



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 The current process is heavily modified in SSB8 and outdated.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

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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

