GSU Banner Implementation Project
TRAINING PLAN for COLLEGE & ACADEMIC DEPARTMENT SCHEDULE USERS

I. Mutual understandings/definitions

**End User Training:** training provided for students, faculty and staff, generally not found in functional offices, who need to access Banner or one of the Banner Web products for inquiry purposes, job submission processes, or limited data entry.

**Functional Office Training:** training provided for staff generally in functional offices, who need access to Banner or Banner Web products for transaction processing (data entry), inquiry purposes or reporting purposes.

**Functional office responsibilities for Banner training:**
1. Training of functional office staff, including cross training required for other functional offices
2. Where possible, training of faculty/staff outside of functional office (likely when numbers are not voluminous or the training is an intra-office collaborative effort)
3. Draft documentation of job aids, validation tables, and workflow among Banner forms.
4. Training on data interpretation (needed in conjunction with report training)

**GSU In-house Trainer responsibilities for Banner training:**
1. Basic navigation training
2. Job Submission training, in conjunction with functional offices
3. Letter Generation, in conjunction with functional offices
4. Population Selection, in conjunction with functional offices
5. Documentation, in conjunction with functional offices (Banner job aids, standard formatting of training materials)

II. College Schedule Functional-users definition of training responsibilities

A. College Schedule Functional-users include Dean's Offices and Offices of Academic Assistance (college users). College Schedule Functional-users require information from academic departments in order to prepare semester schedules. We also interface across colleges on schedule issues, such as cross-listed courses, and with the Office of the Registrar, specifically the Office of Catalog and Class Scheduling. Approximately 10 people will need to be trained on the Banner schedule system.

B. End-user training will be developed for those areas that require view-only and limited data entry access for schedule. Areas included in this training consist of academic departments in each college. Approximately 50 people will need to be trained on the Banner schedule system. (Note: End-user training should also include a brief unit on catalog navigation and view only access to catalog forms; see training plan for Catalog).
III. College Schedule Functional-users

A. The College Schedule Functional-users training team will use 405-CS and/or 260-Sparks to train.
B. The trainers attended a TRAIN THE TRAINER session. This was lead by SCT.
C. Trainers for College Schedule Functional-users will be Winnie Tsang-Kosma and Karen Chastonay.
D. Trainers for academic department end-users will be each college’s Schedule functional-user. It is agreed that Winnie Tsang-Kosma will conduct initial navigation training for each college’s department end-users for the schedule module with the assistance of each college’s Schedule functional-user. Subsequent review training and/or training due to end-user personnel turnover will be provided by college functional-users.

IV. College and Academic Department Schedule users training development strategies

A. Training will be developed around functional duties within each college and each academic department for creating, deleting, and modifying all components of a course for schedule purposes. (Note: End-user training should also include a brief unit on catalog navigation and view only access to catalog forms; see training plan for Catalog).
B. Training events and strategies
   1. Training will occur from mid-November to mid-December 2001. (There are a couple of university closings for Thanksgiving and Christmas, which impacts this timeframe.) As time permits, repeat sessions will occur during this timeframe if necessary to alleviate staffing concerns.
   2. Staff members will be expected to practice outside the scheduled Banner practice times. Also, because of limited training room availability, each staff member is expected to set aside a specific period of time on a daily basis to practice at his/her own terminal.
   3. Staff members will also be given assignments to complete during the individual practice times. Follow-up to assignments will occur prior to the next session. This will allow time for questions and review.
C. Testing Curriculum
   Feedback given during each weekly training session will be used as update the training sessions. Ideas and documents provided to the trainers during the bi-weekly Training Committee meetings will also be utilized.

V. Schedule and location for training

A. Training is necessary to keep College and Academic Department Schedule users current on navigation skills as well as up to date on Schedule-specific screens.
B. The College and Academic Department Schedule users training team will use 405-CS and/or 260-Sparks for navigation and functional training. Each staff member will also be asked to practice at his/her desk.

VI. Training materials/documentation/reference materials
A. Documentation Requirements
   • In general, documentation needs to be in the form of a functional task manual and assorted job aids.
   • Job aids need to include keyboard templates and quick reference cards.
   • A finalized “Data Entry Standards” documents will be required.

B. Development of Materials
   • The Focus Team members for each team will be utilized to create task specific documentation for the manual.

C. Evaluation/Revision of Materials
   • Feedback will be gathered from “production users” in the office and revise accordingly.
   • Need to assign responsibility for the continuing upkeep of the functional task manual.

VII. Management and other issues
A. Communication of training strategies/schedules
   Trainers will communicate training related issues/updates via e-mail.

B. Managing training events
   Access to Banner is not given until the employee participates in a navigation training session.

C. The trainers and the other personnel within each office who have attended system education will be responsible for ongoing support.

D. Training plans for newly hired employees, as well as training for upgrades and revisions to software, have not been developed at this time.