

# Summary of RamPortal Feedback

We want to thank the WCU community for their ongoing feedback on our new RamPortal system. Your feedback helps us understand what updates may support our important work.

The goal of this document is to summarize the feedback we have received thus far. Additionally, where available we provide an update on how the recommendation can be met.

We share this out also to acknowledge we have received the same feedback from multiple users.

It is also important to note that RamPortal is a managed cloud environment, meaning that our database and system is hosted and managed by Ellucian (the product vendor). In a managed cloud environment WCU has less configuration and customization capabilities as we have a historically had in our WCU-managed myWCU system. You may see then that some of the recommendations we have received are not currently possible because of configuration limitations of the hosted environment.

## Topic: Advisee Listings and Holds

FEEDBACK	RAMPORTAL TEAM RESPONSE	NEXT STEPS
<p><i>From advisors:</i> When seeing the list of advisees, "List all" only allows you to see a max of 20 advisees at a time. Is it possible to increase the number displayed?</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system. Further, WCU continues to explore how other tools, such as Navigate, may be used to streamline the work of advisors</p>
<p><i>From advisors:</i> On the list of advisees, we can use some sorting tools to show how the students are displayed. However, those sorting selections are wiped out every time you go back to your advisee list. Is it possible to have the sort selections saved?</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system. Further, WCU continues to explore how other tools, such as Navigate, may be used to streamline the work of advisor</p>
<p><i>From advisors:</i> when looking at the list of advisees, Registration dates are NOT shown on the "list all" function. Advisors have to click into the student details to see the students; registration date.</p>	<p>The delivered Banner page that shows the list of advisees does not allow us to add this information. WCU created a custom Card, called My Advisees, in RamPortal as well as a report that shows advisee registration start dates.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system. Further, WCU continues to explore how other tools, such as Navigate, may be used to streamline the work of advisor</p>

<p><i>From advisors:</i> To release an advising hold, advisors must individually go into each student profile. Is there a way to release the hold from the list of advisees or mass-release the hold for multiple students at once.</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system.</p>
<p><i>From advisors:</i> It would be great if there were a way to sort minor advisors on the advisee list. A major advisees button would be helpful.</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system. Further, WCU continues to explore how other tools, such as Navigate, may be used to streamline the work of advisor</p>
<p>From advisors: It would be helpful if RamPortal saved our settings between logins so we're not constantly readjusting views in the middle of advising sessions. An example is the browse classes and student advisee lists default back to 10 per page; the browse classes page defaults back to a view where you can't see course numbers, etc. without adjusting headers each time and there are so many columns that the hover option doesn't always work to show what's hidden by the narrow columns.</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system.</p>
<p>From Advisors: In the class search, Lab sections are listed separately, and not under the lecture course when students search for classes. For example, if students search for "BIO 110", only the lecture sections are displayed. They would have to separately search for "BIO 110L" to view lab sections. Additionally, students are not prompted to select a course co-requisite when they are searching the class schedule and planning their classes.</p>	<p>It is our understanding that Banner does not allow us to configure this element.</p>	<p>WCU is actively exploring alternative options to make co-requisite registration clearer.</p>

**Topic: Advising Notes**

<p>From faculty and advisors: Will we be able to see advisor notes in RamPortal</p>	<p>During the summer 2024 we will be migrating advisor notes from myWCU to RamPortal.</p>	<p>The exact timeline for the migration is being planned.</p>
---	---	---

## Topic: Class Schedules & Registration

FEEDBACK	RAMPORTAL TEAM RESPONSE	NEXT STEPS
From Faculty: How can faculty view their own teaching schedules on one screen or a weekly calendar view?	The banner delivered page for faculty to view their class schedule is called, My Courses in RamPortal. Unfortunately, it does not show the teaching schedule via a calendar view.	WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system.
From students and advisors: On the course search, there are no "<" or ">" search options to restrict the search to for example courses above the 200 level	It is our understanding that Banner does not allow us to configure this element.	WCU will continue to monitor banner future direction to see if this issue is addressed in future version of the system.  Additionally, WCU continues to assess if the Banner class search/registration tools will meet our communities' needs or if an alternative product would be more effective.
How can department chairs and others register students for classes?	Currently, we are still working on getting the self-service Banner registration pages available to chairs, graduate coordinators, SSCs, and department admins. This will not be available for the start of Fall 2024 registration.	Work is ongoing.

## Topic: Communications

FEEDBACK	RAMPORTAL TEAM RESPONSE	NEXT STEPS
Can I use RamPortal to send messages to all the students in my department, including specific academic programs such as majors, minors, undergrad and grad?	This functionality is not currently available.	Currently unknown.