

## Introduction:

The Registrar's Office serves to support the academic mission of the university while striving to meet the diverse needs of students (including graduate, undergraduate, on-campus, online, degree seeking, and non-degree seeking), faculty, administration, alumni, and the community. We facilitate the transition of students from initial enrollment to degree completion. Our function is instrumental and significantly contributes to the University's mission and vision.

## Mission Criticality & Essentiality:

The essential functions of this office are:

- Registration
  - Overload approvals
  - Registration overrides, special permission
  - Independent study
  - Complete withdrawals (including reason coding, i.e. mission/military for data extraction)
  - Late adds/drops
  - Non-attendance
  - Non-reported grades
  - Non-credit courses
  - Holds
  - Minimum and maximum enrollment hours
- Schedule creation and maintenance
  - Room definitions
  - Cohort restrictions
  - Special permission
  - Attributes
  - Enable post-enrollment schedule updates
  - Cancel courses
  - Enter prerequisite/co-requisite, test score or non-course requirements
- Create attribute codes, cohort codes, and elements for use with registration and data extraction
- Error report generation for schedule maintenance
  - Ensure staff listings are updated
- Catalog creation and maintenance working with CRC and Grad council
- Term creation and maintenance
  - Semester
  - Parts of term
  - Add/drop and withdrawal date calculation
- Continuous communication with students, faculty, and staff
  - Email students and their advisors when students have not registered for an upcoming term
  - Email faculty and students when students have unmet prerequisites
  - Registration reminders
  - Progress report and final grade reminders and notifications (CAMP, SSS, Athletics, Student Affairs, Financial Aid, Colorado Challenge, etc.)

- Notification to Graduate School and department chairs which students are not meeting minimum academic requirements
- Non-course credit entry
  - AP
  - ACT/SAT
  - CLEP/DANTES
  - International Baccalaureate
  - Credit by Examination
  - Military
- Patriot Act compliance
- Enrollment and degree reporting and verification
  - Submit enrollment and degree reports to the National Student Clearinghouse
  - Correct student errors identified by the Clearinghouse after initial submission
  - Provide individual enrollment and degree verifications through the National Student Clearinghouse as requested
  - Provide printed enrollment verification letters for students as needed
- Degree audit, conferral and distribution of diplomas
  - Honors eligibility
  - Posting of final degrees
  - “Automatic” associate degree process
  - Writing Assessment verification
- Re-admission course evaluation and advising
- Institutional waivers
  - COF authorization by term
  - CCHE waivers
  - Maintenance on COF error report in collaboration with Student Business Services
- Final exam scheduling
- Ensure awareness, compliance and adherence to federal, state and institutional policies regulations and laws
- Degree Works maintenance and campus-wide training for optimal use of our degree audit system
  - Monitor approved degree changes through CRC and Grad Council
  - Make sure official degree policies are reflected correctly
  - Make sure exceptions are entered correctly
  - Provide group and individual trainings as needed or requested
  - Ensure access to the previously created Degree Works how-to videos
  - Collaborate with Computing Services to implement the Student Educational Planner as part of Degree Works
- Assist with Athletic Eligibility review in compliance to NCAA guidelines
- Work directly with the Department of Education’s Reverse Transfer initiative with respect to associate degree completion
- Federal Education Rights and Privacy Act (FERPA) compliance and training
- Tuition Classification
  - Maintenance and creation of residency codes to comply with state statute
  - Review tuition reclassification requests
- Creation of ad hoc reports as needed or requested
- Transcript processing

- Orders placed online, on campus, by fax, and by mail
  - Transcribe pre-banner records into student information system
- Troubleshoot any error in the student module
- Maintenance and security of all academic records
  - Name changes
  - Address changes
  - Grade changes
  - Status changes
  - Catalog year changes
  - GPA updates (Graduate and Undergraduate)
  - Academic standing calculation
  - Academic amnesty
  - Secure and maintain vault files for all degree-seeking students
  - Utilize our document manager system to scan, index, and retrieve record documents
- Stewards and providers of access to federally protected records
- Associate's to bachelor's degree transfer (internal transfer from 2 to 4 year programs)
- Provide course descriptions for on-campus undergraduate courses upon request
- Database testing and collaboration with Computing Services for every upgrade as well as for continued compliance with our various partners
- Provide continuous support to One Stop Student Services Center
- Collaborate with Facilities Services, the President's Office, and the commencement committee in the planning and coordination of the commencement ceremony
- Keep our webpages up to date with accurate information
- Responsible for training academic administrative assistants in regards to schedule building
- Maintain FERPA release and restriction of release information
- Create and maintain major/minor/concentration/certification codes
- Control web access for students and faculty to registration, progress reports, final grade submission, and update menu items as needed or requested
- Research problems that have been brought to our attention and find solutions
- Responsible for creation of record retention policies
- Responsible for providing certifications for international students

We succeed at fostering an atmosphere of trust, accuracy, and genuine concern for our students, while also taking our responsibility as guardians of their education records solemnly. It is quite common for a student, staff, or faculty member to return again and again to request assistance from our team simply because they've developed a comfort level and rapport with our staff. This is true regardless of whether the solution lies within our department or external to our department.

#### Quantitative

- Transcripts-
  - 2017- 7426 orders
  - 2016- 8450 orders
- Enrollment and Degree Verifications-
  - 2017- 580 requests
- Diplomas-

Online orders only, does not include in-person or mailed requests

- Conferred
  - 2017- 252 Associates, 335 Bachelors, 480 Masters
  - 2016- 193 Associates, 353 Bachelors, 362 Masters
- Replacement
  - 2016-2017- Estimated 60
- Grade Changes processed
  - 2016-2017- Estimated 3500
- Readmitted student evaluations
  - 2017- 88
  - 2016- 89

#### Cost & Benefit:

Annual budget: \$24,453.

We are responsible for the creation and maintenance of the catalog and schedule, registration codes and restrictions, safeguarding and maintenance of all student information, enabling progress report and final grade submission, academic standing, returning student advising, registration, degree planning and program, major, and course maintenance, and degree audit and conferral.

Our current transcript and diploma replacement fees generate on average \$150,000 per year. Implementation of electronic transcript delivery technologies would generate an estimated \$6,800 per year as the \$23.30 students pay for express mail could instead be charged for electronic transcripts. This would also reduce the need for paper transcripts, which would in turn reduce our costs. The same is true for envelopes and postage. If we assume that 90% of our transcript requests migrate to electronic transcripts, that would translate to a savings of \$16,200. The savings are dependent upon our decision to maintain or revise our current fees. Additionally, we could save the institution \$930 a year if we elected to replace official transcripts with unofficial for Extended Studies students. We could also implement a degree and dates of attendance verification fee, a \$2.00 surcharge to third parties could generate \$1,160 a year.

Implementation of an in house diploma printing process would increase our speed of service to alumni by removing the middle man and the revenue generated would remain at ASU. Roughly 25 orders were placed this year, at a cost of \$750, although this does not remain consistent and cannot be predicted year to year.

Our office is quite efficient given the number of staff we currently have and the various populations we are able to serve successfully in comparison to other institutions. Provided at the end of this document is a comparison of several universities, their enrollment numbers, and number of Registrar's Office staff. Any reduction to our team would have a negative impact on the entire campus, our students, and alumni.

Additionally, we rely on the assistance of 8-12 work-study students who receive practical and hands on training, mentoring, and real world skills. We strive to connect on a personal level with each of our student employees to ensure their experience is a positive one and inspires them to complete their educational goals and dreams.

## Quality of Outcomes:

Quality performing for us means that others across campus are able to access the system, advise, and build courses because we have built the catalog and the schedule, register for courses because we have enabled registration statuses, maintained prerequisites and co-requisites, and restrictions, utilize our degree audit system because we have updated the curricula, admit students because we have built the terms, assign tuition classification because we have defined residency statuses, award financial aid, make housing assignments, and assess tuition because we have enabled registration, submit or update grades because we have enabled submission, calculate academic standing because we have created the rules, apply for graduation because we have activated the process. In short, we define quality performance as our ability to provide the infrastructure to allow the campus to educate, serve, and inspire our diverse populations. Our efficiency is evident in the number of full time staff, as compared to other institutions, who are responsible for ensuring the systematic and consistent operation of the campus.

In 2016 and 2017 catalog and term creation by our office enabled 2,593 and 2,800 courses to be created, respectively. In the same period, our processes enabled 3,347 and 3,308 students to register, respectively. Additionally, the timeliness and accuracy of our enrollment reporting to the National Student Clearinghouse and the National Student Loan Data System directly impacts our institutional compliance with Department of Education guidelines.

The quality of our processes, customer service, and expertise is also evident in the frequency of contact made by other departments and the number of calls forwarded to our office. Our staff is dedicated to resolving these inquiries whether that means staying on the phone a little longer or physically walking the student to another department and advocating on their behalf to ensure quality customer service. For example, although we quote a 7-10 business day turnaround period for transcript requests, because during peak periods it may take this long, in general we strive to generate these within 1-2 business days. The same is true for degree conferral, where we quote 6 weeks, but in general, we confer all undergraduate and graduate students within 4 weeks.

Furthermore, the depth of the connection made with our students extends as well to our student employees. This is apparent in the fact that in general they continue their employment in our office for the duration of their educational careers and often notify us of how beneficial the skills they learned while in our office have been to them in their professional careers. While in our employ, they are our lifeline to the needs of our diverse collegiate population. They serve as ambassadors to their peers, which in turn, has a positive impact on retention.

## Conclusion:

Our office not only works to provide access and opportunity to our students but also serves as the main point of contact for our colleagues and the community to assist in resolving all inquiries. We strive to always go above and beyond and provide optimal guidance and resolution.

We add value and quality to the student experience while working collaboratively with our constituents across campus. Never losing sight of our ultimate goal, which is student service, retention and ultimately completion. We appreciate every student, value their concerns, and believe in our core that they are the reason we are here.

We note that at times our office is under staffed given the level and volume of responsibility we have to the campus. We often work into the evening or come in on weekends in order to ensure our part is completed in a timely manner in order to enable the campus community to complete their essential tasks. However, we have maximized efficiencies within our department by ensuring cross training and development of procedures manuals to provide seamless processes and outcomes. It is interesting to note the number of staff with which we are able to accomplish our tasks in comparison with these other institutions.

<b>Institution</b>	<b>Headcount</b>	<b># of employees</b>
VCFA	400	1
NY College	500	2
Minneapolis College of Art and Design	750	2
New College of Florida	865	3.5
Saint Martin's University	1300	3
COE College	1400	4
CalArts	1450	5
University of Pittsburgh	1500	4
Carleton College	2000	4
Macalester	2000	6
Lincoln University	2100	4
Westminster College	2200	5.5
Washington and Lee University	2230	6
The Sage Colleges	2500	8
University of Montevallo	2800	5
The College of St. Rose	3000	8
CGCC.edu	3025	4.5
Columbia Gorge	3025	4.5
Clarkson University	4300	6
OK City University	4541	6
Longwood	5000	10

Bentley University	5200	9.5
<b>Adams State University</b>	<b>6445</b>	<b>6</b>
Albany University	14000	16

