

*Student Information System*  
*Upgrade and Enhancement Initiative*  
Training and Support Plan

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## VERSION HISTORY

Version Number	Author	Revision Date	Approved By	Approval Date	Description of Change
1.0	Rick Nornholm	11/19/13			Draft
2.0	Teri Eckman	10/14/14			Draft
2.1	Teri Eckman	11/20/14			Draft – updates as a result of meeting with Mike and LaRae
3	Teri Eckman	9/15/15			Significant updates made to fill in gaps. Added support plan and requesting access information.

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## 1.0 Training and Support Plan Introduction

The purpose of the Student Information System Upgrade and Enhancement Initiative Training and Support Plan is to describe the processes and timeline by which training and support will be delivered and/or available to all users at the University of California, Riverside and assist the project manager and project team in managing the training materials produced by the project.

The Training and Support Plan, located on the Banner Support site provides the framework for determining how the training materials will be identified, developed, and delivered. This should be a “living” document that is updated frequently to reflect new or changing training material information.

## 1.2 Points of Contact

Role	Name
Executive Sponsors	James Sandoval and Joseph Childers
Training Deployment Facilitation Work Group Chair / Staff Support	Mike McKibben and LaRae Lundgren
UCR Banner Project Manager	Teri Eckman
Information Security Manager	Teri Eckman
Training Content Coordinators	Pat Daly and Tulası Lovell
Training Content Managers	Asirra Suguitan (Accounts Receivable) Barbra Wallace (Advising and Degree Audit) Bracken Dailey (Registrar) Emily Engelschall (Admissions) Steve Hinton (Reporting) Teri Eckman (General)
Banner Support Site Managers	
Power Users	Dennis David Estella Davalos Gloria McGuire Kara Oswood Karen Ward Margarita Roman Rod Smith Bill Sovich James Fox
Student Representatives	Nafi Karim Sunyana Turner

### 1.3 Security and the Privacy Act

Access to Banner, and associated systems, will be carefully reviewed by the Information Security Manager to ensure that users only have access to areas of the system that they are required to have based on the duties of their position.

### 1.4 Systems/Modules

This document covers End User training that will be delivered for Banner (all modules), Degree Works, Banner Cognos, Recruiter, and Workflow.

## 2.0 Training Plan

### 2.1 Needs and Skills Analysis

All users, trainers, and support personnel will need training and/or resources at different levels. Comprehensive training is a critical requirement for all persons central to the implementation process. Training will be intense in different modules and careful planning and scheduling is necessary.

Several levels and types of training are required and will be scheduled at appropriate times during the implementation period.

The Training Matrix, located at <http://ucrshare.ucr.edu/sites/newsis/> has been developed and continues to be developed to help identify which skills and tasks users must perform according to their user type and job responsibilities.

### 2.2 User Types

**Technical:** Training required for the technical support team will be different than that required in the functional and end-user areas. Technical training includes managing new hardware, databases, and issues specific to the technical requirements of Banner and other associated systems. Training is provided by Ellucian consultants.

**Functional Owner:** Project team leaders who are in charge of the implementation of the individual modules that are owned by their respective departments, will receive intensive Banner training that is delivered by Ellucian consultants. The project team members will be responsible for providing the same level of intensive training and documentation to other individuals in their areas who may not be on the project team. They are also responsible for developing training content, guides, and procedures, and submitting (when appropriate) to the Training Deployment Facilitation Work Group for review and approval.

**Power-User:** Individuals who have been identified by their department or organization as the first point of contact for Banner issues and serve as members of the Training Deployment Facilitation Work Group. These users will be heavily involved in the User Acceptance Testing and will assist in developing, testing, and deploying User Training to End-Users.

**End-User:** University faculty and staff who require training in Banner and associated systems in order to complete tasks necessary in their areas of responsibility. Training will be delivered by UCR staff.

**Students:** Students may require training in new Self-Service functionality.

## 2.2 Development Approach

Functional Owners will develop and provide training content, guides, and other materials and present to the Training Deployment Facilitation Work Group (TDFWG) for review and approval. The template that Functional Owners must submit to TDFWG is located here: [Template for Training Documents](#)

After TDFWG has approved the training content, the Functional Owner will begin working with Student Affairs Marketing and Communications (SAMC). SAMC will work with the functional owners on a project plan to develop online training materials, including time lines for testing and deployment.

Functional owners will use this material and the online tutorials, to deliver in person training as needed.

## 2.3 Issues and Recommendations

Risk	Resolution
End user availability for training	The Steering Committee has recommended that updates be provided to Executive Management (Dean’s Council) and communications be sent from Deans and Vice Chancellors about the importance of attending Banner training.
Delay of Banner implementation tasks	Every effort will be made to make decisions on outstanding decisions. We will also prioritize training based on when an activity is expected to occur.
Create a <a href="mailto:bannertraining@ucr.edu">bannertraining@ucr.edu</a> email address for end users to email if they have questions about training	

## 2.4 Training Methodology

Most training will be delivered in person, with online training tutorials available at the same time or after the in person training has been conducted. A few trainings will be online only and staff will be expected to complete those if they are pre-requisites to in person training.

## 2.5 Training Database

UCR will create a training instance that is a copy of production. This instance will be updated, as needed or when requested by SAIS. The data in the training instance of Banner is FERPA protected information and as such, FERPA training will be required prior to access being granted.

## 2.6 Testing and Evaluation

The effectiveness of the training (how well do staff understand the training) will be measured by quizzes at the end of all online training. For in person training, instructors should require participants to follow along and ask at the end if anyone requires additional training to contact them.

We will collect feedback via survey after completion of an in person or online training and assess both quantitatively and qualitatively. Data will be shared w/ Functional Owners who could then determine how to modify training. After training is modified, assess again to see if desired results were achieved.

The survey will include the following factors on which we will ask participants to rate:

1. Communications received regarding any pre-requisites
2. Scope and relevance of course
3. Appropriateness of objectives
4. Usefulness of assignments/scenarios
5. Effectives of course training materials
6. Adequacy of the facilities (in person only)
7. Adequacy of the length of the course/module
8. Effectiveness of the instructors/tutorial
9. Overall strengths/weaknesses of the course
10. Participants comments and suggestions

## 2.7 Course Administration

In order to have courses available on the UCR Learning Center, the following form must be filled out (for both Online and In Person).

[https://ucrshare.ucr.edu/sites/newsis/Requirements/Training%20and%20Support/activity\\_request\\_2012.docx](https://ucrshare.ucr.edu/sites/newsis/Requirements/Training%20and%20Support/activity_request_2012.docx)

This form has been pre-filled out with standard Banner training information for your convenience.

If an In Person training requires more than 16 seats and 8 computers, then you will need to secure both a room and computers prior to submitting the activity form to the UCR PM.

The UCR PM (or Training Content Coordinators for Online modules) will review the form and submit it to the UCR Learning Center coordinators for publishing.

For In Person Training please submit activity forms to the UCR PM at least 3 weeks in advance of when the training will occur.

### **Training Course Process**

1. Secure rooms/computers
2. Fill out Activity Form
3. Submit to UCR PM
4. UCR PM will submit to UCR Learning Coordinators
5. UCR Learning Coordinators will publish
6. UCR PM will notify instructor that course has been published
7. Instructor will print out a roster prior to class and have each attendee sign it
8. Instructor will update UCR Learning Center with attendance information
9. Learner will be notified / be able to view transcript that indicates completion/certification

### **2.8 Resources and Facilities**

In-person training will require an overhead projector and computers for users. 3201C Student Services building has 8 computers with space for 16 plus the instructor. Special items or trainings that require larger spaces or more computers will need to be requested by the instructor to the UCR Project Manager.

Online training is done through the UCR Learning Center. Users access this by going to <http://ospace.ucr.edu> and clicking on UCR Learning.

### **2.9 Schedules**

Detailed training schedules will be maintained on the public Banner Support Site (TBD). In general, trainings should be scheduled as follows:

#### **Preparatory Training (organizational change and navigation)**

Starting three months prior to go-live and continuing three months after go-live

#### **Application Training**

Starting two months prior to go-live and continuing three months after go-live

#### **Accessing Standard Reports**

Starting one month prior to go-live and continuing three months after go-live

### **2.10 Future Training**

Functional Owners will review Training modules and materials yearly or upon any change to a policy or procedure. The Banner Support Site FAQ's will be updated on an as-needed basis.

Users will be notified as far in advance as possible when the Training instance of Banner is not available.

Refresher training will be held as needed or as determined by the Functional Owner or upon recommendation of the TDFWG.



Requests for additional trainings should be sent to the Functional Owners who will submit requests to the TDFWG for review, as needed. If the Functional Owner determines that the request for additional training can be handled on an individual basis, they will do so. If there are many users who require the training, then they will follow the established procedure for requesting an In Person training and/or updating the online tutorial.

### 2.11 Training Materials List

Training materials can include: online tutorials, presentations, workbooks, self-study tutorials, etc., associated with a software version release. Training materials and information about each will be kept on the Banner Project SharePoint site and published publically for staff/faculty on the Banner Support Site.

Information about training materials should include:

1. Document Name: Provide the name of the document
2. Version Number: Provide the version of the document being distributed (this information may already be in the Document Name)
3. Document Format: Provide the format the document is saved or delivered as. This could be a:
  - a. Word Document
  - b. PowerPoint Presentation
  - c. Computer Based Training (CBT) Application
  - d. Etc.
4. Date Delivered: Provide the date the training was provided or the documents were distributed.
5. Intended Audience: Identify the target group that the document was created for. This could include:
  - a. Executive management
  - b. General Users
  - c. Power or Super Users
  - d. Technical Support Staff
6. Storage Location: Identify the location the master documents are stored. For electronic documents, provide the network location. For printed documents, provide a physical location.

### 2.12 Curriculum

Each course may comprise one or more modules. A course description should be developed for each module. At a minimum, each course description should include the course/module name; the length of time the course/module will take; the expected class size (minimum, maximum, optimal); the target audience; course objectives; module content/syllabus; specific training resources required, such as devices, aids, equipment, materials, and media to be used; and any special student prerequisites.

If the course is in person, the course description could also include information on instructor-to-student ratio, total number of students to be trained, estimated number of classes, location of classes, and testing methods.

After the training is completed, training course materials will be available in the UCR Learning Center. In addition, training materials will be maintained on the Banner SharePoint and Banner Support (public) web site (as allowed). Student test/quiz outcomes should be kept indefinitely and be available to the learner and the instructor.

Training materials will be owned by the Functional Owners who will be responsible for updating and maintaining the materials and tutorials to ensure they are updated on a regular basis or as changes in policy and procedures occur. Modifications and new training materials/tutorials will continue to be reviewed by TDFWG.

### 3.0 Support Plan

#### 3.1 Purpose and Scope

This plan outlines all levels of support that will be available to end users. UCR should also consider creating an email address ([bannerhelp@ucr.edu](mailto:bannerhelp@ucr.edu)) to allow users to send an email instead of having to submit a ticket.

Student Affairs Marketing and Communications (SAMC) will be in charge of updating the Banner Support site but will rely on the Functional Owners to provide updates as they occur. This site will contain all training materials, training schedules, inventory of roles, descriptions of forms within each role, and any other information that the IWG recommends to include to support campus users. Changes or suggestions for modifications to the Banner Support site should be routed through the appropriate Functional Owner and the UCR PM prior to publishing an update.

#### 3.2 Service Level Agreement (SLA)

Support is available from 7 a.m. to 6 p.m., Monday through Friday, excluding all holidays and university closures. Emergency *after hours* request should be sent directly to [bannerhelp@ucr.edu](mailto:bannerhelp@ucr.edu) with a high priority indicator.

Support requests will be submitted in Workfront.

General Information and Guidelines:

1. Requests for support will be fulfilled based on priorities which are determined by urgency and complexity.
2. Response is defined as a “good faith” effort to communicate with the customer using the contact information provided by that customer. Response may be via phone/voicemail, email, or personal visit.
3. The Service Level **response times** and **complexity** of requests are measured **after** a request is submitted. Other forms of contact may affect the ability of our support staff to meet the requests in a timely fashion. For example, direct emails or phone calls to individual support personnel instead of using the established request process above.

Status Definitions for ***Initial*** Response Times:

- **Critical** – Acknowledgment within 30 minutes. Catastrophic inability to complete job duties or impact to student is critical.
- **High** – Acknowledgement within 2 business hours. Loss of a major job duty or significant impact to students.
- **Medium** - Acknowledgement within 4 business hours. There is a problem to be solved, but customer is still functional and has other options available.
- **Normal** – Acknowledgment within 8 business hours. General request for tasks that are not time sensitive.

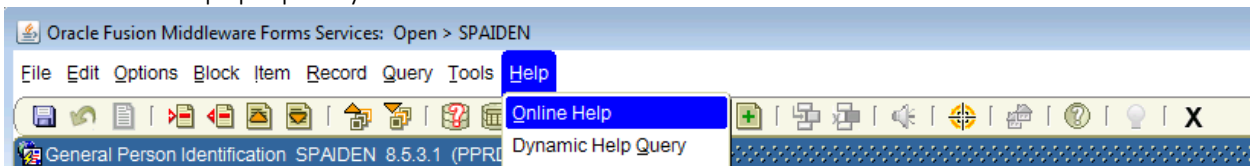
Tier Definitions for ***Complexity*** of Service Request:

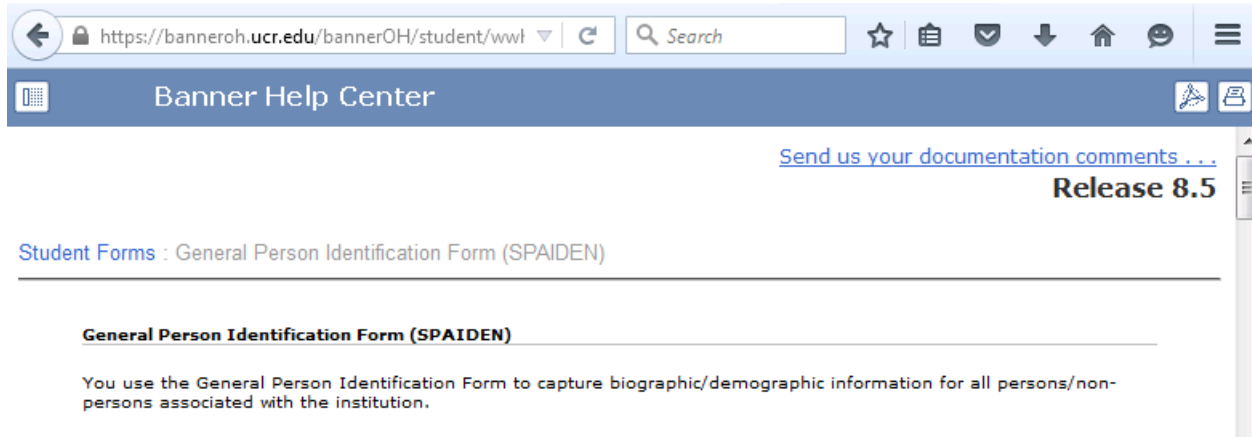
- **Tier 1** - Requests that can be resolved without any additional clarification.
  - *Resolution within 1 – 3 business days or by requested completion date, whichever is more.*
- **Tier 2** - Requests that require minimal follow up. For example, a phone conversation or meeting of 1 hour or less to get clarification on requested information.
  - *Resolution within 5 – 7 business days or by requested completion date, whichever is more.*
- **Tier 3** - Requests that require more follow up than described in Tier 2. For example, creating a report with data from multiple sources, initiating a project (multiple requirement gathering meetings, stakeholders, systems, etc.), creating a custom dashboard.
  - *Resolution timeline set on a case-by-case basis*

### 3.3 Level 0: Self-Help and Support Resources

#### ***Banner INB Help***

Banner has online help for each form. When you are logged into Banner, you can navigate to online help by navigating to the Help link on the toolbar and selecting Online Help. A new window will pop-up and give you information on the form. If you do not see the pop-up, you may need to enable pop-ups in your browser.





Send us your documentation comments ...

**Release 8.5**

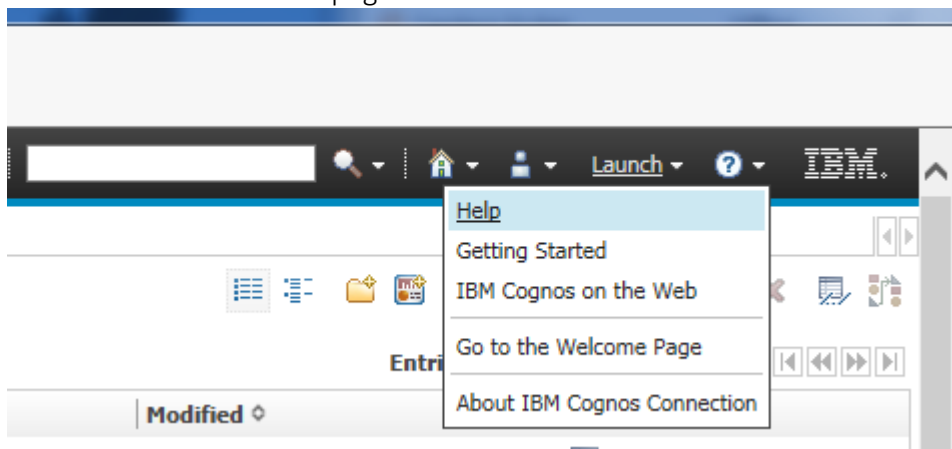
Student Forms : General Person Identification Form (SPAIDEN)

**General Person Identification Form (SPAIDEN)**

You use the General Person Identification Form to capture biographic/demographic information for all persons/non-persons associated with the institution.

### *Cognos Help*

Cognos has built-in help. You can navigate to the help section by clicking on the question mark icon in the header of the page.



### *Degree Works Help*

TBD

### *Banner Support Site*

The Banner Support Site will have information on the following:

1. Supported Browsers and how to resolve browser issues
2. Java versions and how to resolve java errors
3. Banner / Oracle error messages and how to resolve
4. Frequently Asked Questions (how to login, how to report a problem, etc.)
5. Roles and associated trainings required for each

### *Banner Power User*

Banner Power Users (listed in Section 1 above) are staff in campus departments who can provide some guidance to new users of Banner. You may consider reaching out to them prior to submitting a ticket.

### 3.4 Level 1: The Help Desk – SAIS Training and User Support Team

If self-help materials cannot resolve the issue the problem should be reported. In order to report a problem, users will go to **BANNER SUPPORT SITE** and submit a ticket.

The ticket will be evaluated by the *Student Affairs Information Systems (SAIS) Training and User Support Team* and routed appropriately.

If tickets are received that indicate Banner (and associated systems) are down, Level 1 will escalate to Level 3 immediately. Level 3 will provide an estimate for when to expect a resolution. Level 1 will send a communication to all users notifying them that a problem has occurred and will include an estimate for when to expect a resolution. Communications will be sent to all once a resolution has occurred.

If the ticket is resolved, the user (and Level 1 support) will be notified, the ticket will be updated, **and the user will receive a survey to evaluate their experience.** [MAY NOT BE AVAILABLE FOR GO-LIVE]

If it is determined to be an issue with a process or more information or assistance is required by the SAIS / SBS Technical Staff and/or Functional Owner then it will be escalated to Level 2 support.

### 3.5 Level 2: SAIS / SBS Technical Staff and Functional Owners (“Experts”)

Level 2 support is Student Affairs Information Systems (SAIS) for student modules and Student Business Services (SBS) for the Accounts Receivable module or CASHNet issues. *SAIS or SBS Data Systems Management Staff* will research the issue and resolve it and/or determine if a Functional Owner needs to be involved in the resolution.

If the problem is widespread or impacts many users, SAIS or SBS will escalate to Level 3 immediately and send a communication to all users notifying them that a problem has occurred and will include an estimate for when to expect a resolution. Communications will be sent to all once a resolution has occurred.

If the ticket is resolved, the user will be notified, the ticket will be updated, **and the user will receive a survey to evaluate their experience.** [MAY NOT BE AVAILABLE FOR GO-LIVE]

If the ticket cannot be resolved, then it will be escalated to Level 3 support.

### 3.6 Level 3: Computing and Communications

Level 3 support is Computing and Communications. CNC will research the issue and resolve it and/or determine if an Ellucian Support ticket needs to be submitted.

If the ticket is resolved, the user (and Level 2 support) will be notified, the ticket will be updated, and the user will receive a survey to evaluate their experience.

If the ticket cannot be resolved, then it will be escalated to Level 4 support.

### **3.7 Level 4: UCR Banner Project Manager**

Level 4 support is the UCR Banner Project Manager. The UCR PM will review and escalate as needed. The UCR PM will also involve the Banner Steering Committee (BSC), Banner Administrative Committee (BAC), the Implementation Work Group (IWG), and the Training and Communication Facilitation Work Group (TCFWG) as needed to resolve the issue.

The UCR PM will coordinate communications to the user (or all users if the issue is widespread) that will indicate the action plan (escalation to ...) and estimated time when the next communication will occur.

If the issue cannot be resolved, the UCR PM will coordinate the update of associated training materials and a communication will be sent to all impacted users.

## **4.0 Requesting Access to Banner (and associated systems)**

### **4.1 Purpose and Scope**

Roles have been established for Banner, Banner Cognos, CASHNet, and other associated systems. Information on the roles (and the training required for each) can be found on the **BANNER SUPPORT SITE**.

The [Student Data Systems Access Guidelines](#) document provides more detailed information regarding who should be granted access as well as other policies and resources.

## APPENDIX A: KEY TERMS

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
TDFWG	Training Deployment Facilitation Work Group
SAIS	Student Affairs Information Systems (sais.ucr.edu)
CNC	Computing and Communications
TCDFWG	Training and Communications Deployment Facilitation Work Group
SBS	Student Business Services
CNCAIS	Computing and Communications Academic Information Systems