

UNIVERSITY OF CONNECTICUT

OFFICE OF THE REGISTRAR

**ANNUAL REPORT
2010-2011**

Submitted to:

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By:

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DEPARTMENT OVERVIEW

Mission Statement

The Office of the Registrar supports the instructional and student progress endeavors of the University by providing quality services to students, faculty, academic and administrative departments, and the public.

This service to the entire University community gives the Office of the Registrar a special vantage point to help address issues affecting both students and faculty. Staff of the office must work to understand their customers' requirements and current and anticipated administrative needs. Preparations must be made to meet future needs as well. Staff must demonstrate professionalism and integrity and strive for continuous improvement.

Services include course record management, classroom assignment, final exam scheduling, publication of the Undergraduate Catalog and the Final Exam Schedule, academic record creation and maintenance, student registration, grade processing, transcript issuance, coordination and management of summer and intersession programs, student certification, creation and maintenance of the Academic Advisement system, degree audit, monitoring of academic and administrative policies, NCAA continuing student athlete academic progress monitoring, student and course information system operation, retention and graduation outreach, the dissemination of accurate, timely, and complete information, and service on University committees.

Statement of Department Philosophy

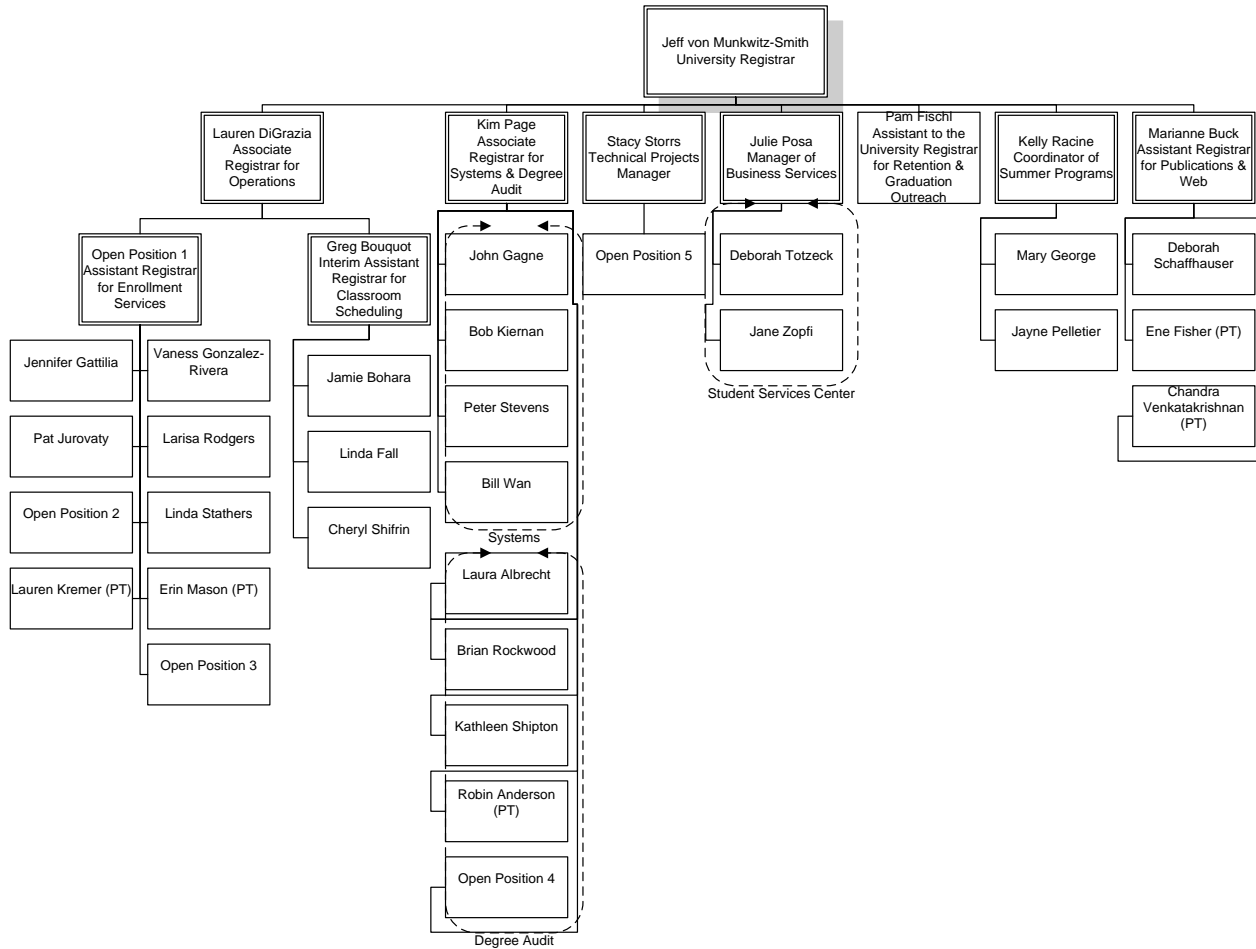
Quality is the first priority for the Office of the Registrar. Quality means showing a helpful, friendly attitude, getting our work done in a timely way, and doing it correctly. Efficiency is integral to quality.

The Office of the Registrar puts a premium on service and we will continually strive to improve our services. Our staff will be pleasant to our student, faculty, staff, and alumni customers in person, on the telephone, and in correspondence. Every effort will be made to include cordiality with efficient, quality service. We wish to be known as an office that can get things done, as an office with a positive attitude. When we must say "no", we will do so politely and pleasantly. We will make quality referrals; when we can't help, we will find out who can and direct the customer accordingly. We believe timeliness is important and customer time is valuable. We will work toward having short turnaround times and short lines.

Office of the Registrar staff will always be willing to help our customers and each other. When time is short, we must be willing to discuss priorities. We will be flexible and open to change and new ideas. We will be creative in finding ways to provide better service. We will make communication, consultation, and cooperation the norm for the office.

For the Office of the Registrar, accuracy is at all times critical. We must insure that the data we enter and the information we provide is correct. Staff will have the training and support they need to do their work.

Organizational Chart



Staffing and Organizational Changes in 2010-2011

Following a national search, Lauren DiGrazia was promoted to Associate Registrar for Operations, a position that Kimberly Page had been filling on an interim basis since the retirement of Robin Anderson in 2009. Lisa Pane, the Assistant Registrar for Classroom Scheduling, took a position in the Graduate School and Greg Bouquot was appointed Interim Assistant Registrar. Mina Boone left the Student Services Center for a position in the School of Pharmacy and Meghan Silva left the Enrollment Services section for a position in the Study Abroad Office.

PERFORMANCE MEASURES

Quantitative Performance Measures

Measure	2009-2010	2010-2011	% Change
Average turnaround time for transcript requests (in days)	1	1	0%
Average turnaround time for verification requests (in days)	1	1	0%
In-person student and faculty contacts	28,412	30,863	+9%
Phone calls answered	64,321	66,355	+3%
Size of the departmental web site (# of pages & PDF files)	4,268	4,396	+3%
Visits to the departmental web site	963,052	1,074,003	+12%
Early College Experience students	7,557	9,077	+20%
Early College Experience courses completed	13,512	17,019	+26%
Name/ Social Security Number changes processed	470	403	-14%
Grades processed	248,905	252,232	+2%
Official Transcripts mailed	63,061	63,245	+0%
Documents scanned	52,721	75,844	+44%
Student Athletes certified (Fall)	602	631	+5%
Student Athletes certified (Spring)	597	619	+4%
Audits of degree candidates performed	4,977	5,218	+5%
Undergraduate students cleared for graduation	4,722	5,114	+3%
Dual degrees awarded	148	164	+11%
Undergraduate double majors awarded	308	301	-2%
Undergraduate minors awarded	1,261	1,289	+2%
Original diplomas produced	7,534	7,143	-5%
Replacement diplomas produced	156	206	+32%
New courses created in PeopleSoft	129	126	-2%
Course catalog records updated in PeopleSoft	707	443	-37%
Events scheduled in classrooms	38,079	42,229	+11%
Summer & Winter Intersession enrollments in courses offered through the Office of the Registrar	9,476	9,864	+4%
Summer & Winter Intersession revenue sharing with the Provost, the academic units, and the regional campuses	\$2,458,094	\$3,480,424	+42%
Bunched final exams rescheduled through the Student Services Center	1,954	2,253	+15%

Comments

The department began to count most in-person customer contacts in 2003-2004. These had not been counted in the past, due to the number of contact areas. Most, but not all, of the sections of the department tracked these contacts. The counts reported above probably represent 60% of the total. We saw an increase in the number of in-person visits in 2010-2011. The number of telephone calls we received in 2010-2011 also increased. The number of visits to the department web site increased significantly. The web site also expanded by 3% in the last year, reflecting our continuing efforts to make as much information available via the web as we can. There were increases in the number of degree audits performed and the number of undergraduates cleared for graduation; both of those categories were the highest ever for the University. The number of events scheduled in classrooms increased significantly. Perhaps the most important change was the 42% increase in the revenue from Summer and Intersession Programs shared with the Provost, the regional campuses, and the academic units; this was 114% higher than in 2007-2008.

ACCOMPLISHMENTS AND INITIATIVES

Key Accomplishments

- **Summer and Winter Intersession Revenue Sharing**

In alignment with the Academic Plan goal to “generate additional revenues by addressing the increasing demand for summer and intersession programs”, the Office of the Registrar transferred \$2,400,000 to the Provost’s Office, \$646,565 to the academic departments and schools and colleges, and \$377,167 to the regional campuses in revenue sharing from May Term 2010, Summer Sessions 2010, and Winter Intersession 2010, a 42% increase over 2008-2009 and a 114% increase over 2007-2008.

- **Implementation of Several Retention and Graduation Outreach Initiatives**

In alignment with the Academic Plan goal of increasing retention and graduation rates, the Office of the Registrar created a full-time position dedicated to retention and graduation outreach in 2008. Over the course of the past year a number of outreach initiatives were implemented, including a campaign to call new freshmen early in the fall semester to see how things are going, outreach to students who request transcripts be sent to Undergraduate Admissions offices at other institutions, outreach to students who did not registered as scheduled, outreach to provide information on the readmission process to students on approved leaves of absence, and outreach to students who left the University just short of graduation.

Administration and department-wide

- All staff in the department participated in diversity training.
- Provided assistance to the Graduate School with PeopleSoft processing.
- Made visits to the regional campuses to promote Summer Programs to the Campus Directors and faculty.
- Provided reporting training to schools and colleges and departments.
- Assisted many individual students with course access or graduation problems.
- Assisted many individual faculty members with problems or questions.
- Conducted numerous workshops for schools and colleges and academic departments.
- Worked with the regional campus registrars to resolve problems and improve services for the regional campuses.
- Enhanced the Packaged Schedule process to make it work better for the schools and colleges.
- Numerous staff were involved in the PeopleSoft Student Administration System operations, working on enhancements to the system and participating in the testing and installation of several packages of patches and fixes.
- Expanded the Office of the Registrar web site.
- Contacted academic departments regarding courses that had not been offered in five or more years and worked with the departments to temporarily inactivate those that will not be offered in the near future.
- Verified all changes in academic requirements to insure they had gone through the appropriate approval processes.
- Worked with CPIA, Athletics, and the Faculty Athletics Representative to revise UConn processes to reflect the new NCAA rules and to enhance the Academic Progress Reporting process.
- Chaired the search committee for the Assistant Director of Orientation position.
- Reported on late grades to the Deans and increased the level of outreach to instructors during the grade submission process.
- Participated in numerous cross-training activities.
- Provided information on substitutions to General Education requirements to the General Education Oversight Committee.
- Made FERPA presentations to parents at Parent Orientation.
- Participated in the planning of Young Building and Hawley Armory renovations.

- Worked with the Privacy Officer and Attorney General's Office to resolve potential FERPA issues.
- Worked with building occupants, Facilities, UITS, and others on issues relating to the Wilbur Cross Building.
- Several staff taught FYE and SYE courses.
- Several staff served as facilitators in the UConn Connects program.
- Conducted PeopleSoft and FERPA training for new instructors and graduate assistants in the Department of Modern and Classical Languages.
- Presented a PeopleSoft training session for students at the Learning Resource Center.
- Provided space to the Commencement Office to use to handle student contact for extra ticket requests.
- Staff served as marshals at Fall Convocation.
- Made a presentation on retention and graduation outreach activities issues to the University Senate Enrollment Committee.
- Wrote articles for the Parent Association Newsletter.
- Served as faculty for the Senior Registrar Forum at the 2010 AACRAO Technology Conference. Also conducted a pre-conference seminar, "Identity Management and the Student Life Cycle"
- Made two presentations at the 2011 AACRAO Annual Meeting, "Twitter and Facebook for Registrars" and "Crossing the Finish Line at the University of Connecticut: Rate and Time to Degree Completion by Race & Gender" (with Lee Melvin and Gary Lewicki).
- Made and invited presentation at the West Virginia Association of Collegiate Registrars and Admissions Officers meeting, "Social Media for Registrars".
- Served on the Board of Directors of AACRAO as Vice President for Information Technology. Chaired the Strategic Planning Committee of the board and was a member of the Audit Committee. Currently serving as President-Elect, chair of the Governance Committee, and member of the Audit Committee.
- Staff served on the Space Committee, the Emergency Communications Committee, the Compliance Operations Committee, the Capital Project Planning Advisory Committee, the Commencement Committee, the Enrollment Services Committee, the Regional Campus Enrollment Services Committee, the Senior Year Experience Advisory Committee, the India Studies Program Advisory Board, the Louis Stokes Alliance for Minority Participation Advisory Board, the IT Planning Committee, the IT Leaders Committee, the Data Custodians Committee, the Student Administration Projects and Priorities Review Group, the Student Services Center Advisory Committee, the Advising Council, the Fiscal Officers Group, the Retention and Graduation Task Force, the Course Availability Committee, the Classroom Committee, the Humanities and Social Sciences Building Committee, the Classroom Building Public Art Committee, the Hawley Armory Exterior Renovation Project Committee, the UITS Implementers Group, the Academic IT Committee, the Learning Community Communications and Marketing Task Force, the Help Centers Unite Committee, the CRM Steering Committee, the NCAA SWAT Committee, the Early College Experience Advisory Committee, various search committees, the University Management/ UCPEA Job Classification Committee, the Oracle/ PeopleSoft Student Records Product Advisory Group, the Senate Scholastic Standards Committee, the Senate Curricula and Courses Committee, the Senate Enrollment Committee, the University Interdisciplinary Courses Committee, and the University Retirement Committee.

Operations and Public Contact

- Worked with the National Student Clearinghouse to improve reporting of dismissals and retroactive withdrawals.
- Trained a staff member in NCAA academic eligibility monitoring.
- Participated in the development of new policies and the implementation of new interpretations from the NCAA regarding continued academic eligibility requirements.

- Continued outreach efforts to students nearing graduation and to students who left the University just short of graduation.
- Worked with Undergraduate Education and the academic departments to reduce the number of course meeting time changes after the start of registration.
- Assisted students, faculty, and staff in the use of the PeopleSoft system.
- Trained ACES interns on registration processes during Orientation.
- Adjusted processes to improve service levels, particularly in student service processes such as transcript issuance. Maintained a one-day turnaround on transcript and certification requests.
- Informed students and advisors via email of the results of a preliminary graduation audit.
- Final Exam Schedule Overhaul is still in progress. Greatly reduced the number of hours it takes to schedule final exams with a standard schedule. Limited spaced seating requests to just common exams in the fall and opening a few opportunities in the spring. Continued work in reducing bunched finals with careful double checking of work and fine tuning of schedule.
- Working on list of combined ID's – evaluate where information came from and match back to true record/ person.
- Worked on developing procedures for general classroom maintenance: how to get new/ used furniture, repairs, lecterns and such in order to keep classrooms safe and usable.
- Created new reports which allow the degree auditors to be more proactive, identify and correct errors on student records, and allow for more informed decision-making.
- Began the AdAstra 7.4 upgrade.
- Set up additional meeting patterns for MATH common tests, helping to limit the number of time conflicts students could schedule during out of class examinations and in booking rooms for the exams.
- Initiated a class scheduling forum for campus schedulers.
- Worked with the Institute for Teaching and Learning to identify classrooms for technology upgrades.
- Participated in classroom upgrade planning.
- Worked with Facilities to resolve classroom maintenance issues and to resolve problems of locked rooms during weekend final exams.
- Instituted regular meetings with the Regional Campus Registrars to improve communications.
- Provided several training sessions to the regional campus registrars.
- Trained many regional campus and Storrs academic department staff in the use of the Ad Astra scheduling system.
- Worked with Facilities, the Center for Students with Disabilities, and the academic departments to move classes affected by temporary classroom issues.
- Worked with Regional Campus staff to improve processing of campus changes and reduce the number of registration errors.
- Updated the 2011-2012 Catalog requirements, prerequisites, and anti-prerequisites in PeopleSoft.
- Created several new reports to all us to be more proactive, detect and correct errors on student records, and support data-driven decision-making within the department and in the schools and colleges.
- Created a process to notify students and advisors of credit restrictions in registered courses.
- Worked with the State of Connecticut auditors to improve reporting procedures with the National Student Clearinghouse.
- Collected data and participated in the preparation of the NCAA Graduation Success Rate report.
- Collected data and participated in the preparation of the NCAA Academic Progress Rate report.
- Attended NCAA Regional Rules Seminars.
- Worked with the Bursar's Office to hold diplomas for graduates with outstanding balances.
- Worked with Financial Aid on the review of records for ACG and SMART grant recipients.
- Served as a guest speaker in FYE and SYE classes.

- Served as a mentor in the “Band of Brothers” program, a support network for male students of color.
- Participated in the “Countdown to Commencement” program.
- Worked with the Study Abroad Office to improve registration and grade processing.
- Made presentations at Study Abroad Orientation sessions.
- Cleaned up high school data in PeopleSoft and worked with the Early College Experience Office to train new staff and improve processes.
- Made grading presentations for Early College Experience Instructors at the New Instructor Orientation and Site Representative Conference.
- Staff completed a number of training workshops.
- One staff member completed a Master of Social Work degree.

Publications

- Processed the Minutes from the University Senate and the ten Schools and Colleges and made the appropriate changes or passed information along to Degree Auditing when appropriate. Answered many questions from and provided research to academic departments, faculty members, C&C Committees, Deans, and Directors. Additionally, we made changes to the non-academic sections of the Catalog and to financial information.
- Rebuilt the Office of the Registrar, Registrar’s Reports, Catalog Updates, Classroom, and FERPA websites.
- The PDF *Undergraduate Catalog* is finished and published on the web in its entirety as well as in sections that make it easy to read on-line or download and print. The revised, streamlined HTML version was revised and made available on line the evening before it became effective.
- Qualified applicants were given access to the Reporting website and 15 new spreadsheets were added to the site this year.
- Made major updates to the Classrooms site.
- The PDF files on the Catalog Change website were updated regularly so contributors to the Catalog could monitor the changes.
- Entries were made for Events Calendar dates for the Registrar’s website and the University Events Calendar.
- Resolved problems related to approvals of a new degree and a name change of a major.
- Provided information to Financial Aid regarding changes made to our academic programs for reporting to the government regarding veterans.
- Reviewed and gave information to University Communications for the *Fiske Guide* and for the Admission *Viewbook*.

Retention & Graduation Outreach

- Identified new freshmen who registered, but were not in attendance. Removed them from the system before they became part of the cohort used for retention and graduation calculations.
- Organized student volunteers to call new freshmen in late September 2010 to check on how the semester was going. Arranged follow-up with the students who requested assistance from a staff member.
- Contacted students who left the University voluntarily to ascertain their reasons for leaving and to inform them of options for returning.
- Made telephone calls to current freshmen who were late in completing their FAFSA last year to remind them to do so on time this year.
- Contacted current freshmen and upper level students who did not register as scheduled to remind them that it was time to register for classes and assisted those who requested help.
- Met with more than 100 students.
- Worked with students referred by advisors and others to resolve problems that would prevent them from continuing at the University.

- Contacted freshmen and sophomores who requested transcripts be sent to other institutions to help resolve any issues that might be leading them to consider transfer.
- Worked with staff in the Systems section to develop a system to track contacts and also to quickly identify students who are in the cohorts for retention and graduation calculations and determine their status.
- Worked with the Huskies Away From Home Program to improve their processes for identifying mentors.
- Worked closely with the Financial Aid Office and the Students First Fund to assist students who were considering leaving for financial reasons.
- Developed tracking mechanisms to assist with retention and graduation outreach efforts.
- Worked with the Office for Student Services and Advocacy and the Office of Institutional Research to have students who left for military or foreign service or church missions coded as such and removed from the cohorts used for IPEDS retention and graduation calculations.

Student Services Center

- Worked with BKM and Facilities to repair furniture in the building.
- Assisted with the Town of Mansfield Holiday Toy Drive.
- Conducted a Holiday collection drive to assist a Willimantic homeless shelter.
- Sponsored a voter registration initiative for UConn students.
- Assisted the departments in Wilbur Cross with numerous projects.
- Provided Notary services to many students, faculty, and staff.

Summer Programs

- Transferred \$2,400,000 in Summer and Winter Intersession revenues to the Provost's Office.
- Transferred over \$323,000 in surcharges on course fees to the Budget Office.
- Transferred \$377,167 in revenue sharing to the regional campuses.
- Transferred \$646,565 in revenue sharing to the schools and colleges and academic departments.
- Worked to streamline and accelerate the revenue sharing timeline.
- Worked with University Communications to update marketing campaigns.
- Working with academic departments, Deans, and regional campus staff, continued an effort to better align Summer and Winter Intersession course offerings with student needs.
- Worked with the General Education Oversight Committee on approvals for teaching General Education courses during the Winter Intersession and the May Term.
- Worked with the Budget Office to improve financial reporting and with the Bursar's Office to make sure that revenues were being credited to the correct accounts.
- Worked with the Systems Section of the department to develop improved management reporting.
- Made numerous suggestions to Human Resources for enhancement of the SPAR system.

Systems Administration

- * Played a lead role in the on-going operations of the PeopleSoft Student Records module, the resolution of problems, and the implementation of a number of bundles of system fixes.
- * Provided data support for summer session marketing.
- * Enhanced software to support the package schedule creation process and to allow the schools and colleges to make adjustments to the packages during Orientation.
- * Played a significant role in the resolution of PeopleSoft problems.
- * Assisted students, faculty, and staff in the use of the PeopleSoft system.
- Participated in the upgrade of the Ad Astra Scheduling system.

- Developed an interactive program to track student degree audit status, replacing a paper-based process.
- Working with staff from the Early College Experience office, improved the Quick Admit process using iMacros scripts.
- Made improvements to the Probation and Dismissal process, making the reports to the deans easier to use and improving the notifications to include the school and college contact information in the body of the messages, rather than in an attachment.
- Updated the diploma production system to reflect changes in the administration and to include additional features.
- Administered security for Student Records/ Student Admin System and the Ad Astra Scheduling system.
- Analyzed report requests to the Office of the Registrar for 2009-2010 and created several new reports for the Office of the Registrar Reports website.
- Provided numerous ad hoc reports to more than fifty University departments and the regional campuses.
- Provided reports of student directory information to the Department of Defense in compliance with the Solomon Amendment.
- Provided technical support for the public access workstations in the Wilbur Cross lobby.
- Developed a Wiki template for the Office of the Registrar.
- Served as Chair of the Oracle/ PeopleSoft Student Records Product Advisory Group.
- Made a presentation at the 2010 AACRAO Technology Conference, “Automated Academic Dismissal Processing”. The publication *The Successful Registrar* published an article, “Automate dismissal process for efficiency, time savings”, based upon this presentation.
- Made several enhancements to Student Self Service in PeopleSoft.
- Assisted in updating password-unlock process when student/ advisor/ instructor accounts are locked.
- Enhanced the data system created to support the department’s retention and graduation outreach efforts.
- Created approximately 2,600 “Packaged Schedules” for incoming freshmen and transfer students.
- Fixed discrepancies between the HR system and PeopleSoft Student Records.
- Scanned approximately 6,000 admissions folders and nearly 76,000 individual documents.
- Conducted FERPA training for new students/ employees
- Upgraded the operating system software on all office computers.
- Updated iMacro scripts to streamline data entry for dismissals, SPAR, package scheduling, and Early College Experience.

CHALLENGES AND OPPORTUNITIES FOR 2011-2012 AND BEYOND

- We have lost staff over the past four years at the same time our workload has increased. We will continue to try to find ways to find ways to automate more data entry.
- Continuing to expand Summer and Winter Intersession course offerings, to better align those offerings with student needs, and generating additional revenue for the Provost’s Office are significant and on-going goals.
- We will need to find ways to meet the vastly increased (and increasing!) demands for reporting from the PeopleSoft system. We also need to continue to find ways to best use the information that is now available from that system to support departmental operations.
- Changes in the PeopleSoft release strategy will put us in nearly continuous upgrade mode. We will need to find ways to increase the staff resources devoted to PeopleSoft support.

- We will continue efforts to expand outreach efforts in the areas of retention and graduation with goals of assisting students to be retained and graduate.
- Implementation of a new version of the Ad Astra Scheduling System will involve significant effort, but will ultimately ease the classroom scheduling process and provide better information on classroom utilization.
- Considerable effort will be involved in the opening of the new Classroom Building.