Introduction

The purpose of this document is to show you how to use Banner Self-Service to look up a student’s program, major, status, and admit term as well as the student’s schedule and transcript. You can find an updated version of this document and “Class Lists & Grading” at [http://oit.nl.edu/documentation.cfm](http://oit.nl.edu/documentation.cfm) under Banner Web Help Documentation.

See the Handout “Class Lists & Grading” for detailed login instructions.

Viewing Student Information: Phone / Addresses/ Email / Major / Admit Info/ Cluster/Cohort/Schedule

For a student on your Summary or Detailed class list:

1. Click on the student’s name and you will be presented with a View Address(es) and Phone(s) screen.
2. Click on View Address to see address and phone numbers. (At the bottom of the screen you will see links to e-mail addresses (if available) or other Student Information (e.g. program, major, admit term & type, advisor, campus, cluster or cohort group, and term schedule])

For a student NOT on your class list: (Use this method for a student not in your class or who may or may not be officially assigned to you as an advisee in the Banner database.)

1. Click on the Faculty Services and select a term if you have not done so already.
2. Scroll to the bottom of the menu choices and click on Student Menu.
3. Click on ID Selection from the Student Information menu.
4. At the Student /Advisee ID Selection screen you have two choices:
   (1) You can either enter the ID# directly into the upper box, leave the “All” button darkened, and press Submit OR
   (2) Enter the last name (or the first couple letters of the last name and/or first name) in the Student/Advisee Query box.

Choice (1): If you entered the ID directly, then you will see a Student Verification screen. Click on OK and you will be returned to the Student Information menu. If the student is not verified for the term you have selected, try selecting another term. (You could also look for the student’s last term of enrollment listed on their academic transcript – See the Academic History section below.)

Choice (2): If you entered a name, or part of a name, then you will be presented with a pull-down menu. Click on the arrow to the right of the first name, highlight the name of your choice, and press the Submit Name button at the bottom. You will be returned to the Student Information Menu.

5. Back at the Student Information Menu you may view the student’s mailing address, phone number, e-mail address, or other information by clicking on your choice.

- “View Student Information” contains Registration Status, Admit Term, Admit Status, Program, Major, Concentration, Primary Advisor, Cluster/Cohort, and other information. A link to the student’s schedule appears at the bottom of the screen.
- If you want to view the student’s transcript, click on Return to Menu which appears at the top right. At the Student Information Menu, click on Return to Menu again. Then follow the steps on the next page starting with step 2.
Viewing Academic History – Student Transcript using the Advisor Menu

1. Click on the Faculty Services Menu.
2. Scroll to the bottom of the menu choices and click on Advisor Menu.
3. Select a Term, if you haven't already.
4. From the Faculty & Advisors menu, Click on ID Selection (if you have already selected a student, skip to Step 6.)
5. At the Student/Advisee ID Selection screen you have two choices:
   (1) You can either enter the ID# directly into the upper box and press Submit OR
   (2) Enter the last name (or the first couple letters of the last name and/or first name) in the Student/Advisee Query box.

   Choice (1): If you entered the ID directly, then you will see a Student Verification screen. Click on OK and you will be returned to the Student Information menu. If the student is not verified for the term you have selected, try selecting another term. You will be returned to the Faculty & Advisor Menu. See step 6.

   Choice (2): If you entered a name, or part of a name, then you will be presented with a pull-down menu. Click on the arrow to the right of the first name, highlight the name of your choice, and press the Submit Name button at the bottom. You will be returned to the Student Information Menu.

6. At the Faculty & Advisor Menu. Click on Student Academic Transcript. (You will be prompted to enter an ID or Name if you haven't done so already.)
7. At Student Academic Transcript, skip Transcript Level and Type, and press Display Transcript.
8. You will see the student's academic history starting with their transfer courses and ending with their current schedule. (You can print this screen by using the File Print in your top right corner.

   Please note: Sometimes, for records more than one page, you must pull the bottom horizontal scroll-bar all the way to the right, so that you can pull down the hidden vertical scroll-bar, and thus, reveal the rest of the transcript.

9. Use the RETURN TO MENU key or EXIT to finish viewing.

Troubleshooting Call List for Banner Web (1-800-443-5522)

- For problems related to hardware, your web browser, the Logon process, and resetting PINs please contact the OIT Help Desk at x4357 or e-mail at helpdesk@nl.edu.
- For problems in course or advisor assignments – follow the process set up by your college:  
  CAS faculty - contact your department chair, program coordinator, or Ewa Polatinska, Ext 3378  
  NCE faculty - contact your program coordinator or Rose-Lynn Jaffe, Ext. 5363.  
  CMB, on-campus, - contact Jackye Washington, Ext. 3543  
  CMB, field faculty, - contact Karen Hunt, Ext. 4416.
- For Registrar questions:  
  Academic Records: Madeleine Waxman, Assoc. Registrar, Ext. 5313  
  Registration: Debbie Nesbitt-Mohammed, Assoc. Registrar, Ext. 3190
- For comments or help with these Banner Self-Service instructions or other general questions: contact Colette Currie, CAS Math Dept., Ext. 5223 at e-mail ccurrie@nl.edu