



Banner Training Workshop

Technology and Administrative Services: Using Banner for Diagnosing Issues

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Descriptive Information

Course Title: Diagnosing Logon Account Issues Via. Banner

General Description and Purpose:

This workshop explains/demonstrates how the staff in the Division of Communication and Information Technology (CIT) can assist in providing effective customer service by answering questions via the use of Banner Forms.

The purpose is to aid the staff in diagnosing logon account issues regarding accessing myTSU and Banner Services.

Prerequisite: Access to Internet Native Banner (INB) – Inquiry to specific Banner Forms Only.

Duration of Course: 1 Hour or less

Target Audience: Designated staff in CIT

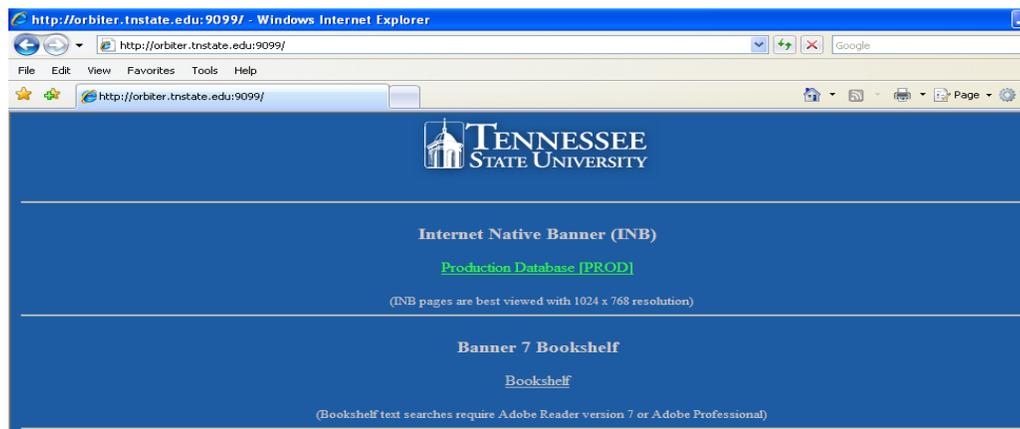
What is Banner?

Banner Student brings together administrative and academic functions to make it easier to manage data while giving students, faculty, and staff secure online access to the information they need. This is a product of SunGard Higher Education.

Logging into Internet Native Banner (INB)

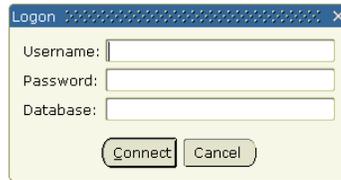
Access TSU homepage Go to: <http://orbiter.tnstate.edu:9099>

This is the Login menu: Click on Production Database [PROD]

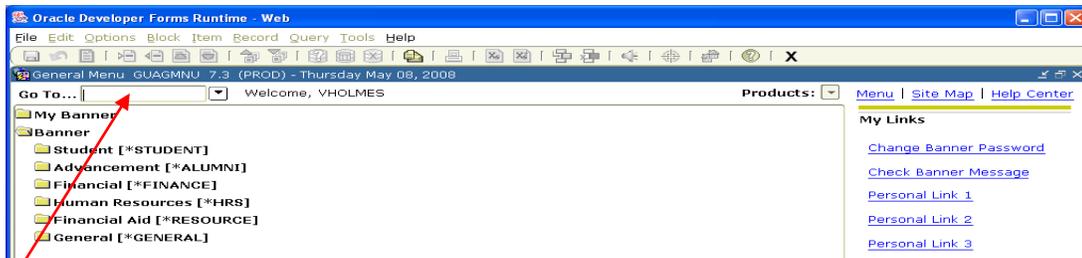


This is the logon dialog box. Enter the username and password. Click on Connect.

If this is your first time logging on, your password has been set to your T Number. Logon, change the password to something you can remember-six or more characters.



You have successfully entered BANNER LAND



Access Forms by entering your selection in the “GO TO” box and hit the enter key

The Main Menu provides an overview of the menus, forms and jobs on Banner. Use the Main Menu to navigate through Banner.

Definitions of Banner Forms

You have inquiry to the following Banner Forms:

- SOAHOLD** **Registration Holds and Clearances Form** - Holds may prevent registration or graduation, or prevent the production of transcripts, enrollment verification documents, and grade mailers. The hold has been cleared if the “To: Date field ” is less than 31 Dec 2099.
- SAAACKL** **Admissions Checklist Summary** - The Application Checklist information is used to review and to verify receipt of items associated with an admissions application. The student has been fully accepted if “CC Accepted” appears in the Decision filed. Any other codes—HS, AM, I, etc., the student should be referred to the Admissions Office.
- SFAREGQ** **Student Registration Form** - The Registration Query Form (SFAREGQ) provides an online view of a student's schedule. The form is query-only and will display all registered courses and related information for the term.
- TSAAREV** **Account Detail Review Form** – Is used to enter and review charges and payment information on a student's account. The balance of the account and the current amount due are calculated and displayed on the last line of this form. Any changes to the account information will modify the balances.

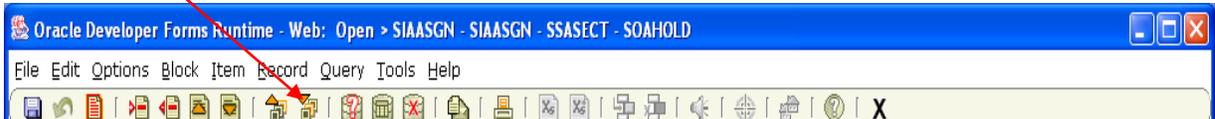
Banner Terms

Terms are defined as year/semester/code

<u>Year</u>	<u>Semester</u>	<u>Code</u>	<u>Term</u>
2008	Fall	80	200880
2009	Spring	10	200910
2009	Summer	50	200950

Accessing Information

1. Enter Form Name (see list of definitions) in the GO TO Field
2. Enter term if required
3. Enter the student's T# (T0016082) or SSN, which convert to T#, Name will appear
4. Hit next block, information will display



Inquiry to Various Forms

A. SOAHOLD

Registration Holds and Clearances Form - Holds may prevent registration or graduation, or prevent the production of transcripts, enrollment verification documents, and grade mailers. The hold has been cleared if the "To: Date field" is less than 31 Dec 2009.

B. SAAACKL

Admissions Checklist Summary - The Application Checklist information is used to review and verify receipt of items associated with an admissions application. The student has been fully accepted if "CC Accepted" appears in the Decision filed. Any other codes—HS, AM, I, etc., the student should be referred to the Admissions Office.

Admission Request Code	Received Date	Item	Item Description	Mandatory Indicator	Print Indicator
AFEE	27-MAY-2008	FEE PAID	25.00 check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HST1			High School Transcript	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HSTF	05-JUN-2008	430155	Bolivar Central High School	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

C. SFAREGQ

Student Registration Form - The Registration Query Form (SFAREGQ) provides an online view of a student's schedule. The form is query-only and will display all registered courses and related information for the term.

Oracle Developer Forms Runtime - Web: Open > TSAAREV - SOAHOLD - ROARMAN [Q] - SAAACKL [Q] - SZADEF [Q] - SFAREGQ [Q]

Go To... My Institution: <http://www.sungardscst.com/>

Term: 200910 Registration From Date: Registration To Date:

ID: T00152822 Word, Tamika M.

Term	CRN	Subject	Course	Section	Registration Status	CEU	Cross List	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Begin Time	End Time
200910	10298	DSPM	0700	01	RW	N		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0910	1005

Part of Term: 1 Campus: 4SM Start Date: 15-JAN-2009 End Date: 08-MAY-2009 Instructional Method:

Grading Mode: S Building: EH Room: 206 Instructor: Primary

Credit Hours: 3.000

D. TSAAREV

Account Detail Review Form – Is used to enter and review charges and payment information on a student's account. The balance of the account and the current amount due are calculated and displayed on the last line of this form. Any changes to the account information will modify these balances.

Oracle Developer Forms Runtime - Web: Open > TSAAREV - SOAHOLD - ROARMAN [Q] - SAAACKL [Q] - SZADEF [Q] - SFAREGQ [Q] - TSAAREV [Q]

ID: T00152822 Tamika M Word Credit Limit: Holds:

User: JCADE

Account Details

Detail Code	Description	Term	Charge	Payment	Balance	Source Code	Effective Date
TUGM	Undergraduate Maintenance	200910	189.00		.00	R	12-JAN-2009
TUGM	Undergraduate Maintenance	200910	-189.00		.00	R	12-JAN-2009
A055	Federal Pell Grant	200910		1,991.00	-1,991.00	F	08-JAN-2009
A048	Unsub Loan Eff 1	200910		2,282.94	-1,841.44	F	08-JAN-2009
A046	Sub Loan Eff 1	200910		1,732.50	.00	F	08-JAN-2009
TUGM	Undergraduate Maintenance	200910	567.00		.00	R	15-DEC-2008
FGAC	General Access Fee	200910	22.00		.00	R	15-DEC-2008
FDBT	Debt Service	200910	9.00		.00	R	15-DEC-2008
TDSM	Developmental Studies Maintene	200910	321.00		.00	R	15-DEC-2008
FGAC	General Access Fee	200910	36.00		.00	R	15-DEC-2008
FDBT	Debt Service	200910	24.00		.00	R	15-DEC-2008
TUGM	Undergraduate Maintenance	200910	189.00		.00	R	15-DEC-2008

Query Balance: -3,832.44 Account Balance: -3,832.44 Amount Due: -3,832.44 Memo Balance: .00 Authorized Aid Balance: .00 NSF: 0 Receipt?: N

Account Balance and Amount Due should be the same figure. This is the amount that the student owes.

If figures are listed in the fields above (Memo Balance, Authorized Aid Balance), refer the student to the Bursar's Office.

A minus (-) preceding the amount due/account balance denotes that the student has registered/paid and will receive a refund in the amount listed.