GoSolar Implementation Team
October 18, 2002


The minutes of the September 6, 2002 meeting were approved as distributed.

The enrollment numbers are continuing to creep up probably due to registration for mini-semester II. Bill inquired about the number of students responding to the email regarding drops or holds on classes due to nonpayment. Cherise responded most of the calls were from students who expected to be dropped because of what they read in the catalog. Because of this, the Registrar’s office is changing the wording and making it clear it is the student’s responsibility to drop their classes whether they intend to pay or not. Student Accounts holds are placed on student’s record at $25.00 or more. If a student has a Student Accounts hold, they can’t register for the next term, but can stay in their current classes.

Students who want to drop their classes can go to the Registrar’s Office to have their classes dropped for fall. Joann brought up the issue of students who expected to get Financial Aid, but once they found out they were not getting financial aid, decided to drop one or more of their classes. Bill clarified since the student was attending class, it was up to the faculty to give the student a W or WF. Bill also clarified that a “W”, “WF” I, and IP are grades.

This issue led to the issue of an "administrative withdrawal" which is not a grade. Agreement is the correct term is "administrative drop" and is used to correct a student’s record that shows no intent to enroll. It is not a grade and tuition and financial aid goes away for the term. An Administrative Drop is done beyond the drop/add period. Dave suggested if a student receives a residual check, an administrative drop should not be done until the check is returned.

Cherise stated once the Registrar’s office has researched and made sure the four different drop status codes worked the way expected, she would send them by email to Bill. The drop codes would be an agenda item and once the Implementation Team agree and approve, the codes will be distributed to the campus. There is confusion across campus about the correct terms for withdrawals and drops.

It is the Team Leaders’ responsibility for discussing issues in Implementation Team meetings with their team members. Team Leaders will help campus concern by sharing information from EMG and IT meetings with their teams and telling team members to share that information with their colleges/departments.

Bill stated GSU is doing things differently this year with a new system of changing policies to maximize revenue as oppose to minimizing accounts receivables. This is important because of credit hours and the budget. Despite starting out with a deficient and a budget cut, the increased credit hours and increased tuition dollars caused the University to tighten belts a little bit, but nothing really bad happened and GSU was still able to lease two new floors on 34 Peachtree Street (Credit Union building, 12th and 14th floors) for faculty offices for $1.5 million.

Bill discussed his and Cherise’s presentation at Educause titled "Using Software Implementation Projects as a Vehicle for Cultural Change in a Large Campus”. He reviewed his vision for Georgia State and enrollment management and the five things trying to accomplish.

Superior Student Friendly Enrollment Management and Best Banner Implementation: Fall semester GSU successfully registered 28,000 students. Cherise stated SCT has been consistently impressed with GSU’s implementation of Banner and the fact that GSU did not have any major problems with the first
modules. Team Leaders should include this in their campus discussions. Bill reported GSU has become one of eight voting member of the Large Banner Consortium. This group has a SCT VP attached to it and SCT uses this group for new directives.

Bill reported there have been major strides in all of the objectives from a year ago including the development of leaders at all levels, uniting Georgia State University, GoSolar as "One Stop Records," and making data based decisions. The issues (including Statware, on-line student evaluation of instructors, and Law School grades) are being caused by decisions based on student friendly first, faculty friendly second and staff friendly last.

Bill stated he has added an additional bullet for decision making, will it increase retention and graduation rates as GSU rates are the lowest of all of its urban peers. Decisions are made also on the additional criteria: Will it protect credit hours; how will it affect quality; and will it unit Georgia State.

Policies need to be reexamined including looking at how we communicate with students about change. Students are managing GoSolar (Banner) and have expressed very few complaints about the system.

Staff are expressing difficulty in doing their jobs and Bill acknowledges their frustrations and hurdles as GSU becomes more student friendly. One of the issues for staff is that jobs have changed, but some are trying to do their old job in Banner which is a cultural change. Bill stated college staff are under pressure from their Deans' who are looking for reports in a certain format. Bill’s challenge is to work with the Dean’s and their expectations of getting information in Banner that was available on the old system, in the same way and in the same exact form.

Bill reported GSU’s unduplicated headcount is approximately 40,000 per year and include students who stop in and stop out. GSU has the largest enrollment of graduate students in the state. It is also the largest transfer school in the state (and maybe nation) which cause workload issues since transfer students are more difficult to process. These figures indicated GSU is behaving like a larger institution and there is a need to focus on things that will increase retention.

Bill distributed UIS priority list for system support. Requests to add to the list should be referred to EMG for discussion and approval. Bill stated the list was openly accepted by programmers in IS&T as it empowers the programmers to say no. The functional owner of a particular project need frequent contact with the person working on their project. Bill stated that between EMG meetings, the list could be rearranged. Transfer Web Articulation will be added to the list for future projects.

Oasis could accommodate the College of Law need for an official transcript with ABCD grades with a supplemental numerical transcript attached. Banner can do either but not both. Bill states the issues is not between the Law School and Banner but a policy issue between the Law School and the Board of Regents. The Regents stipulate all official transcripts from System Universities shall be ABCD grades. The Regents can give a waiver to allow the law school to give numeric grades. The College of Law is upset with Bill’s directive to the Registrar’s office that the Implementation Team would not spend any more resources to maintain a shadow system to accommodate their grading policy.

Four Arts and Sciences simple prerequisites will test the system for eight courses spring term. Beginning summer, 10% of each college’s courses could have prerequisites checked in Banner.

Discussion and review of the PACE form was postponed for a future meeting. Tim distributed a sample PACE for information.