

JACKSON STATE UNIVERSITY
OFFICE OF ADMINISTRATIVE SERVICES
E-Report Frequently Asked Questions

1. **What is an E-Report?** E-report stands for “electronic report” and is simply a report that is generated in Microsoft Access from data extracted from relevant tables and forms within the Banner System, according to the criteria that you set forth in your E-Report Request Form.
2. **Who can request an E-Report?** Primarily employees within Finance and Operations. Anyone can request a report, but all report requests must be approved by the unit immediate supervisor or unit director. Requests for information from individuals outside of Finance & Operations must be approved by the Assoc VP for Business & Finance before the information can be provided.
3. **How do I request an E-Report?** The E-report form can be found on the JSU website, www.jsu.edu , under “Administration”; then Select “Business & Finance”, Select “Administrative Services”, Select “Banner Finance E-Report Form/Instructions”. Complete the form in its entirety and submit per the instructions.
4. **What type of data can I get on the report?** Primarily data that is processed in Banner Finance. We also have limited access to the Banner HR and Banner Student System. But if you need a report, just ask and we will let you know whether we have access and can provide the information.
5. **What if I need data that is outside of my department, but still within F&O?** You must complete the E-Report Request Form and have the Unit Director to submit the form with their electronic signature (via e-mail)
6. **What is an electronic signature?** We will use the E-report form from the forwarded e-mail as the electronic signature.
7. **What if I need data that cannot be requested on the E-Report form?** Please contact the appropriate office, usually the Office of Information Management
8. **How should this data be used?** In most cases, reports are used for internal purposes. Any time reports are sent to persons outside the JSU family, please get approval of the Senior VP before doing so. As a general rule, all official JSU data must come from the Office of Institutional Research
9. **What about confidentiality?** There is a confidentiality statement printed on the E-Report form, which basically states that information must only be shared with persons who have a legitimate need to know.
10. **Can I run reports from Banner on my computer?** Directors within Business and Finance have been given the capability of running reports from their desktop via a switchboard. All requests to run reports from your desktop must be submitted in writing and approved by the Associate VP.
11. **What is a switchboard?** A switchboard is a form that allows you to navigate around the Access database. The switchboard is made of buttons that you click. They can be placed on the shared drive and individuals have access to reports, forms, queries, etc.
12. **What if I need this report run on a regular basis?** Reports that are needed on a regular basis are usually set up on the switchboard and can be run at any time. But in the event a

report has not yet been placed on the switchboard, we will provide you with the report until we are able to place it on the switchboard.

- 13. How will my data be received?** Data can be presented in the form of a switchboard, in excel, word, access, adobe, or a text file.
- 14. If my data is incorrect, is not sorted properly or does not look like I want it, what should I do?** Always communicate with Administrative Services via the E-report form or in person. All reports will be customized based upon the request. Most discrepancies have been due to miscommunication.
- 15. How long will it take to get my report back?** Some reports can be provided immediately and others take a longer time to complete due to the complexity of the report. Once we have reviewed the form and understand the request, we will let you know the estimated time the data will be returned to you.
- 16. Who is responsible for verifying the accuracy of the data and ensuring that the data is what was requested?** Please verify the data immediately and request any necessary changes. The longer from the date the report was created to the date changes are made, the colder the information will be. Sometimes you may have to start again from scratch.
- 17. Why do I need to put my request in writing?** By putting your request in writing, it gives us the specifics of what is being requested. It reduces the chances of miscommunication. It also provides a tangible record of the request which may be used for future reference and may also help provide your information faster.