

Summit 2009 Banner 8.x and Beyond FAQs

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SUNGARD HIGHER EDUCATION

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Banner 8.x Upgrade and Support Questions

Q. When will Banner 7.x be desupported?

SunGard Higher Education is planning to desupport Banner 7.x on September 1, 2010. Please use this information and the information provided in the Unified Product Calendar (available for download on the Customer Support Center) to make the necessary project plans for upgrading to the Banner 8.x Unified Product Release. Should you require assistance in upgrading to Banner 8.x, we encourage you to contact your SunGard Higher Education Account Manager to discuss possible Banner Upgrade Support services.

You will continue to have the ActionLine support and maintenance-release support in addition to what is outlined in the product calendar for the Banner 7.x products through September 1, 2010. After that date, all ActionLine support, regulatory, and maintenance releases for versions 7.x will terminate.

If you are a customer outside of the United States, your local solution centers will issue specific information regarding the phase out of support for the statutory localizations compatible with Banner 7.x and Banner 7.x dependent applications.

Although the desupport date for Banner 7.x is more than 19 months away, we encourage you to plan your upgrade to the Banner 8.x Unified Product Release as soon as possible so that you can take advantage of the functionality and the continuity it provides across the unified digital campus. You will be hearing success stories from our Banner 8 Unified Product Release early adopters in the coming months and at Summit.

Q. Where can I find out more information about Banner 8 (functionality FAQs; technical FAQs, including hardware and software requirements; dependency matrix; etc.)?

In addition to the numerous specific Banner 8.x FAQs on the Customer Support Center, the **Banner Information Center** on the Customer Support Center is a repository of many high-level Banner 8.x FAQs and documents. These documents provide a good, high-level overview of upgrading to Banner 8.x and should be the first documents to read in preparation for an upgrade. To find these documents, go to the Documentation Download page in the Customer Support Center and look for the link to the Banner 8 Unified Product Release Info Center on the right panel.

Q. What can you tell us about the number of customers that have already upgraded to Banner 8?

As of February of 2009, our Banner 8.x Upgrade Survey data shows that approximately 10% of the customer base is running Banner 8.x in production today. Close to 30% have installed in a test environment, but they are not yet live in production. Our survey also

shows that approximately 60% of customers have plans to be live in production with Banner 8.x by end of calendar year 2009.

Q. Who participated in the Banner 8 Early Adopter program?

Five schools participated in the Banner 8.x Early Adopter Program: Utah State University, Higher College of Technology, Drexel University, Virginia Tech University, and Utah Valley University. All of these institutions are now live in production with Banner 8.x. All of these institutions are presenting sessions at Summit 2009.

SunGard Higher Education conducted debriefings with each institution approximately one month after their go-live date, and SunGard Higher Education will be summarizing and publishing their experiences on the Customer Support Center.

Q. Will we have to upgrade all of the Banner 8 UPR products at the same time?

Because of the database changes inherent to the 8.0 release, you cannot run a mix of 7.x and 8.0 products. To benefit from the coordinated features of the Banner 8 UPR, we encourage you to upgrade all Banner products to their 8.0 versions. Customers can download the dependency matrix for the entire Banner 8 UPR from the Customer Support Center to help them plan their upgrade.

As is typical with any major Banner upgrade, you must be at the previous major release level first, in this case Banner 7.0. You can then upgrade directly to Banner 8.0. It is not necessary to install any interim 7.x releases before upgrading as they are included in 8.0. We recommend you upgrade your Banner baseline products from 7.0 to 8.0, and then upgrade your self-service products from 7.0 to 8.0. You will need to upgrade to Banner 8.0 prior to migrating to any of the 8.x releases.

For Luminis Platform you must be running version IV to apply the 4.1 patch. For ODS/EDW you must be running version 3.1.1 to upgrade to 8.0. Alternatively, you can do a full install of 8.0. For BXS clients running 6.x versions, you must first upgrade to BXS 7.0, then upgrade from 7.0 to 8.0.

Q. What is the UTF-8 character set and why is it important?

To help address the rapidly changing, competitive global environment, the Banner 8 UPR provides support for international characters and expanded name, address, telephone number, and identifier fields that adhere to Postsecondary Electronic Standards Council (PESC) and US Postal Service standards. In addition to these expanded bio-demographic fields, the Banner 8 UPR also provides support for longer currency amount fields in Banner General and Banner Finance.

The UTF-8 character set and expanded bio-demographic fields allow customers to improve service to their constituents by providing the ability to store names and addresses in their native language and format. This is important for international institutions, as well as all US institutions with foreign exchange students.

The UTF-8 character set is required to support these changes in Banner 8. Unicode is the common standard encoding scheme for international characters and text. It provides a unique number for every character, regardless of the platform, program, or language. UTF-8 is the eight bit variant of Unicode. Standards such as XML, Java, JavaScript, LDAP, and SOA all require Unicode. Many operating systems, browsers, and applications such as Microsoft Office support Unicode. By providing support for the UTF-8/Unicode, SunGard Higher Education positions the Banner Unified Digital Campus to utilize current and evolving open standards and to support further developments that adhere to international standards.

Q. How long will I be down when I convert my database from Banner 7 to Banner 8?

Down time during the upgrade from Banner 7 to Banner 8 will vary based on the size of the institution's database. However, many customers, including those with larger systems, have been able to complete the upgrade in their production environments over a normal two-day weekend. We recommend you practice the upgrade several times in your test environment to assure the least amount of downtime possible.

Q. How long will the upgrade to the Banner 8 Unified Product Release take me?

This depends on the database conversion time (as discussed above), as well as the number Banner UPR products that you have implemented at your institution and how many of them you choose to simultaneously upgrade. Customers should consult the Banner 8 UPR dependency matrix on the Customer Support Center to help plan their upgrade.

Q. When will Banner 8.x be certified on the Oracle 11g database? Will Banner 7.x be certified on the Oracle 11g database?

SunGard Higher Education is working on Oracle 11g certification for Banner 8.x and final announcements as follows:

- Currently we are working with Utah State University in a production environment
- We plan to System Test the June 09 release on 11g
- Full support and certification will be announced after June 09
- Version 11.1.0.7.0 is the minimum requirement

For additional information on 11g support you can also attend the following Summit session:

*Oracle 11g and UDC session 0185
Tuesday March 24, 2009 8AM (204A CC)*

Q. What is SunGard Higher Education doing to ensure that it develops accessible products?

SunGard Higher Education is committed to developing accessible products. As SunGard Higher Education enhances the user experience in each of its existing applications and develops new applications, the coding and testing practices listed below will produce products that are accessible and in harmony with accessibility standards and testing requirements:

- Accessibility coding standards were developed over a year ago and are being adhered to with the development of all new user interface code within the Banner UDC products.
- Testing with the latest version of JAWS is a formal part of the development process.
- We deliver JAWS training for our developers.
- Dedicated stations are set up for developers to test the accessibility of the code they develop.
- Testing on JAWS is required during an application's system test and during the UDC Test Center system test.

Q. What is the status of MF Cobol 5x certification? (FAQ 2554 generally states MF Cobol is certified for 4.0+, but question whether 5.x is included in that, especially for Banner 7x.)

SunGard Higher Education is currently working to certify MF 5.0. We understand that clients are challenged by cost structure and are working with MF to assist where possible. We are also working with clients to help them understand other cost effective options.

Q. How long will the Banner database be supported on OpenVMS?

As was announced in February of 2009, SunGard Higher Education is planning to desupport the Banner database running on OpenVMS. After researching current and planned customer usage and evaluating SunGard Higher Education's ability to provide technical currency on the OpenVMS operating system, we have decided to discontinue support so we can apply resources more efficiently within the Banner Unified Digital Campus. The ActionLine will continue to support the Banner database running on OpenVMS through the life of Banner 8.x. After that date, all support for the Banner database running on OpenVMS will terminate. There are no plans to support the Banner 9.x database running on OpenVMS.

Q. When is Banner Travel & Expense coming out? Do I have to pay for it?

Banner Travel & Expense Management is a new, add-on product to Banner Finance.

Banner Travel and Expense Management was released on December 31, 2008. It is currently in the Early Adopter phase where a select group of four clients will be installing and testing the software. At the completion of the Early Adopter program, the product will be available for General Release to the customer base.

Banner Travel and Expense Management is dependent on Banner Finance, but it requires a separately purchased license.

To schedule a demonstration of the Banner Travel and Expense Management product, please contact SunGard Higher Education.

Q. What is happening with Banner eProposal Management?

Banner eProposal Management has been an ongoing project for the past couple years and was scheduled for imminent release. Nevertheless, despite our initial efforts to develop this product, SunGard Higher Education has determined that it is in the best interest of our customers to stop development of the product as it was designed.

We understand the importance of this functionality in your grant management processes, but we feel that we will better serve you by investigating different approaches for delivering these capabilities, including partnerships with vendors or consortia. This decision was not easy to make.

Q. How long will you support Banner 8.x?

The date for Banner 8.x desupport has not yet been determined, but as of March 2009, it is thought to be more than three years away.

Q. What is happening with PCI Compliance?

For more information on PCI Compliance, please refer to the PCI Compliance FAQ on the Customer Support Center.

Future Release Questions

Q. When is the Banner 9 release coming out?

Although SunGard Higher Education has announced that Banner 9.0 would release in the first half of 2010, we have determined that this timeframe would not be in our customer's best interests. We have decided to deliver the value-added enhancements that we targeted for Banner 9.0 as part of Banner 8.x; thus, allowing customers the flexibility to upgrade and take advantage of the new functionality and user experience enhancements in their 8.x environment.

At the time when an underlying architectural change is required, we will plan for and announce the date for the 9.0 release. Therefore, at this time, SunGard Higher Education has no release date for Banner 9.0.

RIA (Adobe and User Interface) Questions

Q. Will all of the Banner Student user interface be updated at once, or will it take many releases?

The initial release of the Banner Student Self-Service (SSB) user interface (UI) will focus on the enrolled student persona and the enrolled student registration process that includes the "shopping cart" concept. The UI will be developed using Adobe Flex and will be delivered in a Banner Student 8.x at no additional cost. The targeted release is for Fall 2009.

Q. What is the timeline for the update of the Banner user interface for each module?

We have not yet defined delivery time frames beyond the targeted release of the Banner Student Self-Service (SSB) enrolled student registration process targeted for Fall 2009. SunGard Higher Education is working with nine development partners that are assisting us with prioritization of functionality and the personas they would like to see us work on beyond enrolled student registration. As scope and releases are determined we will make the necessary announcements.

Q. Is the updated Banner user interface delivered as part of INB, SSB, Luminis Platform, or a combination of the three?

The initial release of the Banner Student Self-Service (SSB) user interface will focus on the enrolled student persona and the enrolled student registration process that includes the "shopping cart" concept. The user interface (UI) will be developed using Adobe Flex and will be delivered in a Banner Student 8.x at no additional cost. The targeted release is for Fall 2009.

The new Banner Student Self-Service (SSB) user interface for enrolled student registration would replace the existing SSB registration page. The new UI would work with existing Banner tables and Luminis portal and Luminis channels for Banner.

We also plan to release a new, separately licensed add-on product, Banner Flexible Registration, in Fall 2009 to work with Banner 8.x. This add on product is geared to the needs of non-degree programs such as continuing education or corporate business education programs, but could be used for traditional degree programs as the institution desires. This add-on product will have significant improvements over the capabilities in baseline Banner and will be a fully supported Optional Add-on Product. Unlike all of the competitive solutions on the market today, you will be able to use these advanced features not only against your continuing education population, but for your traditional student registration as well.

As scope and releases are determined, we will make the necessary announcements.

Q. What is the product strategy and direction for the Luminis Platform solution?

As an enterprise portal and web services delivery platform, the Luminis Platform solution has provided colleges and universities across the globe with technology that allows aggregation of content, advanced personalization, content creation, content delivery, single sign-on capabilities, application integration, and unified branding. SunGard Higher Education has made these functions relevant to higher education and extended the Luminis Platform system into an environment for schools to showcase their content, applications, and overall innovation.

Luminis Platform 5.0, the next major version, will continue to build on the system's existing value and core competencies, while introducing a product and technology strategy that includes key architecture and technology enhancements, a focus on competing content, applications and tools, an advanced collaboration and community environment, increased deployment and configuration flexibility, and further alignment within the SunGard Higher Education solution set.

The Luminis Platform has enhanced its underlying architecture to include services orientation and technology standards throughout the entire product. Web services and RESTful services isolate code changes and effectively manage the ongoing quality of the product. Our development efforts and the markup in the form of portlets is now delivered as a web service as opposed to being directly integrated with the portal tier. Services are used at almost every layer creating an almost completely SOA oriented solution.

In addition, the Luminis Platform solution has leveraged technology standards and existing frameworks as much as possible. Standards around content, data services, security, and administration now represent and drive key parts of the solution. Luminis Platform employs strong, existing frameworks such as Apache CXF for web services/ RESTful services, JMX beans for instrumentation, system monitoring and centralized configuration management, terracotta for cache management, and the SPRING framework to support more efficient development and runtime performance while improving test coverage and overall application quality. Ajax and Adobe Flex are used for user interface development which support dynamic content updates, inter-portlet communication and overall best practices for usability.

The architecture and technology enhancements support a product strategy that focuses on providing more value to higher education. The existing Luminis Platform solution has matured to a point where baseline value of content aggregation, personalization, SSO, access control, layout management, branding and so on has been established. Starting in Luminis Platform 5.0 we will begin adding even more value and differentiation through applications—in the form of portlets, dashboards, composite views and workspaces—that support both the academic and social facets of higher education. The existing Group Studio application has been built into an advanced community and collaboration environment that offers everything available today, plus a more flexible community environment with new and improved collaboration tools such as instant messaging, file sharing, blogs, wiki and overall user presence. The user interface, subscription of content

and overall end user personalization is now done through drag-and-drop and other system operations that align well with user expectations.

The Luminis Platform product strategy retains the value of the current solution, supports the growth and innovative use of the product, eases the maintenance and upgrade processes, and provides enhanced business applications and competitive differentiation for our clients in the higher education market.

Q. How does Luminis Platform fit into the update of the user interface?

Luminis Platform will continue to provide portal function as an add-on component of the Banner UDC. The new user interface (UI) would work with existing Banner tables, Luminis portal, and Luminis Channels for Banner. As the new UI's are developed, we will continue to leverage the capabilities of Luminis Platform to improve the user experience we deliver in Banner 8.x and beyond.

All SunGard Higher Education products will strive to align with and adhere to the overall company imperatives related to user interface enhancements. The Luminis Platform is a key enabling technology within the UDC and serves as the unified portal and web services delivery platform for internal and external applications and services as well as current and future development and extensions that add business value and ROI throughout the institution.

Specifically related to the user interface, the Luminis Platform will provide alignment with company driven presentation standards such as page components, colors, icons, typography, page layout, navigation, toolbars, buttons and action elements, online help and so on.

Q. What is Adobe Flex?

Adobe Flex is an open source framework for building and deploying Rich Internet Applications (RIAs), which provide the features and functionality of traditional client applications in a more accessible and easy to deploy Web-based model. The Flex SDK provides a consistent set of user interface components such as buttons, text controls, list boxes and the like and the compiler for the applications. The framework provides easy connections for Web services and Java objects through data services that run within an application server. The framework also provides a development environment called Flex Builder that includes code editors and debugging tools. SunGard Higher Education has selected Adobe Flex to develop and deploy RIAs for Banner UDC products because it provides a comprehensive package of tools and services that support integration with all major database and Internet vendors and technologies.

Q. When will SunGard Higher Education start releasing applications developed with Adobe Flex?

SunGard Higher Education has already released Flex-based applications with the Banner Enrollment Management Recruiting and Admissions Relationship product. We have also

incorporated the same type of RIA interface in some of the recently released Banner 8 products in late 2008, and SunGard Higher Education plans to introduce RIAs into the Banner Student product in future releases and then into other Banner products after that.

Q. Will we need to install anything in our computing environment to deploy applications developed with Adobe Flex?

The Flex applications are deployed through an application server. With your Banner 8 products you already have the Oracle Application Server (OAS), which is suitable for running the Flex applications. However, since the Flex application interfaces require Java 1.5, OAS 10.1.3.1 is the minimum required version. Banner 8 installs with OAS 10.1.2 to support Oracle Forms. Currently, Oracle has not announced support for Oracle Forms on OAS 10.1.3. Till such time as forms are supported on 10.1.3, you will be required to run two versions of the OAS if you are planning to use Effort Reporting and Labor Redistributions, Banner Travel and Expense Management, or other applications developed with Flex. Clients can run two versions of the OAS off of one physical server, assuming the server has adequate processing power.

Q. Are there additional license fees for Adobe Flex or these applications?

There are no licensing fees associated with Adobe Flex; however, some of the applications that SunGard Higher Education develops with Adobe Flex may be optional, separately licensed add-ons to existing Banner Unified Digital Campus (UDC) products. Effort Reporting and Labor Redistributions has been included as a baseline component of Banner HR 8.1, which requires an upgrade to Banner HR 8.0. Banner Travel and Expense Management 8.1 is separately a licensed product that requires Banner Finance 8.2.

Q. How can a customer modify a Banner product with the new user interface that utilizes Adobe Flex?

SunGard Higher Education is committed to supporting the needs of our varied customer base. As we evolve our architecture, we will put in place several options to enable client modifications and customization

Q. How will the use of this evolved architecture impact modifications that customers have already made to existing modules?

SunGard Higher Education's intent for the evolution of its architecture is to provide facilities that simplify the modification process and isolate client changes from future enhancements. Existing modifications will need to be evaluated to determine if they can be re-expressed through the use of the new extensibility features available in the evolved architecture. If modifications cannot be re-worked using these tools, clients will need to evaluate evolving them to the new architecture.

Q. Is SunGard Higher Education replacing the Oracle forms in Banner? Are Oracle Forms being desupported? What about Self-Service?

The baseline enhancement of Effort Reporting and Labor Redistribution, and the new Banner Travel and Expense Management solution, take advantage of a new Rich Internet Application (RIA) user interface. These baseline enhancements and new solutions move away from using Oracle forms and the existing Self-Service technology, similar to the new Banner Enrollment Management Recruiting and Admissions Relationship solution.

SunGard Higher Education will begin to incorporate the new RIA interface into future releases of Banner beginning with Banner Student. This change will occur over time, allowing customers to adopt the new RIA interface at a pace that makes sense for their institution. SunGard Higher Education understands that there are many questions surrounding this kind of change and is committed to helping clients make the transition as smoothly as possible.

At this time, SunGard Higher Education has not announced a desupport date for Oracle forms or for the existing Self-Service user interface. We will provide ample notice to customers so that they can plan their migration accordingly and at a pace that makes sense for their institutions, allowing customers to provide a new, superior user experience while continuing to maintain business operations during the transition.

Q. What will the impact of the new user interface have on 3rd party partner applications?

Initially we do not anticipate integration to 3rd party partner applications to be affected by changes to the Banner user interface (UI). As we develop scope beyond the Banner Student SSB 8.x. release targeted for Fall 2009, we will look at 3rd party applications to see where it might make sense to include data and functions into the new UIs.

Q. What customers are helping the Banner Development team with the update of the user interface? How can I get involved?

The development program has created a Development Partner program that currently includes nine customers:

- British Columbia Institute of Technology (CA)
- Georgetown University (US)
- McGill University (CA)
- SUNY SICAS Center (US)
- The University of Denver (US)
- The University of Illinois (US)
- The University of Southampton (UK)

- Universidad de Monterrey (MX)
- Wayne State University (US)

As the project moves forward, we will continue to look at ways we can involve additional customers in focus groups, requirements gathering, and with our development scrum teams. If interested in participation, please contact Ed Hauser, (ed.hauser@sungardhe.com).

Q. How should I prepare my technical staff in terms of knowledge, skill sets, and training?

Your staff should have a fundamental understanding of Object Oriented Programming and be well versed in modern architecture design (layered architecture). Having a basic understanding of SOA and a general appreciation of Web Services (both SOAP and RESTful). When developing within Adobe Flex you will be required to write in MXML and ActionScript. Most design customizations will occur using CSS.

Q. Will there be a separate login for Banner and for the new user interface?

We expect our products to be using our single sign-on functionality provided through our Banner Enterprise Identity Services 8.x (IDM) solution.

Q. How will the new user interface be better than Banner forms and self-service?

SunGard Higher Education is taking full advantage of the Adobe Flex tools to create our new user interfaces (UIs), which include a variety of functions that create rich client applications. Some examples of the capabilities can be seen in our Enrollment Management products, Banner Travel and Expense Management, and the Effort Reporting and Labor Redistribution functionality in Banner HR.

Q. Will there be documentation, tools, and/or services to help me port my customer Banner forms and Self-Service pages? Or, can these co-exist with each other? If so, how will that work?

SunGard Higher Education will provide documentation, tools, and services to help clients port their customizations into the new architecture. They may find that many modifications can be deprecated or simplified through use of the extensibility features in the evolved architecture. If the functionality is not related it can likely continue to be used in the given module or area of Banner as we continue to evolve the application.

Q. Do I need to buy any new hardware or software to use Flex-based applications?

Hardware requirements are provided with the release notes of each solution. They will detail the necessary equipment needed. The client-side elements of Adobe Flex do not require additional hardware.

Q. Will the new user interface cost me more money?

A new user interface (UI) in itself does not equate to additional costs. We are planning to deliver new UIs and new Web services as part of existing Banner UDC product licensing. For example, the Banner Student Self-Service (SSB) enrolled student registration process will be delivered through an 8.x upgrade in the Fall of 2009. Another example is the release of Effort Reporting and Labor Redistributions in Banner HR 8.1 last fall.

However, SunGard Higher Education is planning to release a new, separately licensed add-on product, Banner Flexible Registration, in Fall 2009 to work with Banner 8.x. This add-on product is geared to the needs of non-degree programs such as continuing education or corporate business education programs, but could be used for traditional degree programs as the institution desires. This add-on product will have significant improvements over the capabilities in baseline Banner and will be a fully supported Optional Add-on Product. This add-on, optional product approach is similar to what we delivered with our Banner Enrollment Management Recruiting and Admissions Relationships solution and Banner Travel and Expense Management. As scope and releases are determined, we will make the necessary announcements.

Banner Student Scope Questions

Q. Is CAPP being replaced by DegreeWorks?

We have no plan or schedule for replacement of CAPP by DegreeWorks at this time. SunGard Higher Education offers and supports multiple solutions for degree compliance through CAPP and DegreeWorks. A new client can implement either solution. Prior to selecting an option, institutions should speak with our CAPP and DegreeWorks functional experts to properly identify which solution best meets their functional needs, deployment timelines, and budgetary guidelines.

Institutions already using CAPP to their satisfaction for degree compliance and pre-requisite checking during registration can continue to use CAPP as part of Banner Student. We have consulting resources to help with CAPP projects, and CAPP support continues to be provided through the Customer Support Center.

Institutions seeking enhanced degree audit and academic advising functions such as: student educational plans, academic metrics for institutional planning, and a natural language approach to coding catalog requirements should consider DegreeWorks.

Q. What happened to the Banner SEVIS function?

Last year SunGard Higher Education began a program called SEVIS Unify that allows clients using Banner or Plus SEVIS/SEVISTA capability to continue SEVIS batch processing through SunGard Higher Education SEVIS Connection or fsaATLAS modules.

Last year, SunGard Higher Education sent notifications that existing SEVIS-related objects and processes in Banner and Plus will no longer be enhanced or upgraded. As stated in those communications, we will end support for Banner and Plus SEVIS/SEVISTA batch processing with the release of SEVIS II, currently expected March 2010. Also, we will not deliver additional support for updates in SEVIS, such as new events within SEVIS 6.0, released February 2009, through Banner or Plus SEVIS/SEVISTA.

For institutions needing SEVIS batch processing, including SEVIS 6.0 or SEVIS II support, SunGard Higher Education provides two options: SEVIS Connection and fsaATLAS. Both have special incentives around licensing and maintenance that expire September 18, 2009, so if you need these capabilities, we suggest you contact SunGard Higher Education immediately to comply with the program deadline.

SEVIS Connection meets the requirements for SEVIS 6.0 batch processing and will support SEVIS II when released. Through the Unify program, SEVIS Connection is available until September 18, 2009 for Banner and Plus SEVIS/SEVISTA Clients current on maintenance, with no additional license or maintenance fee.

fsaATLAS is SunGard Higher Education's premier visa case management system for international student / scholar offices managing international student and exchange visitor information. Through the Unify program, fsaATLAS is available until September 18, 2009

for Banner and Plus SEVIS/SEVISTA Clients current on maintenance, at special licensing and maintenance levels.

For more information on the SEVIS Unify program, how to stay in compliance with SEVIS 6.0 or SEVIS II, or other elements of SEVIS reporting and regulations, please contact Linda Casotti at linda.casotti@sungardhe.com or 610 578 7605. Summit attendees can also stop by Booth #100 at Summit to speak with Linda directly at the conference.

Q. What is the status of Banner Workflow to Banner Document Management Suite Integration?

At our Summit conference on March 22nd, SunGard Higher Education will be announcing enhanced integration between Banner Workflow and Banner Document Management Suite (BDMS).

The BDMS and Banner Workflow integration supports document launching, query, and attachment of BDMS documents from Banner Workflow, without requiring Banner forms within the process or document activities. Institutions with BDMS and Banner Workflow on current supported versions can use this capability with no installation, upgrade, programming, or additional IT support. With this integration, document-oriented processes can involve traditional Banner users, as well as users outside of the Banner community.

A new FAQ (# 1-4ZY08F), to be released Sunday, March 22nd on the SunGard Support Center, documents how business analysts in Banner Workflow can include these BDMS document functions within Banner Workflow activities. Users on current releases of these products should download these instructions and apply them to current supported versions of BDMS and Banner Workflow to leverage the newly documented capabilities.

Q. Are you delivering enhancements to support the new regulation about showing costs for courses/books?

The Higher Education Act of 2008 will require institutions of higher education by July 2010 (same date as publisher compliance) who receive U.S, federal financial assistance (this includes private institutions of higher education who receive federal funds) to the maximum extent practicable and in a matter of the institution's choosing to provide students with accurate course material information including ISBN and retail price when available and practicable on an Internet course schedule or other appropriate linked Website and may otherwise indicate "to be determined."

SunGard Higher Education has no plans to deliver any enhancements to improve the methods in which Banner may accommodate this function. An institution may satisfy the requirements by providing a link to another appropriate Website that satisfies the requirements of the paragraph such as a college bookstore, provided that such link is clearly and prominently located on the institution's Internet course schedule. This is similar to the way many current registration systems interface or link with the college

bookstore Websites and its course material databases. This approach was specifically allowed in the Statement of the Managers which is part of the law.

Q. What is the difference between a Banner Student Self-Service registration shopping cart and the flexible registration offering provided by SunGard Higher Education Services?

The SunGard Higher Education Services organization has built and currently sells a custom enhancement that allows schools to configure Banner registration to accommodate some of the unique requirements for non-degree course registration, such as paying prior to checkout, discounting, coupon codes, invoicing, and multiple course offerings that are not term specific. This service also provides a shopping cart metaphor for non-degree registration.

SGHE plans to release a new, separately licensed add-on product, Banner Flexible Registration. The new product will be based on the current services offering outlined above. We plan to release the new Banner Flexible Registration product in Fall 2009 to work with Banner 8.x. This add on product is geared to the needs of non-degree programs such as continuing education or corporate business education programs, but could be used for traditional degree programs as the institution desires. This add-on product will have significant improvements over the capabilities in baseline Banner and will be a fully supported Optional Add-on Product.

The initial release of the Banner Student Self-Service (SSB) user interface (UI) will focus on the enrolled student persona and the enrolled student registration process that includes the "shopping cart" concept. The UI will be developed using Adobe Flex and will be delivered in a Banner Student 8.x at no additional cost. The targeted release is for Fall 2009.

As plans are developed, we will keep you posted with information.

Q. Will the new shopping cart function cost me more money?

SunGard Higher Education is planning to provide a new user interface (UI) for Banner Student Self-Service (SSB) enrolled student registration in the fall of 2009. The new UI will be delivered through our product upgrade process at no additional cost to customers. The new UI will include a shopping cart metaphor for enrolled student registration.

Q. Will the continuing education function cost me more money?

SGHE plans to release a new, add-on product, Banner Flexible Registration, in Fall 2009 to work with Banner 8.x. This add-on product is geared to the needs of non-degree programs such as continuing education or corporate business education programs, but could be used for traditional degree programs as the institution desires. This add-on product will have significant improvements over the capabilities in baseline Banner and will be a fully supported Optional Add-on Product. As plans are developed, we will keep you posted with information through the Customer Support Center.

Enrollment Management Questions

Q. How is the adoption of the Enrollment Management solutions progressing?

Banner Recruiting and Admissions Relationships 1.0 was released in March 2008. As of February 2009, seven clients are in production with the solution, and five are references. There are a number of active implementations currently in progress, with additional go-lives planned later in 2009.

Banner Recruiting and Admissions Performance 1.0 was released in June 2008. As of February 2009, four clients are in production with the solution, and three are references. There are a number of active implementations currently in progress, with additional go-lives planned later in 2009.

Q. What are the plans for the Student Retention solution?

SunGard Higher Education is looking at providing a number of capabilities that will help institutions reach out and more effectively engage students; foster and strengthen relationships; and improve student success, persistence and retention. The key capabilities include:

- Making our CRM capabilities available to improve communications and engagement with students
- Providing an early alert capability that will help to proactively identify students who are at risk as well as students with exceptional talent and ability
- Providing survey capability that can gather additional data from faculty and students that is not already in Banner, including non-cognitive data that can provide insight into student engagement and success

Reporting and analytics capabilities would include scorecards to help align activities and programs with goals for enrollment, engagement, student success, persistence and retention, and a data model designed to support the need for on-demand information to track, benchmark, and improve programs.

Q. How are clients involved with our Enrollment Management solutions?

The Enrollment Management team continues to work very closely with clients in the development, enhancement, and implementation of our solutions. Recruiting & Admissions has a team of 10 client development partners and an expanded group of additional client partners who provide guidance on prioritization of features for future releases, as well as feedback on how they are using the solutions. This group meets once a month. Client volunteers from this larger group work in small teams and meet weekly with our development team as we build new features and functionality.

We are currently working with a group of eight Student Retention client development partners. We had a number of virtual meetings beginning in late July 2008, an in-person meeting in Malvern in September, and additional virtual meetings again in 2009. This group is providing direct input and guidance on the highest priority requirements for the features as we develop the solution.

We will be meeting with both the Recruiting & Admissions and Student Retention client partner groups at Summit 2009.