

RO Student Services – Major Exercise Documentation Template

Exercise Name: Grades exercise clean-up

Goals/Purpose (Why do we do this?)

- To receive communication and to communicate with Faculty and Staff regarding academic decisions and to make appropriate adjustments to students' records; this includes the correcting and updating of anomalies as well as the cleaning of up events.
- If these records are updated in a timely manner the students may be able to access the system to enroll for future sessions or student who should not be able to access the system due to academic blocks will be appropriately blocked.

Internal (within RO) participants:

Who are the lead people in the RO who participate in the exercise?

1. Unit/position and title: Student Services/Grades, RSA IV
 - a. Contact person currently in the unit/position: S. Moses
 - b. Roles/responsibilities in support of exercise: Coordination/implementation
2. Unit/position and title: Student Services/Grades, RSA II
 - a. Contact person currently in the unit/position: L. Palumbo, S. Ferranti, S. Gomes
 - b. Roles/responsibilities in support of exercise: Update records with specific requests.
3. Unit/position and title: Assistant Registrar, Systems
 - a. Contact person currently in the unit/position: Jillian Oinonen
 - b. Roles/responsibilities in support of exercise: Providing Reports (i.e. Linear Reports and Processed and Unprocessed Decisions Reports; Updating Decision Events; email, reports, error listings.
4. Unit/position and title: Assistant Registrar, Student Services
 - a. Contact person currently in the unit/position: D. Murdoch and E. Sarasua
 - b. Roles/responsibilities in support of exercise: Arranging the contacts with the Faculty and facilitating the processes.

External (outside RO) participants:

5. Unit/position and title: SIS TEAM
 - a. Contact person currently in the unit/position: Gleb Yevkin
 - b. Roles/responsibilities in support of exercise: Providing Reports (i.e. Linear Reports and Processed and Unprocessed Decisions Reports; Updating Decision Events; email, reports, error listings.
6. Unit/position and title: Faculties
 - a. Contact person currently in the unit/position: C. Edgecombe, M. Harper, R. Ciddio, J. Davidson, L. Tam, L. Ubaldi, and J. Lavigne.

- b. Roles/responsibilities in support of exercise: provide direction and guidance regarding ineligible decisions.

Communications: (Who needs to be told what? when?)

- a. Message (brief description): Ineligible as a result of the winter decision term; change your program or withdraw for a year, and so on.
 - b. Target audience: Students who become ineligible as a result the grades exercise.
 - c. Timing: New lists of students are run on a regular basis (e.g. weekly). Students are only contacted once to report their ineligibility but are able to view any changes to their academic decisions on the web daily.
2. Message (brief description): Please update record and let us know when completed.
- a. Target audience: Redirected emails from rorecords to RSAII and RSAIII.
 - b. Timing: Update records in a timely fashion
3. Message (brief description): to confirm that the request is updated, corrected and so on.
- a. Target audience: Faculties
 - b. Timing: New lists are run on a regular basis (e.g. daily and overnight)

Resources/tools: (What do we need to do the job?)

1. Reports/diagnostics: Linear Reports, Processed and Unprocessed Decisions Reports, Emails, Faxes, Grade Qualifiers Reports and so on.
2. Schedules: Schedules are developed for Fall/Winter and Summer session. Each schedule includes time-periods with steps in the process for each exercise. There is also a schedule for the Deferred/Incompletes due date and conversion and a schedule to update averages and decisions and events.
3. Systems: SIS REPORTS, BLM, PES, Emails, REM, TCM, SLIM and so on.
4. Software: MS Word, MS Excel, MS Access
5. Access required (e.g. SIS, REM): BLM (Mounting Exits, notations, and academic status), SIS MODULES, REM.
6. Human resources: See internal and external participants above
7. Other resources:

General timelines: (When does this happen?)

1. Starts: at the end of the FW grades exercise – May – June.
2. Ends: ends in June
3. Frequency/year: Once for summer session and once for fall/winter and frequently throughout the year as the need arises. The deferrals are updated with the cleanup as required but they have their separate due dates.

Overview of major steps in process: (1-2 sentences for each step)

1. Step: Build and distribute the schedule to participants and stakeholders
 - a. Start/length/deadline: should be finalized by the end of June for FW and the end of September of SU
 - b. Description: series of weekly exercises with steps in each
 - c. Goal: to provide structure and pacing to the series of exercises

2. Step: Request grade reports or links to grade reports to be sent to student prior to the clean-up.
 - a. Start/length/deadline: should be finalized at same time as schedule
 - b. Description: provides warning and instructions to students regarding eligibility to continue in their program/studies.
 - c. Goal: to encourage students to select their plan for future enrolment or seek help or advise regarding their ability to continue.
3. Step: Run list of students (names, email address) with at risk decisions
 - a. Start/length/deadline: according to grades production schedule
 - b. Description: RSA IV download SLIM list to Share Drive.
 - c. Goal: provide data for email outreach
4. Step: Communications sends emails to students' email addresses.
 - a. Start/length/deadline: the day or one day after receiving the list
 - b. Description: Communications sends a letter and links to the final grade reports and grades legends.
 - c. Goal: inform students of their academic decisions.

Duties/steps that could be shared with other RSA IV's (Band 13s)

1. Download list from Grade Qualifiers
2. Send lists to RSA II

Last updated: June 10, 2010

By: S. Moses