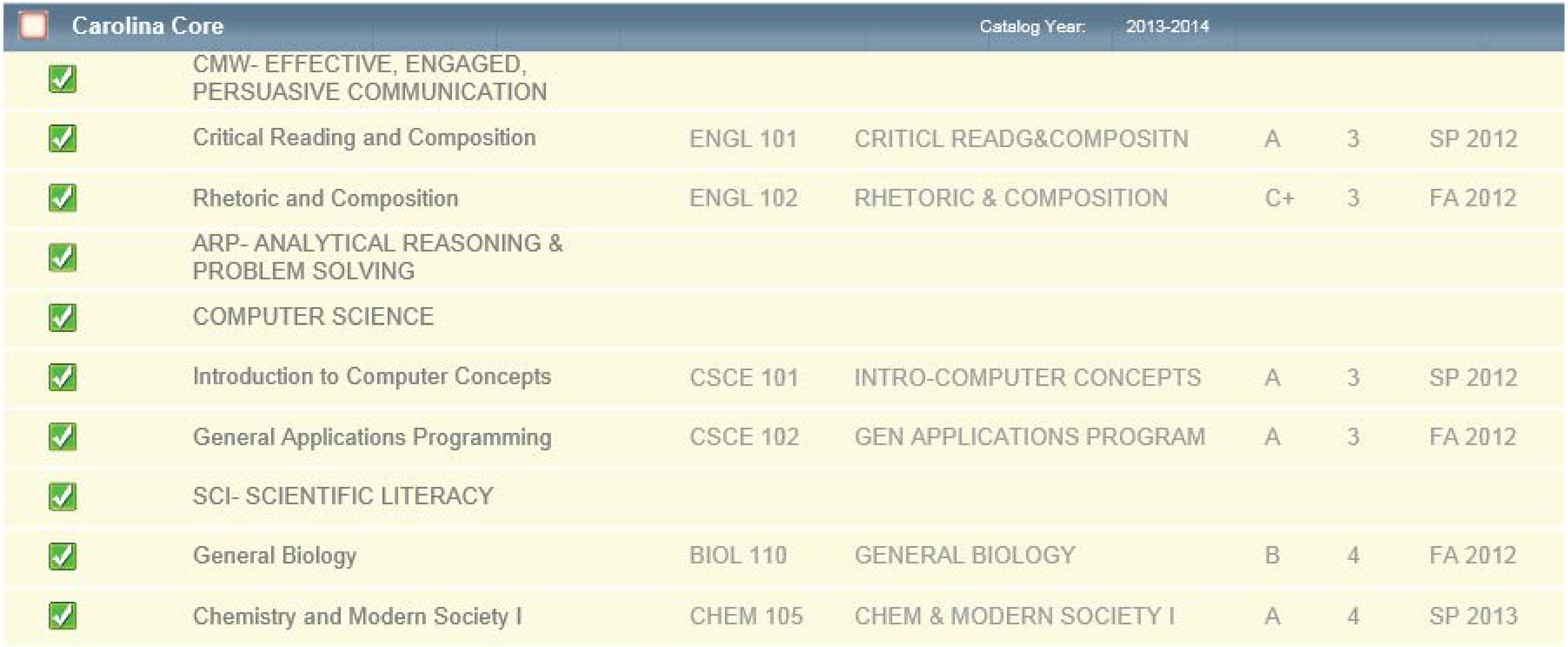
☐ **Degree in Bachelor of Arts- Arts and Sciences**

Catalog Year: 2013-2014
Credits Required: 120
Credits Applied: 66

Unmet conditions for this set of requirements: 120 credits are required. You currently have 66, you still need 54 more credits.

☑	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

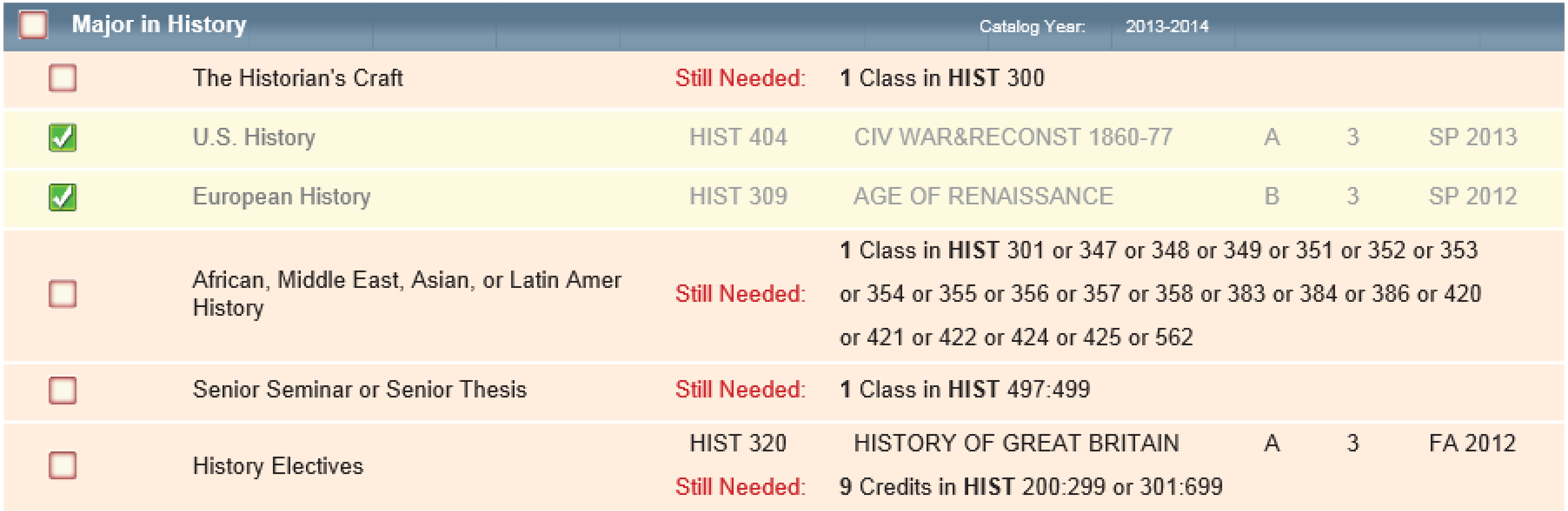


☐ Carolina Core — Catalog Year: 2013-2014

☑	CMW- EFFECTIVE, ENGAGED, PERSUASIVE COMMUNICATION					
☑	Critical Reading and Composition	ENGL 101	CRITICL READG&COMPOSITN	A	3	SP 2012
☑	Rhetoric and Composition	ENGL 102	RHETORIC & COMPOSITION	C+	3	FA 2012
☑	ARP- ANALYTICAL REASONING & PROBLEM SOLVING					
☑	COMPUTER SCIENCE					
☑	Introduction to Computer Concepts	CSCE 101	INTRO-COMPUTER CONCEPTS	A	3	SP 2012
☑	General Applications Programming	CSCE 102	GEN APPLICATIONS PROGRAM	A	3	FA 2012
☑	SCI- SCIENTIFIC LITERACY					
☑	General Biology	BIOL 110	GENERAL BIOLOGY	B	4	FA 2012
☑	Chemistry and Modern Society I	CHEM 105	CHEM & MODERN SOCIETY I	A	4	SP 2013

DegreeWorks Degree Audit

Components: Major Example



☐	**Major in History**		Catalog Year:	2013-2014		
☐	The Historian's Craft	Still Needed:	**1** Class in **HIST** 300			
☑	U.S. History	HIST 404	CIV WAR&RECONST 1860-77	A	3	SP 2013
☑	European History	HIST 309	AGE OF RENAISSANCE	B	3	SP 2012
☐	African, Middle East, Asian, or Latin Amer History	Still Needed:	**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			
☐	Senior Seminar or Senior Thesis	Still Needed:	**1** Class in **HIST** 497:499			
☐	History Electives	HIST 320	HISTORY OF GREAT BRITAIN	A	3	FA 2012
		Still Needed:	**9** Credits in **HIST** 200:299 or 301:699			

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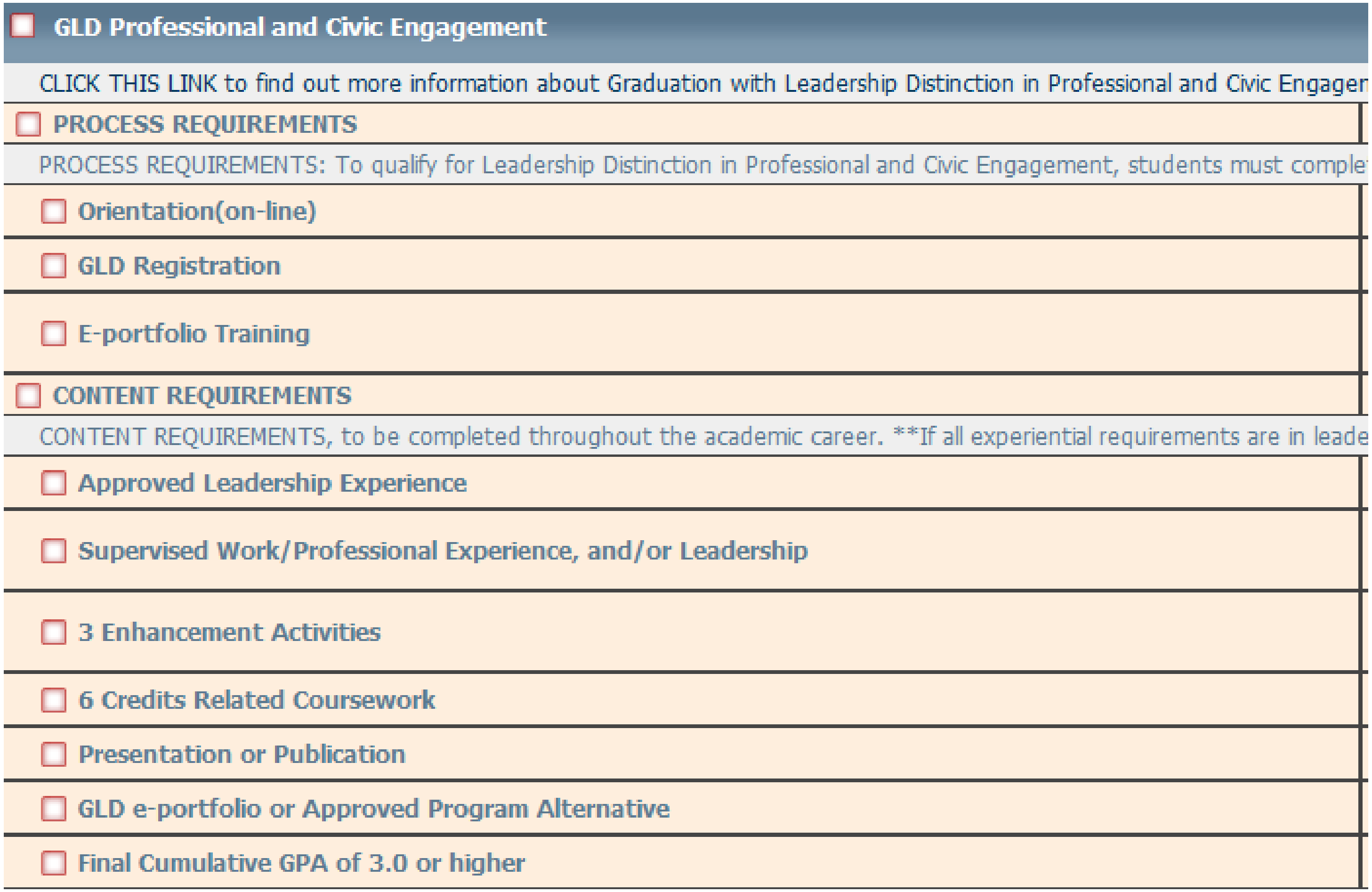
DegreeWorks and USC Connect



☐ **GLD Professional and Civic Engagement**

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

☐ **PROCESS REQUIREMENTS**

PROCESS REQUIREMENTS: To qualify for Leadership Distinction in Professional and Civic Engagement, students must comple

- ☐ Orientation(on-line)
- ☐ GLD Registration
- ☐ E-portfolio Training

☐ **CONTENT REQUIREMENTS**

CONTENT REQUIREMENTS, to be completed throughout the academic career. **If all experiential requirements are in leade

- ☐ Approved Leadership Experience
- ☐ Supervised Work/Professional Experience, and/or Leadership
- ☐ 3 Enhancement Activities
- ☐ 6 Credits Related Coursework
- ☐ Presentation or Publication
- ☐ GLD e-portfolio or Approved Program Alternative
- ☐ Final Cumulative GPA of 3.0 or higher

DegreeWorks For Advisors and Students

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

Q&A

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