



Problem Statement

Banner Workflow, which currently supports the Change of Program (CoP) process will be deprecated in June 2025. The current process includes extensive manual processing, does not allow for students to initiate the process, and excludes many functional departments from using the process due to limitations within the system.

The goal of this project is to **implement, streamline and improve the CoP process** by decommissioning Banner Workflow and implementing a new platform with functionality to automate student record updates, reduce processing time, and improve access.



Background

Until 2018, CoPs were submitted via paper forms. Students would initiate the request and work with their academic and college head advisors to complete the form, which would be submitted and processed by the Office of the Registrar (OtR). In 2018, the CoP was moved to digital submission using Banner Workflow. Current access limitations to Banner Workflow require academic advisors to submit the request on students' behalf. All CoPs are processed manually by the OtR records team.

Over 18,000 requests are submitted and processed through Banner Workflow annually. In addition to Banner Workflow requests, bulk CoP requests are submitted in Excel spreadsheets and are difficult to track and record for record retention purposes.



Objectives

- 1 Decommission Banner Workflow CoP by June 2025
 - a. Delivery goal: April 2025
- 2 Automate processing of requests to reduce manual workload
- 3 Decrease the time spent on the CoP process
 - a. Decrease the time spent by academic advisors initiating a request by considering a student-initiated process
 - b. Decrease the time spent by staff processing simple requests
 - c. Decrease the time from initiating to processing
- 4 Select a platform that will allow the form and process to be utilized by as many users as possible
 - a. Bulk submissions, Honor's College, etc.
- 5 Design a form that includes all fields necessary for a Change of Program



Project Sponsor and Primary Workgroup

Project Sponsor

Rebecca Mathern

Associate Vice Provost & University Registrar

Project Manager

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Additional Workgroup Members

Jared Gardner

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Jennifer Ajeto

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Sr. Assistant Registrar – Projects & Communications



Stakeholders

Students



Advisor



Compliance



Staff



Stakeholders with Marginalized Identities



Hierarchical Level



Years of Experience



Geographic Region



Scope

In Scope

Undergraduate CoP requests processed within the OtR

Out of scope

Admissions CoP, Graduate student CoP

Timeline

Launch: April 2025
Deprecation: June 2025

Budget

No budget has been allocated for this project



Timeline

Kickoff	Summer 2024	Workgroup
Project planning	Summer 2024	Workgroup
Requirements gathering	Summer- Fall 2024	Workgroup
Pre-development (PPRD)	Fall 2024	OtR/UIT
Testing	Fall 2024– Winter 2025	OtR/UIT
Communication plan	Winter - Spring 2025	Communications
Training and documentation	Winter - Spring 2025	Communications
Technical implementation (PROD)	Spring 2025	UIT
Launch	Spring 2025	Workgroup
Project assessment	Fall 2025	Workgroup

