

Self-Service Banner (SSB) Training Manual for Faculty

Contact: Brent Cross
Systems Support Specialist
DH 258 PH: 931.372.3281
bcross@tntech.edu

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Helpful Links:

Banner Information: <https://wserve.tntech.edu/mis/assg/banner.html>

Records Home: <http://www.tntech.edu/records/>

FERPA: <http://www.tntech.edu/records/ferpa>

Privacy Rights of Students: <http://www.tntech.edu/records/privacy>

Campus Password Help: <http://www.tntech.edu/its/accountspwords/>

Technology Institute: <http://www.tntech.edu/institute/>

Link to SSB: <http://www.tntech.edu/banner/>

FERPA Guidelines

What is FERPA? The Family Educational Rights and Privacy Act (FERPA), sometimes called the Buckley Amendment). Passed by Congress in 1974m the Act grants four specific rights to the adult student:

1. The right to see the information that the institution is keeping on the student
2. The right to seek amendment to those records and in certain cases append a statement to the record
3. The right to consent to disclosure of his/her records
4. The right to file a complaint with the FERPA office in Washington

Bottom Line: Please do **NOT** release any information about students, even directory information to someone outside of the University. Please refer all inquiries to the Records Office.

Quick Scenario Review:

- If a student's parent calls asking about a student's performance in class, you cannot give out that information. It is assumed all students are adults and FERPA guidelines apply.
- If a recruiting/employment firm calls asking for information about students in your discipline with a GPA of 3.0 or better, you cannot give this information out. Refer them to the Office of the Registrar and the campus Career Center.
- Do not give transcripts to anyone. Transcripts are available to the student on Eagle Online. A formal request for an official transcript must be made to the Records Office.
- If the Police call to verify attendance of a student on a particular day, refer them to Records. The situation may require a subpoena and notification of the student.
- If a frantic parent or family member calls and says there has been a family emergency and they must get in touch with that student immediately, you cannot give directory information or class schedules to anyone.
- Never leave exams, papers, etc. outside your office for student pick up. You should never leave personally identifiable materials in a public place.
- Never publicly post grades by T#, social security #, or any other personal identifier.
- You should never leave sensitive material on your computer screen for someone to see. The University is responsible for the security of electronic data as well. It is a good idea to implement a timed password lock on your computer when it is unattended.

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).

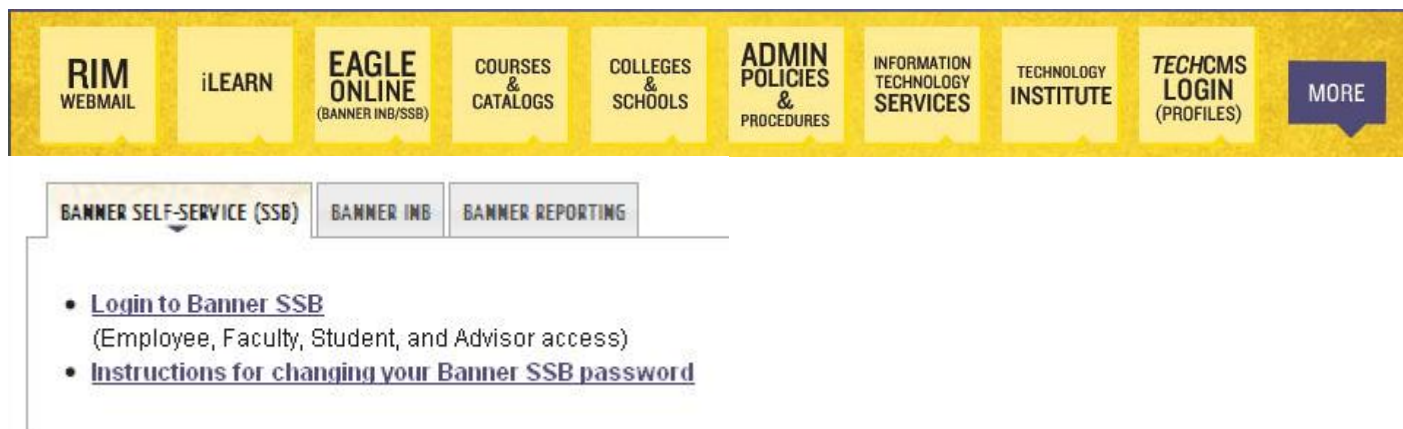
How do I log in to SSB (Self-Service Banner)?

1. Go to the **Faculty and Staff** page from the TTU Home

OR Web Address: <http://www.tntech.edu/banner> (You may bookmark this address)

PROSPECTIVE STUDENTS **CURRENT STUDENTS** **FACULTY & STAFF** **PARENTS** **ALUMNI** **WORKING AT TTU**

2. Click **EAGLE ONLINE (Banner INB/SSB)**, then Login to Banner SSB.



The screenshot shows a yellow navigation bar with the following items: RIM WEBMAIL, iLEARN, EAGLE ONLINE (BANNER INB/SSB), COURSES & CATALOGS, COLLEGES & SCHOOLS, ADMIN POLICIES & PROCEDURES, INFORMATION TECHNOLOGY SERVICES, TECHNOLOGY INSTITUTE, TECHCMS LOGIN (PROFILES), and a MORE button. Below the navigation bar, a dropdown menu for 'BANNER SELF-SERVICE (SSB)' is open, showing two options: 'Login to Banner SSB (Employee, Faculty, Student, and Advisor access)' and 'Instructions for changing your Banner SSB password'.

3. Enter your **T#** and your **PIN**.

NOTE: Your initial first time PIN is your 6 digit Date of Birth (MMDDYY).

The first time you log in, you will be asked to set up a security question. You will need to know the answer to that question to gain access to SSB if you forget your PIN. Once you are in, you will be prompted to enter your old PIN and enter a new 6 digit PIN (alphanumeric must contain at least one number).

You are now logged in to SSB (Self-Service Banner).

NOTE: You will be logged out after 30 minutes of inactivity for security reasons.

Forgot your PIN? Enter you T# and click on Forgot PIN. The security question you entered on your first log in will pop up. If you enter the correct answer, you will be given the opportunity to reset your PIN.

If you cannot login and the “forgot your PIN” is not working (you haven’t set up your security question yet), please email bcross@tntech.edu or pmiller@tntech.edu or call 372-3319.

What can I see in SSB?

Once inside SSB, you can view a variety of information. You may or may not see the Student Tab.

Personal Information

Update addresses, contact info

Student

Apply for Admission, Register, .

Faculty and Advisors

Enter Grades and Registration .

Employee

Time sheets, time off, benefits

Personal Information: This is where you can change your security question, view your information (such as address and email), update additional email addresses, view your emergency contacts, get info about changing your name and social security number, and change your PIN.

Student: This is the student menu. Students may apply for admission, review their application, check on registration status, class schedule, add and drop classes, select a meal plan and parking permit from this area. They may also view their holds, grades, and transcripts (this is how students view their transcript as a student. The transcript they see is the same one you see). They can also review their student account and perform tasks such as confirming enrollment and make credit card payments.

Faculty and Advisor Services: This is the most important area when looking up class information or student information. This is also where faculty will input grades, LDA, and see their advisee information.

Employee: This is where you can view your benefits and deductions, such as health and retirement enrollments, beneficiary information, and your benefit statement. You can also view your Direct Deposit allocation, pay stubs, tax forms and information, your jobs summary, and leave balances.

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).

How can I see my class Roster?

1. Click on **Faculty Services**
2. Click on one of these links:

Detail Class List
Summary Class List
View and Download Class Rosters

[*Detail Class List: Not Print Friendly](#)
(Shows student name, ID, major, classification, etc...)

1. **Select a Term** from the pull down menu and click **Submit**.
2. **Choose a course** to view from the pull down menu based upon the CRN (Course Registration Number). Click **Submit**.
3. Now you will view a DETAILED list of the students in your course. You will see their major, class, T#, as well as other information. This also shows enrollment counts (how many seats are still available, etc).

To view another class roster, you must go back to the **Faculty Menu** and click **CRN Selection**. Choose another course from the pull down menu. Then click on **Detail Class List** to see the detailed class list for this class.

[*Summary Class List: More Print Friendly](#)
(Shows student name, ID)

1. **Select a Term** from the pull down menu and click **Submit**.
2. **Choose a course** to view from the pull down menu based upon the CRN (Course Registration Number). Click **Submit**.
3. Now you will view a SUMMARY list of the students in your course. You will see their name, T#, and have a link to email that student. This also shows enrollment counts (how many seats are still available, etc).

To view another class roster, you must go back to the **Faculty Menu** and click **CRN Selection**. Choose another course from the pull down menu. Then click on **Summary Class List** to see the summary class list for this class.

[*View and Download Class Rosters: You can download to Excel from here](#)
(Shows student name, ID, major,classification)

1. **Select a Term** from the pull down menu and click **Submit**.
2. **Choose a course** to view from the pull down menu based upon the CRN (Course Registration Number). Click **Submit**.
3. You will see a list similar in its simplicity to the summary class list, however, there is a **Download Data button**. This will allow you to download the data to Excel.


To Download Data:

1. Click on the Download Data Button. (It may take a few minutes to react)

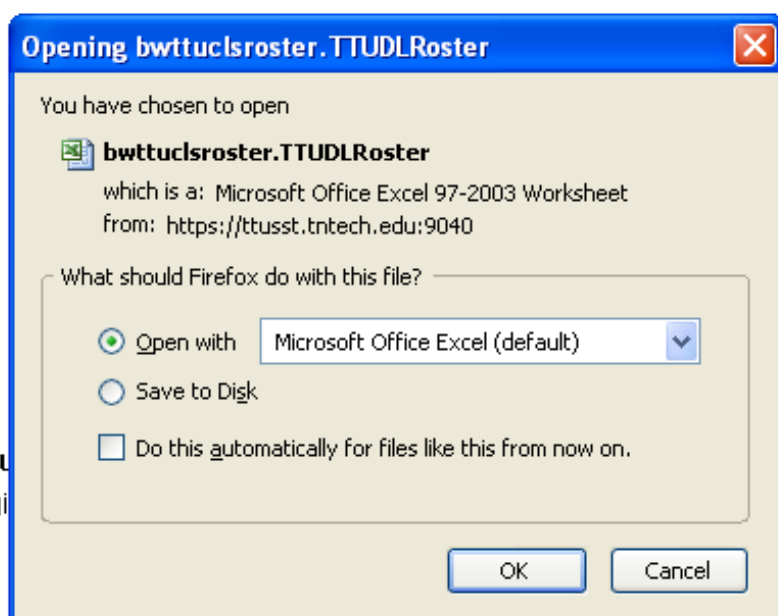
NOTE: If you use Internet Explorer, you may get the yellow security bar at the top of your screen. Right click on it to allow the file. Then click Download Data again.

Enrollment Counts

	Maximum	Actual	Remaining
Enrollment:	22	1	21
Cross List:	0	0	0

DOWNLOAD DATA 

2. Click on **Open or Save to Disk** (depending upon whether you want to Open it immediately or Save it to your desktop).



3. Excel will open on your computer. If you do not have Excel, you may **Save** the file and open it with another application that will open Excel documents, such as Google Docs or Open Office.

4. The information on this Spreadsheet contains:

- T #
- Name
- Level/Class
- Major
- Credits/Grade Mode
- Registration Status/Registration Date/Registration Sequence
- Phone/Email

Just delete any info from the spreadsheet that you do not want to customize the information.

To view another class roster, you must go back to the **Faculty Menu** and click **CRN Selection**. Choose another course from the pull down menu. Then click on **View and Download Class Rosters** to download data for this class.

How do I email my entire class?

There is an option to email the entire class in SSB. However, it has some problems. **If you choose to use the option in SSB, please note:**

- It will use your default email on the computer you are using to send the message to your students (if you are home, it will use your home email address. If you are using someone else's computer, it will use their default email program and address).
- It puts commas between the address rather than semi-colons, which Outlook typically uses by default. You will need to replace all of the commas with semi-colons.

Rather than use SSB, Open Outlook (connected to your campus email) and email your class from there. This is the easiest way to email your entire class.

1. Open **Outlook**
2. Compose a **new message**
3. In the "Send To" box, type the name of your course and section with NO SPACES.
Discipline, Course Number, Dash, Section Number, @tntech.edu

For example:

CSC1100-002@students.tntech.edu
ACCT2110-004@students.tntech.edu
BE1110-001@students.tntech.edu

4. Type your message and Send the message

NOTE: This email will go to student's Campus accounts (@students.tntech.edu). If they have their email forwarded, it will forward. If their email box is full, students will not receive the email.

This should be ready by the first week of classes. See this link for additional information about Email Distribution lists. <http://www.tntech.edu/its/emailclasslist>

You may also use iLearn to send class emails, although the classlist is not as current as this method. Contact Lauren Neal or the Technology Institute to get started with iLearn. 931.372.3675

How can I see a list of my advisees?

1. Log in to **SSB**
2. Click on **Faculty Services**
3. Click on one of these links:

Student Information then **Advisee Listing**

View and Download Currently Registered Advisees (Should be up by the beginning of the semester)

*Advisee Listing:

Note: The **Advisee Listing** feature in Banner will include **all assigned advisees**, whether or not they are currently enrolled. Some faculty will find advisees listed who graduated long ago and should not be considered as an advisee any longer. The department secretary can help remove former advisees who should no longer be included in this list, but this cannot be done in SSB.

1. Select a Term.
2. Select **Advisee Listing**.
You will now see a list of Advisees. If you are the student's primary advisor, you will see the student's Alternate PIN (registration PIN).

Advisee Listing

Advisee Listing

Student Name	ID	Advisor Type	Alternate PIN	Student Information
About, Student One	T00097417	Academic Advisor		View
Binkley, Student Two	T00097418	Academic Advisor		View

Email your advisees 

*View and Download Currently Registered Advisees:

NOTE: This list **only includes advisees who are currently registered**. Advisees who are not currently registered are included in the Advisee Listing described above.

1. Select a Term.
2. Select **View and Download Currently Registered Advisees**.

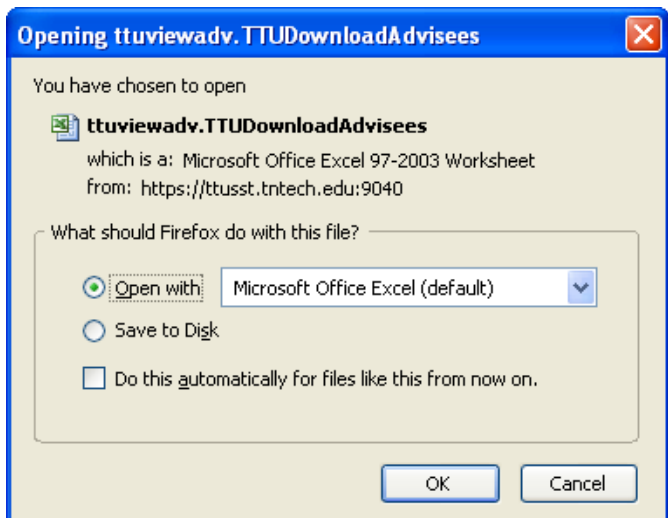
You will now see a list of Advisees. If you are the student's primary advisor, you will see the student's Alternate PIN (registration PIN).

DOWNLOAD ADVISEE LIST

ID	Name	Class	Major	1 Conc	1 Conc 1_
T00097417	About, Student One	FR	ACCT		
T00097418	Binkley, Student Two	FR	ECON		

To Download Data:

1. Click on the Download Advisee List Button. (It may take a few minutes to react)
2. Click on **Open or Save to Disk** (depending upon whether you want to Open it immediately or Save it to your desktop).



3. This file will open in Excel . If you do not have Excel, you may **Save** the file and open it with another application that will open Excel documents, such as Google Docs or Open Office.

4. The information on this Spreadsheet contains:

T #
 Name
 Level/Class
 Major
 Address/Phone/Email

Just delete any info from the spreadsheet that you do not want to customize the information.

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).

How and when do I need to enter an LDA? (Last Date Attendance)

You need to actively use the LDA **AT LEAST THREE** times during the semester. Once after the first couple of weeks, again after midterm, then again one week prior to final exams. You can do this as often as you like.

1. Log in to **SSB**
2. Click on **Faculty Services**
3. Click on **Attendance Reporting**
4. Select a **Term**.
5. Select a **Course** from the pull down menu.
6. Initially, you will see the list of students in your course with "Not Reported" in the Attendance Confirmation menu. You need to enter an LDA or confirm attendance using the Attendance Pull down menu and the Last Attend Date column.

Attendance Reporting

Student Name	ID	Registration Status	Attendance	Last Attend Date MM/DD/YYYY	Attendance Confirmation Date
About, Student One	T00097417	**Registered** Aug 06, 2008	Y <input type="button" value="v"/>	<input type="text"/>	Not Reported
Binkley, Student Two	T00097418	**Registered** Aug 06, 2008	Y <input type="button" value="v"/>	<input type="text"/>	Not Reported
Copeland, Student Four	T00097420	**Registered** Aug 06, 2008	Y <input type="button" value="v"/>	<input type="text"/>	Not Reported
Dunn, Student Five	T00097421	**Registered** Aug 06, 2008	Y <input type="button" value="v"/>	<input type="text"/>	Not Reported

*** If all students are attending,** simply click the submit button (leaving the "Y" in the Attendance column). This automatically enters the date in the Attendance Confirmation Date column and removes the "Not Reported" statement.

Some other LDA options:

Attendance

Y

Not Reported

Y

N

S

Y: Attending
N: Never Attended

S: Stopped Attending

For a student who has **attended consistently**: Leave a **"Y"** in the Attendance column. The Attendance Column automatically is defaulted to "Y" meaning the student is considered to be attending unless that Y is changed to N or S)... then the Attendance Confirmation Date will convert to today's date. That indicated that as of that date all students with a "Y" were attending.

For a student who has **never attended**: Put an **"N"** in the Attendance column. An LDA of a date prior to the first day of class will be automatically plugged in by default. This will report to the Clearinghouse that this student never attended.

NOTE: For an LDA of N, you need to assign a grade of NF for that student at the end of the term.

For a student who has **stopped attending**: Put an **"S"** in the Attendance column and enter the Last Attend Date (MM/DD/YYYY) you associate that student with the course (attendance, last online posting, whatever date was the last contact with the student for the course). **This date should never be the official first day of classes** of the semester. Putting this date will report to the Clearinghouse that this student never attended. If your first class meeting is the official first day of classes of the semester and a student attended only that meeting, then you should report the second day of the semester as the LDA.

7. Click **Submit**.

8. Once you click submit, the Not Reported changes to the day's date. That is the enrollment confirmation date.

NOTE: There is a 30 minute time limit on this page.

If a student shows up or returns....

To change a student's status from "N" or "S" to a "Y":

Change the Pull down to reflect the correct attendance status (in this case Y), use the space bar to erase the LDA, and click submit. The date will be entered as the Attendance Confirmation Date for that student.

If a student stops attending...

To change from a "Y" to an "S", chose the "S" option in the pull down menu and enter a LDA (MM/DD/YYYY). Remember the date guidelines listed above.

If a student Never Attended...

To change from "Y" to "N", choose "N" option in the pull down menu. The LDA auto defaults to a day prior to the first day of classes.

To enter the LDA for another class, you must go back to the **Faculty Menu** and click **CRN Selection**. Choose another course from the pull down menu. Then click on **Attendance Reporting** to report the attendance for this class.

If a Student has Withdrawn from the class, you are **NOT** required to enter an LDA. The date of withdrawal will be the LDA on the student's record.

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).

How and when do I enter grades?

This worksheet will only be available during final grading times (usually a couple of days before Finals Week). All grades are due the Monday after Graduation, at 10am. If you try to post grades before the system is activated, you will get the message, "The Final Grade Worksheet is unavailable."

In the event of an emergency, your grades will still need to be submitted by this date. Please contact Department chairperson for options in case of an emergency.

iLearn NOTE: Grades in iLearn are not connected to SSB in anyway. **You MUST still enter grades in SSB.** You may enter grades in iLearn to be immediately viewable by the students.

Before Entering Grades: Please enter your **Last Date of Attendance** for your students using the **Attendance Reporting** option. You may also enter LDA's for students on the grading worksheet, but using Attendance Reporting will save you time.

Note: All grade changes for the current term and terms prior to Fall 2008 must be submitted by the professor of the course in the University Registrar's office, 128 Derryberry Hall (formally 102 Derryberry). Photo ID required. Grade changes for terms between Fall 2008 – last term can be submitted online via Eagle Online SSB.

1. Log in to **SSB**
2. Click on **Faculty Services**
3. Click on **Final Grades**
4. Select a **Term**.
5. Select a **Course** from the pull down menu.
6. Select the **Grade** from the pull down menu that the student should receive.

Final Grades

Record Number	Student Name	ID	Credits	Registration Status	Grade	Rolled	Reported Attend	Last Attend Date MM/DD/YYYY	Attend Hours 0-999.99	Registration Number
1	About, Student One	T00097417	3.000	**Registered** Aug 06, 2008	None <input type="button" value="v"/>	N	None	<input type="text"/>	<input type="text"/>	1
2	Binkley, Student Two	T00097418	3.000	**Registered** Aug 06, 2008	None <input type="button" value="v"/>	N	Yes	<input type="text"/>	<input type="text"/>	2
3	Copeland, Student Four	T00097420	3.000	**Registered** Aug 06, 2008	None <input type="button" value="v"/>	N	Yes	<input type="text"/>	<input type="text"/>	3
4	Dunn, Student Five	T00097421	3.000	**Registered** Aug 06, 2008	None <input type="button" value="v"/>	N	Yes	<input type="text"/>	<input type="text"/>	4

* If you see an "N" in the Rolled column, then you can still make changes to the grade. If you see a "Y", you must submit a paper grade change form to the Records Office to change the grade. It is not necessary to enter all of your grades on the same day or at the same time. However, if there is a Y in the Rolled Column, then you may not change the grade at that time. Grades post (roll) to Academic History each night.

Grade

None ▼

- None
- A
- B
- C
- D
- F
- I
- NF
- X

PLEASE NOTE: It is important that you have submitted LDA for your students prior to entering grades. If you have reported that the student Never Attended by giving him or her an LDA of “N” then the grade you will enter in the grades area will be an “NF”. An LDA of the first day of open registration will be listed there already. It is best to enter the LDA on the Attendance Reporting link in Banner before you enter grades; that sheet feeds data to the grades worksheet.

It is not necessary to enter an LDA on this form for any grade other than an NF. Please see the Note above.

* **NOTE:** When you enter a failing grade, you may receive this notification:



The student has not withdrawn from the class.

This is just a notification that lets you know the student has not officially withdrawn from the class. It will still save your grades. Just ignore this notice.

7. Click **Submit** to save the grades and LDA.

Tip: After you successfully submit a page/record set, the message, "**The changes you made were saved successfully**" will display; however, it does not indicate if a grade for a student has been omitted. Grades that have been successfully reported will display in the grade column field. You may also go to **Summary Class List** to check the grades you just entered. This link offers a view that is easier to check and to print.

NOTE: There is a **30 minute time** limit on this page. You need to make sure to save (submit) your grades often to remain active in SSB. (Otherwise, you may time out and loose the grades you had already entered).

To enter the Grades for another class:

1. You must go back to the **Faculty Menu**
2. Click **CRN Selection**
3. Choose another course from the pull down menu and click **Submit**
4. Then click on **Final Grades** to report the grades for this class.

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).

How do I submit a Grade Change Request via Banner Self-Service?

Grade Changes may be submitted via Banner Self-Service for semesters previously graded in Banner (Fall 2008 to present). Grade changes for prior terms (through Summer 2008) must be submitted by faculty (along with your photo id) on paper grade change forms to the Records Office in Derryberry Hall.

Steps:

1. Log in to **SSB** (<http://www.tntech.edu/banner/home/>).
2. Click on **Faculty Services**.
3. Click on **Grade Change Request – Official Form**.
4. Select a **Term**.
5. Select a **Class** from the pull down menu.
6. Find the **student name** and **id** from the list and click on the **Select** button.
7. Select the **New Grade** from the pull down menu.
8. Select the **Grade Change Reason** from the pull down menu.
9. Enter **comments**.
10. Enter **Date of Completion** that "I" and "X" grades were completed by clicking on the **Calendar button** and selecting the date.
11. Click on **Submit** button.
12. Verify the student name, term, course, current grade, new grade, grade change reason, date of completion; **click on Confirm to accept**, or click on Go Back to make corrections.
13. By clicking Confirm, your Request for Grade Change will be sent to the Records Office for **review**.
14. Once reviewed by the Records Office, you will be notified through your TTU email address whether or not the grade change request was processed. If **denied**, the email will give a brief explanation. If **approved and processed**, the student will also receive notification via TTU email.

If you have questions, please contact Phyllis Miller at 931.372.3319 or by email pmiller@tntech.edu

NOTE: Make sure to log out of SSB when you have finished your session. Another person who finds the computer unattended will be able to view info intended to be kept confidential (such as your pay stubs, deposit info, student information, etc...).