ANNUAL REPORT
OFFICE OF THE UNIVERSITY REGISTRAR
2023-2024

A MESSAGE FROM THE UNIVERSITY REGISTRAR

It has been an eventful year in the Office of the University Registrar! During the 2023-2024 academic year, the office experienced a leadership change, with Amanda Steele-Middleton accepting the new role of Assistant Vice President for Enrollment Management in September. This offered us the opportunity to review the structure of the office to align with our existing goals – to build on the knowledge and talent that exists within our team, to create opportunities for growth and development within the team, and to align interests and skills with job responsibilities. In our new model, we were able to promote two staff to new leadership positions. In his role as Deputy Registrar, Patrick Shields now oversees the scheduling group in addition to continuing to manage the catalog/curriculum/degree audit and data reporting teams. Diane Henker, promoted to Senior Associate Registrar, continues to oversee the transfer and test credit operation and has added the registration/grading/graduation team to her portfolio. We have also consolidated our more student-facing operations - Student Services and Transfer Services – under the leadership of Associate Registrar Theresa Coulter-Thurley.

As I look back on the year, I am terribly proud of this talented team. These dedicated individuals manage complex operations and multiple competing priorities while being incredibly creative, thoughtful, and nimble. As our team is lean, they are always striving to streamline operations, reduce complexity, and create efficiencies wherever possible. In this time of financial austerity, this is a particularly important perspective to have. I am pleased to share with you a representation of the registrar team's accomplishments, beyond the day-to-day work, for this past academic year. We are proud to serve students, faculty, and staff as partners in the educational endeavor.

Sincerely,
Carolyn Eaton Quinci
University Registrar

OUR MISSION

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

OUR VISION

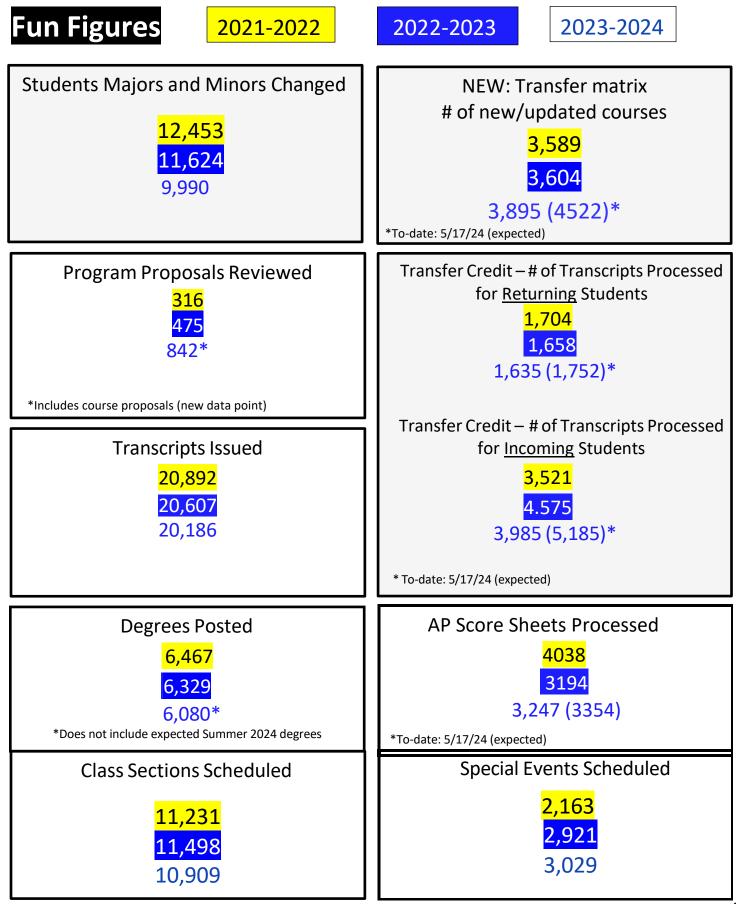**The Office of the University Registrar, as part of the Enrollment Management Team, strives to:**

- **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 the Office of the University Registrar 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 Manage 173 Central Inventory Classrooms and 8 Lobbies
Schedule of Classes and CLSS Administration
Support Academic Infrastructure and Student Data Projects
Training and Development of Campus Community
Transcript Services
Transfer Services
Transfer and Test Credit Posting
Transfer Credit Equivalency Coordination and Publication
…and MORE!

2023-2024 KEY ACCOMPLISHMENTS

Strategic Action/Accomplishment	Mission	Vision	University Strategic Plan 1. Expanding Student Access & Success 2. Building a Social Justice Foundation to support a diverse, inclusive, and intercultural campus 3. Expanding interdisciplinary and global opportunities 4. Redefining Creativity, Innovation, and Entrepreneurship 5. Reimagining intellectual and physical capital for a sustainable and boundless campus
Implemented Office of the University Registrar organizational realignment		Y	5
Launched a complete overhaul of the office website, adding mobile functionality and reorganizing information to be more user friendly.	Y		1
Partnered with other Division of Enrollment Management (DEM) units to test and launch the DEM Chatbot to expand self-service options for visitors to our websites	Y	Y	1
Reviewed the layout and design of all Curriculog course/program proposal forms; made adjustments to ensure a more concise process and improve instructions where needed.	Y	Y	5
Adjusted the classroom assignment process to better utilize optimization tools thereby reducing the number of classes that do not get an automatic room assignment and removing the need for hours of manual course placement.		Y	
Created a campus Academic Calendar Committee that will work with the Registrar to develop future calendars; collaborated to resolve instructional time concerns regarding Winter 2025, planning to implement a creative, flexible solution.	Y	Y	1, 4
Collaborated with CGPS and the Office of General Counsel to build new processes and template documents for international articulation agreements		Y	1, 2, 3
Successfully transitioned campuswide self-service student data reporting from Cognos to Tableau, rewriting and validating standard reports, and developing new reports with expanded functionality.	Y	Y	
Collaborated with the English Department to improve/expand ENGL 110 exemption approvals, adding courses to the Transfer Matrix & allowing exemptions for Dual Enrollment coursework		Y	1
Built new processes for AP credit posting per new State of Delaware legislation, collaborating with academic departments to approve/expand equivalencies		Y	1

Welcomed and trained our new Assistant Registrar for Transfer Services whose role provides academic assistance to new transfer students, bridging the gap between the point of admission and NSO and providing additional support beyond matriculation		Y	1, 2
Collaborated with campus partners and the College of Engineering to usher through two new 3+2 agreements with Delaware State University, as well as the renewal of several agreements with other partner institutions.		Y	1, 2, 3
Implemented and refined processes for transition of SWUFE dual-degree students to UD; successfully transferred 3 years of coursework for the first matriculating/graduating class of 170 students		Y	1, 2, 3
Several staff completed University-sponsored trainings (OEI LEAD/Ally training, Mental Health First Aid certification, Management Certificate of Excellence, Equitable Leadership Academy, as examples) to enhance their work and as members of the University community.		Y	1, 2, 5
Automated Change of Graduation Term form processing for undergraduate students so that changes occur in UDSIS immediately when approved in Webforms.	Y	Y	

Held three *Coffee and Community* programs for transfer students to encourage connection with support staff and each other	Y	Y	1, 2
Collaborated with IT, Student Success Initiatives, and the Graduate College to begin the transition from Blue Hen Success to the Stellic degree management platform	Y	Y	1
Revised practices related to withholding of official transcripts to align with new regulations released by the U.S. Department of Education	Y	Y	1, 2
Reviewed all graduate catalog program pages/program policy documents and created an action plan for graduate degree audit coding for Stellic launch in Fall 2024	Y	Y	
Improved the End of Term CURC petition timeline; added registration detail to petition agenda to address anticipated committee questions thereby enhancing meeting efficiency	Y	Y	1
Changed how UD study abroad partner schools and courses are built in the Transfer Matrix to allow for future program growth		Y	1, 2, 3
Implemented a course of study code to identify and track students admitted via an articulation agreement as far back as Fall 2018		Y	1, 2
Continued collaboration with IT to develop a course evaluation web application to streamline the transfer credit equivalency process; expected launch for Spring 2025	Y	Y	1, 2

Fun Figures   2021-2022   2022-2023   2023-2024

Students Majors and Minors Changed

12,453
11,624
9,990

NEW: Transfer matrix
of new/updated courses

3,589
3,604
3,895 (4522)*

*To-date: 5/17/24 (expected)

Program Proposals Reviewed

316
475
842*

*Includes course proposals (new data point)

Transfer Credit – # of Transcripts Processed for Returning Students

1,704
1,658
1,635 (1,752)*

Transfer Credit – # of Transcripts Processed for Incoming Students

3,521
4.575
3,985 (5,185)*

* To-date: 5/17/24 (expected)

Transcripts Issued

20,892
20,607
20,186

Degrees Posted

6,467
6,329
6,080*

*Does not include expected Summer 2024 degrees

AP Score Sheets Processed

4038
3194
3,247 (3354)

*To-date: 5/17/24 (expected)

Class Sections Scheduled

11,231
11,498
10,909

Special Events Scheduled

2,163
2,921
3,029

CURRENT AND FUTURE INITIATIVES

- Continue process and policy development to support campus diversity, equity, and inclusion
- Align disparate policies appearing in both the faculty handbook and university catalog
- Finalize approval for proposed changes to the in-state residency policy for tuition purposes, and begin implementation of revised policies
- Draft posthumous degree award policy
- Explore 3rd party IT solution for reading incoming transcripts, to improve efficiency and manage continued growth in pre-admit transfer credit
- Continue to evaluate class scheduling practices to ensure adherence to standard meeting patterns and class meeting regulations as outlined in the Faculty Handbook
- Support approval and implementation of policies and procedures that support transfer students, including a university policy that outlines credit for prior learning opportunities
- Review and recommend changes to instructional mode definitions
- Finalize a multi-year academic calendar for publication
- Continue working through MIS and WebDev continuous improvement/project requests
- Continue the Stellic degree management/student success technology implementation
- Evaluate the implementation of the 5-day final exam schedule
- Update curriculum management and catalog documentation, identify areas of possible improvement/streamlining
- Continue development and support for academic agreements and credit transfer, including developing a standard articulation agreement template/process for domestic agreements
- Work with IT to build a new electronic process for receiving, entering, and posting AP credit
- Align policies and practices across the undergraduate and graduate levels regarding changes in expected graduation term, change of program, transfer/shared 4+1 credit, and international articulation to improve efficiency and consistency across careers
- Collaborate with CGPS on their roll out of Terra Dotta for study abroad programs, to improve transparency and accuracy in course offerings, enrollment, and student data
- Draft a priority registration policy
- Implement new policy initiatives passed by the University Faculty Senate in the 23-24 AY, including the discontinuation of the Z-grade and new Academic Standing Policy.
- Develop solutions for tracking international diploma shipping difficulties
- Explore student self-registration options for NSO

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

American Association of Collegiate Registrars and Admissions Officers (AACRAO)

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

Education User Group (HEUG) Institutional Member (PeopleSoft)