Subject: Support Services Minutes
Date: September 21, 2004

Attendance: UAA – Patty, Marian, Tara
                 MSC – Sandy
                 SW – Saichi
                 UAS – Could not make audio today

1. Any new items discovered during latest testing?

   No testing has been done since the team last met on August 17, 2004. With Fall 2004 registration and the start of classes, it has been difficult to do testing during this period.

   UAA will plan on meeting for testing on September 28, 10-11:30 at UC 106B Conf Room.

2. Any questions from the team relating to the Student Space Observation document?

   Will Kodiak use Banner CAPP versus the degree audit piece in Student Space?

   Not sure if they will use CAPP. Of the similarities between the various components of Student Space and Banner, CAPP was the only item that replicates exactly what the Degree Audit in Student Space would provide. UAA would need to make sure that the degree audit output would be what CAPP will provide. This is to ensure we are all telling the student the same thing.

   Is SW supporting the continued process of extracts from Banner for this software?

   According to Saichi, Mike Bates did say they would continue to support the data extract process since it has been developed in a manner that requires minimal programming intervention. However, SW is always concerned about the amount of external databases relying on Banner extracts and the resources it takes to support them.

   Would SW consider supporting this software as a statewide solution for a tracking/retention tool?

   According to Saichi, and Patty agrees with this, SW would not consider this a statewide solution to this issue. There are other functionalities being brought up that may help and would need to be looked at before they would jump to another software component to handle this situation. For example the new portal with the 'single sign-on' capability may help with the ease of getting into Banner. The new portals' communication functionality could allow announcements to be directed to a specific group of students. The use of 'Workflow' may be used in the concept for the 'Early Alert' piece. This is more a campus decision. The extract process was set-up to be used by other campuses. The campus would need to invest in a server (or two), an administrator to assign and maintain security as well as set up the system and deploy.

   Is the Support Services component in Banner similar to what Student Space can provide?

   No, the two are very different.

Other items discussed relating to Student Space, Banner and output needs:

There may be other software similar to Student Space that does not do as much. Sandy mentioned the 'Advisor Track' software. She also mentioned there was another package she heard about in one of the conferences she attended and will try and get us that information.

Need to explore more what Banner can do and make recommendations on new forms/screens that need to be developed.

Determine what areas of Student Space we liked the most, prioritize our own needs on what we are being asked to keep track of and see what it would take for Banner to accommodate that need.

Need to continue to find items in Banner that we can have work for us, for example the area where the user can lay out the courses they want the student to take semester-by-semester and then run a compliance report so the student can see where those courses fall in their pursuit of degree completion. Patty had not known about that until after she saw the Student Space demo and then spoke with John Mun about whether CAPP could do something similar. Also the review of the appointment form in Banner, see how that may work.

Is it possible to create something through UAOnline that could be used since the format and ease of use with that portion is desirable by faculty, administrators and staff?

Tara mentioned the extract file that SW OIR wrote for them that contains the information they need on their students. Patty asked that she share this information with the team so we can see what the data elements are. It will help the team determine what they need to have the programmers create.

3. Ideas on what type of data you want to see on reports?

This was mentioned in the previous comments (above). Tara will get us the data elements she had SW OIR pull for her tracking purposes. The team will look at that information and begin the dialog of what other types of data may be needed in a report/s.

4. Other items? None

5. Next meeting, October 5, 2004 at 10am.