<table>
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<th>Section</th>
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Mission Statement & Goals

2013-2014 Annual Report
Vision
The Office of the Registrar will become recognized as a leader of innovation and best practice among our counterparts within the PAC-12.

Mission
The Registrar’s Office performs an essential role in supporting, facilitating, and promoting the educational mission of the University of Utah by maintaining accurate student records, coordinating the registration process, scheduling academic classes, evaluating candidates for graduation, and providing the latest in technology and online self-service access to student record information via our robust web presence.

Values
- Professional excellence
- Seamless integrated service
- Institutional integrity
- Cooperative networks

2014-2015 Goals & Outcomes for Key Activities
1. Scheduling classes for students
   - Goal: Participate in Strategic Scheduling for Student Success (S⁴) Initiative
     - Outcome: Report of implemented recommendations and implemented changes when appropriate.
   - Goal: Investigate Leepfrog Scheduling Offering Builder for feasibility of implementation
     - Outcome: Report of feasibility study; implemented if appropriate.
   - Goal: Increase consistency and fairness by making relevant commitment-related due dates for shorter-term classes proportionally consistent with those of a regular semester.
     - Outcome: Proportional dates are implemented within the university calendar for summer, first and second sessions, and miscellaneous sessions.
   - Goal: Complete PAC-12 comparison of scheduling policies to inform the development of U of U policies and practices.
     - Outcomes: Summary of study and related action items.
   - Goal: Complete internal process review of Scheduling Division
     - Outcome: Summary of review and implemented changes as appropriate.

2. Registering students for classes and creating their academic records.
   - Goal: Simplify process to update registration for miscellaneous courses
     - Outcomes: (a) policy revised, (b) dynamic dating implemented in PeopleSoft, and (c) students able to register, add, drop, etc. online
   - Goal: Encourage students to commit to classes and grading system earlier and align key registration dates on university calendar
     - Outcome: Last day to add, last day to drop, last day to elect CR/NC, last day to Audit, and Tuition Due date all occur on the 10th instructional day of a regular semester.
   - Goal: Review registration cycle to encourage timely registration and enhance
the students’ Plan to Finish (P2F).
  - Outcome: Summary of implemented changes
  - Goal: Investigate PeopleSoft delivered wait-listing functionality
  - Outcome: Summary of investigation results

3. Maintaining and distributing academic records
  - Goal: Improve the efficiency and speed of transcript distribution and make e-transcript available
    - Outcome: E-transcripts and corresponding batch automation are implemented.
  - Goal: Provide international students with a self-service enrollment verification
    - Outcome: Automated enrollment verification implemented for international students
  - Goal: Investigate feasibility of online grade changes
    - Outcome: Summary of investigation results
  - Goal: Provide student grades earlier and improve on-time grade submission by faculty
    - Outcomes: Due date for grades moved earlier than second Tuesday after finals (requires Academic Senate approval); Messaging system implemented for reminding faculty of due dates and for those with late grades
  - Goal: Consider the prudence of implementing an alternative, non-punitive grade (besides EU) for missing grades
    - Outcome: Proposal submitted or issue dropped

4. Reviewing student progress towards graduation and certifying degree completion.
  - Goal: Simplify and speed up the process for applying to graduate
    - Outcome: Online graduation application implemented

5. Certifying eligibility for student athletes
  - Goal: Engage key constituents in a review of processes
    - Outcome: Number of process enhancements documented

6. Certifying benefit eligibility for veteran students.
  - Goal: Assess satisfaction of veteran student with certification services
    - Outcome: Summary of survey analysis and completed action items/Process enhancements
  - Goal: Revise approval process to require official documentation of veteran status in order to expand benefits
    - Outcome: Revised process implemented

7. Developing staff service excellence
  - Goal: Adopt a “no blind [cold] transfer” practice for phone calls to support seamless navigation
    - Outcome: Calls determined to require transfer to another department will be introduced to the recipient before completing the transfer
  - Goal: Develop and implement a professional staff development program
    - Outcomes: (a) Staff knowledgeable of principles of good practice in student affairs, (b) Staff understand and are able to use key student development theories, (c) Staff establish or strengthen existing mentor
relationships, (d) staff own the responsibilities and ethics of the registrar profession, (e) staff encouraged to enroll or complete a master’s degree, (f) staff possess professional competencies, (g) staff present at a professional conference.

- **Goal:** Develop a strategy for more effectively communicating our office’s value to various constituencies.
  - Outcomes: revised mission statement, adopt tag-line, updated and strategic messages for students, faculty, and staff.
  - Outcomes: Positive feedback from advisors and scheduling coordinators related to annual Summit event.
- **Goal:** Administer and respond to a student satisfaction survey.
  - Outcomes: Summary of survey analysis and completed action items/process enhancements
- **Goal:** Administer and respond to advisor survey
  - Outcomes: Summary of survey analysis and completed action items/process enhancements
- **Goal:** Administer and respond to employee survey.
  - Outcomes: summary of survey analysis and completed action items/enhancements

8. Delivering relevant data to key decision makers across campus
- **Goal:** Provide training materials and meetings for college and department representatives to better access and utilize data available in PeopleSoft and the Data Warehouse
  - Outcomes: (a) training materials available on Student Systems webpage for staff to refer back to after in-person training, (b) protocol developed for communicating enhancements and other changes to the system to college and department representatives, (c) feedback from college and department representatives indicating they can access and navigate Data Warehouse to get the data they need, and (d) dictionary published with definitions of key terms across campus that correlate with the Data Warehouse
- **Goal:** Develop and deliver enrollment information (including shopping cart-related data) to college and department representatives to assist in decision making.
  - Outcome: College and department representatives report making more informed decisions about which courses to retain, cancel, increase the number of sections, etc.
  - **Goal:** Provide data from the degree audit system that will aid various constituents in supporting timely degree completion.
    - Outcome: Advisors and department representatives report satisfaction with additional information available to support their work with students

9. Providing technology security, integrity, and usability university-wide
- **Goal:** Perform an audit of user access and security roles within PeopleSoft
  - Outcome: Document summarizing the audit findings and actions taken to improve security, integrity, and usability
- **Goal:** Deliver a state-of-the-art web presence that provides useful information to students, which is accessible both across different devices and in terms of ADA compliance.
  - Outcome: Analysis and summary of customer satisfaction and our web presence when compared to our PAC 12 counterparts.
Year in Review
2013-2014 Annual Report
## Progress Toward 2013-2014 Goals

1. Complete a strategic classroom scheduling check up with Ad Astra Analysis (Complete)  
2. Implement new on-line deferment and leave of absence processes and develop corresponding communication plan (Complete)  
3. Implement the student data warehouse and business intelligence project (In Progress)  
4. Review Student Systems Division to re-envision the roles and responsibilities of area and staff and to strengthen collaboration efforts (Complete)  
5. Establish and implement a document retention and disposal policy (Complete)  
   a. Study impact of Office of Admissions’ implementation of document imaging  
6. Offer enhanced delivery options of our official transcripts with our National Student Clearinghouse partners (In Progress)  
7. Strengthen support for Strategic Enrollment Management Committees (Ongoing)  
8. Enhance employee development (Complete)  
   a. Increase professional development opportunities (Complete)  
   b. Implement weekly newsletter (Complete)  
   c. Develop and implement an on-boarding process for new employees (Complete)  
9. Implement the Registrar’s Office responsibilities for the University of Utah Asian Campus at Songdo Global University (In Progress—Classes begin September 1)  
10. Enhance students’ registration and planning experience in support of timely degree completion through the UIT/Kuali initiative (On hold)  
11. Assist with implementation and ongoing support of Acalog, our new catalog software (Complete)  
12. Increase support for student athletes  
   a. Review of ACAOPU’s admissions best practices in working with prospective student athletes (In Progress)  
   b. Implement DARS coding for NCAA progress toward degree certification process (Complete)  
13. Improve the graduation application process (In Progress)

## Office of the Registrar Year-in-Review

Considerable progress has been made in office-wide projects and initiatives to ensure that the Office of the Registrar is offering state of the art technology and services to the university community.

The Degree Audit and Athletic Compliance areas implemented DARS encoding for NCAA progress toward degree requirements. After a CollegeSource consultant visit in September 2013, the implementation process began. Substantial progress was made over many months, followed by testing, and then the move to production in May 2014. Now advisors reviewing a degree audit can quickly see if the student athlete is making progress in compliance with NCAA regulations.

An updated Records Retention plan was developed to comply with AACRAO and State Archival guidelines. As a result, some changes have been made to SIRE document imaging codes to facilitate records purge in accordance to the new plan.
The School of Dentistry enrolled its first class of students in fall 2013. This involved numerous preparations in our student information system and processes.

Preparations for the Utah Asia Campus in Songdo, a multi-institutional endeavor in South Korea, has continued throughout the year both in terms of technical and systems modifications to support the Asia Campus, but also in terms of preparing documentation and resources for staff to work with new students at this campus.

The ACALOG implementation was successful and the new digital University Catalog is live.

The Business Intelligence Student Data Warehouse project has made considerable progress, and the implementation team is establishing web presence, university definitions, reports, security processes, and training.

Many staff within the Office of the Registrar have participated in Professional Development activities, including Human Resource sponsored certificate programs in Professional Development and Management Essentials. The office continues to be represented with staff attending a number of state, regional, and national professional association meetings and conferences to stay abreast on the latest technologies, best practices, networking with colleagues, and participating in presentations. All of this assists the office in truly being on the cutting edge of our profession.

Graduation

A project to pull undergraduate GPAs when mass posting degrees went live for the spring 2014 graduate processing. Additionally, changes were made to the communication process for initial and preliminary evaluations using a new Access database. The database can assist in monitoring workflow for staff during the evaluation process.

A change was also made to the CIS message alert delivered to students which urges them to apply for graduation. The text had minor changes and the alert is now activated at 90 credit hours instead of 75.

An advisor survey was developed and administered in conjunction with the University Academic Advising Committee, and several new resources were placed online for Advisors. These include a published calendar, video tutorials, and FAQ’s. Additionally, the Application for Undergraduate Degree was revised based on advisors’ suggestions.

Office Support

The websites have undergone multiple rounds of updates, including complete revamps of the Veteran Services, Student Systems, and Commencement webpages. The office forms ADA compliance project has continued and is expected to be completed soon with all forms going live before the end of 2014. Office Support managed several internal facility upgrades, including paint, carpet, and several cubicle reconfigurations to support office restructures.

Responsibility for the office process calendar was reassigned to Office Support. The
calendar was redesigned, formatted into a downloadable calendar file, and made available through Outlook. A new Weekly Bulletin email was also developed and is now sent each Friday to staff to facilitate better communication of office and university news. A new Employee Onboarding process was designed and implemented to welcome new staff and provide basic overviews of office structure, policies, and processes to coincide with the employees first day on the job.

**Optical Imaging**

Twenty-one boxes of International Student Files were imaged this year, compared to past averages of between 6-11 boxes. This is nearly double the efficiency of last year. It takes about four times longer to image international student files than domestic student files, due to the many additional documents types and paper sizes involved. Additionally, 30,000 Pre-1978 Academic Records have been prepared for imaging this upcoming year.

Many changes have been made to the list of document types on the SIRE Document Imaging System, which is a part of the new records and retention plan that was a result of a year’s worth of work. As a result, our processes and documents should soon comply with AACRAO and State Archival guidelines for records retention.

**Registration & Records**

Online leave of absence requests for the undergraduate domestic students went live in fall 2013. This has resulted in a much more student friendly process, allowing students to submit the request and upload needed documentation via CIS. We have seen a significant increase in LOA forms. Registration and Records can now upload them directly into SIRE as well.

A communication plan was developed and implemented to help support students returning from a leave of absence. An expanded communication plan was also developed and implemented to encourage on-time grade submission by faculty.

Leave of absence and catalog year fields were added to the Academic Reports that departments run. This allows access to see if a student is on a leave of absence, when they will return, and the student’s catalog year.

The International Student and Scholar Services, and Learning Abroad offices were added to the online student FERPA consent form. Students can also now see what majors they are in by looking in their Student Profile box within the Student Tab in CIS.

Registration and Records staff were trained on how to process duplicate courses so that Graduation no longer has to send what they find to the Admissions Office for correction. We now run a report daily when Graduation is clearing students for graduation to help find those who need to have their record updated to reflect the change.

Registration and Records has transitioned processes from Student Systems, including Level cleanup, Major Edits, and Special Enrollments. The WICHE Passport Program started and we had two students complete this recognition for fall 2013.
Scheduling

A Strategic Scheduling checkup took place with Ad Astra. This study was designed to examine critical institutional data and make strategic recommendations to inform decisions vital to the success of students and efficient use of classroom resources. Thirty-seven new users have been added, 24 have expired, to bring our total users to 139 within Ad-Astra.

The James Fletcher Building Rotunda was remodeled, including new chairs, paint, carpet, and lighting. Several classrooms in the new Beverly Taylor Sorenson Arts & Education Complex were added to the campus and built into Astra. Some College of Education classes previously held in general space have shifted into these spaces. Other inventory changes included the addition of seven new general purpose rooms in Spencer Fox Eccles Business building as part of the sequence two construction. No general purpose classrooms were lost during this academic year.

Student Systems

The Student Systems office was evaluated and restructured, as well as the physical space was remodeled. A staff member was promoted to Associate Registrar, who now has oversight responsibility for this area. Prerequisites are now enforced for 36 departments across campus. The registration appointment process was updated to the functionality delivered by PeopleSoft and the older modified version was removed. Program and plan cleanup took place in PeopleSoft, adding increased security. Student Systems played an integral part of the implementation of both the Asia Campus and the Business Intelligence/Student Data Warehouse.

Transcripts & Verifications

The Electronic Transcript Exchange functionality was expanded to include many more schools and is now presented as an option in the online ordering process. The Transcripts and Verification staff were also cross-trained into graduation to assist with taking graduation applications during peak business periods. As a result of efficiencies made in this area, through attrition, a fulltime staff vacancy was not filled. The area is now staffed by three full time members.

The older general catalogs were made available on the transcripts and verifications webpage. As a result, course descriptions are no longer verified and requestors are referred to this publically available resource.

Veteran Services

In 2013-2014, the Veteran Services office further developed the online database in PeopleSoft with various upgrades to help streamline processes for certifying veteran enrollment. This included updating the class search feature to display which classes were online and the process of automatically populating the student groups for Chapter 33 students to prevent drops and late fees for non-payment of tuition.

In October of 2013, the VA conducted an audit for the University of Utah to make sure all guidelines set forth by the VA were being followed and that students were being correctly certified. Bernie Davis concluded that our office had been following all regulations accordingly and any mistakes made with payments were errors made by
Veteran Affairs.

In December of 2013, the Veteran Services Office moved locations and are now housed in the same office as the Veteran Support Center in Rm 418 of the Student Union Bldg.

The Veteran Services webpages were revamped to make it more concise and easier for students to find information. Several tutorials including how to read and understand your DARS report in conjunction with VA benefits will be added in the coming months.
Hires & Resignations
2013-2014 Annual Report
<table>
<thead>
<tr>
<th>Hired</th>
<th>Resigned</th>
<th>Internal Transfer</th>
<th>Internal Promotion</th>
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<tbody>
<tr>
<td><strong>Administration</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Jacob Winmill</td>
<td>Zachary Pendleton</td>
<td></td>
<td>Andrea Ronér</td>
</tr>
<tr>
<td><strong>Optical Imaging</strong></td>
<td></td>
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<tr>
<td>Breianna Olds*</td>
<td></td>
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<tr>
<td><strong>Registration &amp; Records</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Velonita Fesola'i</td>
<td>Zach Klc (from</td>
<td>Megan Johansen</td>
<td></td>
</tr>
<tr>
<td>Elizabeth Sorenson</td>
<td>Transcripts &amp;</td>
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<td></td>
<td>Verifications)</td>
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<tr>
<td></td>
<td>Stephen Stanko (from</td>
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<td></td>
<td>Transcripts &amp;</td>
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<td></td>
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<td></td>
<td>Verifications)</td>
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</tr>
<tr>
<td><strong>Scheduling</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Sarah Young</td>
<td>Elise Airmet</td>
<td></td>
<td>Cassandra Elizondo</td>
</tr>
<tr>
<td>Jessica Novak</td>
<td>Melanie Weeks</td>
<td></td>
<td></td>
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<tr>
<td>Steve Hill</td>
<td>Sarah Young</td>
<td></td>
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<tr>
<td><strong>Student Systems</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Camille Millward</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roslyn Jensen</td>
<td></td>
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<td></td>
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<tr>
<td><strong>Transcripts &amp; Verifications</strong></td>
<td></td>
<td></td>
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<tr>
<td>Zach Klc</td>
<td>Christina Kalinger</td>
<td>Conor Robertson (*from Optical Imaging)</td>
<td></td>
</tr>
<tr>
<td>Rob Gutierrez</td>
<td>Rob Gutierrez</td>
<td></td>
<td>Zach Klc</td>
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<tr>
<td>Kathryn Dean</td>
<td>Madeline Roth*</td>
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<tr>
<td><strong>Veteran Services</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Colby Townsend</td>
<td></td>
<td>Angela Klingsieck</td>
<td></td>
</tr>
<tr>
<td>(*hired full-time from</td>
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</tr>
<tr>
<td>a part-time position</td>
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<td>in VS)</td>
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</table>

* = Part-time employee
Staff Involvement

2013-2014 Annual Report
## COMMITTEE MEMBERSHIPS

<table>
<thead>
<tr>
<th>Name</th>
<th>Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timothy Ebner</td>
<td>Enrollment Management Leadership Team, University Student Commission, Academic Evaluations and Standards Committee, Administrative Computing Services Functional Users Committee, Chair, Data Steward, Student Information System, SEM - Student Recruitment Committee, SEM - Student Success Committee, Credits and Admissions Committee, Curriculum Policy Review Board, Commencement Committee, Graduation Committee</td>
</tr>
<tr>
<td>Michael Bard</td>
<td>Commencement Committee, Student Affairs Diversity Council</td>
</tr>
<tr>
<td>Dallin Cowles</td>
<td>University Academic Advising Committee</td>
</tr>
<tr>
<td>Sam Eubanks</td>
<td>Student Affairs Sustainability Committee</td>
</tr>
<tr>
<td>Emily Johnson</td>
<td>University Academic Advising Committee, University Staff Council Member/Events Committee, UACRAO Institution Representative</td>
</tr>
<tr>
<td>Elizabeth Johnson</td>
<td>Health and Safety Committee - Chair, Professional Development Committee - Co-Chair, ASUU Programming Advisor Search Committee, N&amp;E Committee—PACRAO</td>
</tr>
<tr>
<td>Suzanne Jones</td>
<td>Student Affairs Diversity Council, Athletic Compliance Committee, Athletic Certification Committee, Athletics Advisory Committee</td>
</tr>
<tr>
<td>James Martak</td>
<td>Non-traditional Student Advisory Committee</td>
</tr>
<tr>
<td>Zachary Pendleton</td>
<td>Athletics Certification Committee</td>
</tr>
<tr>
<td>Michael Santarosa</td>
<td>University Academic Advising Committee, UACRAO Records &amp; Registration Track Chair</td>
</tr>
<tr>
<td>Carol Uresti</td>
<td>Graduation Committee, Commencement Committee</td>
</tr>
<tr>
<td>Linda Worischeck</td>
<td>Commencement Committee, OEO/AA Hearing Committee</td>
</tr>
</tbody>
</table>

## AWARDS & RECOGNITION

<table>
<thead>
<tr>
<th>Name</th>
<th>Recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Martak</td>
<td>Received his Bachelor of Music degree Spring 2014</td>
</tr>
</tbody>
</table>
Nine-hundred eighty students responded to the 2013-2014 Student Satisfaction Survey question concerning whether or not prompt service was received while visiting the Registrar’s Office.

In the 2013-2014 Student Satisfaction Survey, participants were asked their level of satisfaction with the online services offered by the Registrar’s Office.
The Office of the Registrar website had 661,559 visits during the timeframe of May 2013 through April 2014. The average per day is 1,807 visits.

Our top thirteen most visited pages are:

1) Academic Calendar page
2-4) Other various Academic Calendar pages
5) Registrar’s Office homepage
6) Order Official Transcripts online page
7) Register for Classes page
8) Transcripts landing page
9-11) Other various Academic Calendar pages
12) Clearinghouse log in page
13) Students landing page
Summer 2013: 10,045 with a net gain of 59 students from the previous year; Fall 2013: 24,812 with a net loss of -322 students from the previous year; Spring 2014: 23,349 for a net loss of -623 students from the previous year.

Summer 2013: 3,063 with a net loss of 169 students from the previous year; Fall 2013: 7,615 with a net gain of 39 students from the previous year; Spring 2014: 7,289 for a net gain of 10 students from the previous year.
Veteran Enrollment by Semester

The Veteran Services Division certifies eligibility for veterans and dependents who receive VA education benefits.

House Bill 211 Enrollment

The House Bill 211 Program enables Utah teachers to receive a tuition waiver for courses that satisfy requirements to retain a teaching license. Beginning in 2004, enrollment was limited to no more than two eligible participants per class.
The University of Utah does not receive state funding for students who add classes after the census date. Students may add classes after the census date with permission from the instructor, department chair, and college dean. A $50.00 fee is assessed per class.

### Repeated Class Petitions

- Students are allowed to repeat classes in an attempt to replace a previous grade received. A repeated class petition is submitted by students to the Registrar’s Office and is processed manually by the Registration and Records Division.
- Beginning Spring 2009, an automatic process was instituted to identify repeats not submitted by the student. This process is run at the end of each semester.
- *In previous Annual Reports, retroactive clean-up data was included in the chart above. Retroactive clean-up data includes processes run for Fall 2008 back to Spring 1999. The total number of repeats retroactively processed between 2008-2011 was 16,296.*
Grade Changes & Blank to EU

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Blank to EU</td>
<td>0</td>
<td>614</td>
<td>2,952</td>
<td>2,916</td>
<td>2,549</td>
<td>3,305</td>
<td>3,507</td>
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<tr>
<td>Grade Changes</td>
<td>11,574</td>
<td>11,109</td>
<td>11,097</td>
<td>11,157</td>
<td>11,010</td>
<td>11,179</td>
<td>11,931</td>
</tr>
</tbody>
</table>

Grade change forms are used to report initial grades or change existing grades. The blank to EU process was reinstated for the Spring 2009 term.

Dean’s Withdrawal Petitions Processed

After the midpoint of the term, students may petition the dean of their major college for an exception to the withdrawal policy. If a petition is approved, the Registrar’s Office makes the change to the student’s academic record.
The credit/no credit (CR/NC) grading option allows students to enroll in selected courses outside their academic plan without the pressure of competing for a letter grade.

- The Number of Classes signifies any class that has at least one student that has elected CR/NC or revoked CR/NC.
- The Total Number of Students indicates students who elected the CR/NC option and received CR/NC grades; or those who revoked the CR/NC option and received letter grades for the semester.

<table>
<thead>
<tr>
<th>CR/NC Activity</th>
<th>2011-2012</th>
<th>2012-2013</th>
<th>2013-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elections of CR/NC by students</td>
<td>4,766</td>
<td>1,777</td>
<td>1,405</td>
</tr>
<tr>
<td>Revocations of CR/NC by students</td>
<td>1,187</td>
<td>356</td>
<td>143</td>
</tr>
</tbody>
</table>

The above chart reflects the total number of elections and revocations of CR/NC by students.
Undergraduate and graduate students may file a leave of absence for an “official assignment” with a non-profit or governmental organization. A leave of absence allows undergraduate students who meet specific requirements to extend enrollment eligibility for a total of two years (six academic terms). Graduate students may request a leave of absence for one year. The request must be approved by the student’s supervisory committee and/or department chair.
The Optical Imaging Division scans permanent academic records for students, including transfer transcripts, reports of credit, and retroactive petitions. Student records prior to 1978 are also scanned. 302,615 total documents were scanned during the 2013-2014 year with a net change of +2,156 from the previous year.

Microfilmed Grade Sheets constituted 8% of total documents scanned for 2013-2014. 1,861 Veteran Affairs documents (0.6%) were scanned. 4,193 security forms (1.4%) were scanned for a net change of +2,643 from the previous year.
In September 2008, students began ordering transcripts online, followed by the availability of Electronic Transcript Exchange (ETX) in January 2009. 184,005 unofficial transcripts were generated in 2013-2014.

*ETX transcripts are official PeopleSoft transcripts.
In 2013-2014 the Scheduling Office managed 37,485 classes with a net change of +406 from the previous year.

In 2013-2014 the Scheduling Office reserved space for 17,931 events on campus for a net change of +4,543 from the previous year.
Students may submit a request for an exception to University policy. These petitions are reviewed by the Petitions Committee.

Results of Petitions Processed
## Athletes by Sport 2013-2014

<table>
<thead>
<tr>
<th>Sport</th>
<th>Men</th>
<th>Women’s</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseball</td>
<td>37</td>
<td>12</td>
<td>49</td>
</tr>
<tr>
<td>Men’s Basketball</td>
<td>17</td>
<td>12</td>
<td>29</td>
</tr>
<tr>
<td>Women’s Basketball</td>
<td>20</td>
<td>34</td>
<td>54</td>
</tr>
<tr>
<td>Football</td>
<td>146</td>
<td>22</td>
<td>168</td>
</tr>
<tr>
<td>Golf</td>
<td>10</td>
<td>44</td>
<td>54</td>
</tr>
<tr>
<td>Gymnastics</td>
<td>16</td>
<td>12</td>
<td>28</td>
</tr>
<tr>
<td>Men’s Swimming</td>
<td>34</td>
<td>9</td>
<td>43</td>
</tr>
<tr>
<td>Women’s Swimming</td>
<td>24</td>
<td>20</td>
<td>44</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>479</strong></td>
<td><strong>479</strong></td>
<td><strong>958</strong></td>
</tr>
</tbody>
</table>

The Athletics Certification Division determines eligibility for University of Utah student athletes.

### Graduation Success Rate

![Graduation Success Rate](chart)

- **All Students**: 60%
- **Student Athletes**: 64%

### Academic Progress Rate

![Academic Progress Rate](chart)

Graduation Success Rate is a comparison of who graduated versus who entered an institution on institutional financial aid. Academic Progress Rate is a term-by-term measure of eligibility, retention, and graduation for student athletes.
Student Systems is a resource for campus agencies requesting security access, PeopleSoft training, and requests for information. It also facilitates requests for service to PeopleSoft applications and resolves student record anomalies.

Repeated Course Fees

Beginning Fall 2003, the State of Utah requires that students pay the full cost of instruction when enrolled in the same course for the third time. University of Utah students are assessed a $100 fee per credit hour for qualifying courses.
After the fee match each term, classes are deleted from a student’s record when tuition has not been paid.

Students are given a small grace period to reinstate their classes after being dropped for non-payment of tuition each academic term. Requests for reinstatement of classes are approved by the Income Accounting Office.
The Graduation Division posted 5,079 undergraduate degrees and 2,527 graduate degrees for the 2013-2014 academic year. This is a net change of -51 undergraduate and -117 graduate degrees compared to the previous year.

Students seeking a baccalaureate degree may earn one or more approved academic University minors outside the students’ major departments. A minor is an attribute to a degree and not an entity by itself.
Undergraduate certificates require at least 20 semester hours of designated course work. Graduate certificates require 15 hours or more of designated course work. Some certificates are awarded with a degree; some certificates are granted as stand-alone awards.

Honors are awarded at graduation to students who complete with distinction at least 60 semester credit hours of undergraduate course work at the University of Utah.