Implementation Team Meeting
November 9, 2001


Guests: Julia Bannerman, Linda Bryant, Linda Lyons, Sonya Richburg, Adrienne Smith

Approval of Minutes
The minutes of the previous meeting were approved as distributed.

Announcements
Bill reported that, as of date, 17,386 students registered for Spring 2002 without a printed schedule of classes bulletin, which means the GoSOLAR project is two semesters ahead.

Plans are to do away with the IVR, which is used for telephone registration, at the end of Phase III registration on January 13, 2002. The IVR System is costing $8,000/month. Most of our students are now registering on the web and we are already planning to do away with IVR starting Fall 2002. Given the current budget situation, Bill does not think that it is worth $8K/month to keep the system operating just for summer registration.

The IVR phone lines also front end the telephone lines into the Registrar's, Admissions and Financial Aid offices, Keith is working with the Registrar's office in getting these lines move to another system. The plan is to also do away with TEL-ME. It can be modified if there is a heavy use for it and that decision will lie with the proper team leader.

Bill informed the Team that a tight budget year has lead to a slow down on travel. Bill will be having discussions with the Provost to see if there is money to send team leaders to the March 24-27 SCT Summit and every team leader may not be able to go. Bill, Cherise, and Winnie will be making presentations. If Team leaders think they want to go, they should go ahead and book hotel rooms with the understanding they would have to cancel them. Bill hopes to have a resolution to this within a week.

“Best practice” approach to training the university on GoSOLAR/Banner
Julia Bannerman and her team were invited to the meeting to describe their approach in helping prepare end users trainers for the train the trainer. If training is not done right, Banner will not be accepted. Julia described some of the tools they will be using for training the trainers to ease them into training such as change management facilitation; general group facilitation; and identifying qualities a good trainer should have such as familiarity with a area, function, and job, time and resources; people skills, and technical savvy.

Linda Bryant distributed a handout and said it would help them if they know the assessment of the person doing the training and why that person was chosen, and the role of the trainer.

Sonya Ritchberg, Employee Relations, said she would deal with easing anxiety and job descriptions for the trainers.

Julia's team would like to have an initial session with all the trainers in December, and as modules pop-up have more in depth training. Each team is identifying potential trainers within their areas. This will be a key person that questions would be referred to for the next 18 months after implementation. The list of potential trainers for functional end user training should be sent to Cherise, Julia, and Winnie within the week. The Trainers need to know that training will be a significant part of their jobs. George voiced
his concerns about a mass training of faculty. Training of tasks should be defined as appropriate for the groups.

Discussion is needed about a plan for central support on where to go to get information.

**Timeline**
The timeline was updated per information provided at the October retreats. It was suggested that the timeline be put in a calendar format.

The Schedule Team has requested a modification to the timeline to move the deadline for the Fall 02 schedule from May 28 to June 7, 2002, as they lost time due to a Schedule problem. Participants for advanced registration have not been decided and will be another discussion. A contingency plan is in place for the first Incept registration to have paper forms ready. The Schedulers have promised they would help with the manual work if needed.

After considerable discussion including Keith’s concerned about the July 8 registration date, and the worst case scenario with hardware problems, the Implementation Team decided to not change the timeline and asked the Scheduling Team to work with the current timeline and bring the issue back to the Implementation Team at the end of February to reassess and give an update. The Implementation Team felt it was too early to say if they would meet or miss the May deadline. Carolyn will present this request to her team letting them know the Implementation Team was open to the possibility, but need to see more data and was ready to make a decision.

Cherise is getting together an ad hoc team, consisting of people who understand the nuts and bolts of registration, to meet in January to deal with mock registration and start planning.

**Account Management**
A decision is needed regarding where to house the account management of Banner userids, access, and security, functional versus ISAT. Functional includes the data stewards of Registrar, Student Accounts, and Financial Aid. More discussion is needed and the issue will be referred to EMG to see if they want to make the decision. Cherise stated this was an opportunity for the functional areas to take ownership.

Cherise announced that training of the functional team would begin November 26-29 and that afterwards she would begin forwarding clip on requests to them for their review.

**Admissions Team**
Dan Niccum reported the Admission’s Team is working on reporting and are putting things in BQA. They are finding little things with tables and cleanup.
<table>
<thead>
<tr>
<th>Decision or Action Item</th>
<th>Description</th>
<th>Assigned To</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Item</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-011109-01</td>
<td>Bill will be having discussions with the Provost to see if there is money to send team leaders to the March 24-27 SCT Summit and every team leader may not be able to go. Bill, Cherise, and Winnie will be making presentations. If Team leaders think they want to go, they should go ahead and book hotel rooms with the understanding they would have to cancel them. Bill hopes to have a resolution to this within a week.</td>
<td>Bill Fritz</td>
<td>November 16, 2001</td>
<td></td>
</tr>
<tr>
<td>Action Item</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-011109-02</td>
<td>Each team is identifying potential trainers within their areas. The list of potential trainers for functional end user training should be sent to Cherise, Julia, and Winnie within the week.</td>
<td>BIT</td>
<td>November 16, 2001</td>
<td></td>
</tr>
<tr>
<td>Action Item</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-011109-03</td>
<td>The Implementation Team decided to not change the timeline and asked the Scheduling Team to work with the current timeline and bring the issue back to the Implementation Team at the end of February to reassess and give an update. Carolyn will present this request to her team letting them know the Implementation Team was open to the possibility, but need to see more data and was ready to make a decision.</td>
<td>Carolyn Alexander</td>
<td>November 16, 2001</td>
<td></td>
</tr>
<tr>
<td>Action Item</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-011109-01</td>
<td>A decision is needed regarding where to house the account management of Banner userids, access, and security, functional versus ISAT. Functional includes the data stewards of Registrar, Student Accounts, and Financial Aid. More discussion is needed and the issue will be referred to EMG to see if they want to make the decision.</td>
<td>Bill Fritz</td>
<td>November 30, 2001</td>
<td></td>
</tr>
</tbody>
</table>