

# Office of the Registrar



Annual Report  
2014



## Our Mission

Providing high quality service to students, faculty, and staff in a broad range of activities.

The Office of the Registrar is dedicated to engaging and serving the academic and public community. We maintain the accuracy and security of current and historical academic records, and procedures within the University, to ensure the University's integrity and reputation. We have sound knowledge of, interpret, and apply policies and regulations defined by the faculty, state, and federal government. Being committed to communication, education, and problem solving; inform, initiate, and support institutional processes; and lead in technology and data management. As a team, we commit ourselves to be respectful and to support one another while performing our duties with integrity and pride.

## A Word from the Registrar

I welcome the opportunity to present the 2013-2014 Annual Report for the Office of the Registrar. This has been a year of celebration and transition for the University of Idaho and the Office of the Registrar. We joined our campus community in celebrating the 125<sup>th</sup> anniversary of the University of Idaho and welcoming our eighteenth President, Dr. Chuck Staben, in March. We also said good bye to our University Registrar, Nancy Krogh. Although this has been a year of celebration and transition, we continue to serve our campus and greater community with professionalism and integrity.

We accomplished several major projects throughout the year. Let me highlight a couple. First, we rolled out a new graduation application and approval process to our college partners. The graduation application is now paperless and concludes an eighteen month project. Secondly, our scheduling team continues its diligent work with the Strategic Classroom Planning Workgroup. This group examines the instructional needs of our faculty and identifies general classrooms for upgrades and enhancements. Several rooms were selected this year and we are very excited to unveil the results at the beginning of the semester. The highlight transformation is AgSci 106, the University's largest lecture hall.

I hope the following information will illustrate the level of service the Office of the Registrar provided throughout the academic year. The Office of the Registrar continues our commitment to serving and partnering with our campus community. I welcome any questions or comments that you have about the contents and/or presentation of this report.

Thank you.

Heather A Chermak, University Registrar

## Who we are

### University Registrar

Heather A. Chermak

### Course Planning and Scheduling

Juli Hafen, Associate Registrar

Tammy Miller, Series25 Administrator

James Logan, Scheduling Coordinator

Theodore Unzicker, Scheduling Coordinator

### Graduation and Commencement

Biljana Jovanovska, Assistant Registrar (Athletic Eligibility and Compliance)

Jamie Garlinghouse, Graduation and Commencement Coordinator

Betsie Price, Graduation and Enrollment Services Specialist

### Information Systems

Sharon Jemes, IT Senior Programmer Analyst

Debby Lawson, Information Reporting Analyst

Christopher Hyde, IT Programmer Analyst, Sr.

### Records and Registration

Chris Menter, Student Records System Coordinator

Eliza Browning, Academic Enrollment Services Specialist

Mary Lyon, Academic Enrollment Services Specialist

Diane Yates, Academic Enrollment Services Specialist

### Transfer Articulation and Catalog

Dwaine Hubbard, Assistant Registrar

Charles Tibbals, Academic Publications Editor

Suguru Fujiwara, International Transfer Credential & Articulation Specialist

Anastasia Richards, Transfer Coordinator

Lisa Belles, Transfer and Enrollment Services Specialist

### Administrative

DeLaina Storhok, Admin Financial Specialist

## KUDOS to Our Staff

“Due to the nature of testing & placing students according to English level, the ALCP registration & scheduling process has a lot of last-minute decisions. Eliza and the Registration team (usually Mary & Chris, Diane too, forgive me if I'm forgetting someone) do an amazing job of processing a large number of our paper registration forms quickly and accurately. I so appreciate their diligence.

Ted & Jim impress us at ALCP with their patience and willingness to help with our many (and sometimes complicated) scheduling needs. Their work is reliable, flawless, and fast.

Thank you so much, Registrar's Team!”

*Ashleigh Bright, ALCP, International Programs*

## Professional Memberships and Committees

### *Professional Memberships*

Pacific Association of Collegiate  
Registrars & Admissions Officers  
Executive Board

American Association of Collegiate  
Registrars and Admissions Officers

National Association of Foreign  
Student Advisers, Regional Board

North American Association of  
Commencement Officers

## What We Do

### Records and Registration

#### Academic Records

- Registration updates
- Record maintenance
- Grade collection, changes, and reporting
- Banner registration set-up and maintenance
- Facilitate Academic Petitions Committee

#### Verification

- Enrollment and degree
- Honors

#### Transcript Processing

- Official transcript production (paper and PDF)
- Unofficial transcript production

#### Trained Specialists

- Enrollment
- Registration
- Front Line Services

### Transfer Articulation and Catalog

#### Articulation Agreements

- Domestic Institutions
- International Institutions
- Collaborate with colleges

#### Transfer Transcript Review Services

- Domestic Institutions
- Assist International reviews to other services

#### Trained Specialists

- Provide guidance to students

#### Catalog Services

- Facilitate UCC and UCGE processes
- Publish official catalog each year
- Provide guidance to colleges

#### Degree Audit

- Maintain degree requirements
- Process degree audits substitution/waiver forms
- Final approval of study plans and changes of study plans
- Provide guidance to students, faculty, and staff

### Graduation and Commencement

#### Degree Clearance

- Review Requirements
- Coordinate with colleges
- Degree posting
- Diploma ordering

#### Commencement Ceremonies

- Collaborate with President's Office and USS
- Coordinate with colleges
- Organize readers, bagpipes, carillon, and student videos

#### Trained Specialists

- Counsel Students

#### Certification and Verification

- Degrees





# What We Do

## Curriculum

### Serve as Ex Officio on UCC

#### Proposals

- Provide guidance and resources for curriculum development
- Process, implement, and archive

### Oversee all aspects of curriculum data use in systems

## Course Planning and Scheduling

### Scheduling

- Schedule of Courses
- Event Schedule
- General classroom assignment
- Classroom utilization data

### Classroom Support

- Problem response, resolution, and evaluation
- Coordinate with ITS on technical issues

### Trained Specialists

- Coordinate with colleges and departments
- Training sessions

## Continuity and Compliance

### Transactional Communication

- Student mass communications (e.g. advisor holds, academic standing)
- Staff and faculty mass communications (e.g. scheduling and grade deadlines)
- Issues communications

### Federal and State Regulations

#### Privacy and Security

- FERPA training and compliance
- Review data usage

#### Academic Policy and Procedure

- Policy interpretation and compliance
- Coordinate reviews and revisions

#### Imaging

- Historic student records and support documents

#### Athletic eligibility and compliance

## Information Systems

### Reporting

- Ad Hoc requests from campus community and public
- Standard reports to EM and colleges

### Technical Support

- Student Module Lead
- DegreeWorks (degree audit)
- 25Live administration
- Build, maintain, and review data integration between enterprise systems

### Training and Functional Support

- Banner Student Module
- Degree audit
- Smart Catalog
- 25Live

### Project Support

- Business Analysis
- Prioritization

### Web Support

- Consultation
- Design and programming

## UI Committee Memberships

Advisory Group for Information  
Technology

Administrative Systems Work  
Group

Academic Petitions Committee

Ad-hoc Events and Appropriate Use  
Committee

Administrative Hearing Board

Administrative Commencement  
Committee

Commencement Committee

Classroom Strategic Planning  
Committee

Facilities Scheduling Policy  
Committee

Information Technology Committee

Records Policy Advisory Committee

The Technology Commons group

University Curriculum Committee

University Committee for General  
Education

PeopleAdmin Onboarding  
Committee



Each of our focus areas work together to provide a positive learning experience for UI students from registration to graduation:

- Records and Registration
- Transfer Articulation and Catalog
- Graduation and Commencement
- Course Planning and Scheduling
- Curriculum
- Information Technology
- Continuity and Compliance

## Service Indicators

A few of our Service Indicators which demonstrate many of the Registrar's Office accomplishments each year.

### Grades Processed

190,015

117,460 final grades and 72,555 mid-term grades processed.

### In-Person Registration Actions

17,871

### Transcripts Distributed

15,609

### Incoming Transcript Evaluations

4,366

### Incoming Transfer Credits

122,833

### New Transfer Articulation Plans

580

## More Service Indicators

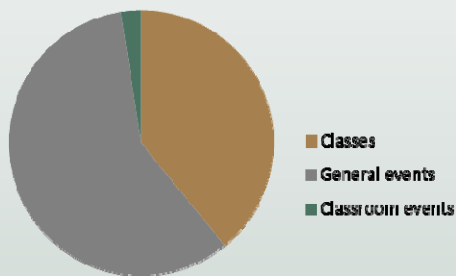
Degree Audit Substitutions/waivers

9,289

Classes and Events Scheduled

25,010

**Over 25,000 Classes and Events Scheduled**



Enrollment and Degree Verifications

4,705

Applications for Idaho Residency

362

Other Student Service Actions

4,705

Consent Release Forms,  
confidentiality requests.

## Graduation Services

Graduation Services completed our first academic year using the Banner baseline degree application and Workflow systems, including developing policy and procedures as well as training of campus staff in implementation of the program.

## Athletic Compliance

Successful certification, projection and monitoring of NCAA Athletic Eligibility for over 400 student athletes and prospective student athletes.

## Classroom scheduling

This year classroom scheduling facilitated renovation of AgSci 106, the UI's largest auditorium as well as seven other general classrooms in the Administration and Teaching & Learning Center.



## Paperless Processes

One goal of the Office of the Registrar is to convert as many paper processes to digital as possible.

This academic year we developed the on-line Graduation Application and the on-line Ceremony Attendance application.

These new processes have the potential to save over 4000 pieces of paper as well as improving efficiencies, saving staff, faculty, and student time each year.

We also launched the Study Plan workflow for graduate students. This approval workflow saves not only over 2000 pieces of paper per year, it saves countless hours of staff time allowing for improved efficiency and productivity of the University

## A few more Service Indicators

### Information Systems

Our Information Systems department works to support the many software programs used throughout the University system, including the Banner Student module, the COWS application, (developed by the Registrar Office IS team), BbLearn, DegreeWorks, SmartCatalog, R25 and others.

This year, a few highlights from the IS team include:

- Implementing Banner Student, Student Self-Service, and Faculty Self-Service upgrades.
- Supporting Vandal Friday events through registration in Banner and the integration of CRM with the registration process.
- Implementing the baseline graduation application feature in VandalWeb.
- Installation and implementation of Transfer UI Idaho (Transfer Equivalency Self-Service Application).
- Implemented various hold processes including the Dean of Students "Think About It" program registration hold and the Veteran's Office registration hold.
- Launched Graduation Application , Study Plan approval, Study Plan Change, and Ceremony Walkthrough Workflows.

Study Plan Approval Workflows Graduate Students

1,174

Students with a study plan saved (including undergraduate):

2,469



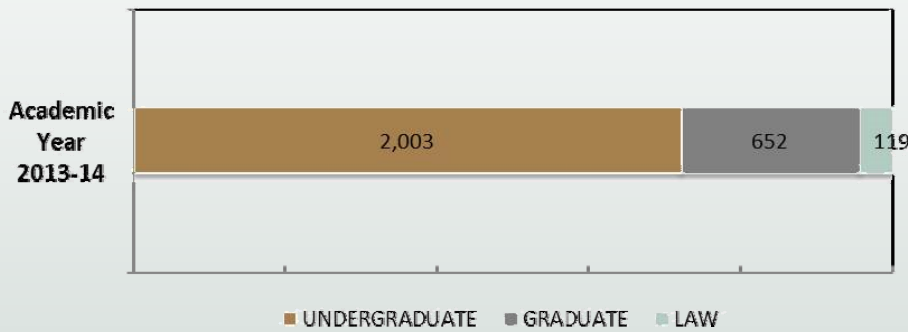
## Why we do what we do

Ultimately, our goal is to assist and guide our students from registration through graduation.

### Degrees Awarded

# 2,774

### Degrees Awarded



2,003 Undergraduate Degrees

652 Graduate Degrees

119 Law Degrees

were awarded during the 2013-2014 academic year.

The Office of the Registrar provides training for various UI processes, as well as occasional training for Regional Associations. Below are a few of the trainings we provided this past year:

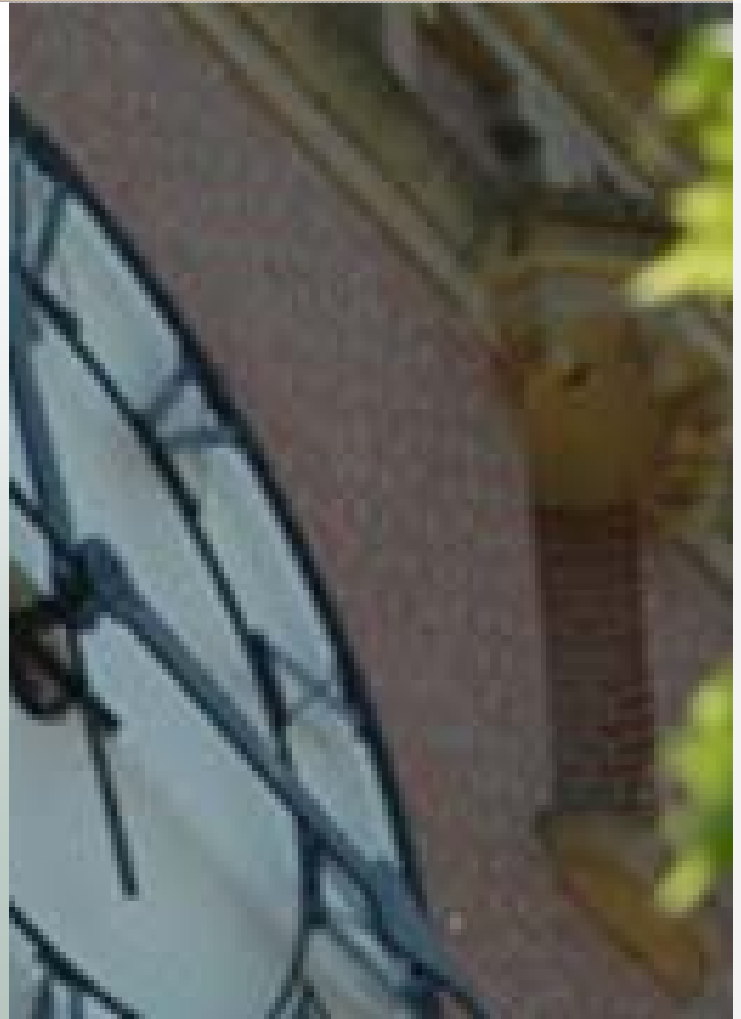
- Created online training for Banner Student Module
- Trained UI staff/users on Smart Catalog software usage
- Graduation applications training
- Scheduling Symposiums
- Serie25 trainings to UI staff and at UI Centers
- PACRAO Annual Conference “Developing International Articulation Agreements”
- FERPA training and compliance



# The Office of the Registrar

## STAFFING SUPPORT

- Maintaining the integrity of the academic record
- Informing and initiating institutional processes
- Interpreting and applying policies and regulations
- Leading and advancing technology and data management
- Committed to communication, education, and problem solving



## University of Idaho/Office of the Registrar

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