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.

- 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

- Student-Athletes
- Athletics
- Student Conduct
- Technology
- Staff

Stakeholders with Marginalized Identities

- Ability / Disability
- Limited College Experience
- International Experience
- Language Proficiency

Scope

In Scope

- Student Athlete holds (SA holds)
- Students with conduct violations holds (SR holds)

Out of scope

- START holds and other units placing registration holds

Timeline

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