"Why do I see posters and little tickets about RaiderNet on campus?" (see pg. 3)

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RAIDERNET
Campus Without Walls

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Questions about Banner Asked and Answered

Amy Keeling and Donna Mack provided faculty members with a sneak peek at the new Banner system during in-service training on Thursday, Jan. 10.

Students and faculty will soon use Banner in their day-to-day functions.

The following information for faculty, presented in question-and-answer format, is based on the in-service sessions.

Q: Just so we are all on the same page, and for anyone who is new, what is Banner?

A: Banner is the software that runs the college. Every piece of digital information— registration, alumni databases, financial aid, records—will be stored and managed by Banner. All current information has been or will be transferred to the new software system.

Q: Why are we switching to Banner?

A: The old software is outdated and is being phased out by Sungard. Additionally, it is based on 30-year-old technology that made retrieving timely business intelligence very difficult. The Banner System is based on a relational database that will make retrieval of up-to-date business intelligence much quicker.

Q: If all TBR schools are switching to Banner, how will our system interact with other schools?

A: All schools are installing "base-line" Banner, which means that across TBR, very little customization is taking place. The only exceptions are Tennessee

"mods" mandated by our governing agencies and federal and state laws. These are being managed on a statewide basis to ensure everyone is on the same page.

Q: I've heard of people going to sessions about Banner. Are they being trained? Why haven't I received training?

A: Most of the sessions to this point were not training sessions, but rather construction sessions. Banner is like the steel skeleton of a skyscraper. It's up to Roane State to wire the electricity, install the plumbing, lay down the floors, etc. So far, those involved with Banner have been building the system and testing it. Some elements of the system have "gone live"—meaning they have been turned on and are being used.

The faculty and student services components of Banner are still under construction, but will "go live" soon. Beginning April 7, students will register for fall semester courses using Banner. Faculty will begin using Banner in Fall 2008.

Q: When will students start using Banner and how will they get to Banner?

A: Students will register for fall classes in Banner, starting April 7. They will get to Banner through RaiderNet. All students will receive brand new student IDs.

Q: When will faculty start using Banner?

A: Faculty will continue to use SIS (the old software) until fall. They will begin using Banner in Fall 2008.

Q: When will faculty receive training on Banner?

A: Some training sessions will be available this spring and summer. Most training will take place in the fall.

Q: Will Banner look different from what faculty members currently use?
A: It may look a little different, but not much. However, Banner will add more functionality than our current system.

Q: How will I get to Banner?
A: Through RaiderNet. This is a significant change. Your RaiderNet login will be your single password to all software services (Banner, Momentum, self-service). This will add convenience, but it also means you will need to carefully guard your login information.

Q: Will Banner provide any new features?
A: Yes. For example, faculty members will be able to e-mail an entire class with one click or e-mail students in a class individually. A new system for degree audits will be available. The attendance reporting system is more user-friendly. The software will provide more warnings if you enter something that could be incorrect (for example, assigning a grade to a student whom you have listed as not attending class).

Q: What are some key dates to remember?
A: March 14-20: Summer registration. It's very important students register for summer classes during this week. April 7: Fall registration goes live in Banner.

Q: Will there be any glitches?
A: Probably. Please be patient and don't hesitate to ask for help.

Q: Will Banner show class sites?
A: That is being discussed.

Q: Will Banner give faculty the ability to check a student's health records? For example, Allied Health Sciences and Nursing faculty members often need to check to see if a student has received immunizations?
A: There is a place for such information in Banner. This suggestion is under consideration.

Q: Will I be able to see a former student's records?
A: That is being tested.

Q: What will happen to SIS and Web for Faculty?
A: They will, eventually, be phased out entirely. The target date is December 2008, but circumstances may dictate that the system be active for a longer period.

Q: Will students have Campus Pipeline e-mail addresses or will they get roanestate.edu addresses?
A: They will receive @roanestate.edu e-mail addresses. The technical details are being discussed and resolved now.

Q: Why do I see posters and little tickets about RaiderNet on campus?
A: One of the major changes for students is that they will access their information through RaiderNet. Public Relations is assisting the Banner Implementation Team by promoting RaiderNet to students. The campaign is called RaiderNet: Your Ticket Inside.

Q: Once I start using Banner, what do I do if I see a feature I don't like or if I have a suggestion?

A: Contact the Banner Student Team. Brenda Rector, Amy Keeling, or Donna Mack can help or direct your suggestion to the appropriate person. Banner is flexible, and suggestions for ways to improve it are always welcome.

Banner Student Team Update: Live student registration is just around the corner.

The Banner Student Team is preparing diligently for the next major phase of the implementation process—live student registration in Banner.

Students will use Banner to register for fall classes, beginning April 7. Over the next two months, training sessions will be held for many office personnel, according to Brenda Rector, registrar, director of records and registration and leader of the Banner Student Team.

Some training sessions for faculty will be offered this spring. Most training for faculty will be held in the summer and fall.

The following are upcoming Banner Student training sessions planned for February and March. Sessions are listed by date, with the training type and the target audience.

"The target audience is not intended to exclude anyone," Rector said. "Staff who feel they may benefit from attending any training may do so as long as space is available."

Students will register for the fall semester, using Banner, beginning April 7.

Here are five tips faculty and staff members can share with students to help them with the transition:

1. Register for summer classes March 14-20. Current students will save themselves many headaches by registering for summer classes during the period of March 14-20. These dates are critical and cannot be emphasized enough.

2. Students will conduct their business through RaiderNet. Students currently use "Web for Students" to register for classes, make payments, etc. With Banner, RaiderNet will become the students' portal.

3. Password protection is critical. Students will have access to a lot of information and services through their RaiderNet login. Security of logins and passwords is very important.

4. New IDs are coming. Students will receive new student IDs, and these IDs will be needed often. Students need to keep their IDs handy, but in a safe place.

5. Patience, patience, patience . . . Even slight software conversions have glitches. This is the Mount Everest of software conversions. Please let students know that this is a process Roane State has to go through, and we will do anything we can to help students through any trouble spots.

Feb. 19 (in Roane County)
Training type: Financial Aid
Target audience: Staff, Sites

Feb. 26 (in Oak Ridge)
Training type: Financial Aid
Target audience: Staff, Sites

March 3 (morning)
Training type: Records/Registration
Target audience: Staff, Division staff, Site staff

March 3 (afternoon)
Training type: Go through complete process from Admission, Registration, Financial Aid. Tabatha Hamby will discuss TouchNet.
Target audience: Staff, Division staff, Site staff

March 5
Training type: General user (navigation training, admissions forms overview, records forms overview)
Target audience: This general navigation training is for staff who use SIS to view information, but do not process information. Examples include Student Services, Counseling, and Enrollment Management.

TouchNet training for all Business Office staff is planned for June.

Financial Aid
Joy Goldberg, Assistant Vice President of Financial Aid, said her department is in the process of bringing fall 2008 financial aid applications into the new system.

Her office staff hopes to start communicating information to students about their financial aid status by early April, if not sooner.

Admissions
Maria Gonzales, Director of Admissions and Recruitment, said the Admissions Office is receiving applications online in Banner. Because of the switch to Banner, decisions on admissions have been delayed.

Maria said she drafted a letter to applicants explaining the situation, and the feedback has been positive. She said she expects her staff will be able to generate admissions letters to students soon.

Business Office
Tabatha Hamby, Bursar, said the Business Office is continuing to strive to make processing of student fees more automated.

She said the office is also implementing a new cashiering system called TouchNet. Implementation of TouchNet begins Feb. 11.

TouchNet's benefits will include making the deferred payment plan much easier for students to access. While TouchNet will be a very different system for cashiers who accept payments from students, the system will not look much different from a student's perspective.

On the cover: Brenda Rector, center, leads a meeting of the Banner Student Team. From left are Maria Gonzales, Joy Goldberg, Robin Townson, Brenda, Kathy Voiles, and Amy Keeling. Donna Mack, Tabatha Hamby, Jessica Hunsaker, Kriss Gabourel, James Humphreys, Jamie Wilmoth, Kathy Snipes, Ed Smith and Paulette Knight are also members of the Student Team.