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# STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT INFORMATION SYSTEMS OPERATIONS TEAM CHARTER

## STUDENT INFORMATION SYSTEMS COMMITTEE

### 1. Purpose and Charge

Appointed by the Provost, the Student Information Systems Governance Committee is the official advisory group for student information systems and all associated interfaces. Examples include: all modules of Banner and data access to Banner, WebFocus, 25Live!, Interfolio, Perceptive Content, TouchNet, Nelnet Cashiering, Flywire, Salesforce and CourseLeaf.

The Student Information Systems Governance Committee is charged with accountability for the following, within the domain of administrative student information systems:

- Aligning resources and IT applications within its scope to the University of Michigan Dearborn strategic goals, organizational priorities, and business needs.
  - Ensure our departments follow the [Software Procurement and Licensing Compliance Policy](#) when selecting new software relevant to the Student Information Systems.
  - Ensure technology components and systems are in compliance with the [University's Electronic and Information Technology Accessibility standard 601.20](#).
  - Ensure technology resources and applications support and contribute to a diverse, inclusive and equitable campus community
  - Periodically review and assess the effectiveness of the current Student Information System software.
  - Providing input on proposed software purchases; recommending whether the purchase is duplicative, whether the functionality is useful, determining if there are campus resources (staff expertise and financial, as well as training and change management) to support the software etc; recommending whether to purchase.
  - Providing input on the ROI of existing software and whether to renew contracts as they come up for renewal.
- Establishing the priority and tracking the progress of projects.
- Ensuring that projects provide maximum value to the institution, from project selection to implementation to ongoing management throughout the lifecycle.
- Ensuring that changes needed to maintain compliance with federal and state regulations, laws, and University mandates are prioritized and implemented.
- Resolving issues or conflicts in priority or process that arise, or, if such conflicts cannot be resolved by the committee, referring them to the IT Executive Committee for resolution. \*See Guidelines for decision making below
- Examining risks and security objectives and prioritizing protective measures to reduce risks.
- Supporting standard processes for requesting, reviewing, and implementing projects.
- Ensuring appropriate communication and training to support initiatives.

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# STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT INFORMATION SYSTEMS OPERATIONS TEAM CHARTER

## 2. Composition

The Student Information Systems Governance Committee includes representatives for each of the following areas:

- Office of the Registrar
- Enrollment Management Operations
- Undergrad Admissions
- One-Stop Student Services (representing student-facing CRM)
- Financial Aid and Scholarships
- Graduate Admissions
- Financial Services/Student Accounts
- Advising (represented by one designee from the Office of the Provost)
- Teaching / Research Support
- Academic Affairs / Student Success
- Institutional Research
- Library
- External Relations
- Career Services
- Information Technology Services (3 representatives - non voting)

Each representative will receive one vote, with the exception of IT, which will receive 1 vote total. Additional areas may be considered for inclusion on the Student Information Systems Governance Committee as student information systems develop.

## 3. Membership

Members should have a broad functional knowledge of the office represented and a functional knowledge of the student information systems. When a vacancy occurs, the Student Information Systems Governance Committee shall recommend a replacement to the department for their approval. Formal appointment will be made by the Provost.

## 4. Duties of Members

Each member acts as a representative for their office or unit, functioning as a liaison between the Student Information Systems Governance Committee and the member's office or unit. Student information systems issues should be referred to the office or unit's representative who will bring the issue to the team. Whenever possible, offices and units will work through their team representative.

Each member helps establish the relative priority of work in the various student information systems and tracks the work against agreed-upon timelines.

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## **STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT INFORMATION SYSTEMS OPERATIONS TEAM CHARTER**

Each member collaborates with ITS to develop a timeline and requirements for projects, ensuring that testing is adequate and completed according to project timelines, and approving changes impacting their area.

Each member stays informed on new student information system features, functionality, and regulatory releases to ensure that their office optimizes their use of the student information systems.

Each member takes an institutional view of needs for the student information systems, understanding the needs of not just their office, but of the entire institution.

The ITS Director or designee will chair the meeting. The Chair is responsible for scheduling and calling meetings, setting and following up on agenda items, conducting meetings, and reporting as needed to the IT Executive Committee, including submitting the annual report.

### **5. Meetings and Attendance**

Meetings will be held monthly or as needed, and will normally last 90 minutes in length.

Each member has a responsibility to attend meetings. The team cannot function and achieve its objectives unless all members make an effort to attend and participate in discussions and decision-making. To ensure the team's ability to conduct business, members who plan to be absent should notify the Chair prior to a scheduled meeting and arrange for a substitute if appropriate. When a member is consistently absent, the Student Information Systems Committee can request a replacement.

### **6. Guidelines for decision making**

To allow for adequate discussion and research into an issue, decisions will be made at least one meeting after the meeting in which the issue was brought forth. Decisions will be by consensus of the group.

Though efforts should be made to reach a decision by consensus, if the group fails to reach a consensus, a member of the SIS Governance Committee can request a vote on the issue.

- Decisions from a vote can be appealed to the IT Executive Committee.
- An appeal should be requested formally at a SIS Governance Committee Meeting.
- Appeals will be routed to the IT Executive Committee by the SIS Governance Committee Chair.

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# STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT INFORMATION SYSTEMS OPERATIONS TEAM CHARTER

## 1. Purpose and Charge

The Student Information Systems Operations Team is the operational body charged with ensuring day-to-day function for the student information systems including but not limited to all modules of Banner and data access to Banner, WebFocus, 25Live!, Perceptive Content, TouchNet, Interfolio, Nelnet Cashiering, Flywire, Salesforce and CourseLeaf.

- Planning, reviewing, testing, and implementing Banner changes in accordance with the priority set by the Student Information Systems Governance Committee and as needed to address University needs and maintain compliance with regulations, laws, and mandates.
- Providing advice / guidance to the Student Information Systems Governance Committee on regulatory updates, upgrades, new functionality, and other needs, to inform priority setting.
- Examining risks and security objectives and implementing protective measures to reduce risks.
- Supporting standard processes for requesting, reviewing, and implementing projects.

## 2. Composition

A subcommittee of the Student Information Systems Governance Committee, the Student Information Systems Operations Team is the official authoritative body for ensuring the day-to-day operations and improvement of the Banner product.

The Student Information Systems Operations Team includes representative from each of the following areas:

- Financial Aid
- Undergraduate Admissions
- Enrollment Management
- One Stop
- Office of the Registrar
- Graduate Studies
- Financial Services/Student Accounts
- Advising
- Institutional Research
- Office of International Affairs
- Information Technology Services (Chair)

Additional areas may be considered for inclusion on the Student Information Systems Operations Team as needed. Formal appointment will be by the SIS Governance Committee members.

## 3. Membership

Members should have a broad functional knowledge of the office represented and a functional knowledge of the SIS system. When a vacancy occurs, the department will recommend a replacement for their approval. SIS Governance Committee Chair.

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## STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT INFORMATION SYSTEMS OPERATIONS TEAM CHARTER

### 4. Duties of Members

Each member acts as a representative for their office or unit, functioning as a liaison between the SIS Operations Team and the member's office or unit. Each member keeps their Student SIS Governance Committee member apprised of concerns, needs, and progress against timelines and priorities. SIS issues should be referred to the office or unit's representative who will bring the issue to the SIS Operations team. Issues that can not be resolved by the SIS Operations team can be given to their SIS Governance Committee member to be taken to the SIS Governance Committee for discussion. Whenever possible, offices and units will work through their team representative.

Each member acts as a resource person for other staff members in their office or unit and is the key person to help develop the SIS products for their area. The team member has the responsibility to thoroughly learn the SIS for their area and be willing to work with other staff members to develop the SIS and resolve workflow/procedural problems.

Each member is responsible for reading the SIS documentation and keeping current with upgrade documentation. It is members' responsibility to alert staff in their area about changes in the SIS due to upgrades.

Each member is responsible for collaborating with ITS to develop a timeline and requirements for projects, testing, and approving changes which affect their area.

Each member is responsible for signing off on logins and security for staff within their area.

Each member has a responsibility to mentor and develop other staff within their area to enable them to function as team representatives in the future.

The Chair is responsible for scheduling and calling meetings, setting and following up on agenda items, conducting meetings, and reporting as needed to the Student Information Systems Governance Committee.

Secretarial duties will be rotated among the remaining members.

### 5. Meetings and Attendance

Meetings will be held monthly or as needed.

Each member has a responsibility to attend meetings. The team cannot function and achieve its objectives unless all members make an effort to attend and participate in discussions and decision-making. To ensure the team's ability to conduct business, members who plan to be absent should notify the Chair prior to a scheduled meeting and arrange for a substitute if appropriate. When a member is consistently absent, the SIS Operations Team can request a replacement.

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**STUDENT INFORMATION SYSTEMS GOVERNANCE COMMITTEE / STUDENT  
INFORMATION SYSTEMS OPERATIONS TEAM CHARTER**

2023-03-21; shumakr; approved by IT Executive committee with revisions.

2017-02-28; approved revisions.

2017-02-23: approved revisions.

2016-06-10: updated nomenclature: replaced “SOE” with “CEHHS” and “Cashiers” with  
“Financial Services”.

2012-08-28: approved revisions.