

## ***Requests to Information Services***

### *Banner forms, data elements, processes and module implementation:*

Requests for new/changes to Banner regarding forms, data elements, processes and module implementation must be in written, electronic format. It must be approved and sent by the originator's dean or director to Information Services to [infosys@eou.edu](mailto:infosys@eou.edu)

Each request will be acknowledged and additional communication will be arranged to review and clarify the requirements. After the request has been reviewed and determined to be feasible, a timeframe will be determined.

### *Banner reports:*

New reports should be reviewed within the requesting office and then submitted to [infosy@eou.edu](mailto:infosy@eou.edu) Please provide as much information as possible. Please plan ahead we have many deadlines and may not be able to provide you with the report as soon as you would like.

### *Data requests:*

Requests for information for surveys, data for making decisions, simple lists of data to help you resolve data discrepancies should all be sent in writing to [infosys@eou.edu](mailto:infosys@eou.edu)

### *General Banner questions, data entry issues, duplicate pidms:*

If these questions are not urgent we request that you send an email to [infosys@eou.edu](mailto:infosys@eou.edu) Everyone on the Information Systems team receives these emails. This will ensure a speedier answer instead of sending to an individual who may be out of the office.

### **Who do I call if I just want to talk to someone?**

You may call anyone in the Information Systems team. We will make sure you get the help you need. However, below are the general areas where we work.

If what you need is data that answers the questions: **How many? How much? What are the trends over time?** Call Farooq Sultan 2-3710

If you need a new **report** or a change to an existing report, call Beth Eaton 2-3583

If you have a question about **Banner Security**, call Beth Eaton 2-3583

If you have a question about **Telephones**, call Beth Eaton 2-3583

If you are having an **urgent Banner problem**, call Shea Hawes 2-3035

If you need a **Banner survey** created, call Shea Hawes 2-3035

If you need new or changes to **Banner forms, data elements, processes and modules**, call Jody Potter 2-3922