

System IT Board Report

February, 2025

Featured Business Technology Project: Holds Functionality Update

Different types of holds are placed on students by many different departments at the colleges as well as via scheduled jobs. These holds might be informational in nature, such as the student signed up for a payment plan or has been issued a One Card for reimbursement purposes. Holds might also prohibit a student for registering for classes due to outstanding requirements, or past due accounts.

Currently, a hold placed by one college impacts the student in the same way at all 13 colleges where the student might enroll. A project request was submitted and sponsored by System Academic and Student Affairs (ASA) to change the holds functionality in Banner. This project asked that some holds continue to be shared by all colleges (particularly Finance holds) and other holds become specific to the college who applies the hold to the student's record. This is not how the baseline Banner hold functionality works, so a custom solution needed to be developed.

ASA established an implementation team to work with System IT on this project. Early on in the project, the overarching requirements and potential downstream impacts were identified and documented. Although work on this project slowed due to the need to focus on system-wide strategic projects including CO Online and the Rural College Consortium, System IT continued to work in the background to further define requirements and research potential downstream impacts.

System IT is currently in the internal testing phase of this project, where the various components are being tested. This testing helps make details related to downstream impacts more evident. Testing and communication plans are being developed and will be shared with the implementation team and the various functional groups in the next few months. The goal is to bring the functionality live in production in Summer 2025.

Project components include the following:

- Requiring an origination code be added to each hold being placed in Banner by a college staff member, so that students and staff know which department to contact if there are questions related to the hold. The origination code includes the department and the phone number.
- Creating a job that applies a unique college code to holds that are not to be shared. This job will update well over a million hold records in Banner.

- Creating functionality that displays shared holds for all colleges and limits display of non-shared holds to the college placing the holds.
- Determining Banner jobs that may be impacted by these changes and adjusting the jobs as needed.
- Determining the impact of these changes on the EAB Navigate 360 datafile and processes.
- Determining the impact of these changes on the ODS data and Cognos reports.

This project is far-reaching across many business units at the colleges and will ultimately impact all students in a positive way. It will remove barriers for students who are attempting to enroll at a CCCS college. It will also save considerable staff time, as the colleges currently must coordinate releasing and reapplying registration holds at one college in order to allow students to register at another CCCS college.