



University Process Improvement Banner Notification Student Focus Group

The Banner Notifications team met to identify email notification needs based on a student-related action in Banner. Upon review, it was discovered that very few communications were sent and most of these were manually sent. Team also realized that there were many processes where a student or advisor should be notified but there was no method to do so. After cataloging the needs of the team and reviewing existing software options, the team discovered that our current reporting software could be used to send automated emails.

Process Improvement:

- Automated emails are now being sent to the student and/or advisor
- Alert students immediately of a potential issue which has aided in student recruitment and student retention.

Catalog:

- Created a list of Banner actions where a student or staff member should be notified when action(s) complete.
- Consolidated manual emails from different departments which may have had conflicting information.

Email Messages:

- Wrote standardized email messages that will be sent to student on a scheduled basis to advise that the next step needed can be done.
- Used consistent language in emails that are student-friendly.

Technology Used:

- Evisions Argos Burst capabilities exist within our reporting software.
- No additional software costs or vendor training was needed.

Training:

- Enrollment Services and Bursar systems staff trained by ITEAS to create bursts.

Production:

- To date, there are 75 bursts running on a scheduled basis
- Sample Bursts:
 - Registration and/or Transcript Hold Placed
 - Permit Added. Students can now register as soon as the permit is added. No more unnecessary waiting.
 - Mid-term grades – Advise students of resources. Academic advisor also notified.
 - Registration Pin cleared – Students don't have to guess when they're able to register.

Responses:

- "I'm so happy I could cry...This is life-changing." – Assistant Professor
- "This is nothing short of a game changer...You've made this faculty member's life a bit easier." – Assistant Professor

**Conference Presentations:**

- TACRAO
- Evisions
- Ellucian eLive
- CoHEsion
- Tennessee Summit

Future Recommendations:**Catalog:**

- Continue to document all student-related bursts that are completed.

University-wide Training:

- Conduct burst training for functional areas to assist with automated notifications to employees, donors, etc.