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.