

# **Eastern Oregon University**

## **Procedure for Submitting Information and Banner Requests**

### **Effective March 1, 2006**

In the past most requests for information have been handled by the Information Technology Department. With the establishment of the Office for Institutional Research, Planning and Assessment comes a need to organize, prioritize and track information requests in a more timely manner. In addition, requests need to be differentiated between data and information requests with those requests relating to Banner operations. The following policy now applies:

Information (excluding budget and financial information):

- All institutional data and information requests are to be submitted to the Office of Institutional Research, Planning and Assessment.
- Requests for institutional data and information must be in paper form using the “Form for Data Request” on the Office of Institutional Research, Planning and Assessment web page. The form requires approval by the originator’s dean or director and is then forwarded to the Office of Institutional Research, Planning and Assessment. This office will coordinate with Information Technology as necessary to prioritize and process any parts of the request requiring Information Technology resources.

Banner (Student Information System):

- Requests for Banner regarding forms, reports, data elements, processes and modules must be in written, electronic format (email) that is approved by the originator’s dean or director and forwarded to the Information Technology Department at [infosys@eou.edu](mailto:infosys@eou.edu).
- All parties making requests will be responded to with an acknowledgement and any additional communication to clarify requests, as well as a time estimate for fully processing the request. Because of the amount and complexity of Information Technology requests, they are tracked with a Gantt Chart for efficient processing and quick status updates.
- Requests for Finance and Human Resource information (Financial Information System) should be directed to Business Affairs.