RECORDS & REGISTRATION
PLANNING FOR THE FUTURE

A TEN-YEAR LOOK AT THE FUTURE OF RECORDS AND REGISTRATION

University of Nevada, Reno
RECORDS AND REGISTRATION
ASPIRES TO BE A CAMPUS LEADER
IN PROVIDING OUTSTANDING
CUSTOMER SERVICE, MAXIMIZING
EFFICIENCY, SERVICING A DIVERSE
POPULATION, AND IMPROVING
RETENTION PRACTICES.

The Department of Records and Registration at the University of Nevada, Reno will continue to be an essential function of the University. We will model innovation in practice and be forward-looking in nature.

We will serve as the central point for student support in regard to their registration and maintenance of student records. We will be a keystone in supporting other essential functions of the University, including academic leadership, degree progression, domestic and international student recruitment, student financial services, financial aid and scholarships, and academic advising.

We will set procedures in place that structure the student experience by aligning with institutional and systemic policies, while maintaining the student’s best interest. Inventive practices including electronic form submission and automated documentation imaging will benefit all outside stakeholders to Records and Registration. This will create efficiency for the university to provide a better student experience.

We will be the guardian of student data and the conscience of the University, ensuring academic integrity. The Department of Records and Registration will be a facilitator of university dialogue regarding policy implementation and procedure development.

We will capitalize on the power of our people by dedicating our office to procuring exceptional, diverse faculty and staff, recruitment of proficient student employees, and cultivate the next generation of student services.

- 42% increase in Undergraduates
- 178% increase in Students of Color
- 30% increase in Total Students
- 45% increase in FTE
Influencers

National:
- Degree-applicable coursework for financial aid compliance
- Full-time is Fifteen movement
- National dialogue on universal design and accessibility

Systemic:
- Excess Credit policy
- Gateway Course Success policy
- Performance-based funding model with inclusion of completion and graduation rates

Institutional:
- Unprecedented enrollment and capacity growth
- Change in institutional demographics
- ‘Research Very High’ Designation-Seeking
Utilize universally accessible electronic document submission of all forms, automated workflow, document tracking, and improved student-facing services

Create retention-based, interactive web resources that promote ease of access to ensure accessible and available information

Increase efficiency of business processes to improve constituent-facing communication and the student experience

Maximize the student information system by becoming technological leaders and early adopters to maintain the integrity of student records and support academic initiatives for student success

Create a flexible and diverse team structure of subject matter experts who are ready to mobilize to meet changing demands
GOAL ONE

Utilize universally accessible electronic document submission of all forms, automated workflow, document tracking, and improved student-facing services

Goal One Benchmarks:
- Collaborate with Information Technology (OIT) to purchase, acquire and implement an Electronic Content Management system (ECM)
- Evaluation and redesign of all Records and Registration forms
- Full implementation of electronic transcript transmission and receipt
- Full compliance of the Office of Civil Rights and 508 regulations for accessibility

PHASE ONE
- Assessment of constituent-facing needs through user-based focus groups
- Research and identification of an Electronic Content Management system
- Examine budget and expenses related to product acquisition

PHASE TWO
- Implementation of ECM product
- Development of all online, accessible forms
- Redesign processes to effectively use electronic form submissions
- Campus-wide training and promotion of electronic submission and workflow

PHASE THREE
- Consistent review and assessment of changing environment
- Frequent updates, as needed
- Continued training and promotion on electronic document submission and workflow
- 10-Year Strategic Planning for 2038
- 2038 Strategic Plan Implementation Begins
GOAL TWO

Create retention-based, interactive web resources that promote ease of access to ensure accessible and available information

Goal Two Benchmarks:
- Collaborate with OIT to create a seamless integration of University student web services to include registration, learning management, etc.
- Reinvent the Academic Central webpage to include ease of access to Registrar programs and services
- Collaborate with OIT and University Communications for the integration of mobile technology
- Interactive Help and FAQ pages creating self-education and ease of use

PHASE ONE
- User-based focus groups and idea development based on an assessment of the student demographic
- Work with Provost to support Student Success Collaborative data
- Work collaboratively with OIT and TLT on the Canvas Learning Management System
- Software or enhancement identification and acquisition

PHASE TWO
- Information Technology development
- Implementation of software or enhancements
- Campus-wide training and promotion
- Consistent review and assessment of changing environment

PHASE THREE
- Consistent review and assessment of changing environment
- Frequent updates, as needed
- 10-Year Strategic Planning for 2038
- 2038 Strategic Plan Implementation Begins
GOAL THREE

Increase efficiency of business processes to improve constituent-facing communication and the student experience

Goal Three Benchmarks:

- Identification of current system infrastructure limitations
- Conduct a full inventory of current processes
- Holistic evaluation of communications and communication methods
- Complete documentation of all queries and processes
- Develop a quality assurance schedule to maintain integrity of student data

PHASE ONE

- Evaluation of available communication functionality
- Evaluation of student population and needs
- Division-wide analysis of student communications and business processes
- Identification of potential products or system enhancements to meet institutional needs
- Develop clear communication methods and documentation to all SIS stakeholders

PHASE TWO

- Continued evaluation of student population and needs
- Analysis of efficiency and effectiveness of student-centered communications
- Implementation of process modifications, development, and efficiencies
- Integration of new policies into sustainable business processes
- Division-wide training on communication streamlining
- Ensure maintenance of processes and communication mechanisms

PHASE THREE

- Continued evaluation of student population and needs
- Analysis of efficiency and effectiveness of student-centered communications
- Ensure maintenance of processes and communication mechanisms
- 10-Year Strategic Planning for 2038
- 2038 Strategic Plan Implementation Begins
Maximize the student information system by becoming technological leaders and early adopters to maintain the integrity of student records and support academic initiatives for student success

Goal Four Benchmarks:
- Create a plan for the effective use, maintenance, and utilization of new technology
- Collaborate with OIT to hire and support technical staff infrastructure
- Enhance documentation of SIS functionality and staff training
- Strengthen quality assurance practices

**PHASE ONE**
- User-based focus groups on system needs and improvements
- Assessment on the next generation of student expectations and needs
- Identification of potential products or system enhancements to meet institutional needs
- Ensure the continued safeguarding of student data through audits

**PHASE TWO**
- Implementation of process modifications, development, and efficiencies
- Integration of new policies into sustainable business processes
- Build redundancy of documentation and training
- Division-wide training on process streamlining
- Ensure the continued safeguarding of student data
- Ensure maintenance of processes and communication mechanisms
- Work with OIT to establish a university-wide data governance structure

**PHASE THREE**
- Ensure the continued safeguarding of student data
- Consistent evaluation and assessment of changing environment
- Modifications and new development of processes, as needed
- Ensure maintenance of processes and communication mechanisms
- 10-Year Strategic Planning for 2038
- 2038 Strategic Plan Implementation Begins
GOAL FIVE

Create a flexible and diverse team structure of subject matter experts who are ready to mobilize to meet changing demands

Goal Five Benchmarks:
- Fostering the development of a diverse team to accommodate an equally diverse student population
- Identify teams and leaders to create shared ownership and cross-functional responsibilities
- Evaluation and inventory of human capital including staff knowledge, skill, and abilities
- Systemic method of continuous review of organizational structure to meet current needs
- Conduct a Gap Analysis on subject matter expert needs and future demands

**PHASE ONE**
- Foster a team-based environment through frequent and consistent staff trainings
- Conduct internal focus groups to determine unmet needs of current organizational structure
- Strengthen internal technical skills through human capital development
- Needs-based assessment from all departmental faculty and staff
- Work with division stakeholders to identify employee orientation needs

**PHASE TWO**
- Implementation of employee cross-training
- Implementation of employee orientation and mentorship programs
- Build redundancy through documentation and training
- Consistent assessment and inventory of human capital
- Division-wide implementation of the communication of staff assignments and strengths

**PHASE THREE**
- Consistent assessment and inventory of human capital
- Continued communication of staff assignments and strengths
- Consistent evaluation and assessment of changing environment
- 10-Year Strategic Planning for 2038
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NEEDS

STRONG SIS

The necessity of a strong student information system is perhaps the most critical component to allowing Records and Registration to fulfill the mission set forth in this document. An information system that acts instantaneously, provides powerful analytical capabilities with substantial ease of use will be critical to the success of Records and Registration and the institution.

GREAT PEOPLE

The cornerstone of a great plan of action is putting in place the right people to carry out our goals. Records and Registration will continuously seek to develop, procure, and empower our faculty, staff, graduate assistants, and student employees. A team of intrinsically motivated practitioners coupled with tenacious leadership will allow the department to be an institutional leader in innovation and customer service.
Financial resources will be an important need when putting our plan into action. The financial resources to support a growth of diverse staff with expanding tasks, as well as the ability to onboard critical technologies will be an important component to the success of the plan. While an exorbitant amount of additional financial resources is not expected, the continuous financial support from the institution will play an important role.

While Records and Registration will rely heavily on the people inside the department, it will also depend strongly on the institutional network. Robust, collaborative relationships within student services, academic affairs, information technology, and financial services will be crucial when enacting change. Commitment from the entire institution to organizational change and for the bold adaptation of technology will be needed to ensure success.