# Lehigh Carbon COMMUNITY COLLEGE

## LCCC Banner Training and Project Proposal Form

Completed forms should be sent to Jane Gilbert, Director of Application Support Services at jegilbert@lccc.edu

Date Submitted:                3/2/2010  Target date for completion:   12/31/2010

Department:             Workforce and Community Services

Project Sponsor:     Terri Keefe, Director of Community Services and

          Sandra Mosser, Director of Enrollment Services

Executive Sponsor:  Marsha Felsten, Associate Dean of Workforce and Community Services

Vice President's Signature:

Project Title:        IMPLEMENTATION of Flexible Registration Module for Banner

Provide a general overview of the project.

- Dedicate human and fiscal resources to the exploration, acquisition, installation and activation of the Flexible Registration Module for Banner to effectively initiate live online registration and payment (PCI compliant) for noncredit students.

**\*Please note that this Project Proposal From was created with the assumption that the re-designed noncredit registration project through Klunk and Millan has been launched.  If this has not yet been done at the time of consideration, all functions are done manually, and we are not PCI compliant.**

Describe the current process.
- Individuals submit registration and payment information online utilizing web based system (Klunk and Millan)
- Enrollment services manually creates an application which includes using a matching process in Banner to assign an "L" number which creates a general student record for the term to allow registration. This matching process prevents the duplication of student IDs.
- The student is manually registered for a specific course through Banner.
- Enrollment services waits for payment approval which is sent at 9PM daily.
- Registration authorization is fed back to website where credit card is charged (if student is enrolled)
- Automated email notification is sent to individual either confirming enrollment or notifying section not open

This process takes at least 24 hours but may take up to 48 hours. If there are exceptions or problems, the process takes longer. Also, if registration comes in over weekend or during college closure, the process is delayed. There are situations where people register close to class start and are never aware that they are NOT registered nor that a class is cancelled/closed.

Describe the problem or issue addressed by this project
- Allows for use of TouchNet for automatic credit card processing . TouchNet is already used for the automated payment process for credit classes. This would eliminate contracting with another credit card processing company- minimizing information exposure and allowing for unified reporting processes.
- User friendliness of interface- immediately sees availability, convenient scheduling tools, up to date information, shopping cart convenience etc…
- Eliminates delay from point of input of information to confirmation, clearing up confusion by users- reduces negative first impressions. The user can see immediately that they are or are not able to get into the class
- Allows for accurate and immediate registration so coordinators can make determinations about classes running
- Reduces manual entry by enrollment staff
- Removes paper processes
- Secure server enhances confidentiality and insures PCI and FERPA compliance
- The Catalog and Schedule information will come directly from Banner- no uploads or additional data entry is required by coordinators (Theoretically, once a class is entered in Banner, the entire registration/payment process will be automated and will not require the kinds of feeds currently uploaded to Klunk & Millan)
- Eliminates chance of human error through repeated manual processes

How will the current process change as a result of this project?
- Online registration and payment processes will be automated and result in a simplified, responsive, customer friendly and efficient noncredit online registration process.
- This system will allow for entry of Purchase Order Number and contract processing for payment.
- Allows for waitlisting and an automated notification system when seats open.
- User complaints and problems should decrease.
- There will be less manual handling of data eliminating potential for human error.
- Staff will handle inquiries and any exceptional situations rather than every online registration allowing for more effective use of time.

What other departments or areas of the college could be affected by this project?
- Enrollment Service, Banner support, IT and possibly Web Support
- Business Office (promptness of payment receipt)

This module offers options for credit advisement, planning and registration which can be considered for future usage.

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How does this project relate to the college's Strategic Plan?
ACTION PLAN 1 Infrastructure that supports enrollment related services
Action Strategy 1.01 Responsiveness (item 3)    PRIORITY 2
ACTION PLAN 5 Workforce Training and Partnerships-flexible, responsive
ACTION PLAN 11 Banner System
Action Strategy 11.02 Use Banner to fullest capability PRIORITY 2
ACTION PLAN 13 Create Enhance State of Art Facilities- Technology
Action Strategy 13.1 Enhance technology used by students in simple transactions…expand web services including noncredit registration  PRIORITY I

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What are the benefits to the Department and/or College?
- Live data vs. delay in processing enrollments- accuracy and efficiency in planning & operating schedule.
- Customer service (lack of confusion about registration input vs. actual confirmed seat).
- Streamlined processes- efficient use of advanced technology
- Minimizes risk to potential students regarding information compromises
- Insures PCI and FERPA compliance
- Use of staff time to develop programming and manage projects vs. trouble shooting and fixing data issues.
- Streamlined process
- Minimizes functions required by third party vendor for Web processes- auto feed from Banner vs. uploads

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Where does this project rank relative to other project requests from your department.  Explain.

- High priority.  Due to expanding business partnerships and increased use of the website for all noncredit registrations, compliance and security issues, it is urgent that we adopt a live registration process.

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Estimated Cost.  (List all know costs for this project.)

It is reasonable to anticipate that the Banner module which would enable the comprehensive integration of noncredit registration would cost about $125,000 including installation and maintenance agreements.

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**Application Support Services Use Only**

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| Date Received and Logged: | |
| Date of Initial Review with Project Sponsor: | |
| Date of Follow up review with Project Sponsor: | |
| Date Reviewed by  Leadership Team: | |
| Date Approved by President's Cabinet: | |
| Date Assigned to an Analyst/Programmer: | |
| Assigned to: | |
| Date project completed: | |