Subject: Support Svcs Minutes
               October 4, 2005

Attendees: MSC – Sandy; UAA – Patty, Marian; SW – Patrick

1. Training of new forms and reports:

    UAA has done a little training, see general attitude of resistant to change. MSC is going to force their
    advisors to utilize the new forms and reports since it ties with the UA goals of retention and student
    tracking. Discussed that we (UAA) should touch base with Vara Allen-Jones who was the initiator of
    this group being formalized in an effort for her to lend support since she is coming from the top
    administrative level of UAA who also wants to track students and retention.

    Discussed how to get non-students into Banner (ie, those that have yet to take classes) so advisors
    could set up appointments with them utilizing the new forms. This was a complaint during one of the
    training sessions at UAA. Marian Mitchell said that Jennifer Vancil of UAA Adv/Testing talked about
    maybe talking with accounting services who have to receive payment for ACCUPLACER testing before
    the student is allowed to test, in that they could create the student ID in Banner. Also discussed if we
    could possibly have those students go through web for prospect and once they are pushed into the
    system that way, appointments can then be assigned. There is a timing issue that advisors need to be
    aware of, ie, how quickly does the student ID get created after they make payment or after they enter
    through web for prospect. Patty was going to do some testing with the web for prospect piece and
    obtain other information from Jennifer Vancil and Linda Morgan (Dir of Adv/Testing) on there ideas.
    Patty will contact Vara Allen-Jones to discuss what she may do to help push the UAA campus
    acceptance of utilizing the new forms and reports in Banner.

2. Banner 7.0 testing:

    Patty has done some testing of the forms and reports in Banner 7.0 and looks good. Other team
    members will look as well and report back any issues.

3. Ready to move items to UAOnline? :

    Team felt before we move to have Faculty Web contain these forms and reports a few items needed to
    be evaluated:

    •   Faculty who are no longer employed need removed from UAOnline Faculty Web feature. The
           question being asked is whether faculty currently being terminated are getting that piece turned
           off in Banner.

    •   Does the faculty and advisor flag both allow access into Faculty Web?

    •   Need good support and utilization of forms in Banner before we work on moving process into
           Faculty Web.

Next meeting scheduled for October 18th.