

University of Idaho

Banner Cross-Functional Team

Thursday, November 8, 2007

8:30 am, SUB Cataldo Room

Present: Greg Cos, Margie Hartnett, Melissa Goodwin, Dan Davenport, Karl Riley, Miki Kurosawa (by phone), Tom Valles, Jessica Lathen, Leo Stephens, Nancy Krogh, Chris Menter

MINUTES

1. Chris reviewed the current No Show policy where all offices use SWANOSH through the tenth day of the semester to post requests and then after the tenth day, the Registrar's Office uses the paper withdrawal forms with a no show indicator. The paperwork is routed to the Student Accounts Office (Connie Wambeke) and Margie believes that Connie is sending email notifications onto Financial Aid. The concern is, are we sure that everyone who needs to know is getting notified and in a timely manner. The discussion revolved around using SWANOSH after tenth day—should it be only Registrar's Office who posts, is the paper form necessary, is this a better way to notify everyone. Nancy wants to ensure that due diligence is done in order to determine the validity of a no show after the tenth day and not assume that things are just taken care of. She also suggested this may be a good workflow project. Since we don't have workflow operational yet, Dan wondered if we could proceed with using SWANOSH since the processes are already in place; Nancy wanted to internally check her resources before any decisions are made. There are many other facets of this discussion and it was suggested that take place at a later date (definition of No Shows and Withdrawals to begin with and the appropriate way to handle within deadlines). This will be added to a future agenda.
2. Greg shared that he wishes to begin implementation and use of Clean Address, a product to correct (scrub) address entry errors in order to ensure proper mailing information. Karl noted that Chad Yates, formerly of Alumni, had worked on this project and taken some steps to implementation, but that upon his departure the project was dropped. The cost of Clean Address was \$18,800 for three years, which was paid for by ITS; there is just about two years left on the contract. Karl said that FSS will need to review the technical impacts such as form mods that would need to be done by the involved modules, but that there are multiple ways to implement—data entry point and/or batch scrubbing, but he believed that one module could use it without much impact to another module. Dan suggested that MSDG be brought up to speed again on the project and Nancy had a concern that an effects on VandalWeb address entry be investigated to ensure there are no customer service issues. Margie indicated that Student Accounts wants to have the best addresses in place for students due to some new mailing

requirements her office is facing and would be interested in moving forward with implementation.

3. Margie discussed how her area is working on implementing a new billing procedure through Banner, instead of an add-on product. Her intention is to have all bills be delivered via e-mail including new students. E-mailing the bills will also allow them to keep a PDF copy which is not something they are able to do now. While there is no specific date for spring bill delivery yet, Margie expects them to go out before the holidays.
4. Margie also mentioned that she, Dan, Nancy, and Lloyd are meeting monthly to discuss issues affecting the SUB student services to ensure that everyone is working together to give the students the best experience and service.

Next Meeting is scheduled for Thursday, December 13.