The University of Akron

Office of the University Registrar ♦ Division of Student Affairs

2018 Administrative Activities Review

Basic Facts and Description of the Unit

1. Mission

To safeguard the integrity of student academic records through assiduous oversight of student information systems and official records, and to support student enrollment, academic progress and success by providing first-rate customer service to faculty, staff, students, their families, and other publics while placing strategic emphasis on enrollment data, classroom support, academic certification, curriculum management, and retention initiatives.

2. Goals

Excellence in everything we do – challenging ourselves to be as efficient and effective as possible in our work, seeking out new and better ways of doing business for ourselves and the publics we serve, and creating an environment that encourages growth, supports academics, respects people and differences, promotes communication and participation, and celebrates a culture of performance.

3. Services

Data and Systems Management

- Setup and maintain PeopleSoft academic structure tables; support Ad Astra, CourseLeaf, GradesFirst, and Tower Insights
- Generate and process grade rosters; execute end-of-term processing
- Conduct scheduled and ad hoc data extractions
- Provide intradepartmental system support and administration
- Execute National Student Clearinghouse degree and enrollment reporting
- Determine PeopleSoft security (records and enrollment, campus community, curriculum management, and academic advisement)
- Maintain local web presence
- Fulfill all approved public records requests

Critical Partners: Institutional Research, IT, General Counsel, National Student Clearinghouse, Student Affairs

Customers: students, faculty, academic colleges, academic schools and departments, administrative units, ZipAssist, public records requestors

Strengths: strong working relationships with critical partners; thorough and detailed documentation developed and maintained for services; highly flexible and responsive team to Ad Hoc data requests; highly organized and scheduled processes

Challenges: sometimes disconnects exist between what data areas request and what they actually need; academic areas utilizing non-standardized course date ranges which impact functionality of enrollment and grade posting process; uninformed security requests where users select significantly more access than needed

Opportunities: with implementation of degree audit registrar staff now have much more data easily accessible for data extractions; improved technology and IT infrastructure allows for more robust reporting and data extraction opportunities

Metric:

Data Requests

Fiscal Year	Number of Requests	Avg Days to Complete
15-16	178	2.89
16-17	264	2.72
17-18	327	2.55

Degree Progress, Completion and Commencement

- Ensure accuracy of degree requirements; encode requirement changes via approved curriculum proposals
- Process degree requirement exceptions
- Produce degree candidate clearance reports; research degree requirement discrepancies
- Certify degree requirement completion
- Support students and academic advisors with completion services; process late graduation applications
- Communicate all commencement ceremony information to degree candidates
- Compile commencement ceremony lists for internal and external constituencies
- Coordinate degree candidate commencement ceremony participation
- Post credentials; produce and distribute diplomas
- Certify student-athlete enrollment and eligibility

Critical Partners: academic colleges, academic schools and departments, academic advisors, OAA, IT, University Communication and Marketing

Customers: students, deans, faculty, academic schools and departments, academic advisors

Strengths: excellent relationships with critical partners

Challenges: limited human resources; little time to develop or enhance processes

Metrics:

Credential Clearance Patterns

Spring	Beginning of Semester		First Degree Clearance		Final Degree Clearance	
	Met	Not Met	Met	Not Met	Met	Not Met
2018	1948	1106	2894	542	3378	0
2017	1845	1247	3077	635	3647	0
2016	1822	1432	3189	646	3646	0

Fall	Beginning of Semester		First Degree Clearance		Final Degree Clearance	
	Met	Not Met	Met	Not Met	Met	Not Met
2017	788	543	1170	383	1502	0
2016	680	536	1394	306	1646	0
2015	770	599	1570	278	1728	0

Summer	Beginning of Semester		First Degree Clearance		Final Degree Clearance	
	Met	Not Met	Met	Not Met	Met	Not Met
2017	354	413	681	383	841	0
2016	474	563	777	240	1012	0
2015	431	503	950	208	1131	0

Clearance Exceptions

Fiscal Year	Total
15-16	15813
16-17	15106
17-18	13212

Academic Records and Customer Service

- Produce all official and unofficial academic transcripts
- Evaluate and post alternative credit
- Process all changes to academic records
- Verify enrollment and degree completion for external constituents
- Provide reenrollment support to stop-outs and previously dismissed students
- Respond to all University Registrar email and telephone inquiries

Critical Partners: ODHE, Parchment, College Board, National Student Clearinghouse, U.S. Department of Education, academic colleges, academic schools and departments, OAA, high schools, colleges and universities, IT, American Council on Education, Student Conduct

Customers: students, alumni, faculty, academic colleges, academic schools and departments, administrative units, employers, domestic and international colleges and universities, profit and non-profit agencies

Strengths: excellent customer service; no duplication of services

Challenges: statewide initiatives without resources; limited human resources

Opportunities: streamlined transcript production

Metrics:

NSC Verification

Fiscal Year	Total
15-16	3165
16-17	4086
17-18	5790

Return from Leave

Fiscal Year	Total
15-16	794
16-17	833
17-18	699

Alternative Credit

Fiscal Year	Students	Total Credits
15-16	861	9594
16-17	1040	13235
17-18	1074	14745

Transcript Production

Fiscal Year	Total
15-16	39068
16-17	40154
17-18	42397

Curriculum Management
- Perform routine maintenance of academic schedules of classes; support academic departments
- Assign and manage general purpose classrooms for classes and events
- Build final exam schedule
- Maintain academic facility table
- Make scheduling ADA accommodations
- Modify PeopleSoft curriculum tables related to approved curriculum proposals
- Maintain and publish the undergraduate bulletin
- Oversee the presentation of curriculum guides

Critical Partners: academic colleges, academic schools and departments, OAA, Student Union, Accessibility, Human Resources and Talent Development, IT

Customers: students, faculty, academic colleges, academic schools and departments

Strengths: strong working relationships with critical partners; thorough and detailed documentation developed and maintained for services; internal team cross training allows for allocation of staff resources to specific areas during peak times

Challenges: academic departments utilizing non-standing meeting patterns which require special attention and create additional cross-area conflicts; regular turnover for academic department administrative assistance leads to inconsistencies in the schedule; lack of consistency in curriculum proposal process from academic areas; lack of transparency for the office in the current curriculum proposal process sometimes leads to unnecessary proposals

Opportunities: purchase of new scheduling and catalog management software will allow for more dynamic and robust processes in both areas; development of Strategic Scheduling Team will provide cross-departmental insights they will help tailor the schedule more toward student needs; potential of further involvement for the office within the new curriculum proposal process (in development)

Metrics:

GPC Placement

Academic Year	Assignment	Number of Sections	Percent of Year
15-16	Dept	4552	53%
	GPC	3974	47%
16-17	Dept	4519	55%
	GPC	3677	45%
17-18	Dept	4413	57%
	GPC	3328	43%

Event Bookings

Academic Year	Total
15-16	932
16-17	913
17-18	935

ADA Accommodations

Academic Year	Type	Total
15-16	Faculty	211
	Students	238
	Yr Total	449
16-17	Faculty	245
	Students	289
	Yr Total	534
17-18	Faculty	222
	Students	239
	Yr Total	461

Student Success
- Administer the Retention and Completion Grant program
- Prepare requests for external funding related to student retention
- Ensure university adherence to the federal Family Educational Rights and Privacy Act
- Serve as the university's custodian of education records
- Guide the Strategic Scheduling Team

Critical Partners: Enrollment Management, Student Affairs, academic colleges, academic advisors, General Counsel, IT, Ad Astra, Development

Customers: students, deans, academic colleges

Strengths: unique retention grant program for financially at-risk students

Challenges: limited IT resources; dated ERP

Metric:

Retention and Completion Grants

Fiscal Year	Students	Avg Award
15-16	86	$1,027
16-17	126	$1,078
17-18	136	$1,351

5. Resources

Personnel

Title	Key Functions	FTE
Asst. VP for Student Success & University Registrar	Oversight for UR and ZipAssist offices and leadership teams, RI Initiatives grant administrator, university FERPA Coordinator, Student Affairs leadership, PeopleSoft technical and functional expert, and coordinator of strategic scheduling efforts and Student Affairs retention and completion initiatives	1
Sr. Assoc. University Registrar	PeopleSoft functional expert and supervisor for degree/credential progress and certification, academic advisement, completion/graduation, and commencement	1
Assoc. University Registrar	PeopleSoft functional expert and supervisor for (1) academic records maintenance, enrollment, and bio-demographic data maintenance, or (2) BI analytics, data and systems management, scheduling, and curriculum management	2
Sr. Business Systems Analyst	PeopleSoft technical expert for records and enrollment, curriculum management, academic advisement, and campus community	1
Business Systems Analyst	Technical expert for (1) Ad Astra Astra Schedule and Platinum Analytics, or (2) CourseLeaf	2
Coord., Business App. Support	Functional expert and campus trainer for (1) Ad Astra, (2) CourseLeaf, or (3) Tower Insights and BI analytics.	3
Retention & Completion Specialist	Coordinator of all services related to degree progress, completion certification and verification, and commencement (students)	3
Data Systems Specialist	Technical encoder for Academic Advisement/Degree Audit	1
Mgr., Eligibility, Cert. & Compliance	UR expert for NCAA student-athlete practice and participation eligibility, degree progress and requirements certification	1
Student Enrollment Counselor	Student support expert for all academic records maintenance, enrollment, and UR customer service	4
UR Associate	Functional expert/trainer for all UR business processes	0.5

Financials

Account		FY18-19 Budget	FY17-18	FY16-17	FY15-16
5100	Administration	605,000.00	499,991.75	493,141.25	366,183.66
5200	Full Time Staff	118,951.21	175,963.77	332,244.60	458,807.85
5220	Part Time Staff	20,800.00	6,670.00	16,896.00	27,850.70
5240	Staff Overtime	0.00	373.93	95.11	4,520.98
Personnel Total		**744,751.21**	**682,999.45**	**842,376.96**	**857,363.19**
5300	Graduate Assistants	0.00	0.00	5,808.00	14,585.82
5400	Student Assistants	6,735.24	10,210.83	10,085.38	16,617.67
5700	Supplies & Services	133,210.00	157,075.99[1]	34,336.11	63,177.95
7000	Travel & Hospitality	6,085.00	2,763.56	1,348.20	7,868.21
Operating Total		**146,030.24**	**170,050.38**	**51,577.69**	**102,249.65**

[1] New software and maintenance contracts with Ad Astra Information Systems funded through OUR budget beginning in FY17-18 ($115,800.00).

Equipment
- Given the speed with which technology changes, PCs are replaced every three years on a rolling basis.
- Due to wear, scanners are replaced every five years on a rolling basis.

Technology
- Oracle PeopleSoft
- Ad Astra – Astra Schedule and Platinum Analytics (replacing CollegeNET 25Live)
- CourseLeaf
  Tower Insights, Oracle BI Analytics
- GradesFirst
- Nolij
- Lobby Central

<u>Future Plans</u>

1. Potential Changes

Change	Challenges	Benefits
Cloud ERP	Implementation will be labor-intensive; all business processes and services will need to be revisited to ensure flexibility and adaptability for all constituencies; all technical and functional documentation will need revised; extensive campus-wide training will be required.	Significantly better student success analytics will be available within the ERP; relevant functionality will be available to our students; reduction in third-party software vendors should yield an overall cost savings.
Overhaul of transcription production	Limited IT resources extensive PeopleSoft modifications.	Significantly better service for students and alumni; cost savings related to materials and human resources.
Strategic scheduling	Full participation by academic colleges.	Increased completion rates; decreased time to completion; substantial increase in efficiency; scheduling based upon student demand.

2. Trends

• The decrease in enrollment has impacted processing activities and resulted in a reduction in staffing. At the same time, the significant increase in need for student support has required additional staffing in areas directly impacting student success.

• Ever-changing technology and student expectations have required and will continue to require the routine reallocation of resources from manual, face-to-face, and rote activities to technical support.

The University of Akron

John Messina
Vice President for Student Affairs

Ron Bowman
Assistant Vice President for Student
Success and University Registrar

Wendy Waldey
Sr. Associate University Registrar
(degree progress and completion)

David Bird
Associate University Registrar
(systems, scheduling and data
management)

Andrew Bonecutter
Sr. Business Systems Analyst
(third-party software)

Kelly Kotch
Associate University Registrar
(academic records, enrollment and
customer service)

TBD
Retention and Completion Specialist

LaToya Poulton
Retention and Completion Specialist

Steve Jacobson
Business Systems Analyst

Jessica Weyrick
Business Application Support
Coordinator

Paul Barres
Student Enrollment Counselor

Rachel Stasek
Retention and Completion Specialist

Michelle Jensen
Data Systems Specialist –
Degree Audit

Brandon Groves
Business Systems Analyst

Don Bryant
Student Enrollment Counselor

Darlene Walker
UR Associate

TBD
Manager, Compliance and Student-
Athlete Eligibility

Heather Echelberry
Business Application Support
Coordinator

Derek Kemph
Student Enrollment Counselor

Cody Reese
Business Application Support
Coordinator

Taylor Gibbons
Student Enrollment Counselor

2016 08 03