Dear UM Faculty & Staff,

I am disappointed to report that access to approve Course Add/Change/Drop requests and submit electronic grade changes **continues to be available only on the main UM campus network or through VPN.**

UM's IT team will continue to push Ellucian (the software company that owns Banner, CyberBear, etc.) to deploy the solution as soon as possible.

In the meantime, we have some work-arounds for those who are unable to access these services.

- **If you know you want to approve a course add, change, or drop request, our registration team can do so on your behalf.**

1. Reply-all back to the notification email and student.
2. State that you approve the request.
3. For course drops, state whether the student began attending the course. This is a question required for federal financial aid compliance, so we won't be able to approve drops without this information.
4. The registration team will do some behind-the-scenes magic to approve on your behalf and pass the request along to the next step.

- **If you're unsure, our registration team can send you the reason the student provided in their request.** All other information is already included in the body of the notification email.

- **If you need to submit an electronic grade change, you may do so by UM email.**

1. Include the student's first and last name
2. Student's 790#
3. Semester and year
4. Course information (CRN is helpful, but not required)
5. Grade
6. Reason
7. Send from your UM email account to grading@mso.umt.edu.

Please know that we share your frustration and truly appreciate your patience. I will send another message once Ellucian lets us know they have reinstated our previous access settings.

Thank you as always,

Dawn Barnhart
Associate Registrar
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Need help? Email us any time or give us a call Monday-Friday from 8 a.m. to 5 p.m.