

UPDATE

Dear Banner Student Customers;

We have determined the scope of the potential grade entry error in Banner Student 8.3 and higher.

1. The error can only occur if you are using the Last Date of Attendance (LDA) feature that was introduced in Banner Student 8.3.
2. The error can only occur for CRNs in which the individual entering grades encountered an error when entering a Last Date of Attendance (i.e. invalid date format, LDA earlier than course start date, etc.) during their grade entry process using Banner Faculty and Advisor Self Service. Please note: Although this limits the number of grades with possible errors, we need to examine all courses with a submitted Last Date of Attendance to verify grade information.

Dear Banner Student Customers;

As a customer that has downloaded Banner Student version 8.3, we want to make sure you are aware of an urgent problem we have discovered with some grade entry in Banner Student 8.3 and above. If you have brought version 8.3 or higher into production, we recommend you take IMMEDIATE action to implement the workaround explained below, then please stay tuned as we work to identify the specifics of when this error occurs and who is ultimately affected.

Issue:

Under specific circumstances, and for specific course types where the grade roster extends beyond a single page, grades that have NOT been entered by users appear on the second (and possibly subsequent) page of the final grades page. If the user then submits the second page, the incorrect grades that appeared will be saved. The best way to limit exposure is to apply the workaround, which is available now via the Customer Support Center (see detail below). We recommend that ALL customers running Banner Student 8.3 apply it.

Analysis to date shows the error only occurs when the last date of attendance (LDA) is in use, but we are not able to confirm that at this time. We feel it is important to get this information to you quickly so you may take the appropriate action.

For the workaround and more detailed information on this issue, please visit the SunGard Higher Education Customer Support Center (<https://connect.sungardhe.com>) and review the FAQ # 1-GD9ZVT. (Click on the Solutions/FAQs link near the bottom right of the Support Center home page then enter the FAQ # and click Go. The direct link is [https://connect.sungardhe.com/customer_support/start.swe?SWECmd=GotoView&SWEView=FAQ+Detail+View+\(eService\)&SWEApplet0=FAQ+Detail+Applet+\(eService\)&SWERowId0=1-GD9ZVT](https://connect.sungardhe.com/customer_support/start.swe?SWECmd=GotoView&SWEView=FAQ+Detail+View+(eService)&SWEApplet0=FAQ+Detail+Applet+(eService)&SWERowId0=1-GD9ZVT)).

We are also in the final stages of testing a correction which we will post when it is available. We are continually updating the FAQ as we have additional information.