ANNUAL REPORT
OFFICE OF THE UNIVERSITY REGISTRAR
2019-2022

A MESSAGE FROM THE UNIVERSITY REGISTRAR

The last two and half years have been eventful in the Office of the University Registrar, to say the least. During the 2019-2020 academic year, the office experienced a leadership change, saying goodbye to long-time University Registrar, Jeff Palmer, who had served the university for more than forty years before retiring. In addition, there were several other retirements that resulted in new team members being added in key vacant positions. When the pandemic necessitated that our team quickly convert to remote operations, we were fortunate to have a full and capable team that rose to the challenge of providing uninterrupted (and often elevated) business continuity to support academic operations and transition of instruction from predominantly in-person to predominantly online.

Providing exceptional service was a key focus during Jeff's tenure. Ingrained in the culture and fabric of the registrar team is the recognition that we (gladly) serve the university and its students. During the pandemic, this service-focus mindset manifested innovative remote services to support students and the campus community. For eighteen months, the Office of the University Registrar operated almost entirely remotely, without sacrificing the operations and services needed to sustain the academic infrastructure.

During the last three years we have certainly increased our use of the words "pivot", "hyflex", "remote", and, of course, "student-focused". Creativity abounded as the team worked tirelessly to model hybrid class rotations and a 3-2 A/B class schedule to maximize in-person class instruction while maintaining safe distancing in accordance with health and safety requirements. The University Registrar team came together to deliberate and solve complex and intricate details of an elective modified pass/no credit grading plan, hybrid course rotations, classroom capacities with varied physical distance requirements, pandemic-related academic policy changes, and new approaches and communications to continue providing high quality services. They developed just-in-time processes to register new students via virtual advisement and under severely condensed timelines. Academic calendar deadlines seemed in constant flux as the unpredictable nature of a pandemic became our reality. At every turn of events, the University remained focus on supporting students and the University Registrar team remained front and center in the efforts to maintain academic continuity. The achievements outlined below are commendable in any "normal" year. In 2019-2022, the quantity and quality of this team's efforts and outcomes demonstrate why I refer to the team as the RegiSTARS. I am proud to present to you a summary, a subset, of their outstanding accomplishments during the past three years.

Sincerely,
Amanda Steele-Middleton
University Registrar

OUR MISSION

"Providing quality service to the University community through the development, maintenance, distribution and effective communication of academic information."

OUR VISION

The Office of the University Registrar, as part of the Enrollment Management Team, strives to:

- Develop and implement policies and procedures to assure the accuracy, integrity, security, and preservation of every student's official academic record.
- Evaluate and utilize the latest technology to meet the needs of students, faculty/staff, alumni and the community.
- Recruit and retain dedicated staff to serve our constituents with a commitment to excellence by providing exceptional customer service in a courteous, professional, and efficient manner.
- Maintain the highest ethical principles as mandated by our profession.

WHAT DOES OUR OFFICE DO?

Academic Calendar

Administer UDSIS Access to Student Records

Administer Schedule 25 Space Management System

Administer Curriculog Curriculum Management Workflow

Advisement System Support

Catalog Publication

Certification of Athletic Eligibility

Credit by Examination

Curriculum and Course Inventory Management

Data Reporting

Degree Audits

Enrollment Certification

FERPA Compliance

Final Exam Scheduling

Grading

Graduation/Diploma Services

Instructor Workload Verification for RBB

Maintenance of Student Academic Records

Readmission Applications

Registration

Residency Reclassification

Schedule and Maintain 171 Central Inventory Classrooms

Schedule of Classes and CLSS Administration

Training and Development of Campus Community

Transcript Services

Transfer Services

2019-2020 KEY ACCOMPLISHMENTS

♦ Completed transfer credit matrix audit and developed a process for annual review of expired transfer credit equivalencies. Implemented a process for accepting and posting CLEP transfer credit.

♦ Created/renewed 14 articulation agreements and digitized all paper copies of agreements.

♦ Proposed and implemented policy change for in-state residency status to include a pathway for non-U.S. citizens/permanent residents.

♦ Implemented Grade Forgiveness, Leave of Absence, and Student Withdrawal webforms.

♦ Implemented registration waitlists and waitlist enrollment automation.

♦ Navigated multiple retirements. Completed several searches, including installation of a new University Registrar

♦ Contributed to the Middle States Self-Study Working Group, Standard 4.

♦ COVID-19 response

- Facilitated academic continuity; engaged in weekly meeting with Provost's Office and the Emergency Academic Regulations Response Team.

- Supported transition to fully remote work.

- Designed and implemented a modified pass/no credit grading system.

- Implementation of electronic system for secure document submission.

- Streamlined process for tracking, reviewing, and posting transfer credit.

♦ In compliance with Title IV regulations, implemented mechanism to collect and report actionable no-show data.

♦ Implemented batch exception processing within degree audit.

2020-2021 KEY ACCOMPLISHMENTS

- COVID-19 response
  - Facilitated the sunsetting of the modified grading process and return to pre-pandemic grading and academic standing calculations.
  - Continued support of academic continuity, pivoting class schedule information in response to the pandemic. Met weekly with the Provost's Office to plan for evolving operational needs, to provide data, and create process communications for academic units.
  - Migrated new student registration processes to facilitate online advisement and management of remote registration clerks. Trained talent share employees to support new student registration and executed registration in a very condensed schedule because of evolving pandemic and safety guidelines.
  - Analyzed classroom capacities with physical distancing and alternate course scheduling options. Worked with facilities and academic units to adjust capacities and class schedules to adhere to COVID guidelines.
  - Assisted with the implementation and communication of the free/floating credits program for Winter Session 2021.
  - Implemented policy/procedure to support student transfer with modified grading from other institutions.
- Implemented Student Clearinghouse SecurePrint transcript services.
- Completed multi-institutional study of registration and transcript holds in conjunction with the National Student Clearinghouse.
- Collaborated with Student Financial Services to align registration/refund exception processes.
- Led creation of the Tau Sigma Chapter and held first induction. Transitioned UNIV-120 to an online course.
- Expanded 25Live (space management tool) utilization to Student Centers and Athletics.
- Implemented post enrollment checking (PERC) to identify students who failed to meet prerequisite requirements.
- Consolidated and clarified transfer credit information and processes. Collaborated with UDIT to design and launch an electronic transfer credit evaluation form.
- Streamlined the process to track international institutions approved for course transfer to eliminate redundancy in the review process. Added functionality to search for international institutions in the transfer matrix.
- Transitioned to Team Dynamics for service-related requests and escalations.
- Collaborated with ATS to develop Canvas course creation automation and exception process under FERPA review.

2021-2022 KEY ACCOMPLISHMENTS

- COVID response
  - Implemented an extended Winter Session 2022 drop deadline.
- Created a long-term hybrid work plan for the team and consolidated our office location to the second floor of the University Visitors Center. Achieved space savings (reduction in the physical footprint of the office) and conducted cross-functional customer service training to support rotation of team's in-person services scheduling.
- Revised and added new webform and process documentation for critical office functions.
- Led the review, revision, and implementation of student-centered changes to the grade forgiveness policy.
- Led revision of the change of major policy; provided clarification and reduced a process bottleneck.
- Implemented service changes to enrollment verifications, facilitating increased student self-service and reducing peak bottleneck for processing customized letters and forms.
- Completed review of the university's credit hour and course scheduling policies in compliance with federal regulations and accreditor expectations. Coordinated and led the task force to propose changes to the policies and collect feedback from campus constituents used for implementation of changes in the academic calendar.
- Led the revision to the university withdrawal policy, extending the deadline for students to withdraw from or change the grading basis for enrolled classes.
- Created a degree checkout report for streamlined review of degree clearance/missing degree requirements.
- Created a scalable framework for reviewing articulation agreements. Supported creation of 3 new and 23 renewed/updates articulation agreements.
- Completed review of 19 comparator institution in-state residency policies; drafted proposed revisions.
- Implemented CourseLeaf Section Scheduler, including enforcement of faculty handbook policy for course schedule development.
- Continued 25Live (space management tool) expansion to Music department, Biden School, Institute of Public Administration, and Warner Hall administration. Transitioned event request to 25Live.
- Supported third party software implementation/data feeds for the bookstore, Blue Hen Success, athletics, and the Office of International Students and Services.
- Adjusted processes/webforms to facilitate revisions to the change of major timeline and the extended withdrawal deadline.
- Revised process to keep continuing student registration tools active during new student orientation.
- Participated in the implementation of the Amazon Career program at UD. Serving as the academic outcomes data custodian for this program.
- Implemented a feedback form to assess grading and registration service.
- Completed review of NSC enrollment reporting processes and audit reports. Results are under analysis and expected to generate recommendations for policy/process changes.
- Participated in Student Success Council and working groups; evaluated technology to streamline systems and tools supporting student registration, support, and degree progress. Submitted Unidel grant proposal to implement best in class software in support of efficiency, reporting, and student success.

Fun Figures

Students Majors and Minors Changed

10,106
9,611
9,116*

Class Sections Scheduled

11,181
10,427
11,303*

Program Proposals Reviewed

262
316
475

Transfer Credit – Transcripts Posted for Returning Students

1,721
1,784
1,668*

Transfer Credit – Transcripts Posted for Returning Students

Not Available
3,113
2,979*

Transcripts Issued

20,621
21,683
18,454*

Degrees Posted

6,326
6,323
1,121*

(Spring/Summer 2022 degree awards not yet complete)

Special Events Scheduled

2,019
136
2,171*

"On behalf of Lerner Advising, thank you so much for meeting with us today. All that you shared, reminded us of the many areas under the "Registrars" office that we use in our work, often on a daily basis. It's amazing what you are responsible for maintaining, yet manage to listen to our complaints, or questions, and always offer to help, or consider our suggestions.
We appreciate that you took the time to meet with us and we are thankful for your partnership. Always a pleasure to have this annual meeting.

Marcia"

"I'm writing to recognize your team for their outstanding work getting this student's degree certified. They went above and beyond to get the transfer credits posted in a short time to allow him to be a spring graduate.

I am so lucky to work with colleagues that are equally invested in student success. I hope that you will relay to your team how much we all value the work that they do.

Best,
Kim"

CURRENT AND FUTURE INITIATIVES

- Complete reorganization plan in the Office of the Registrar

- Develop policies supporting gender and identity changes

- Complete evaluation and recommendation of integrated software to support advising, registration, degree progress, and course demand

- Align disparate policies appearing in both the faculty handbook and university catalog

- Work with administration to approve and implement proposed changes to the in-state residency policy for tuition purposes

- Draft posthumous degree award policy

- Evaluate student directory published information; implement recommended changes

- Transition 25Live to enterprise tool supporting campus space management

- Complete analysis of central room inventory and evaluation of space

- Work with PCS to draft prior learning credit policy

- Review and recommend changes to instructional mode definitions

- Create multi-year academic calendar for publication

- Continue working through MIS and WebDev continuous improvement/project requests

- Complete Office of the Registrar website transition

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

American Association of Collegiate Registrars and Admissions Officers (AACRAO)

Middle States Association of Collegiate Registrars and Officers of Admissions (MSACROA)

Delaware Valley Association of Collegiate Registrars and Officers of Admission (DVACROA)

Higher Education User Group (HEUG) Institutional Member (PeopleSoft)

PRESENTATIONS & TRAINING

Supporting Transfer Students (UD Advisor Network)

Campus Partner Roundtable (Student Life)

Supporting a Hybrid/Flex/Remote Work Environment (AACRAO, 2022)

Student Credit Hour Policy Compliance (Faculty Senate)

FERPA for ATS (ATS Team)

FERPA and Parents for a customer-oriented organization (Division of Enrollment Management)

Expansion of Curriculog (Modern Campus)

Using CLSS in the course scheduling process (departmental SOCs)