**New Mexico Highlands University**

***Banner Satisfaction Questionnaire Fall 2008 Results***

1. ***How do you track department expenditures and revenue?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Banner | 15 | 78.9 | 78.9 | 78.9 |
| N/A | 2 | 10.5 | 10.5 | 89.5 |
| No Access | 2 | 10.5 | 10.5 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***Do you use both Banner and a second system to manage department finances? Yes/No***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 5 | 26.3 | 26.3 | 26.3 |
| no | 12 | 63.2 | 63.2 | 89.5 |
| N/A | 2 | 10.5 | 10.5 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

***If you use a second system, please describe it.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid |  | 14 | 73.7 | 73.7 | 73.7 |
| Hard Copies | 1 | 5.3 | 5.3 | 78.9 |
| Spreadsheet | 4 | 21.1 | 21.1 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***How often do you review and adjust departmental budget information (comparing budgeted amounts to actual expenditures and making appropriate adjustments?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | daily | 4 | 21.1 | 22.2 | 22.2 |
| weekly | 6 | 31.6 | 33.3 | 55.6 |
| monthly | 3 | 15.8 | 16.7 | 72.2 |
| quarterly | 1 | 5.3 | 5.6 | 77.8 |
| N/A | 4 | 21.1 | 22.2 | 100.0 |
| Total | 18 | 94.7 | 100.0 |  |
| Missing | System | 1 | 5.3 |  |  |
| Total | | 19 | 100.0 |  |  |

**question3**

1. ***Can you use the Banner system alone to complete these review and adjustment tasks?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 8 | 42.1 | 44.4 | 44.4 |
| no | 6 | 31.6 | 33.3 | 77.8 |
| N/A | 4 | 21.1 | 22.2 | 100.0 |
| Total | 18 | 94.7 | 100.0 |  |
| Missing | System | 1 | 5.3 |  |  |
| Total | | 19 | 100.0 |  |  |

1. ***What obstacles prevent you from relying entirely on the Banner system?***

Sometimes the student information is not the most current.

It's not up to date-or used effectively or efficiently!

At times, system freezes up, the system is down or has a slow response.

None

Not all expenditures posted immediately

When there is a problem with banner

none

I do not have access to Banner!

Charges made in error (duplicate charges) are not easily identified.

Lack of training and application of data

Signatures required, procurement compliance check.

No training

Not always correct. Changes are sometimes posted to wrong accounts.

When the system goes down

none

none

Human input errors, not given complete access to all forms we would need.

1. ***Please indicate the modules you currently use.***
2. ***Please indicate which of the preceding modules you would like to use.***

|  |  |  |
| --- | --- | --- |
| **B**a**nner Module** | **Question 6** | **Question 7** |
| Alumni development | 1 | 2 |
| Financial aid | 1 | 4 |
| Financial/Accounts Payable | 6 | 5 |
| Financial/Accounts Receivable | 2 | 4 |
| Financial/Budget and Position Control | 4 | 5 |
| Financial / Fixed Asset | 1 | 5 |
| Financial / Purchasing and Procurement | 5 | 5 |
| Financial / Research Accounting | 1 | 2 |
| Human Resources / Payroll | 2 | 6 |
| Student/Curriculum Advising and Program Planning | 3 | 7 |
| Student | 6 | 8 |

1. ***Do you know the name of the “Team Leader” for the Banner modules you employ?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 7 | 36.8 | 36.8 | 36.8 |
| no | 12 | 63.2 | 63.2 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***For those modules you selected, please indicate how you think access to the module would improve your ability to do your job.***

The finance piece is fine-student/curriculum advising and program planning does not always have the most current information.

Quick access to information-improve student customer service' track where student files are, recieve/send student forms-verify received.

It has greatly made a difference in accessing information that is needed.

I don't think access should be given unless they are fully aware of the system. Some contain confidential information.

With regards to students, helps obtain information (class standing, contact info. and accounts recievable).

Would be more efficient and prompt and not have to wait a day or two to receive the information that is being requested.

Training and regular updates on module upgrades.

With eventual restructuring of development offices, being able to look at student "views" will become necessary. The foundation needs to know information contained in these views.

Alumni would help establish connection to graduated students. Financial Aid would help our offices to know if Int'l students are receiving funding from NMHU.

Assist students when they are disenrolled or dropped. I get several calls asking their balances on student accounts.

Financial/Accounts Payable-ability to see if payments were done, outstanding balances on open P.O's without calling Rose. HR/Payroll-see if contracts were entered for faculty, use info for salary reports.

They would provide me with more information so I can better manage the department's budget.

We would have info. at our disposal to questions we often encounter when reconciling or researching accounts. It would help us produce more accurate reports and give us more control to fix errors made by others inputting information into the system. It would help with time management, quality control, and give departments more autonomy to information they rely on daily to make projections and programatic decisions affected by their budgets.

1. ***Do you use Banner to generate reports?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 10 | 52.6 | 52.6 | 52.6 |
| no | 9 | 47.4 | 47.4 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***If you use Banner to generate reports, please indicate the type of report.***

TGRCSHR

Budget, payments to vendors, P.O's

Access

Primarily for address lists used in publications and solicitations.

Queries

Rosters (class listings and grades), mail out to students once they have registered.

Salary reports for dept., student info-current BA/MA their status, statical info by discipline.

Just the basic budget: how much left in the account, how much spent.

Financial

Expenditure reports, reports for matching funds, reports that contain information unique and specifically requested by external entities. We also generate forecasting reports and cost analysis reports.

1. ***Have you ever sought a report and been unsuccessful in obtaining it?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 5 | 26.3 | 27.8 | 27.8 |
| no | 11 | 57.9 | 61.1 | 88.9 |
| N/A | 2 | 10.5 | 11.1 | 100.0 |
| Total | 18 | 94.7 | 100.0 |  |
| Missing | System | 1 | 5.3 |  |  |
| Total | | 19 | 100.0 |  |  |

1. ***If you have failed to obtain a needed report from Banner, please describe the report and the reason given for not being able to produce it.***

In the past I was experiencing disconects or "timing out"

FGRPDTA report. I usually have to get Darlene or Eleanor.

Request report from registrar's by e-mail. But it was never given. Just not done.

The report I could use but not able to obtain was the list of open P.O's, what was spent and how much was left in each account.

Because the Banner Grant module has not been implemented, we have had difficulty reconciling carry forward budgetary data that crosses fiscal years.

1. ***What do you find most useful in Banner as you currently use it?***

Access to information is often readily available.

student information

Transcripts access, HR and payroll.

It's very efficient

Budget, ID #'s, address, grades, class schedules, phone #, GPA, Housing room #'s and phone info.

Online information

The forms that allow us to enter notes such as SPACMNT

Special views created by Jane Ellen and Gene King which combine information from several other views

It is accurate.

Progress of students.

Very helpful to check budgets that I maintain.

Student info for professors on student module.

Being able to access payment and check #s on invoices.

Budget expenditures, student info.

Query Functions

I find the Banner forms to be extremely useful.

1. ***What information or services would you like from an administrative information system that are not currently available in Banner or are inadequately – from your perspective – supported by Banner?***

For the work that I do, this system is appropriate and facilitates my work.

Fill student info. quickly, identify where students are (campus or center), pull current students in center or specific schools.

Transfer analysis made easy.

Detail-specifics

Tracking of students who dropped out, why-students with low grades, incompletes.

I don't have enough Banner training or experience to answer this request.

none

Would like to see where applications pending currently are within the university.

Not too sure.

can't think of any.

Better report interfacing and report generation.

1. ***Do you have confidence in the accuracy of Banner-generated information and reports?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | yes | 11 | 57.9 | 64.7 | 64.7 |
| no | 6 | 31.6 | 35.3 | 100.0 |
| Total | 17 | 89.5 | 100.0 |  |
| Missing | System | 2 | 10.5 |  |  |
| Total | | 19 | 100.0 |  |  |

1. **If you lack confidence in Banner, please discuss your reasons.**

Student information is not always current. There are many variables as to why. The reasons don't necessarily reflect the system itself.

Not much detail being off campus can't get support. Phone calls automatically go straight to voicemails

banner is not up to date; it's not being used efficiently.

Lack of confidence will come from the information being entered.

Because not all information in most modules are updated frequently

Have not received training to run reports and would like to run them.

The reports are generated using specific tables and if they aren't the correct tables, the wrong info is generated. I don't lack confidence in Banner itself. We just need to know what entries or table

Information is not correctly entered si info. is not current or correct.

I've gained confidence from a few years ago, but encumbrances are not always disencumbered when a payment is made, and data-entry errors still occur, so I don't have "complete" confidence.

1. ***Rate your Banner skills on a scale of 1 (non-existent) to 10 (Banner professional).***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 2 | 10.5 | 10.5 | 10.5 |
| 4.00 | 3 | 15.8 | 15.8 | 26.3 |
| 5.00 | 3 | 15.8 | 15.8 | 42.1 |
| 6.00 | 2 | 10.5 | 10.5 | 52.6 |
| 7.00 | 3 | 15.8 | 15.8 | 68.4 |
| 8.00 | 1 | 5.3 | 5.3 | 73.7 |
| 9.00 | 4 | 21.1 | 21.1 | 94.7 |
| 10.00 | 1 | 5.3 | 5.3 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***What Banner training have you received?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Formal | 6 | 31.6 | 31.6 | 31.6 |
| Informal | 4 | 21.1 | 21.1 | 52.6 |
| Orientation | 9 | 47.4 | 47.4 | 100.0 |
| Total | 19 | 100.0 | 100.0 |  |

1. ***What training, documentation, support, or information do you need to improve your rating to a 9 or 10?***

More practice with the modules used for this current position***.***

SUPPORT!!!

Training! Update system to run more quickly; documentation and information sharing would be great.

N/A

none

More training in specific modules

How to generate reports.

Additional training from Sunguard

Regular updates from those receiving formal training.

Classes in Banner need to be offered along with "Access" on a continuing basis.

not sure

How to create Banner reports and how to use Banner to fit the immigration information needed for the University e.g. HR, FA and Registration.

Have different trainings so we can better assist students.

Training (in depth) on the modules currently used. Access to run own report, access to view screens only.

Just a simple, easy to understand, step by step instruction document would help.

Additional training on what banner has to offer. Generating reports etc.

I need to attend the training that ITS currently provides.