I. Departmental Mission Statement

- Enrollment Management Services (EMS) at California State University, Chico coordinates the recruitment, enrollment, retention and graduation of a diverse high quality student population, necessary for the University to meet its goals. EMS enables the University to make decisions and facilitate accountability through the provision of records and data management services.

- The Office of the Registrar (REGS) works closely with all divisions and units across the University to enroll, retain, and graduate students. These efforts are accomplished by:
  - maintaining an online catalog and class schedule
  - providing real-time graduation evaluations for students
  - maintaining the online registration, Smart Planner and degree audit infrastructure
  - policy interpretation
  - maintaining student academic records
  - transcript processing
  - protecting access to academic record information
  - maintaining articulation agreements

- Within REGS, Veteran Affairs (VETS) certifies eligibility and provides support for student veterans and their dependents.

II. Departmental Accomplishments

Academic Evaluations (EVAL)

- Graduated over 3,341 students in spring 2014, fall 2014 and spring 2015 using PeopleSoft Degree Audit automated process.

Academic Publications and Scheduling Services (APSS)

- Ad Astra Platinum Analytics – after numerous phone meetings and months of discussion with the vendor, we received a full snapshot report and an analysis of our class schedule with predictive enrollment data
- Worked with campus partners for more efficient and collaborative scheduling of campus facilities
- Implemented new Directory Maintenance Application
- Improved Exam scheduling process (now imports into Ad Astra)
- Created a suite of class schedule audit jobs in CRA for academic departments to use to monitor their schedule build and changes

Degree Audit Programming (DGAP)

- Smart Planner
  - Presented the Smart Planner at the CSU Board of Trustees meeting and at the Student Affairs First Friday event
Completed programming of the pilot majors, as well as all of majors and minors for Colleges of BSS, BADM, CME
Integrated the Smart Planner with Wildcat Scheduler – students can send their planned courses to Wildcat Scheduler, select and send their preferred schedule to their Shopping Cart for enrollment
- Programmed the Degree Audit for Credential students
- Rewrote the process to download transfer credit rules from ASSIST into PeopleSoft

**Student Records and Registration (SRO)**
- Collaborated and implemented the Wildcat Action Center for sending critical and actionable messages to students through the University Portal
- Implemented substantial changes to NSC Enrollment Reporting to comply with federal regulations
- Planned Education Leave process was streamlined leveraging ImageNow functionality to communicate with students
- Implemented and communicated changes in PeopleSoft regarding the use of preferred names on class and grade rosters, as well as Blackboard Learn
- Posted the Records Retention schedule to the REGS website in order to comply with the Information Security audit findings
- Collaborated and tested the new RCE demand payment modification in PeopleSoft

**Veterans Affairs (VETS)**
- Administered over $7 million in benefits to over 600 students
- Hosted the 5th annual Veterans Regional Conference
- Provided support for the campus annual Welcome Reception for veterans.
- Facilitated Veteran Summer Orientation and Veteran Graduation Ceremony
- Veterans Educational Support Team (VEST) collaborated with multiple service providers on and off campus to foster student Veteran success

**Articulation**
- Completed all CourseMatch and AB 386 articulation agreements and uploaded them to the Transfer Evaluation System (TES) for systemwide visibility

### III. Changes in Policies and Procedures
- AB 386 which requires the CSU to offer all fully online courses to students across the system. For fall 2015, communication, coordination and design changes with the CO will continue.
- Discontinued policy requiring Dean’s approval for cancelled classes or changes to day/time.
- Implemented new Learn Modes for class scheduling and reporting

### IV. Resources Summary

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Budget</strong></td>
<td>$1,397,586</td>
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<tr>
<td><strong>Salaries</strong></td>
<td>$1,206,220</td>
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<td><strong>Work Study</strong></td>
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<tr>
<td><strong>Operating Expenses</strong></td>
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<tr>
<td><strong>Carry Over</strong></td>
<td>$29,614</td>
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- During 2014-15, REGS recruited and filled the following positions:
  - Recruited and hired 1 SSP III, Articulation Officer
  - Promoted 2 ASA II staff to Evaluator I positions
  - Recruited and hired 2 ASA II staff in Public Contact/Registration
Promoted one ASA II to ASC I in Records
Recruited and hired 1 ASA II in Records
Recruited and hired 1 AAS1 in DGAP

V. Program Evaluation for Past Year

- Implement the online graduation application process within PeopleSoft—technical work has begun on this modification, but needs functional testing and signoff
  - Goal on hold, waiting for additional technical support to complete the project
- Smart Planner—complete remaining pilot majors and begin to build all additional majors/minors from the university catalog
  - Goal met.
  - Goal 3 - technology
- Platinum Analytics—continue to work with this vendor to provide degree audit data and dashboards; develop a communication plan with the Academic Deans and Department Chairs to share the knowledge base
  - Goal in progress, waiting for roll out to Deans and Chairs
  - Goal 3 - technology
- Explore Event Management systems for Facilities Reservations
  - Goal met, but no decision to change vendors at this time
- Further develop Exam Scheduling so that it integrates with the Ad Astra Schedule
  - Goal met
  - Goal 3 - technology
- Explore catalog software vendors and recommend a solution
  - Goal not completed, but we continue to work with Academic Affairs to consider a vendor that also provides a curriculum management tool
- Evaluate Veterans Benefit Reporting using PeopleSoft
  - Goal not met, insufficient staffing resources to move this project forward
- ASSIST Next Generation and Transfer Evaluation System are both projects that will begin in 2014-15
  - Goal in progress, CO delayed the implementation to spring 2016
- Wildcat Action Center—the pilot program in 2014-15 with critical messages presented to students in the University Portal
  - Goal met
  - Goal 3 - technology
- National Student Clearinghouse transcript ordering—in integrate into PeopleSoft
  - Goal not met, insufficient staffing resources to move this project forward
- Import Textbooks into Peoplesoft from Follett
  - Goal not met, bookstore vendor unable to deliver a data feed for PeopleSoft
- Blackboard Learn grade import—test the upload of grades from the Blackboard Learn Gradebook
  - Goal not met, BBLearn administrator reassessed feasibility and usage of the gradebook in BBLearn
- CourseMatch—CMS modification to be developed and implemented in 2014-15
  - Goal met
  - Goal 3 - technology
- Explore and recommend an online FERPA training tool before access to student information is granted to staff, student employees and faculty.
  - Goal met, but continue to work the HR and Information Security Office to implement
  - Goal 3 - technology
VI. Ongoing Assessment Efforts

- Incoming phone calls to REGS - 18,952
- Official transcripts processed – 22,416 (76% requested through online service)
- Grade changes processed – 2,098
- Repeat with Forgiveness Petitions – 533 (an additional 2,424 repeat codes were placed on student academic records through automation)
- Major/Minor/Certificate changes – 6,458
- Permanent records purged from storage – over 24,000
- Scheduled over 3000 meetings and events through Facilities Reservations

VII. Analysis: What actions need to occur to move the program to the “next level”?

- Continue to review areas where we can improve and automate processes
- Additional staffing in APSS as we look at future retirements and the allocation of workload
- Continue to reorganize Office of the Registrar in order to become more efficient and resourceful

- Goals: Present goals for the next academic year. Work with technical staff and end users to develop a project plan for improving and upgrading the web class schedule
- Begin assessment and review of catalog and curriculum vendors
- Work with Faculty Affairs to improve reporting of faculty workload
- Ad Astra 7.1 upgrade to improve performance issues
- Implement a workshop model to reach large numbers of students regarding graduation requirements and timelines
- ASSIST NextGen will be turned over to campuses to update articulation agreements with the California Community Colleges
- Veterans Benefits Reporting using PeopleSoft: this is a long range goal with analysis and business process to begin in 2015-16
- Implement and collaborate the new policies regarding Veterans tuition for Early Start, VACA and military spouse assistance
- Seek institutional resources for reporting on retention rates, graduation rates and benefits usage per capita for Veterans
- Create a workflow process in ImageNow for the official withdrawal process
- Review CSU Records audit findings for campus compliance
- Wildcat Action Center – expand usage
- Records Retention – capture historical records from microfilm using UScan and ImageNow
- Complete specifications for a PeopleSoft modification to assign faculty advisors to students based on their major
- Complete PeopleSoft modification that allow students to select a General Education Pathway/Pathway minor in self service
- Collaborate and facilitate Title IV compliance with the campus Title IV Coordinator
- AB 386 compliance for offering fully online courses systemwide is effective for fall 2015. Continued testing and integration with the CO and campus departments will follow as we enter our first full year of implementation.
- Checklists – work with School of Education to develop and implement the use of checklists in self service for Credential students