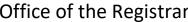


Enhanced Hold Placement and Removal Pilot

Office of the Registrar





Problem Statement

The delay in lifting registration holds can interfere with a student's ability for timely registration which creates a barrier to student success and graduation. Security concerns exist regarding Banner SOAHOLD not enforcing limits on which and how holds can be modified.

The goal of this project is to pilot a secure and streamlined process to place and lift registration holds to increase data integrity and compliance. The outcomes of this **project may set a precedent** for the future of other departments placing holds.



Background

Oregon State University prides itself on enabling student success to achieve graduation. Timely course registration is critical for student success and on-time graduation.

Date Chartered: 03/06/24

- Student Athletes (SA) can inadvertently risk their NCAA compliance causing them to become ineligible for athletic participation and/or athletic aid, which can interfere with their success and graduation.
- The limited number of **Student Conduct and Community Standards** (SCCS) employees authorized to manage holds, often delays the lifting of holds. This causes delayed registration, which can interfere with student success and graduation.



Objectives

- Create a process to place and lift holds through AWA jobs and role-based personas
- Increase the ability for units to place and lift holds timely
- Increase data integrity regarding hold placement and removal
- Establish a process that helps to inform student-athletes on registration impacts on NCAA eligibility



Project Sponsor and Primary Workgroup

Project Sponsor Rebecca Mathern Associate Vice Provost & University Registrar

Project Manager Autumn Landis Sr. Assistant Registrar-Projects & Communication

Additional Workgroup Members

Kristin Benson – Deputy Registrar/Associate Registrar-Compliance

Sarah Moreno - Assistant Registrar-Scheduling & Athletic Compliance

Marty Main – *Analyst Programmer*

David Sorenson – Analyst Programmer

Katrina Highland – Communication Manager

Stakeholders













Technology S

In Scope

Student Athlete holds (SA holds)

Scope

• Students with conduct violations holds (SR holds)

Out of scope

 START holds and other units placing registration holds

Stakeholders with Marginalized Identities











Ability / Limited College Disability Experience

Language Proficiency



Timeline

Task	Due Date	Responsible
Kickoff	February 2024	Workgroup
Project Development	February - March 2024	Workgroup
Technical Development	March – April 2024	Technical
Preproduction Testing	April 2024	Workgroup
Migration to Production	April 2024	Technical
Production Testing	April – May 2024	Workgroup
Create/Implement Security Access	April – May 2024	Technical
Training	May 2024	Workgroup
Communication	February – June 2024	Workgroup
Project Launch and Celebration	June 2024	Workgroup/Technical
Early Project Assessment	September 2024	Workgroup
Project Report	Fall 2024	Project & Communications Managers

