

**MISSISSIPPI VALLEY STATE UNIVERSITY  
COMPUTER SERVICES  
BANNER SERVICE REQUEST FORMS**

The following forms should be used to request assistance or service from computer services for the database and administrative system. Please do not contact a programmer directly. This includes phone calls, visits or emails. Complete the necessary form and forward it to the office of Computer Services. Help Desk personnel will forward your request to the appropriate programmer. The programmer will contact you with information regarding your request.

**Instructions:**

- 1) To request access or removal of access to the Administrative System (Banner) complete the **Banner Administrative Module Authorization Request** form
- 2) To have a report generated, loaded into the adhoc system, gain access to an existing report or data request of any kind, complete the **ADHOC Report Request** form
- 3) If you have encountered an error while working in Banner and need assistance, complete the **Banner Incident Form**.
- 4) If you need assistance with non Banner related issues complete the **Technical Service Request Form**

Each person requesting access to the administrative system or data housed therein, is required to read and sign the **University Information System Appropriate use Policy**. In addition, before being allowed access to any data or processes, the User, Supervisor, Area Director and Data Custodian must sign the application.

Data Custodians are as follows:

**Student Records / Registration Data** – Mrs. Maxcine Rush, Director of Student Records

**Financial Aid Data** – Mr. Loyd Dixon, Director of Student Financial Aid

**Employee Data** – Ms. Monique Sneed, Director of Human Resources

**Student Housing Data** – Mr. Bryce Lowe, Director of Residential Life

**Development / Contribution Data** – Ms. Dallas Reed, Vice President for Development

**Fiscal Data** – Ms. Joyce Dixon, Assistant Vice President for Fiscal Affairs

**Admissions Data** – Ms. Nora Taylor, Director of Admissions

**Historical University Data** – Mrs. Sharon Freeman, Institutional Research

**Alumni Data** – Mrs. Yvette Totten, Director of Alumni Relations

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**All Data Request by outside Entities must be approved by the Data Custodian as well and the Vice President for that area.**

**For those requests that do not fall within the scope of this document, please contact the Help Desk. They will take your request and assign it to the appropriate person.**