



Information Technology eNews

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Technology for Administration & Academics

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Banner Shutdown during Thanksgiving Recess

As a result of the required upgrading of Banner 7 to Banner 8, the Morgan State University Banner System (both WebSIS and Internet Native Banner) will be shut down completely for maintenance beginning midnight, Tuesday, November 24, 2009, through Monday, November 30, 2009, at approximately 8:30 am. During this shutdown time, no one will be able to access Banner. Following the Banner 8 upgrade, there may be changes to the Banner screens and forms that you currently use.

If you have any questions about the changes in Banner 8, please contact the following functional team leaders:

Admissions Data: Troy Quinn, Ext. 3000, Troy.Quinn@morgan.edu

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Banner User Survey

Please complete the Banner User Survey that was recently sent from Zoomerang to your Morgan

e-mail address. Your input helps improve University services.

Ongoing Planning & Information Technology Surveys

In an effort to improve customer services, the Planning & Information Technology Department has begun distributing surveys to individuals who receive services from either the Help Desk or the Administrative Computing Center. You will receive a survey each time a service is rendered. When you receive an email with a link to the survey, please take a moment to provide feedback and any comments or suggestions that you feel will improve the services we provide to the campus community. We are striving for continuous improvement of our processes and increased levels of satisfaction.

Morgan E-mail

We need to know....If you are having trouble with your Morgan e-mail or your computer, please call the HELP Desk at ext. 4357. We need to know the problems that folks are experiencing in order to fix them! You may also send a question to the HELP desk at helpdesk@morgan.edu. If you are having any issues or problems in using your University e-mail, you may also contact Linda.Mehlinger@morgan.edu .

New Software: Course Cast

Course Cast: This tool enables you to synchronize PowerPoint slides, video/audio of yourself, and computer screen capture all into one neat package. Students can also take notes and access specific slides by searching on key terms. You can add the capture to Blackboard or link directly to it from any browser. Contact Karen Rubinstein at Karen.rubinstein@morgan.edu to find out more.

TIP OF THE WEEK

Would you like to find a quicker, more efficient way to handle your departmental processes? If so, contact Dr. Cynthia Mendoza-Robinson at cynthia.mendoza@morgan.edu or on extension 4596 to set up a consultation session. In the session, you will have an opportunity to review your current processes and develop strategies to enhance them. You will learn how software such as Banner, APEX, and Excel could save you time and keep your records more organized