

Registrar's Office Advisor Survey Summary

Highlights:

- Total responders = 60.
- There is evidence that advisors (86.67%) rely on the Registrar's Office more than other resources when they have questions about policies and procedures related to degree completion. 41.67% indicated the Registrar's Office was the "most valuable" resource for them—more than any other category.
- Virtually all (96.67%) advisors use DARS as their primary evaluation tool to clear for graduation.
- Less than half of advisors (46.3%) are likely to generate a degree audit for declared major. Most use the report that requires major and catalog year to be entered and thus may be cause for unnecessary errors and confusion.
- Most advisors (75.93%) support the move to an electronic graduation application if an alternative method for ensuring a final meeting was implemented.

Selected Issue for Registrar's Webpage(s)	Response	Action
Comprehensive guide to the regulations library.	Policies are available at regulations.utah.edu ; however providing a comprehensive guide is beyond the scope of our office. There is a link to these regulations from our website.	Will consider renaming link from "U Policy" to "Regulations" to be more consistent with other usage.
Assistance finding key due dates.	There is an academic calendar icon on our main landing page: registrar.utah.edu .	We have added graduation application due dates to the unified calendar and a number of other places to assist.
Video tutorials addressing student and advisor procedures.	Agree that these can be quite helpful.	Will create these for the following: completing an application to graduate, renewal, re-application, searching for duplicates and repeats, and using the graduation clearance report effectively.
Finding attendance policy and tuition refund schedule.	The attendance policy is available at: http://regulations.utah.edu/academics/6-100.php (see section O) and is also linked to the student handbook available from our page at: http://registrar.utah.edu/handbook/attend.php . The refund schedule is 0% after the last day to add. See: http://fbs.admin.utah.edu/income/tuitioninfo/rp/	Will consider adding information about refund schedule.
Faculty handbook.	Available at: http://admin.utah.edu/faculty-handbook	Will consider adding a link to the faculty handbook under our faculty and staff subpage
Student handbook.	Available as link from Registrar's page: http://registrar.utah.edu/handbook/index.php	No further action.
Petition/Exception to	Available on Registrar's page:	No further action.

Policy Information	http://registrar.utah.edu/handbook/exception.php	
How to apply for late graduation.	There is not a separate process. However, a \$25 fee is required for applications received after the due date.	Will include this information in FAQ.
Form for advisors to complete to notify admissions of duplicate transfer courses.	A specific form is not necessary. This information can simply be emailed to Janet Muncey in Admissions at: jmuncey@sa.utah.edu .	Share recommendation with Janet and review current student form.
Deadline for transfer work to be considered.	This is required by the last day of the term a student plans to graduate and is explained on the back side of the Graduation Application. However, we may need to include this information in several locations.	Include in FAQ.
Procedures for walking if not graduating.	Only graduates from the previous summer and fall and candidates for spring and the current summer may "walk". This is clear on the Commencement page: http://commencement.utah.edu/ . However, we are aware that occasionally students apply for Spring even though they intend to finish in Summer because they think that it's necessary in order to "walk"	Include in FAQ.
Advice for double majors (should one be finished before the other?).	We need to think through the various scenarios to determine how best to respond to this.	Include in FAQ.
Enhanced FAQ.	Agreed. This section will be revised and expanded.	In progress.
Better understanding Graduation processes.	Yes, more information about processes could be explained and included in the FAQ.	Include in FAQ.
Policies that minors are only considered as part of degrees.	Explain in FAQ. Currently explained on web under instructions for applying to graduate and on back of graduation application.	Include in FAQ.
Too few advisors are checking for duplicate transfer work.	Consider a separate webpage for advisors. Include some written documentation for these procedures as well as online tutorial.	Proceed as described.
Too few advisors are checking for repeated U of U work.	DARS is now checking for in-progress courses that are now being repeated.	Include information about what advisors should watch for in FAQ.
Selected Issues for DARS	Response	Actions
Residency requirement stays red too long.	This was revised by Emily and Richelle and updated in September.	No further action.
Selected Issues for CIS Pages	Response	Actions
Revise naming for DARS links so that those for declared majors are primarily used.	Agreed. It would be better to encourage more use of the "declared" DARS to prevent unnecessary frustration and confusion.	Discuss with Richelle. Include more info in FAQ.

Selected Issues for Graduation Application	Response	Actions
Purpose needs to be clarified.	We'll consider including a "statement of purpose" either on the form itself or the website where it's located or both.	Include in FAQ.
Summer due date is same day that schedule is published which frustrates the advising process	The schedule is published on the first Monday in February and the applications are due February 1. The application deadline is driven by the commencement program due date of March 30. 7-8 weeks are needed to process applications and include names for the program. The free renewal is available if students end up misjudging their completion semester which may be helpful in this situation.	Understand frustration but no plans to change dates at this time unless some flexibility can be found with current restraints.
Due dates not prominently displayed.	Due dates are included on the application and the academic calendar. However, we'll make these more prominent.	Include in unified calendar, FAQ and more prominently on webpage.
Place to record shared understanding of advisor and student re: plan to graduate	Since the application form is not kept by advisor or student it is probably not the best place to include this information. The Graduation Planning System (GPS) is probably the best place to record the course plan agreed upon by students and advisors. Using GPS allows both the student and advisor to access the information any time after the plan has been "locked" as well as make adjustments to the plan without unnecessarily including the Graduation Division. Advisor notes in PeopleSoft may also be a good option.	No further action.
Better explanation of what advisors are signing for.	Current version states: "I have met with the above mentioned student and reviewed his/her academic progress toward a degree. I have discussed the remaining courses needed with the student and have documented and entered into DARS any exceptions to requirements for graduation. These requirements do not include the Bachelor's degree and General Education requirements that are required for graduation. I understand the Registrar's Office will certify completion of Bachelor's degree and General Education requirements."	Revise to make more clear and concise.
Limited use of DARS for "declared majors"	As mentioned earlier, it may help to direct more users to the DARS for "declared majors". If the declared major is incorrect, advisor should update the catalog year before the student applies to graduate. We often receive graduation applications where the catalog year reflected there is not consistent with their record on DARS/PeopleSoft.	Include in FAQ.
Timing of CIS alert regarding applying to graduate.	We believe this comes on between 75-80 credits. This was determined from the work of the graduation task force from 2001.	Review average total credits that are being earned and determine

		best messages to be sent for an “early” and “urgent” reminder.
Many do not understand the application renewal process.	If a student applies to graduate and then realizes they are not going to be able to finish in the term they indicated, they have the option to transfer their application to a future semester. This is called “renewal” because there is no fee associated with this move.	Explain in FAQ and develop an online tutorial.
Many do not understand the graduation re-application process.	If a student is denied graduation or has already used the renewal option, they must re-apply to graduate and pay a \$25 fee.	Explain in FAQ and develop an online tutorial.
Many do not understand processes to change graduation application once it’s submitted.	Any changes to an existing application require the completion of the Notification of Graduation Change Form. Examples include: changing degree type; adding/removing a minor; adding/dropping an emphasis; withdrawing their application; and updating catalog year.	Explain in FAQ and develop an online tutorial.
Selected Issues for Graduation Processes	Response	Actions
Designated UC advisors review potential denied candidates to see if substitutions can be considered.	This was discontinued years ago because of the complications and communication delays associated with adding UC to the clearing process. Students who are deficient in general education are prompted to contact UC in the email that comes after their preliminary review.	Consider if there are ways to communicate this information to UC without slowing down the clearing process.
Some advisors would like to be cc on emails	This is currently not feasible to do this on an individual basis. However, the content and schedule of emailed communications can be shared with advisors in another format. We suspect many advisors would also prefer not to receive these email notices.	Include the content and schedule in a training/resource document for advisors. Also, the graduation clearance report provides the information of what would be included in an email. Include in FAQ how to use the grad clearance report.
Would like to know what happens after the application is submitted.	Good suggestion.	Include some narrative on website (FAQ) and training/resource document for advisors.
Miscellaneous Issues		
Major lists to include those not enrolled.	This already exists.	Share with UAAC.
Have Graduate Candidate Lists available for past years.	These are currently tied to the terms available for registration: current term, past term, and future term.	Possibly refer to DW/BI project. Possibly send reminder email to advisors just before reports are to be

		removed.
Have Graduate Clearance Report available for several past years.	This report is tied to DARS and so it is perpetually updated as students register and complete courses. Having the report available for past semesters is not reasonable right now because it would require daily processing of 1,000s more DARS as well as re-writing the report program.	Possibly refer to DW/BI project.
Have Graduate Clearance Report available for future term(s).	We could move this up a few weeks to make the next term available sooner but still only one term can be shown at a time. Having the report available for future terms is not reasonable right now because it would require daily processing of 1,000s more DARS as well as re-writing the report program.	Consider implications of providing earlier. Possibly refer to DW/BI project.
More flexibility for extracting student data.	A data warehouse and business intelligence project is underway which is intended to give academic departments greater flexibility in extracting data and developing their own reports.	Refer to DW/BI project.
Too few are comfortable using GPS.		Promote GPS usage when possible/appropriate.
Some advisors do not have PeopleSoft or other student data access.	Access is provided through security forms.	Include in FAQ and training documents.