SIGCORP.COM

Improving Banner functionality with custom Page Builder solution

INSTITUTIONAL PROFILE

Established in 1958, the campus of Eastern New Mexico University-Roswell (ENMU-Roswell) provides high quality, affordable education and life-long learning opportunities.

ENMU-Roswell offers more than 70 certificate and associate degree programs in a wide range of academic transfer and career-oriented programs. ENMU-Roswell also offers access to complete bachelor's and master's degrees on campus through ENMU in Portales. Close to 3,000 students enroll in credit and non-credit classes each semester.

CHALLENGE

Eastern New Mexico University-Roswell (ENMU-Roswell) needed a more effective way to report student issues while at the same time meeting advisor needs. They were using the tool, *Faculty Feedback*, in which faculty was to report issues with students in their classes as an early alert process. Then, the advisors reviewed the reported feedback and followed up with the student. After which the advisors would record comments and reports issues as resolved. It was not a seamless process and many issues were not being resolved, reported, and/or reported accurately.

SOLUTION

SIG worked with ENMU-Roswell to streamline the process. They created a custom web page using Page Builder with a custom table to store comment data, a page for advisors to view faculty feedback, add comments, view student contact information, and report issues as resolved.

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RESULTS

In the first semester alone, 22 faculty members used the new custom Page Builder solution. Using this solution, 232 of 259 reported issues (90%) were resolved. Plans are in place to roll out universal adoption by faculty in future semesters.

HOW WE CAN HELP

Since our inception in 1987, we have been a trusted partner to over 700 higher education institutions globally. Providing technology consulting services, including comprehensive strategy, implementation, and managed support for a myriad of IT solutions. From Procurement, Business Process, CRM, Cybersecurity, Project and Change Management, to Implementation, BI, and Analytics, our extensive consulting services can help your school reach new levels of success. Contact us today to learn how we can help your institution thrive.

We came to SIG with a problem and they delivered a solution, in a major way! We needed the ability to utilize the information being provided in the Faculty Feedback section to generate solutions for students. SIG was able to create a custom page that allows our Academic Advisors to see the information in real-time, contact students and leave comments. SIG stuck with us through each phase of project: conceptualization, building and revising the page, testing and finally implementation. Our SIG consultant, Kyle Jackson, was top-notch! We are excited to continue our working partnership with SIG and Kyle for future projects.

- Christopher Meeks, Registrar