



Banner Overview

Overview

The implementation of the Banner Student Information System is one of the largest technology modernization projects ever undertaken by Santa Rosa Junior College. The multi-year initiative replaces SRJC's homegrown student information system with Ellucian Banner, a comprehensive enterprise platform used by hundreds of colleges and universities nationwide.

Banner affects nearly every aspect of SRJC operations, including:

- Admissions and Records
- Application and Enrollment
- Financial Aid
- Student Accounts
- Curriculum and Scheduling
- Instructional Services
- Degree Audit
- Student Communications
- Employee workflows
- Reporting and compliance

In addition to Banner itself, the project includes implementation of Bear Cub Hub (the new student portal), new student identification numbers, Bear Cub email accounts, integration with Canvas and dozens of third-party applications, CourseLeaf curriculum software, DegreeWorks, and significant changes to business processes across SRJC. The project has involved hundreds of faculty, classified professionals, administrators, and IT staff who have participated in data conversion, system configuration, testing, training, and process redesign.

Timeline

2017: Initial Consideration

SRJC launched a process to identify a replacement for the aging, homegrown Student Information System, which had served SRJC for decades but had become increasingly difficult to maintain and enhance. The existing system no longer met the operational, reporting, security, and integration needs of a modern community college. SRJC leadership identified the replacement of the SIS as a strategic institutional priority to improve the student experience, support employees, and ensure long-term sustainability. The selection process resulted in a decision to delay a few years to allow software providers to complete design changes to ensure a system was selected that met students' and the college's needs.



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2021: Relaunch of Selection Process

SRJC restarted the Student Information System replacement project by establishing a steering team consisting of constituent group leaders and engaging Strata Information Group (SIG), a higher education technology consulting firm, to guide the planning, procurement, and implementation process. As part of the project, SRJC conducted a review of its business processes to identify opportunities for improvement and to inform the evaluation and selection of a new Student Information System.

2022: Vendor Selection and Contracting

Following a comprehensive evaluation process and the establishment of an [Implementation](#) team, SRJC selected Ellucian Banner as its new enterprise Student Information System. Banner 9 SaaS (Software as a Service) was chosen because it is a comprehensive, cloud-based platform used by higher education institutions nationwide, and provides integrated solutions for admissions, registration, financial aid, student accounts, curriculum management, and reporting. SRJC also selected implementation partners to assist with project management, system configuration, data conversion, training, and change management.

2023-2025: Project Implementation Begins

Following the selection of Ellucian Banner, SRJC launched a multi-year implementation effort involving nearly every operational area of the District. Cross-functional teams comprised of faculty, classified professionals, administrators, Information Technology staff, and implementation consultants worked together to configure the system, redesign business processes, migrate decades of student and institutional data, and prepare the campus for the transition. Key implementation activities included:

- Establishing project governance, implementation teams, and executive oversight.
- Configuring Banner's core modules, including Admissions, Registration, Financial Aid, Student Accounts, Curriculum, and Academic History.
- Converting and validating decades of student, course, and institutional data from the legacy Student Information System.
- Redesigning hundreds of business processes to align with Banner's workflows and reduce reliance on customized processes developed over many years.
- Developing integrations with Canvas and dozens of third-party applications that support student services, instruction, finance, and reporting.
- Implementing Bear Cub Hub as the new student portal, along with new student identification numbers and Bear Cub email accounts.
- Conducting extensive system testing, including unit testing, integration testing, user acceptance testing, and data validation.
- Developing employee training materials, job aids, and support resources for faculty, staff, and administrators.
- Creating a communications plan to prepare students and employees for the transition through websites, emails, training sessions, videos, and other outreach efforts.

Throughout implementation, SRJC worked closely with Ellucian and implementation consultants to address technical issues, refine system configuration, and adjust project timelines to prioritize a successful and stable deployment over meeting an accelerated launch date.



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February 2025: First Delay

As implementation progressed, SRJC determined the system was not ready to go live. The launch was postponed from Summer 2025 to Spring 2026 to allow additional time for testing, training, data validation and issue resolution. The decision emphasized that ensuring a reliable implementation was more important than meeting the original timeline.

May 2025: Second Delay

After further consultation with implementation partners and internal project teams, SRJC announced a second adjustment to the implementation schedule. Although technically possible to launch sooner, the Implementation team determined additional preparation would reduce operational risk and better support students and employees. The revised schedule targeted Summer/Fall 2026 registration for implementation.

Fall 2025: Final Preparation Phase

Throughout Fall 2025, SRJC accelerated implementation activities, including:

- Software configuration
- Data cleanup
- Integration testing
- Third-party software evaluation
- Student communication planning
- Employee training development

In December 2025, SRJC confirmed that Banner remained on schedule for Priority Registration beginning in April 2026 and launched a dedicated [Banner information website](#) to centralize communications, FAQs, and training resources.

Winter–Spring 2026: Campus Preparation

Beginning in January 2026, implementation activities intensified. Major milestones included:

- Launch of Bear Cub email accounts
- Distribution of new student ID numbers
- Development of Bear Cub Hub, the online student portal
- Employee and department trainings online and in person
- Student tutorials and quick guides
- Canvas integration planning
- Marketing campaign to prepare students for registration through email, text messaging, Canvas, digital displays, social media, and flyers. District employees received regular implementation updates, FAQs, and training opportunities through the SIS website.

April 2026: Go-Live

Priority registration began using Banner in April 2026. The transition represented a significant operational change affecting nearly every student-facing service. SRJC experienced a number of implementation challenges, including:

- Registration interruptions



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- Degree Works/CAPP prerequisite validation issues
- Integration problems between Banner and third-party systems
- Manual processing requirements
- Faculty workflow adjustments
- Ongoing software configuration

SRJC communicated frequently with [employees](#) and [students](#) regarding system status, workarounds, and available support for [employees](#) and [students](#).

Summer 2026: Optimization

Banner is now serving as SRJC's enterprise Student Information System, although implementation work remains ongoing. Current efforts continue to focus on:

- Resolving remaining technical issues
- Completing third-party software integrations
- Refining business processes
- Expanding employee training
- Improving the look and feel of the student experience
- Monitoring enrollment impacts
- Transitioning additional functions from the legacy system

Fall 2026-Spring 2027: Expansion

SRJC continues to address priority concerns while also developing and launching new integrations, including improving the student and employee experience with the schedule of classes, the registration process, and becoming a teaching college through the California Virtual Campus (CVC) so SRJC classes can be offered seamlessly through the statewide course exchange.

Summary

The Banner implementation represents a transformational institutional project rather than a traditional software installation. It required significant changes to technology, business processes, employee roles, and student interactions. By the time Banner went live in Spring 2026, the implementation had involved hundreds of District employees, thousands of hours of planning and testing, and fundamental changes to many of SRJC's core business processes. While the transition has presented challenges, including service disruptions and increased work, the implementation also establishes the technological foundation needed to modernize student services, strengthen data security, improve compliance, and support future needs.