

Subject: Support Service Minutes
Date: April 6, 2010

Attendees: Lillian (uaf), Jenny (uaf), Jane (sw), Jenny (koc), Sandy (msc), Brian (uaa), Patty (uaa)

I. SOA2PPT Issue

- All Appointment Contacts block

Team is requesting that ANY contact information for a student should be appearing in this block regardless if there is a result recorded for that student appointment or not. Patty will write up a Task Request and get that to the team for approval.

II. UAOnline and Student Appointment & Comment screen discussion

- Status of this Task Request

According to Jane Vohden, the BST will need to review all the TR's in the EAS queue and prioritize which ones should be worked on. The Banner 8 upgrade stopped a lot of movement on all TR's and so there is a backlog.

They will need to assign this project to a new EAS programmer once it is up in the queue to be worked on. That person will need to review and understand what has already been created in order to move it along especially when it comes to the security portion we wanted to have in place.

Optimally, Jane is hoping that this project can get worked on this Summer.

UAF mentioned they are waiting for this to be put into place so they can begin utilizing this functionality via UAOnline. They have not used the forms in Banner.

Discussed the comment area in DegreeWorks and how some people are utilizing that rather than the on the Student Appointment Comment Form (SOA2CMT) in Banner. Patty mentioned that the DW comments are only meant for academic issues related to the student's current program they are pursuing to complete. Not designed to handle Financial Aid issues, career discussions, academic difficulties, etc...

UAA College of Education is in a real need to be able to track appointments, many of their advisors are using their Outlook Calendars for this and don't re-enter this information into Banner. MSC has their advisors record their completed appointment information on a form and has a staff person enter those into the Banner student appointment forms.

Patty mentioned that from January 1, 2010 to April 5, 2010 a total of 1167 appointments have been recorded in Banner for a total of 926 students.

Patty mentioned that when the issue of prioritization of Task Requests comes up at the BST, she will strongly support that ours gets moved to the top as we have been waiting way too long and the delay is causing a negative impact on the utilization of the Banner forms that questioning whether we need to look elsewhere for a product to purchase.

III. Other software products

- Discussion on other products out in the market place

The topic of looking at other products in the market place were discussed to see if there might be something else we could utilize or see what those can do compared to what has been worked on and designed so far for Banner and UAOnline.

Two products mentioned were 'Star Fish' and 'MapWorks'.

Asked if SungardHE is delivery a more comprehensive solution that could be utilized and Patty mentioned it was probably the Enrollment Management Suite which tracks if the student was contacted, when they applied, who contacted them, etc... UA System has this as something they would desire to purchase but right now there is no funding.

Action item - members of the team should explore finding other products in the market place that do something similar to recording and tracking appointments that can be utilized to help with retention. We can then review the features offered and determine if any should be considered for adding to what we have developed.

IV. Next Meeting – May 4th at 11:30am