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The Mile High City DENVER APRIL 17–20, 2016

Lessons Learned: Implementation of XE Student Modules

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University of Illinois

April 20, 2016
Session 37490

Session rules of etiquette

- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session

Thank you for your cooperation!

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Introduction

- The University of Illinois has implemented several XE Student modules and we will share our experience in getting each one configured, tested and implemented.
- XE Faculty Grade Entry, XE Student Advising Profile, and XE Registration will be covered in the presentation.
- At the end we will review some overall XE lessons learned as we've gone down the path of implementation.

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Agenda

1. Overview of the University of Illinois
2. Our XE Timeline
3. XE Faculty Grade Entry
4. XE Student Advising Profile
5. XE Registration

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Overview of the University of Illinois

University of Illinois

- **Three campuses - Urbana-Champaign, Chicago, Springfield www.uillinois.edu**
  - Urbana-Champaign
    - 44K Students, 11K Employees
  - Chicago
    - 28K Students, 10K Employees
  - Springfield
    - 5K Students, 2K Employees

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University of Illinois

- Live with Banner since 2001
- Production Banner database 1.6 TB
- 5.8 million SPRIDEN records
- Licensed for all modules except Alumni
- Multi-Campus VPD/MEP for Financial Aid, Academic History, Web Tailor, Course Catalog and Schedule
- FGAC used throughout Student and HR to segregate data by campus, college, department, etc.

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AITS (Administrative Information Technology Services)

- Delivers **enterprise-wide IT solutions and services** in support of the mission critical functions of the University of Illinois. These functions include student services and financial aid, human resources and payroll, facilities, advancement, research administration, and finance.
- Has a presence at **all three campuses** and is the University-wide resource for computing, applications support, applications development, and data management in support of University business processes.

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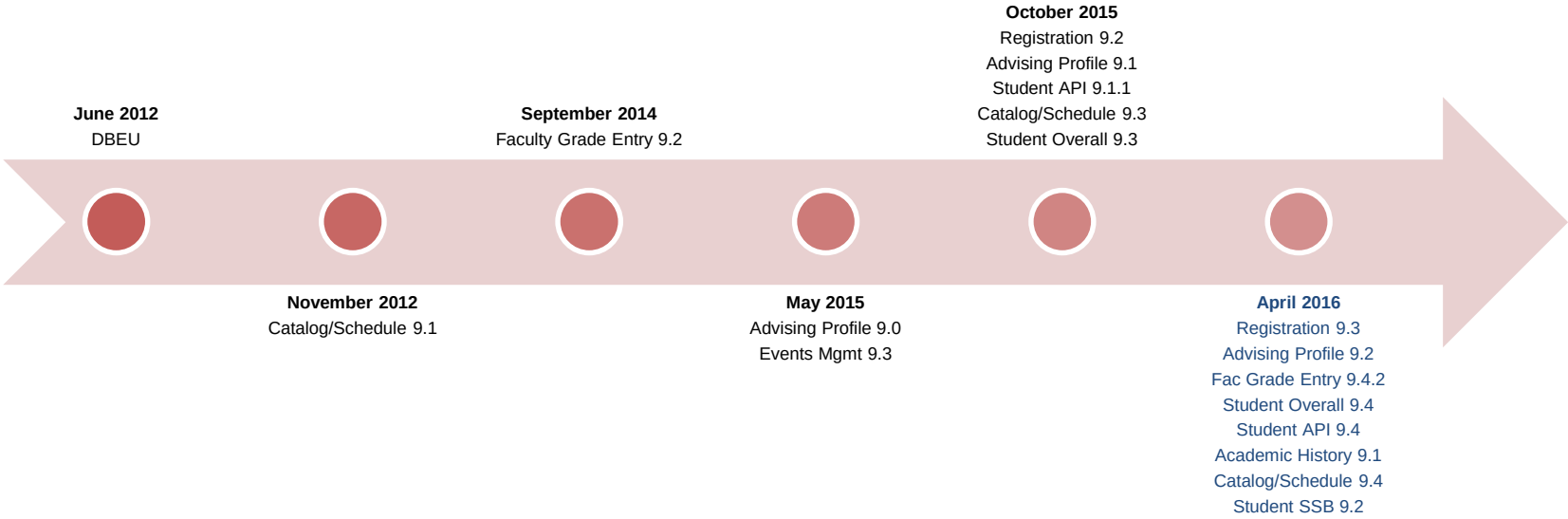
Our XE Timeline

Banner XE timeline



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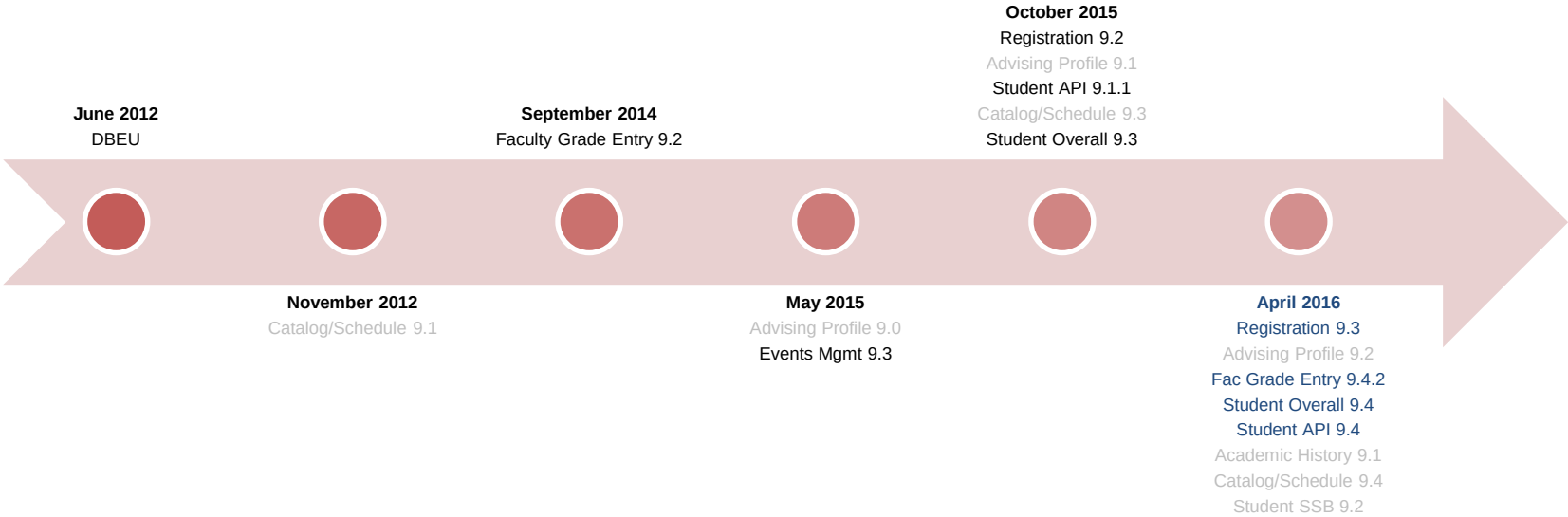
Banner XE timeline



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XE Faculty Grade Entry

XE Faculty Grade Entry

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XE Faculty Grade Entry

- Our Chicago campus was the first of our three campuses to have interest in using the new module
- Began looking at the module in June 2014
- Implemented Faculty Grade Entry 9.2 in September 2014
- Main push to implement this was the ability to import a spreadsheet of data – Banner 8 does not have this functionality

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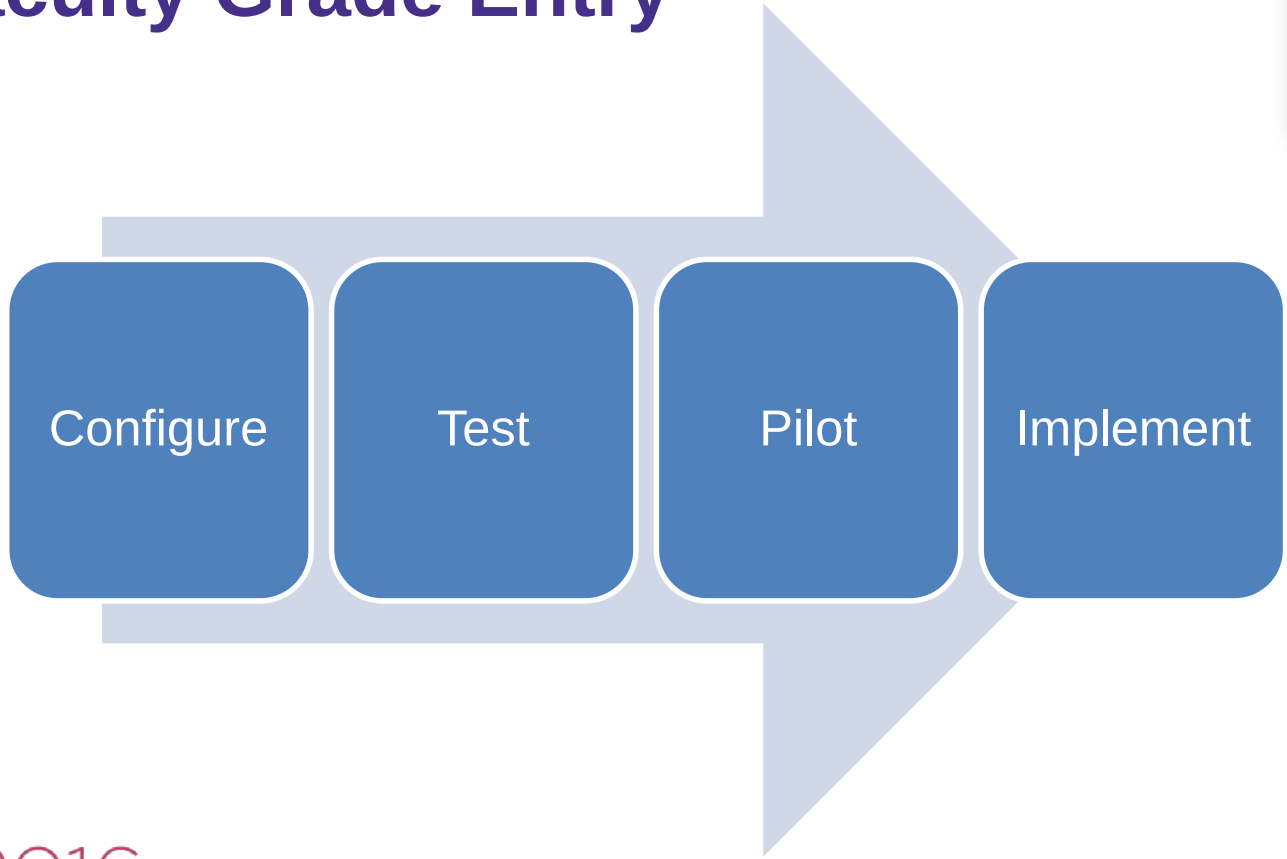
XE Faculty Grade Entry



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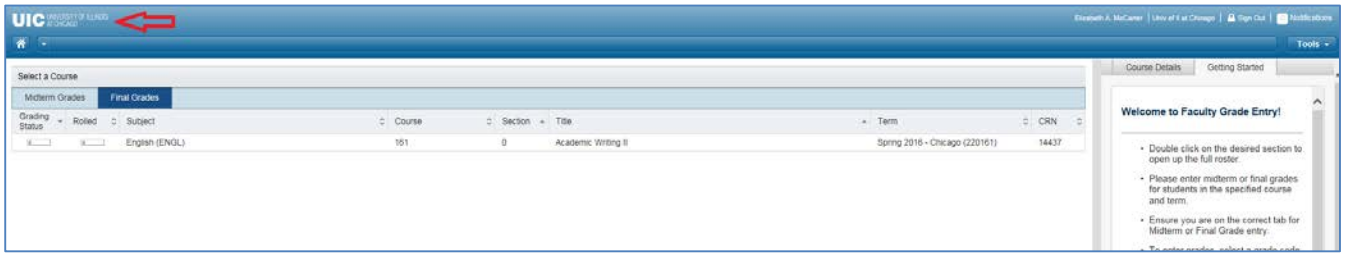
XE Faculty Grade Entry

- **Configuration**
  - Campus branding – done through CSS (cascading style sheet) modification



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XE Faculty Grade Entry

- **Configuration**
  - Information text on right side panel done through web tailor
    - Procedure Name: FGE9
    - Markdown Language
    - One limitation with Markdown - can’t open a new window or tab from an existing one

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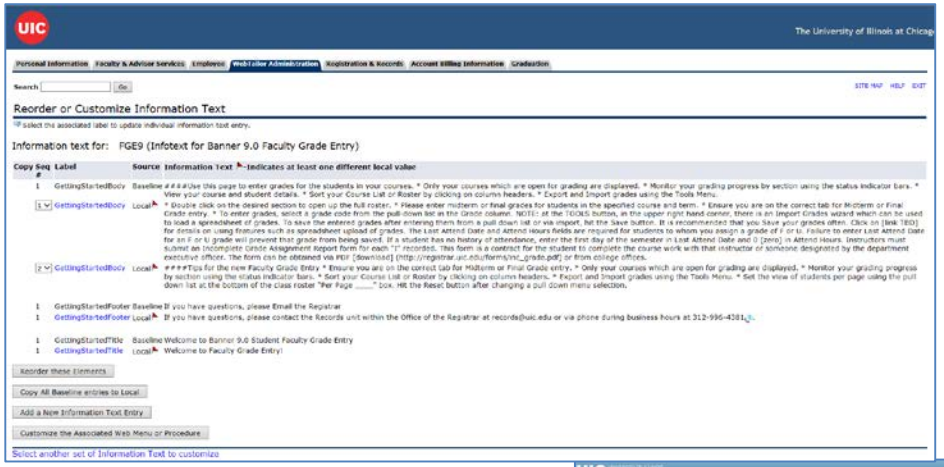
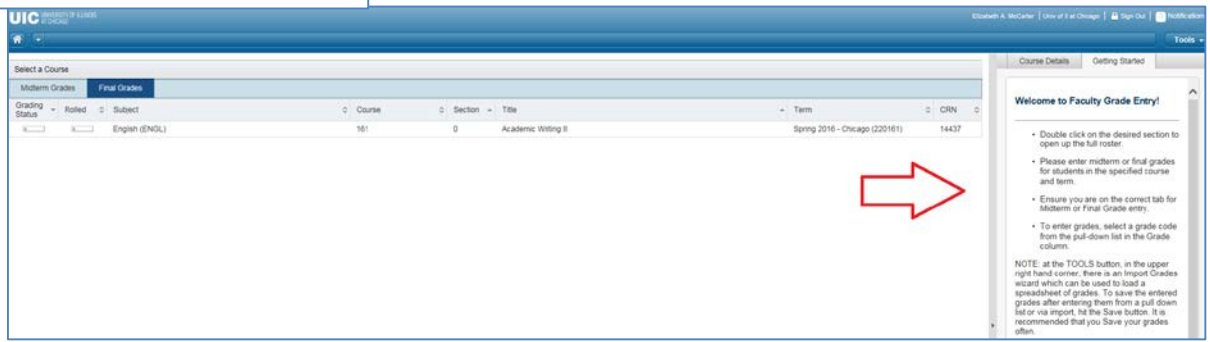
XE Faculty Grade Entry





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XE Faculty Grade Entry

- **We have one existing local modification that had to be implemented**
  - Hide Last Attend Date and Hours fields in Midterm Grading
    - Done through CSS (cascading style sheet) modification
  - Prohibit the import of data into these fields through Import Tool
    - Modify the application javascript

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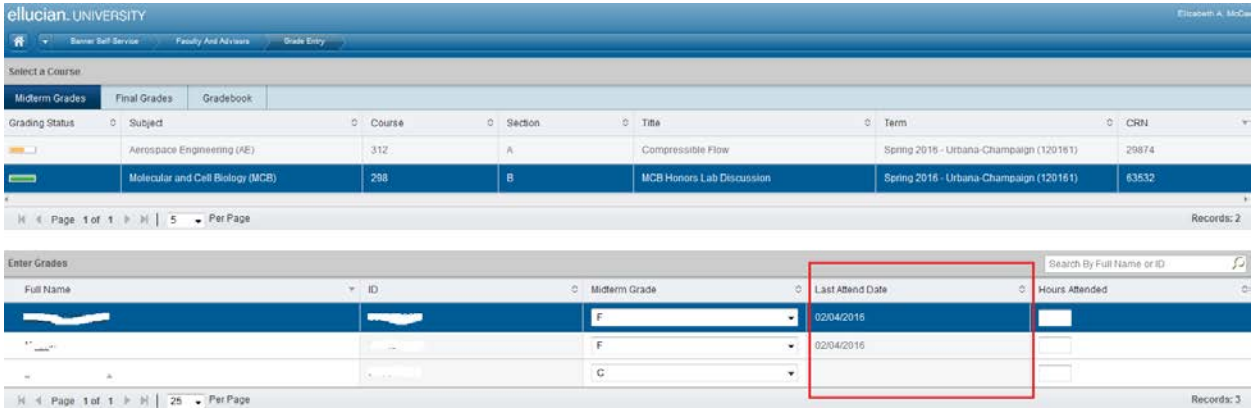
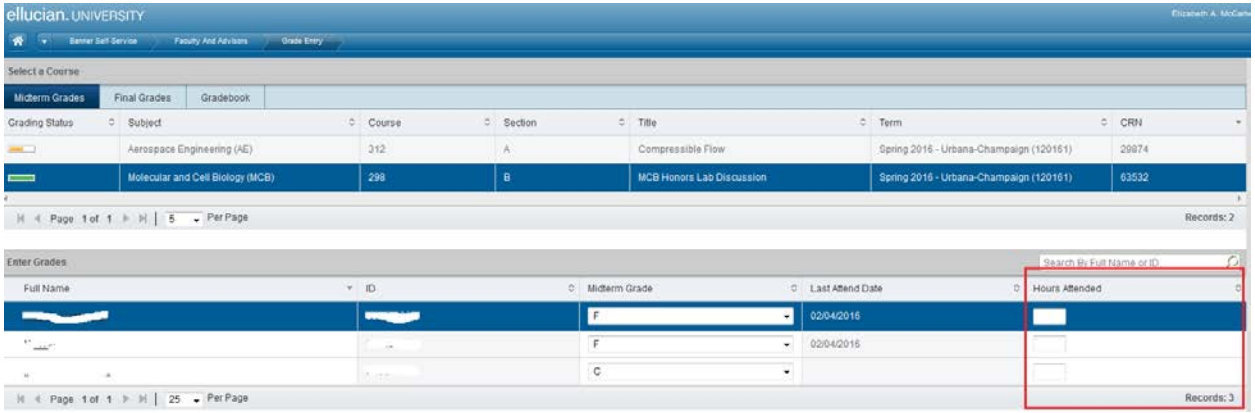
XE Faculty Grade Entry





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XE Faculty Grade Entry

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XE Faculty Grade Entry

- **Regression/Business Process Testing**
  - Security issue identified
    - If instructor had NO INB forms access, can log in fine, same as Banner 8 SSB
    - If instructor had any INB forms access they required additional setup in order to access FGE
  - Resolved by setting **ssbOracleUsersProxied = FALSE**
    - This means the Oracle account will not be used for the connection, VBS will not be enabled in the Self-Service application.

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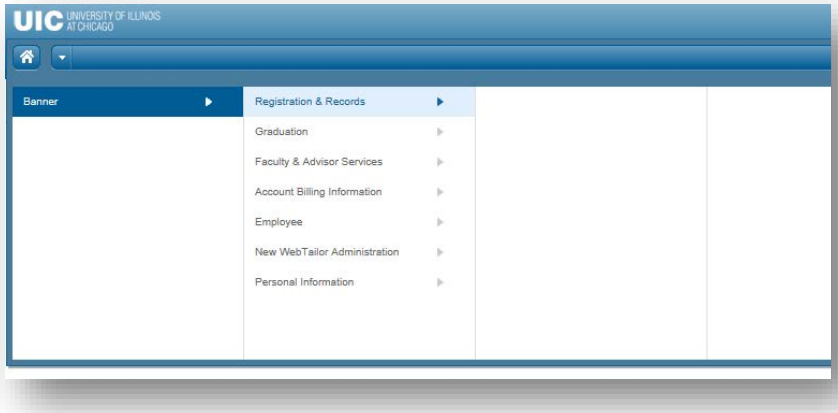
XE Faculty Grade Entry

- **Regression/Business Process Testing**
  - MEP issue with self-service drop-down menu
  - Current open change request - **CR-000123304** Banner 9 SSB application MEP calls to SSB 8.x do not call the correct MEP enabled SSB URL



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XE Faculty Grade Entry

- **Performance Testing**
  - Two tests - system performance and single user performance
- **Vulnerability Testing**
  - Our Quality Assurance team ran a security vulnerability scan
- **Accessibility Testing**
  - Our biggest problem area
  - Resulted in need to keep Banner 8 available

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XE Faculty Grade Entry

- **Accessibility Testing - Guidelines**
  - Federal Section 508: http://www.hhs.gov/web/section-508/making-files-accessible/checklist/index.html
  - WCAG 2.0 (A, AA): http://www.w3.org/TR/2006/WD-WCAG20-20060427/appendixB.html
  - IITAA: http://www.dhs.state.il.us/accessibility/references/iitaa-testing-checklist.html

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XE Faculty Grade Entry

- **Accessibility Testing - Findings**
  - All content is not read by screen reader as it using Application role
  - All content flow is not logical
  - All content is not keyboard accessible

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XE Faculty Grade Entry

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XE Faculty Grade Entry

- **Chicago Campus Implementation Plan**
  - Pilot for midterm grading in October 2014
    - Reached out to faculty and asked for pilot participants
    - Asked for a time commitment of one hour for a meeting and feedback. Also, they must be teaching 0 or 100 level course.
  - Review results and if successful, roll-out new tool to all faculty for final grading in December 2014.

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XE Faculty Grade Entry

- **Six instructors used the new tool for midterm grading**
- **All instructors completed a survey with feedback**
- **Feedback included:**
  - Tool was easy to use and understand
  - More help/configuration was needed to pull grade information from Blackboard
- **Agreement to move forward with full implementation and open to all faculty during final grade entry period December 2014**

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XE Faculty Grade Entry

- **Full Implementation: Communication and Training**
  - Email communication was sent to all faculty to explain the new grading tool
  - Two Overview Sessions in late November and early December
    - There were 8 faculty who attended the sessions

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XE Faculty Grade Entry

- **Full Implementation: Communication and Training (continued)**
  - Two open labs for faculty in late December to provide last-minute support for using the new process
    - No faculty attended any open lab
  - Help available from the Office of the Registrar for Banner questions and ITL for the Blackboard extract questions

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XE Faculty Grade Entry

- **Website created with information as well as a training website that contains job aids and videos. Topics included:**
  - Manual Grade Entry
  - Extract Grades from Blackboard
  - Import Grades from a spreadsheet (Faculty Grading, Blackboard or your own)
  - Exporting a Validation Report after Loading Grades

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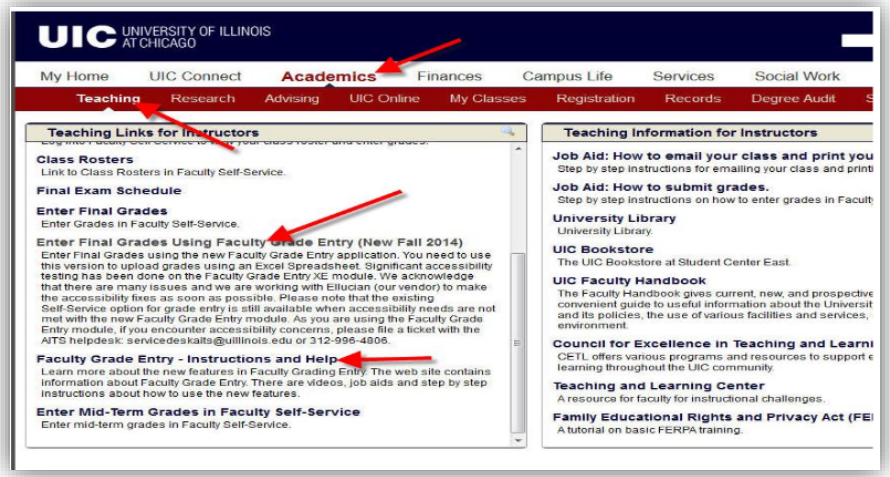
XE Faculty Grade Entry

- **Link to FGE and instructions posted on UIC portal**
  - Note below link regarding accessibility issues
- **Banner 8 SSB link available as well**



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XE Faculty Grade Entry

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XE Faculty Grade Entry

- **Results - Success**
  - Majority of questions were normal grading questions
  - 362 Logins
  - 319 distinct users - 13.7% of instructors
  - 80 Spreadsheets Loaded - 76 instructors: 3.2 % of all instructors and 23.8% who used the new system
  - The number of NR grades was lower than past terms.

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XE Faculty Grade Entry

- **Our Urbana-Champaign campus was next to implement the tool**
  - Pilot of approximately 10 instructors for final grade entry for May 2015
  - Full implementation for midterm grading in October 2015.

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XE Faculty Grade Entry

- **Full Implementation: Communication and Training**
  - Less communication and instruction than our Chicago campus
  - Instructional information was posted to the Registrar website
  - PDF training one page document
    - In talking with faculty, an easy, one page document was requested
  - Assistance provided by the Registrar's office

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XE Faculty Grade Entry

Final Grade Entry Instructions

Before entering final grades, all faculty members are required to Establish an Enterprise ID in order to access the Faculty Self-Service system. (Required if you have not previously accessed the Faculty Self-Service system)

Follow these steps to use the "NEW" final grade entry interface:

1. Login to Faculty Self-Service
2. Select "Faculty & Advisor Services."
3. Select "Faculty Services."
4. Select "Grade Entry (Mid-Term & Final)."
5. Select the "Final Grades" tab on the grade entry page. A list of sections that have students which require final grades will display on the page below.
6. After selecting a section, the class roster will display below the selected course. final grades can be assigned to an individual student by using the drop-down box or by typing in the respective letter grade. (Only applicable grades can be entered or selected in this field.) Instructors that wish to enter final grades for multiple students can use the "Import/Export" feature located within the "Tools" tab in the upper right-hand corner of the grade entry page. Please refer to the Final Grade Entry Instructional Document (PDF) for additional information.
7. Be sure to select the "Save" button at the bottom of the class list to submit the final grades that have been entered.
8. Repeat steps 5 through 7 for each section that requires final grades to be entered.

Follow these steps to use the traditional interface for entering final grades:

1. Login to Faculty Self-Service
2. Select "Faculty & Advisor Services."
3. Select "Faculty Services."

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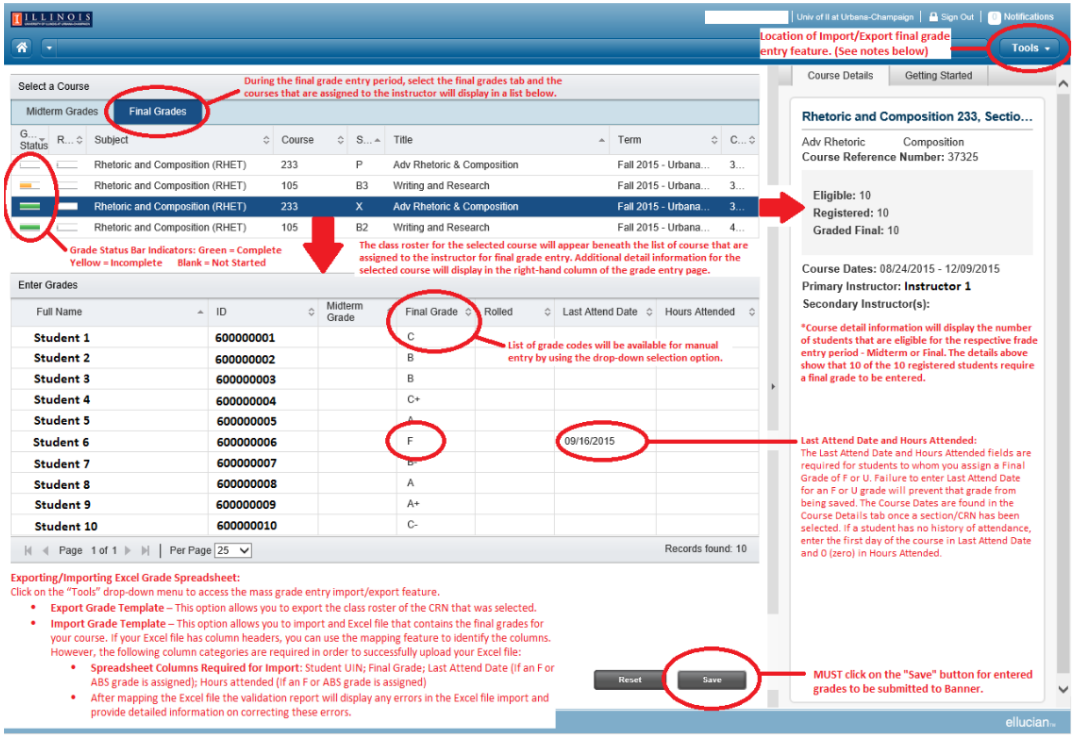
XE Faculty Grade Entry



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XE Faculty Grade Entry

- **Link to FGE was inserted into Banner 8 Self-Service**

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XE Faculty Grade Entry

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XE Faculty Grade Entry

- Urbana-Champaign and Chicago campuses are utilizing the tool in our production environment.
- In Fall of 2015 we reviewed and tested XE Faculty Grade Entry 9.3.
- Due to a critical defect related to grade display we chose not to implement this version.
- We were still happy with the version we had.

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XE Faculty Grade Entry

- We will be implementing the 9.4.2 version on April 24, 2016.
- One enhancement of this new version is the inclusion of the view-only roster.
- Additional configuration tools
- We will also be looking at extensibility as a way to hide fields and eliminate a part of our local modification.

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XE Faculty Grade Entry

- Retesting accessibility to determine if we can eliminate the need for keeping Banner 8 SSB option.
- Our Springfield campus would like to implement this year, however they would like to do a straight cut-over from Banner 8 SSB to XE Faculty Grade Entry.
- We need to have accessibility issues resolved in order to take this approach.

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XE Faculty Grade Entry - Lessons Learned

- **Did not have to do a lot of training of faculty**
- **No real issues or complaints from faculty**
- **Easy to implement from a technical standpoint**
  - Least amount of configuration and dependencies
- **Take note of security/accessibility issues**
- **Be aware of all the sources of grades (LMS systems) and how information will be imported**

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XE Student Advising Profile

XE Student Advising Profile

- Our Chicago campus was the first of our three campuses to have interest in using this module
- Began looking at the module in January 2015
- Implemented Student Advising Profile 9.0 in May 2015
- Main push to implement this was the ability for an advisor to be able to see student data all on one page

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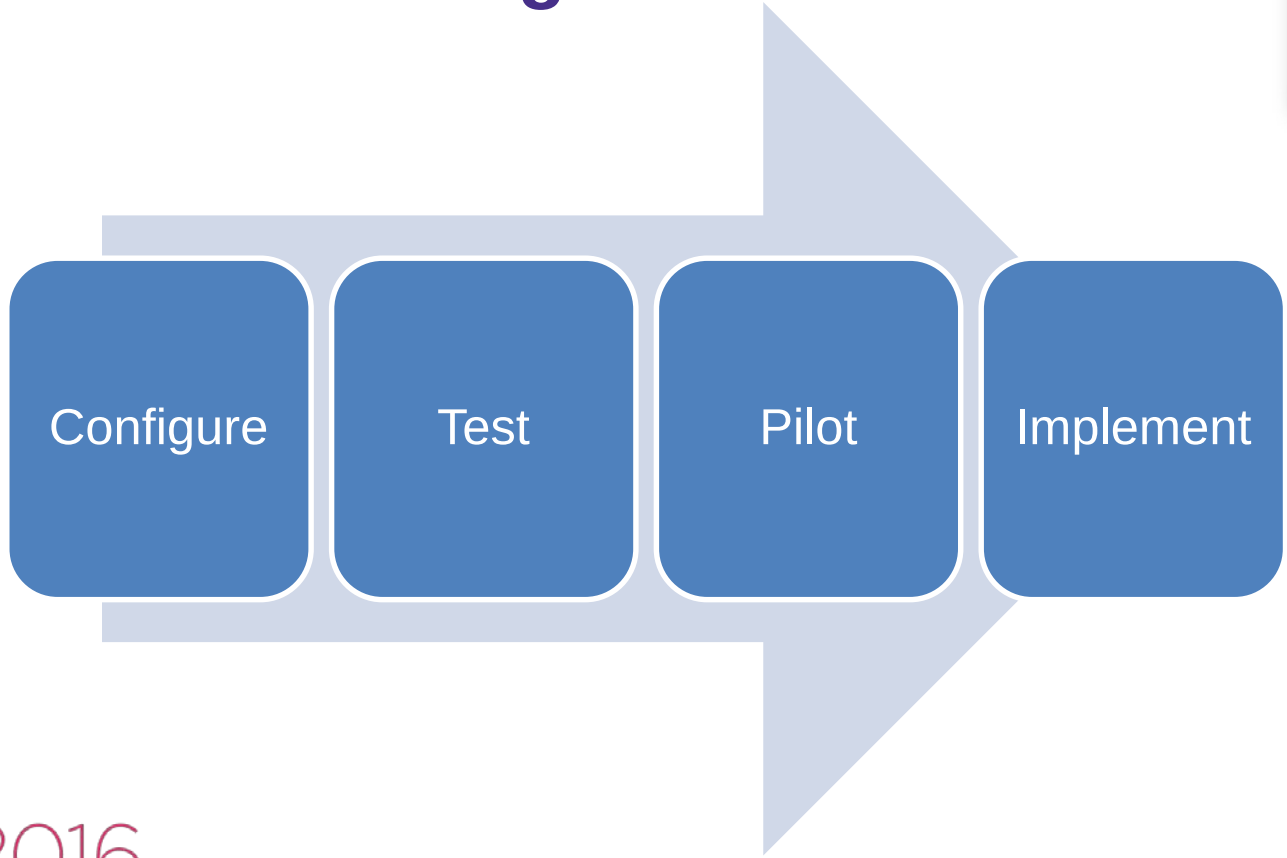
XE Student Advising Profile



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XE Student Advising Profile

- **Configuration**
  - Highly configurable
  - Done through configuration files, GUAINFO (Information Text Editor)
    - Functional change for us in how we perform configuration
  - Configuration file is MEP enabled
  - We implemented VPD/MEP on GURINFO

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XE Student Advising Profile

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XE Student Advising Profile

- **Regression/Business Process Testing**
  - MEP issue with self-service drop-down menu
  - Browser differences
  - Minor defects, but nothing critical

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XE Student Advising Profile

- **Performance Testing**
  - We did not perform performance testing due to our plan to implement with a small pilot group
- **Vulnerability Testing**
  - Our Quality Assurance team ran a security vulnerability scan
- **Accessibility Testing**
  - Continued issues with accessibility, but improvements coming

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XE Student Advising Profile

- Implemented Student Advising Profile 9.0 in May 2015
- Plan was to pilot with advisors from a few colleges in June 2015
- Due to shifting priorities and resources, our UIC campus has had to delay their pilot of the tool

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XE Student Advising Profile

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XE Student Advising Profile

- We continue to do analysis and testing on new releases
- In Fall of 2015 we reviewed, tested, and implemented XE Student Advising Profile 9.1
- We will be implementing the 9.2 version on April 24, 2016
- Our UIC campus is now planning for a pilot in June 2016. The pilot will be with approximately 30 advisors from the College of Liberal Arts and Sciences

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Lessons Learned (So Far) - XE Student Advising Profile

- **Highly configurable, however**
  - Configuration is done differently then current Banner 8 modules
  - Configuration is more technical and less available through GUI
- **Non- transactional, view-only which makes it easier to test**
- **Our focus has been on the advisor view**

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XE Registration

XE Registration

- Our Urbana-Champaign campus was the first of our three campuses to have interest in using this module
- Began configuring and testing the module in June 2015
- Implemented Registration 9.2 in November 2015 for our Winter Term registration
- Main push to implement this was the ability for a student to drop their last class

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XE Registration

- **The University of Illinois participated as a development partner and performed beta testing for XE Registration.**
  - Began testing CR1 in January 2014
  - Focus was on performance testing and accessibility testing
  - Some functional testing

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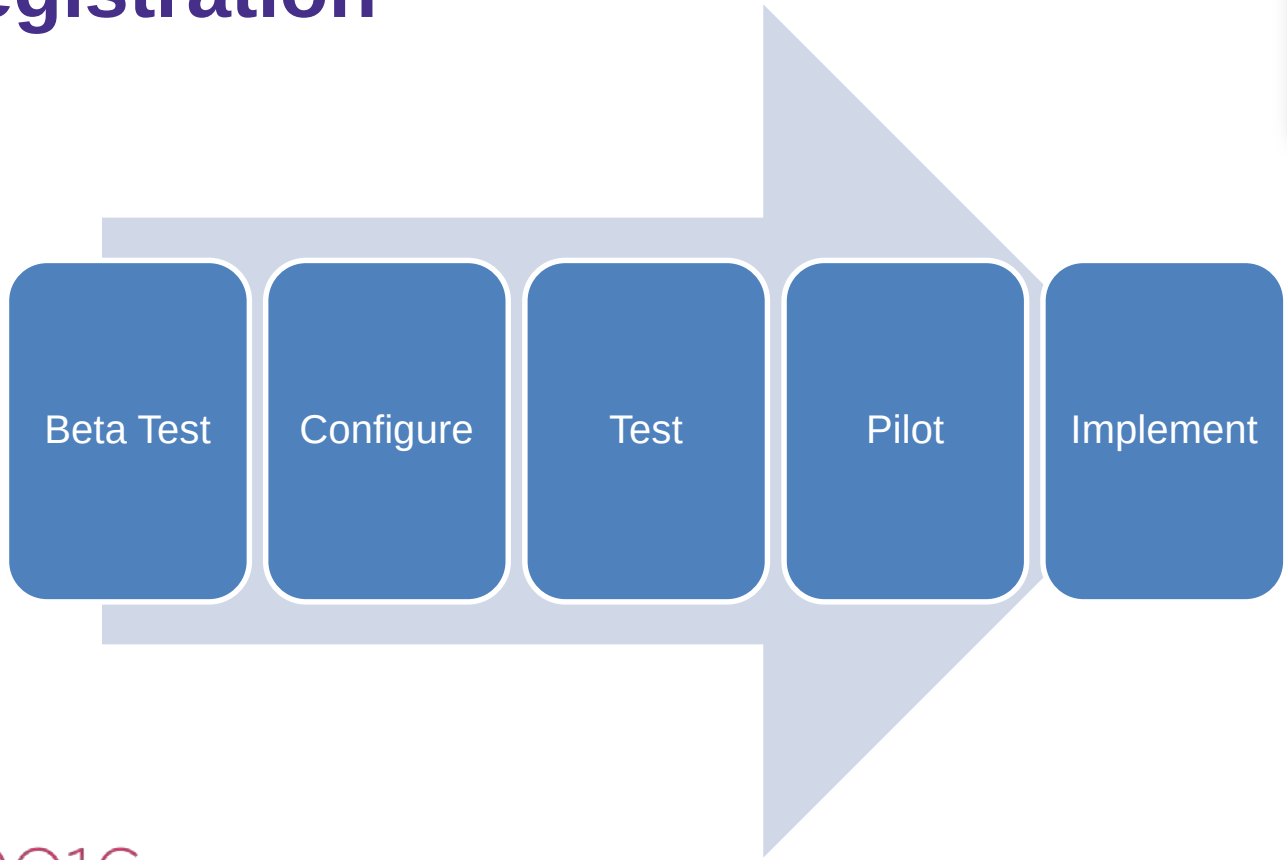
XE Registration



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XE Registration

- **Configuration – many different tools**
  - SOAWSCR (Overall Page and Field Configuration)
    - We implemented VPD/MEP. Even though rules are term based, easier to manage our three campus configuration
    - Can't link to other sites from the registration landing page
  - GUAINFO (Information Text Editor)
  - Configuration Files
  - SOAWDSP – expanded for XE

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XE Registration

- **Local modifications**
  - Cross-List Identifier - Existing
  - Registration Agreement – Existing/New
  - Limit Personas – New
    - We do not want faculty/advisors registering students and there is no way to turn this off in XE

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XE Registration

- **Local modifications**
  - Defect fixes - NEW
    - Many due to our MEP configuration
    - The application has challenges with MEP

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XE Registration

- **Regression/Business Process Testing**
  - Many more cases logged with Action Line to ask questions or report defects
  - More defects then other applications, especially around new functionality
  - A lot of configuration to figure out and determine how to use
  - Our testing was much more involved

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XE Registration

- **Performance Testing**
  - We did multiple rounds of performance testing during beta and then another test prior to implementation
- **Vulnerability Testing**
  - Our Quality Assurance team ran a security vulnerability scan
- **Accessibility Testing**
  - Continued issues with accessibility, but improvements coming

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XE Registration

- **Urbana-Champaign campus implementation plan for Winter Term**
  - Add a link to Banner 8 Self-Service for Winter Term registration that directs students to XE Registration
  - No real communication to students
  - Registrar's office was available for questions

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XE Registration

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XE Registration

- **Results - Success**
  - 27% of the 2100 students who enrolled in winter classes used the XE functionality at some time
  - Dropping the last class was much easier with XE
  - Not many questions from students

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XE Registration

- **Results - Success**
  - Campus Registrar’s Office was very pleased with the pilot
  - The ability to set the system to allow Winter students to drop the single class was the main reason that we used it and that aspect worked well
  - We like the ability for students to add classes to their schedule and have a nice, visual calendar display of what their day-to-day schedule will look like before taking the next step to submit the changes

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XE Registration

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XE Registration

- **We will be implementing the 9.3 version on April 24, 2016.**

- **All three of our campuses have plans to begin using XE Registration this year:**

  - Urbana-Champaign – Opening right after we implement for Summer and Fall Registration, however we'll be past priority registration so not a heavy load

  - Chicago – Opening in May for Summer Orientation students

  - Springfield – Opening in October/November for Spring registration

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XE Registration – Lessons Learned

- Approach was to provide students with better interface and roll out administrative use later.
- Start small if you can, our Winter Term was a good pilot scenario
- We didn’t use any new functionality (Projected, Structured, Planned, Block) and that was OK
- We’ve not focused on XE Administrative forms, still continue to use the Banner 8 forms

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XE Registration – Lessons Learned

- Configuration was new, different, and quite a lot to learn
- MEP has been a struggle for us, take note if you use this functionality
- Test with multiple browsers
- More defects then other applications
- Take a slower approach, it can be overwhelming

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Overall XE - Lessons Learned

- **What modules to implement first:**
  - Faculty Grade Entry and Student Advising Profile are good ones to start with
    - Less configuration/testing
    - Less dependencies
  - XE Registration will take more time

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Overall XE - Lessons Learned

- **Configuration:**
  - There are MANY different ways to configure applications, some are more technical
  - While the ability to do field level configuration by persona and MEP is very good, the method is different and can change your testing and maintenance process
  - Each module has its own set of configuration and it can be different

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Overall XE - Lessons Learned

- **Testing:**
  - Test with different internet browsers
  - Longer process to redeploy application after modifications, updates to configuration files, changes
  - XE applications are all separate

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Overall XE - Lessons Learned

EAS	non-EAS	Web for Prospects	Web for Admissions
Banner Forms SSB - 0NONE SSB - 1UIUC SSB - 2UIC SSB - 4UIS	Banner Forms Banner+Debug SSB - 0NONE SSB - 1UIUC SSB - 2UIC SSB - 4UIS	0NONE 1UIUC 2UIC 4UIS	0NONE 1UIUC 2UIC 4UIS

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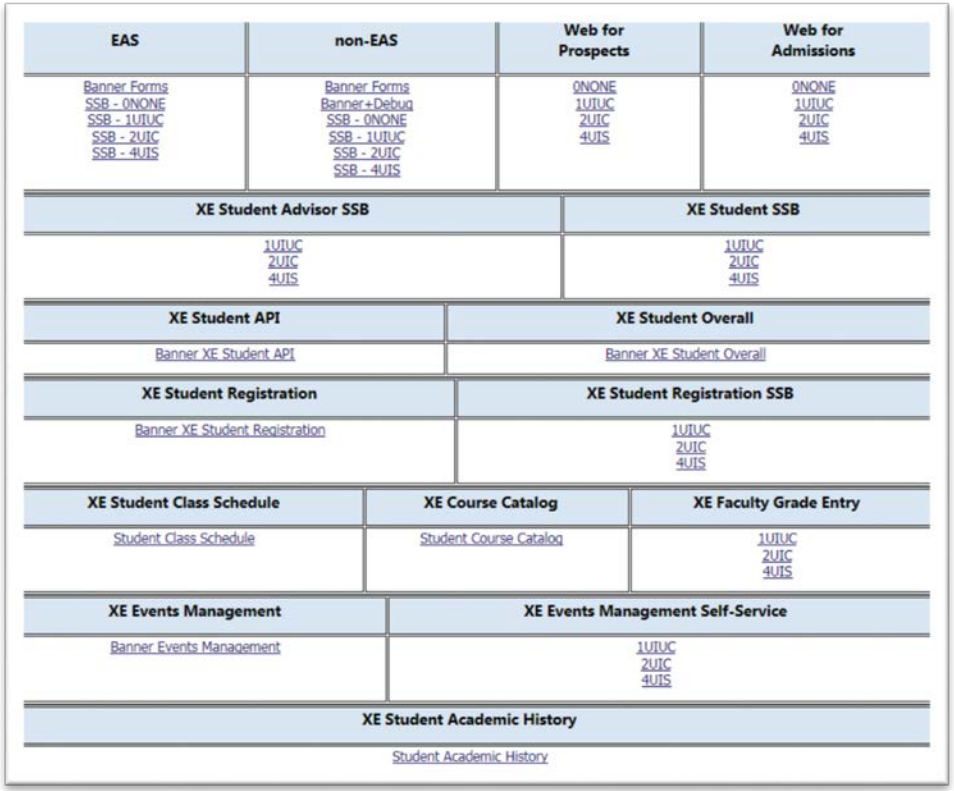
Overall XE - Lessons Learned



EAS	non-EAS	Web for Prospects	Web for Admissions
Banner Forms SSB - 0NONE SSB - 1UIUC SSB - 2UIC SSB - 4UIS	Banner Forms Banner+Debug SSB - 0NONE SSB - 1UIUC SSB - 2UIC SSB - 4UIS	0NONE 1UIUC 2UIC 4UIS	0NONE 1UIUC 2UIC 4UIS

XE Student Advisor SSB	XE Student SSB
1UIUC 2UIC 4UIS	1UIUC 2UIC 4UIS

XE Student API	XE Student Overall
Banner XE Student API	Banner XE Student Overall

XE Student Registration	XE Student Registration SSB
Banner XE Student Registration	1UIUC 2UIC 4UIS

XE Student Class Schedule	XE Course Catalog	XE Faculty Grade Entry
Student Class Schedule	Student Course Catalog	1UIUC 2UIC 4UIS

XE Events Management	XE Events Management Self-Service
Banner Events Management	1UIUC 2UIC 4UIS

XE Student Academic History
Student Academic History

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Overall XE - Lessons Learned

- **Training/Communication:**
  - Less might be better
  - Know your audience

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Overall XE - Lessons Learned

- Better and more modern user interface
- Once implemented we've not had a lot of user questions
- Well received by Faculty, Students, Registrar Office

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Questions & Answers

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The Mile High City DENVER APRIL 17–20, 2016

Thank you!

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Amanda Bland amwood@uillinois.edu

Please complete the online session evaluation form.

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We need your help

Feedback Survey

Access session surveys by using the survey widget on the mobile app or by logging into your session schedule builder at

http://tinyurl.com/elive2016surveys

Beth McCarter and Amanda Bland

Session ID 37490