

FSC ACCESS

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ALIGNING THE CAMPUS COMMUNITY WITH ELECTRONIC SELF SERVICES

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BANNER TRAINING GOING STRONG!

BY TERRY MALLOY



Terry Malloy
Help Desk Manager
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UDC team leaders and technical staff got their first look at the technical side of Banner during a three day implementation session in January of this year. This *General Person* training marked the start of a monthly *technical training schedule* that is slated to run through May of 2008. Each technical session runs approximately three days and is followed by hands-on working sessions to configure the Banner System with the assistance of Strata Information Group. While these early training sessions are scheduled for only Team Leaders and the UDC technical staff, moving forward, more department focused training will be offered on specific work group Banner modules.

To learn what is planned you are invited to reference a copy of the training schedule on the UDC Web site at this Web address:

<http://www.framingham.edu/UDC/documents.htm>. Or, you may contact Terry Malloy, UDC Training Coordinator and ITS Help Desk Manager, at tmalloy@frc.mass.edu. □

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BANNER TRAINING UPDATE

BY MARSHA STAKLEY

January's *General Person* training sessions launched an initiative that is expected to impact most administrative departments on campus. Divided into three separate categories, the training is focused in these areas: Technical, System, and End-User.



Sue Arsenault and Alice Doyle, ITS Application Specialists

Technical Training is required for all members of the ITS applications and system support team.

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CONGRATULATIONS GLEN COCHRAN – WORD PUZZLE WINNER.

Training versus Consulting - What's the Difference?

By David Miley



David Miley
Senior Consultant
Strata Information Group

Greetings! Chances are you have probably noticed a lot of new faces on campus lately, mine being one of them. I am one of the many consultants on campus from both Strata Information Group (SIG) and SunGard Higher Education (SGHE), assisting with the implementation of the Banner system. Since my arrival last fall, the campus has been fluttering with activity and new vocabulary: training sessions, consulting sessions, war rooms, work teams, team leads, project plans, and the list goes on. With all of these new terms floating around, the Project Managers thought this might be a good time to review the relationship between system education training and system configuration consulting.

As you are probably aware by now, SunGard Higher Education (SGHE) is the company that produces the Banner suite of administrative software applications which the College has selected to implement. SunGard is providing the software itself as well as what we call "system education," or training. Strata Information Group is the consulting firm that the College has selected to provide consulting and project management services. Strata will be administering the system configuration consulting sessions. Now, let's examine the role of each of these sessions.

The purpose of the training sessions that are

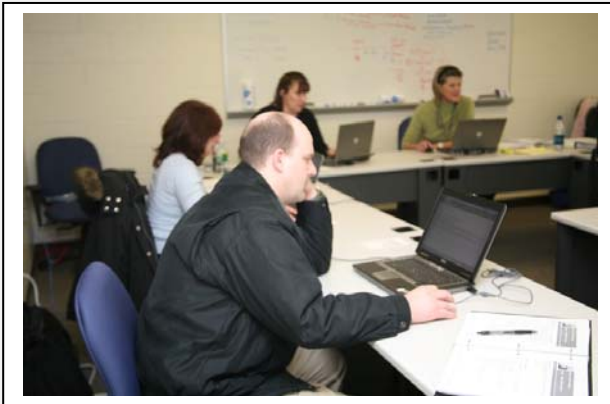
offered by SGHE is to become familiar with the baseline functionality of the system. The trainer will demonstrate the functionality of each form in the module. Users will become familiar with the forms and validation/rule tables associated with each module and use this knowledge to complete practice exercises. These sessions are designed to teach users the capabilities of the system; however, they are not intended to apply that functionality to how the College does business. SIG consultants will also be present for these sessions to provide additional input in terms of system functionality and to record questions and issues that may require further research.

Once the training sessions are complete, and the users have a working knowledge of the system, discussions surrounding how the College will utilize the system can take place. These discussions are the main purpose of the system configuration consulting sessions, which typically take place within a few weeks of the completion of the training session. During these consulting visits, any issues uncovered during the training will be discussed, validation and rule tables will be populated, and assignments will be made in the project plan for outstanding tasks. The goal of these sessions is to complete as many of the rule and validation tables as time permits. The consultant will also document any outstanding issues or questions that require research and demonstrate system functionality as necessary.

I hope this brief explanation clarifies the purpose for each of these unique sessions. If you should have any questions, please don't hesitate to contact me at miley@sigcorp.com. □

Banner Training continued from page 1

This group is responsible for the implementation and configuration of the system. Technical training includes managing the new hardware and Oracle database issues specific to the technical requirements of Banner. Training is provided by SunGard Higher Education and Strata Information Group consultants.



UDC Applications and System Support Team: Bill Shew, Judith Cohen, Sue Arsenault, Alice Doyle

System Training is required for anyone who is leading the implementation and configuration of the Banner System. These sessions are taught by SunGard Higher Education consultants and focus on Banner functionality and business process redesign. Participants in the training also receive documentation to help prepare them to offer training to functional areas which may require additional assistance configuring their area of Banner. Strata Information Group is also available to assist with the end-user system training and documentation.

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Congratulations to Glen Cochran, our UDC Word Puzzle winner. Glen successfully solved the FSC ACCESS WORD PUZZLE and received an efollet \$25.00 Gift Certificate to the College Bookstore. Puzzle answers are listed below.

X	U	S	A	V	T	W	O	C
P	N	U	L	O	D	U	L	L
R	I	N	G	R	E	S	U	E
O	F	G	H	C	I	T	M	A
J	I	A	M	O	N	R	I	D
E	E	R	W	H	M	A	N	E
C	D	D	P	E	O	T	I	R
T	K	Z	Q	N	J	A	S	S
W	O	R	C	E	S	T	E	R

1. The **Unified** Digital Campus Initiative.
2. **SunGard** is the company that licenses the Banner Software.
3. **Strata** is the name of the consulting firm working with FSC.
4. Banner is replacing **Ingres**.
5. Team **Leaders** are charged with system configuration.
6. The production/live servers are located in **Worcester**.
7. **Luminis** will replace MyFSC portal.
8. **Cohen** is the last name of FSC's Oracle Database Administrator.
9. FSC has **two** environments.
10. **Project** Managers are responsible for the overall implementation of the UDC Initiative.

Banner Training continued from page 4

End-User Training is designed to help Framingham State College personnel understand how to use Banner software for their specific areas of responsibility. The intent is to make the transition to Banner as easy and effective as possible. Training will be provided by Framingham State College Team Leaders. Strata Information Group will help plan this training and SunGard Higher Education will provide limited assistance in producing training materials.

In addition **Self-paced Computer Based Training** modules are under development and will be made available to Banner users in the near future. □



INSIDE THE NEXT ISSUE

- UDC and DGCE
- Employee Spotlight
- The Luminis Portal Defined
- Leaving Ingres Behind

The UDC Project Team invites you to become informed about the Banner project and to feel free to ask questions at any time. Please e-mail us at udc@frc.mass.edu or visit the [project Web site](#) to view past issues of FSC ACCESS and information about the UDC initiative. □

HHG07 - What's in a Room?

By Andrea Pickles



Andrea Pickles
Director Academic
Technology
Framingham State College

If you walk down the halls of Hemenway Hall ground floor you will find that the seats in G07 are often full these days. Framingham State College is very fortunate to have this dedicated faculty/staff professional development training room where various UDC training initiatives are taking place.

The Marion Scherner Leonhard Multimedia Technology Lab, managed by Teresa Pagliuca, was established in May 1993 through the generosity of Marion Scherner Leonhard, Class of 1965. Academic Technology and Distance Education (ATDE) oversees the operation of the Leonhard Lab and often uses the room to lead faculty and staff professional development workshops or specialty sessions in the areas of computer technology, teaching with technology, and online teaching pedagogy.

The Leonhard Lab currently has 13 workstations, 2 scanners, and various specialized software programs. Recently, a new LCD projector was installed to provide a higher quality and brighter image during workshops.

When the Leonhard Lab is not being used for workshops, it is available for faculty to work on technology projects or to meet one-on-one with the ATDE staff. □