

# INGRESS Frequently Asked Questions

## August 27, 2010

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1. *How will the University of West Georgia support eCore students who are enrolled at affiliate institutions and are experiencing issues associated with password login to GOML Vista?*

Ans: Students who are experiencing problems logging into GOML Vista should contact the Online Support Center for assistance. The OSC has the ability to reset student GOML Vista passwords for certain institutions.

2. *Why are institutions required to enter all shared courses in their local Banner systems when their students may only register for a fraction of the courses?*

Ans: The design of INGRESS assumes there are cooperative agreements between collaborating institutions to share courses for specific programs or to expand access to online core curricular offerings. In order for students enrolled in these collaborative programs to have the ability to register for any of the shared course sections, these sections must be entered into Banner. The failure of institutions to define the shared sections in Banner eliminates enrollment opportunities for students at the institution.

3. *Since courses will need to be defined in Banner for students to be able to register for them, will there be a central location accessible to campuses where information on all shared courses will be available?*

Ans: For Phase I release, ITS will continue the practice of collecting course schedules and posting this information on the GOML Resource Gateway under the INGRESS tab. Going forward, we will explore the feasibility of extracting this information as Sending and Receiving institutions define course sections in Banner. The challenge using this method will be the timing at which the data becomes available.

4. *How will eCore institutions implement the Gated Enrollment process that is required for eCore in their local Banner systems and make it work with INGRESS?*

Ans: Students eligible to enroll in course sections shared through the INGRESS tool must be identified and deemed eligible to register based on campus registration policies. INGRESS does not prevent the use of the eCore Gated Admissions process.

5. *How will grade changes work?*

Ans: All grade changes will be entered by the campus in Banner. INGRESS will not be updated with grade changes.

6. *Where will name changes occur?*

Ans: Name changes will be entered by the campus in Banner. The ZSRGDIS process will capture the name change for processing through INGRESS.

7. *Will it be necessary for campuses to run the ZSR processes which are currently used for CampusVue?*

Ans: No. INGRESS has three processes: ZSRGDIS – Data Extraction Process, ZSRIAVR- Attendance and ZSRIGRD- Grades.

8. *Will the ZORELCA (Campus Data Extraction) process still be used?*

Ans: Yes, however, ZORELCA is only used by campuses to submit distance education courses for listing in the GOML website course search.

9. *When students try to register in Banner and it is between times for the seat balancer to allocate additional spots, do you know if the student gets a notification that the class is full or some other error?*

Answer: We understand this is probably going to be one of the most difficult adjustments for students to make transitioning from a centralized registration system like CampusVue to decentralized registrations via Banner Self-Service to register for MED/MAT and eCore classes. If a student happens to try and register for a class between the balancing intervals, the student should receive an error in Banner Self-Service that the class is full and it should not allow them to register until the seat balancer has apportioned additional seats. We will ask campuses to provide feedback after the close of Spring 2011 registration to determine whether we need to adjust the seat balancer formula for allocating seats or increase the polling interval.

10. *What will happen in Vista and Banner if someone tries to override registrations in Banner?*

Answer: INGRESS is designed to balance seat counts and process data for Vista and does not aim to police enrollment “violations”. There it will not produce errors for overfilled classes. It will, however, notify the Sending institution that the class has exceeded its capacity so that the Sending institution can evaluate what to do to resolve the problem.

11. *Who all will have access to the Campus Admin console for my institution?*

Answer: A campus official (to be determined) will designate in writing who on the campus should have access to the INGRESS Campus Administrative Console for their institution. The reason for this request is that the INGRESS Campus Administrative Console includes access to the institutional Banner Maintenance setting for INGRESS.

12. *For the purposes of training faculty on how to use INGRESS for entering attendance verification and grades, can campuses have access to a test shell (perhaps in FDev)?*

Answer: Currently we do not have a true training environment for INGRESS, therefore the use of FDEV for training would have to be carefully coordinated among the various resources within ITS. We are developing a flash movie animation that will provide step-by-step instructions on entering grades and attendance. Campuses are more than welcome to use this file in their faculty training programs. There will also be a pdf document that provides step-by-step instructions.