Problem Statement

Due to the discontinuation of support for Self-Service Banner 8 (SSB8) by Ellucian in March 2024, Self-Service Banner 9 (SSB9) will be utilized to ensure the continuity of the preliminary grading collection process.

The goal of this project is to implement, streamline and improve preliminary grade collection in SSB9, minimize unnecessary modifications, and ensure timely delivery of accurate data.

Background

Oregon State University is proud to be one of the few universities to distribute student diplomas during the commencement ceremony. Timely and efficient evaluation of students’ likelihood to graduate is crucial. This evaluation is facilitated by the collection and input of preliminary (expected) grades.

It is essential that the process of collecting and inputting these grades is streamlined and efficient to avoid delays. The current process is heavily modified in SSB8 and outdated. There are inconsistencies in delivering communication and data to instructors and staff, which leads to missing preliminary grades.

Objectives

1. Move from SSB8 to SSB9 for preliminary grading; reduce unnecessary modifications.

2. Deliver a streamlined solution for communicating and collecting preliminary grades from instructors:
   a. Reduce the time spent entering preliminary grades from 3 hours per course (maximum).
   b. Decrease the time spent by staff answering grading-related questions from 7 hours per season.
   c. Increase the number of on-time preliminary grades from 84%.
   d. Improve instructor satisfaction with process by increasing satisfaction scores from 50% of respondents in the somewhat to extremely satisfied range.

3. Deliver updated reports and alert instructors when new students are added to the preliminary grade roster.

4. Enable tracking of preliminary grade changes that crosses the C-grade threshold.

5. Increase Accessibility; consider alternative methods of delivering information by moving away from PDF.

Project Sponsor and Primary Workgroup

Project Sponsor
Kristin Benson
Deputy Registrar/Associate Registrar-Compliance

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

Additional Workgroup Members

Manmeet Singh Khetarpal  
Business Analyst

Darleen Root  
Project Coordinator

Becca Wagner  
Assistant Registrar - Scheduling
Stakeholders

- Students
- Advisors
- Faculty
- Staff

Stakeholders with Marginalized Identities

- Ability / Disability
- Years of Experience
- Geographic Region
- Language Proficiency
- Veteran Status
- Hierarchical Level

Scope

In Scope
1. Undergraduate and graduate students eligible to graduate spring term.
2. Midterm grades field in Banner.
3. Only affecting preliminary grade entry.

Out of scope
1. Professional level students.
2. Diplomas not released due to issues not associated with preliminary grades.
3. Final grade entry.

Timeline

- **Kickoff**
  - February 2023
  - Workgroup

- **Project Development**
  - March – May 2023
  - Workgroup

- **Elicitation / Interviews**
  - March – April 2023
  - Workgroup

- **Survey / Journey Mapping**
  - May 2023
  - Workgroup

- **Analysis and Presentation**
  - June – August 2023
  - Workgroup

- **Requirement Refinement**
  - September 2023
  - OTR Tech Team

- **Specification Development**
  - October - November 2023
  - OTR Tech Team

- **Technical Implementation (PPRD)**
  - January - February 2024
  - UIT/OTR Tech Team

- **Testing / Feedback**
  - March 2024
  - OTR/Instructors

- **Migration to PROD and Testing**
  - April 2024
  - UIT/OTR/Instructors

- **Training Development and Distribution**
  - April 2024
  - Communications Manager

- **LIVE**
  - May 2024

- **Project Assessment**
  - July 2024
  - Project & Communications Managers

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