



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.**

- **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



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

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

