Self-Review – Summer 2013

- Utilization of AACRAO’s Professional Development Guidelines for Registrars: A Self-Assessment as a guide
- Appropriate sections led by review team: Maureen Cronin, Jessica Muehlberg, and Heather Turk including conversations with staff and stakeholders
- General draft reviewed by Melisa Choroszy and review team with follow-up as needed

External Review – Fall 2013

- Reviewers: Julia Pomerenk, University Registrar for Washington State University (WSU) and President, Pacific Association of Registrars and Admissions Officers (PACRAO) with Becky Bitter, Senior Assistant Registrar WSU. WSU is undergoing a PeopleSoft implementation and conversion with similar experiences.

- Scope of review
  - Thorough review of Self-Review with request for suggested prioritization
  - Pre-visit phone conferences
  - Review of materials and website
  - On-site meetings with stakeholders and staff
  - Follow-up conversations to clarify recommendations

External Review recommendations

- Strengths
  - Successful PeopleSoft implementation with limited resources
  - Implementation of necessary 3rd party software (Acalog, ZenDesk, etc.)
  - Staff seen as problem-solvers by community
  - Staff focus on seamless service and providing tools for self-sufficiency
  - Leadership focus on meaningful interventions to assist student progression
  - Inclusion of NCAA compliance for athletic eligibility
  - Staff morale

- General recommendations
  - Too many recommendations in Self-Review – focus efforts rather than address all
  - Continue building on strengths and focus on four areas for improvement
- Areas for improvement

○ Data
  - Accessible through well-defined Data Warehouse needed
  - Continue to support IT in efforts to bring EPM online for on-demand departmental data access
  - Reapportion resources for data analyst team – not relying on one person

Steps taken:
- Addition of third data analyst position
- Restructuring to a team of data analysts to serve entire department with shared problem-solving and back-up responsibilities
- Creation of Records Operation Manager position to lead new team of analysts once transition is complete
- Commitment of Associate Registrar to Data Group including Information Technology and Institutional Analysis to facilitate and monitor progress toward direct data access for departments and colleges
  - Dean’s Dashboard implemented
  - Chair’s Dashboard project underway
  - Reports to colleges and departments expanded including focus on course projected demand

○ Collaboration and Communication
  - Cultivate Positive Relationships with College Advisors
  - Link arms with other central offices such as Advising and Provost
  - Regularly consult and communicate with departments and advisors
  - Clarify dismissal and reinstatement processes and timelines
  - Review forms and reconsider required approvals
  - Distribute information on staff and responsibilities
  - Reinstate staff meetings

Steps taken:
- Both Associate Directors regularly attending AAAB
- Both Associate Directors serving on Faculty Senate Academic Standards Committee with support for permanent ad hoc positions
  - Proposed course repeat policy and guidance for discussion on grade replacement policy
  - Clarification of dismissal policy and procedure
- Joint department chairs/schedulers meeting each term with Vice Provost and University Scheduling
- Creation of informal departmental advisory group to review forms and communications
- Increase communications to department admins and chairs
- Creation of new grade change process eliminating chair and dean signature on administrative corrections and allowing instructors direct access to change
- Clarification and documentation of reinstatement process with Cashier and Financial Aid
- Development and communication of Excess Credit Fee assessment and appeal process in cooperation with AAAB
- Joint development of remedial math and English No Drop policy with Vice Provost, Advising Director, and Core Writing and Core Math directors
- Planned review and audit of all student communications through PeopleSoft for Summer 2014
- Collaboration with College of Engineering to develop degree progress milestones
- Focus on Post-Enrollment Requisite Checking (PERC) for consideration of automation partnering with Chemistry, Math and College of Engineering power users

## Access and Training for End Users
- Continue to support IT in development of web-based access request
- Evaluate current access level for some users – for example need for access to departmental grade rosters for chairs
- Revisit training needs and share training responsibilities

**Steps Taken:**
- Security audit through system office
- Planned security review and audit by departments Summer 2014
- Reaching out to deans and chairs to encourage grade roster access request now that security can be controlled by department
- Expanded advisor training with input from AAAB and other staff
- PERC intensive retraining scheduled for Summer 2014

## Redefining the Registrar’s Office Responsibilities
- Implementation of programs and processes should be reassessed for ongoing execution – such as advanced registration
- Explore where appropriate to assist other offices in providing direct service (enrollments, degree progress, etc.)

**Steps Taken:**
- Advanced Registration Coordinator LOB hired to coordinate Registrar efforts as well as work with colleges and encourage participation
- Change of grade modification with planned implementation Summer 2014