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Mission Statement

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, and evaluating candidates for graduation.

Our mission is accomplished by:

1. Maintaining effective lines of communication and collaboration with University faculty, staff, and students to support student recruitment, enrollment, and retention.

2. Rendering prompt, attentive service while treating each individual with courtesy, respect, and dignity.

3. Providing reliable information regarding University policies and procedures and giving students the opportunity for due process when an exception to policy is requested.

4. Administering institutional policies and procedures fairly and in accordance with federal and state guidelines.

5. Ensuring the integrity of academic records by recording accurate information and maintaining consistency in the way data is stored.

6. Using information technology to provide accurate, comprehensive information to students and the campus community.

7. Scheduling University space for academic classes and special events in accordance with institutional policies.

8. Establishing a cooperative network with departments and campus agencies to disseminate information, resolve problems, and recommend changes to enhance services for students.
Highlights

- All divisions within the Registrar’s Office have updated their forms and web content.
- The Registrar’s Office restructured and combined staff positions that will be trained in both Registration and Graduation. This will increase efficiency by moving staff to accommodate deadline driven workload needs.
- The Registration and Student Systems Divisions worked together to implement two new processes: automating the changing of blank grades to EU and the semi-automation of marking repeated classes.
- The Registration Division took on three new responsibilities previously administered by other offices. These responsibilities include administrating undergraduate student leaves of absence, changing graduate student classifications, and NEXus registrations.
- The Registration Division implemented three new processes to better improve communications with students and faculty. A “forgot your uNID” application was developed to assist students, the Fee Match Reinstatement process now includes email notifications to both faculty and students, and students have the ability to request the drop of a miscellaneous class via email when the office is closed.
- The Graduation Division initiated the daily process of checking the previous days data entry.
- The Graduation Division updated their clearing process by creating digital student checklists, improving the departmental approval lists, and streamlining the individual approval process. As a result, fall 2008 candidates were cleared a month earlier than in fall 2007.
- The Graduation Division implemented two new databases to store information regarding students that did not graduate, and diploma replacement orders. Letters can now be automatically generated and credit cards are now accepted as payment for diploma replacements.
- The Graduation Division made several system improvements including: lengthening the DARS GPA to match PeopleSoft, populating the Degree GPA on the Program/Plan, and creating the functionality that allows advisors to update the catalog year for a student.
- The Graduation Division implemented a deadline for filing renewals as well as establishing an increased late fee for the graduation application.
- The Transcripts Division initiated the processes of ordering transcripts online and the Electronic Transcript Exchange.
- The Veteran Affairs Division coordinated and implemented the new Post 9/11 GI Bill.
- The Scheduling Division implemented credit card payments for invoices and collection efforts to obtain funds on past due accounts. They also initiated the Distance Learning Project with IMS.
- The Optical Imaging Division finished imaging old student transcripts up to through the letter “C” and has made considerable progress with imaging various other old documentation.
Year in Review

During the 2008-09 academic year, the Office of the Registrar continued its commitment to improve services to students, faculty and staff as evidenced by the highlights listed below. With the budget shortfalls this academic year, the decision was made not to replace Kathy Rank, an Associate Registrar and to reorganize the office with one less administrative leadership position.

The Registrar’s Office has made numerous efforts to save costs during the 2008-2009 academic year. Several divisions have reviewed their processes and made improvements that save time and resources. The Registration Division now has paperless updates, saving dozens of sheets of paper each day. Optical Imaging and Registration have also worked together to automate the importation of emailed Repeat Class Petitions directly into SIRE, again cutting printing costs in addition to the time saved scanning the documents. Graduation now emails important information to Umail, saving costs in paper, postage, and processing time.

There have been four internal promotions within the Registrar’s Office, including Michael Bard, Emily Johnson, Ashley Lind, and Andrea Roner. The Registration and Graduation Divisions have also had some restructuring, creating several combined positions that are utilized by both divisions. This effectively creates an environment where staff can be shared and efficiently moved to accommodate deadline driven workload increases.

The Student Systems Division has made many changes during the past academic year. In coordination with Registration, they implemented both the automation of changing all blank grades to EU, and the semi-automation of marking all repeated classes. The newly implemented repeat process saves a lot of time and resources by applying the repeat mark to a large group of students instead of marking the classes individually.

The Registration Division took on three new responsibilities including administering undergraduate leaves of absence, changing graduate student classifications, and registration for the NEXus program. The Registration Division has strived to improve communications between the office, students, and faculty with regard to students being reinstated after the fee match drop process. Email notifications of reinstatement are now sent to the instructor for approval; if the instructor disapproves of the reinstatement, the student is now notified via email that the class will not be reinstated by instructor request. Other improvements that benefit students are the newly launched “Forgot your uNID” application that allows students to retrieve their uNID online, and the ability to email the Registrar’s Office outside of our business hours to make changes to miscellaneous classes.

The Graduation Division has reviewed their processes and has initiated numerous improvements to increase efficiency. The clearing process is now performed utilizing digital student checklists with improved departmental approval lists. This change has streamlined the process during the fall 2008 term, completing clearing candidates and posting degrees a full month earlier than the year before. Graduation has also instituted two new databases to store information regarding diploma
Year in Review

replacement orders and students who have not successfully graduated. These databases increase efficiency by allowing staff to automatically generate letters for denied students and tracking many diploma replacement requests simultaneously. Several system changes have also taken place allowing the students GPA to appear more accurately and match on both DARS and in PeopleSoft; and creating the functionality that allows advisors to update the catalog year for their students.

The Transcripts and Verifications Division made a few changes to assist students in more easily obtaining their transcripts and course descriptions online. Transcripts may now be ordered on the Registrar’s website through the National Student Clearinghouse. Since the launch of online ordering, it has comprised of 31% of all official transcript orders. Transcripts can also be shared electronically with other Utah institutions using the new Electronic Transcript Exchange. These two new options allow students to request transcripts with out the University having to print and physically mail the documents. This provides expedient delivery of these documents to the requested parties.

The Veteran Affairs Division played an integral role in coordinating and implementing the new Post 9-11 GI Bill at the University of Utah. The VA division has also been complimented by the State Board of Regents Director for Veteran Education as maintaining the best VA student records in the state of Utah.

The Scheduling Division assisted with the electronic/banner advertising campaign for spring and fall registration which helped increase student awareness and enrollment numbers. Scheduling has begun efforts to collect funds on past due accounts and has designed a process to accept credit card payments on Scheduling invoices. This implementation should bring in additional funds and make the payment process easier for users. Scheduling, in coordination with Instructional Media Services, has also begun the initial stages of the Distant Learning Project.

The Optical Imaging Division finished imaging old student transcripts through students with a surname that begins with the letter “C.” These student transcripts are now available for viewing using SIRE, making staff access to these records much easier and less time consuming. Optical Imaging has also made considerable progress in scanning International Admissions, Veteran Affairs, and other student documents into the SIRE system.

The Registrar’s Office offers and encourages it’s staff to participate in various professional development opportunities. During the 2008-2009 academic year, fifteen staff members attended at least one national, regional, or local professional development conference, and many of the fifteen attended two or more. In addition, many other staff participated in workshops or training opportunities offered by Human Resources and other campus agencies. Nearly all staff attended and participated in office-wide meetings which included prominently featured professional development components.
Appendix A
Organizational Chart
Appendix B

Hires & Resignations
## Hires and Resignations 2008-2009

<table>
<thead>
<tr>
<th>Hired</th>
<th>Resigned</th>
<th>Internal Promotion</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kathy Rank</td>
<td></td>
<td>Michael Bard</td>
</tr>
<tr>
<td>Leslie Buck</td>
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<td>Emily Johnson</td>
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<tr>
<td><strong>Graduation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kim Jensen</td>
<td></td>
<td>Andrea Boyette</td>
</tr>
<tr>
<td>Janine Urban*</td>
<td></td>
<td>Joan Randazzo</td>
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<tr>
<td><strong>Registration and Records</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jessica Schlotfeldt</td>
<td>Darby Cowles</td>
<td>Andrea Roner</td>
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<tr>
<td>Patrick Brooks</td>
<td></td>
<td>Michael Bard</td>
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<tr>
<td>Nikelle Young</td>
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<td>Ashley Lind</td>
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<td><strong>Scheduling</strong></td>
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<td></td>
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<tr>
<td>Katherine Cusumano</td>
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<td>Nate Reynolds</td>
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<td>Donnarae Phillips</td>
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<td>Holly Andreason</td>
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<td>Kaylin Feltch</td>
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<td>Kristen Barton</td>
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<tr>
<td>Bethany Sterzer</td>
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<td>Donnarae Phillips</td>
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<tr>
<td><strong>Transcripts and Verifications</strong></td>
<td></td>
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</tr>
<tr>
<td>Wendy Hallstrom</td>
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<td>Amy Li</td>
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<tr>
<td>Dallin Cowles</td>
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<td></td>
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<tr>
<td><strong>Veteran Affairs</strong></td>
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<td></td>
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<tr>
<td>James Martak</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*part-time employees*
Appendix C

Vital Statistics
Two-hundred students were asked in the 2008-2009 exit survey if they received prompt service when visiting the Registrar’s Office.

### Assessment of Customer Service

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
<th>Service Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>86</td>
<td>54</td>
<td>12</td>
<td>4</td>
<td>44</td>
</tr>
</tbody>
</table>

In the 2008-2009 exit survey, participants were asked their level of satisfaction with the online services offered by the Registrar’s Office.

### Online Services: Customer Satisfaction

- **Very Satisfied**: 69%
- **Somewhat Satisfied**: 25%
- **Very Dissatisfied**: 2%
- **Somewhat Dissatisfied**: 4%

In the 2008-2009 exit survey, participants were asked their level of satisfaction with the online services offered by the Registrar’s Office.
Undergraduate Enrollment Comparison

Summer 2008: 9,700 with a net change of 40 students from previous year; Fall 2008: 21,526 with a net change of 105 students from previous year; Spring 2009: 20,827 with a net change of 61 students from previous year.

Graduate Enrollment Comparison

Summer 2008: 2,738 with a net change of −205 students from previous year; Fall 2008: 6,685 with a net change of 81 students from previous year; Spring 2009: 6,537 with a net change of 127 students from previous year.
The credit/no credit (CR/NC) grading option allows students to enroll in selected courses outside of their academic plan without the pressure of competing for a letter grade.

The Veteran Affairs Division certifies eligibility for veterans and dependants who receive VA benefits.
In September 2008, students began ordering transcripts online, followed by the availability of Electronic Transcript Exchange in January 2009. Online transcript ordering comprised of 31% of all orders since it’s launch.

The University of Utah contracts with the National Student Clearinghouse to verify information for student loan agencies and employers, and to manage a "self service" option available to students. All other verifications are processed through the Registrar’s Office.

<table>
<thead>
<tr>
<th></th>
<th>Verification Division</th>
<th>Clearinghouse</th>
<th>Self-Service Verifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-2007</td>
<td>5,345</td>
<td>5,637</td>
<td>1,437</td>
</tr>
<tr>
<td>2007-2008</td>
<td>5,503</td>
<td>4,990</td>
<td>992</td>
</tr>
<tr>
<td>2008-2009</td>
<td>6,164</td>
<td>4,236</td>
<td>870</td>
</tr>
</tbody>
</table>

Official vs Unofficial Transcripts

Transcripts Processed

In September 2008, students began ordering transcripts online, followed by the availability of Electronic Transcript Exchange in January 2009. Online transcript ordering comprised of 31% of all orders since it’s launch.
In 2008-2009, the Scheduling Office managed 34,212 classes with a net change of +1,208 from the previous year.

In 2008-2009, the Scheduling Office reserved space for 8,351 events on campus with a net change of +1,250 from the previous year.

The Optical Imaging Division scans permanent academic records for students, including transfer transcripts, reports of credit, and retroactive petitions. Student records prior to 1975 are also scanned.
Grade change forms are used to report initial grades or change existing grades. The blank grades to EU process was reinstated for the Spring 2009 term.

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.
Students may request an exception to University policy by submitting a petition to the Registrar’s Office. The number of petitions continues to decline due to the Fee Match and enhanced communication with students.

Occasionally a petition is returned to a student for more information. No action is taken when a petition is not needed to change the student’s record.
The University does not receive state funding for students who add classes after the census deadline. Students may add after the deadline with permission from the instructor, department chair, and college dean. A $50.00 fee is assessed per class.

The House Bill 211 Program enables Utah teachers to receive a tuition waiver for courses that satisfy requirements to retain a license to teach. Beginning in 2004, enrollment was limited to no more than two eligible participants per class.
The Athletics Certification Division determines eligibility for student athletes at the University of Utah.

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 acts as a resource for campus agencies requesting student security access, PeopleSoft training, and requests for information. They also facilitate requests for service to PeopleSoft applications and resolve student record anomalies.

A repeated class petition is submitted when a student repeats a class. This process removes all but the last grade from the student’s GPA. The repeat process became semi-automated beginning Spring 2009. All repeats are now processed and are being applied retroactively back to the Spring 1999 term.
Beginning fall 2003, the state of Utah required 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.

Repeated Course Fees

Beginning fall 2003, the state of Utah required 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.
The Graduation Division posted 4,875 undergraduate degrees and 2,244 graduate degrees for the 2008-2009 academic year. This is a net change of +59 undergraduate and +135 graduate degrees as compared to the previous year.

Students seeking a baccalaureate degree may earn one or more approved academic University minors outside the student’s major department. A minor is an attribute to a degree and not an entity by itself.
Undergraduate certificates require at least 20 semester hours of designated work. Graduate certificates require 15 hours or more of designated work.

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.