

Division of Student Affairs  
CALIFORNIA STATE UNIVERSITY, CHICO

OFFICE OF THE REGISTRAR

Annual Report 2021-2022



**I. 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 Enrollment Management Services (EMS) mission is to:

*Coordinate 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 facilitates accountability through the provision of records and data management services.*

The Office of the Registrar (REGS) university profile is to:

The Office of the Registrar (REGS) works closely with all divisions and units across the University to enroll, retain, and graduate students. We are comprised of Academic Publications and Scheduling Services (APSS), the Articulation Officer, Degree Audit Programs, Graduation Advising, Student Records and Registration, Veterans' Affairs, and Registrar Office Operations. We strive to serve our students, faculty, and staff, as we maintain the academic catalog, coordinate course scheduling, manage the student information system (CMS), facilitate student registration, update and maintain students' academic records, articulate student transfer credit, administer student veteran's benefits, produce transcripts, advise on and confer degrees, report enrollment data, maintain the university's academic calendar, and facilitate classroom space. In addition, the specific role of the University Registrar provides guidance and interpretation in regards to federal, state, and campus policy and practice including the release and protection of student records, as determined by the Family Educational Rights and Privacy Act (FERPA).

**Goals**

- REGS supports Equity, Diversity, and Inclusion through ongoing participation in University committees and activities, and the ongoing efforts within the Office to celebrate the diverse cultures and lifestyles within the Office and the campus community.

- REGS supports Civic and Global Engagement through support of campus' study abroad, voter registration, census, efforts, as well as supporting the Office of International Education and Global Engagement and Civic Engagement.
- REGS supports Resilient and Sustainable Systems through ongoing efforts to automate and digitize various forms and processes, reducing the amount of paper used on campus and increasing efficiencies.
- Date of last review: June 2022.

## **II. Accomplishments**

### **Office of the Registrar (REGS)**

- The single most defining effort for the Office of the Registrar during the 2021-22 academic year was transitioning back, where appropriate, to pre-COVID-19 processes, determining which process still needed updating, and which process would remain consistent with COVID-19 changes.
- Implemented the new University Catalog, and continued to maintain high-level service standards in spite of the current staffing shortages.

### **Academic Publications and Scheduling Services (APSS)**

- Implemented new catalog management software, CourseLeaf CAT.
- Designed and published custom catalog home page and new program filter capability.
- Published 2022-2023 University Catalog on new software.
- Published 2023-2024 Academic Calendar with the new design.
- Streamlined campus organizational structure change process and created new TDx tickets in collaboration with Human Resources and University Budget Office.

### **Articulation (GRAD)**

- Completed the review and publishing of all backlogged (2020-2021 and 2021-2022) articulation agreements in Articulation System Stimulating Interinstitutional Student Transfer (ASSIST).
- Established 43 new equivalencies in the Transfer Evaluation System (TES) for the CSU Fully Online Program.
- Completed 209 faculty determined articulations (193 CCC, 7 CSU and 9 non-California system schools) and 1,362 Course Identification Number (C-ID) articulations and uploaded them to ASSIST, Transfer Evaluation System (TES) or both.
- Built PeopleSoft rules for all new 2021-2022 course-to-course articulations.
- Continued updating PeopleSoft rules to reflect curriculum changes for CSU, Chico's top 24 feeder CCCs (compared to 7 top feeders in 2020-2021) and fixed/added PeopleSoft rules documented by Admissions Transfer Advisors and Graduation Advisors totally 703 (as of 6/21/22: doesn't reflect full year: reporting year ends 6/30) rules fixed/added.
- Continued building major requirement articulations in ASSIST and building corresponding PeopleSoft rules to reduce the number of course substitutions generated by faculty advisors and processed by Graduation Advising team to include the BA in Child Development, BA in Psychology and BA in Social Work.

### **Degree Audit Programming (DGAP)**

- Successfully updated Degree Progress Reports (DPRs) for all 275 programs with current curriculum in time for Summer 2022 Orientations.

- Completed overhaul of GE for both native students (includes Area F) and transfer students (no Area F).
- On target to complete Smart Planner builds for every UGRD program by 2<sup>nd</sup> week of July.
- Built Degree Planner for the College of ECC for the last 7 years. Going live in the Fall.
- Tested, and maintained High Point: CX, Schedule Builder, and Degree Planner.
- Tested, and maintained all PeopleSoft Advising module pages.
- Continued training for staff and faculty on the Smart Planner, High Point products and DPR along with continued custom fixes and programming to provide perfected e-advising tools for departments.
- With infusion of Graduation Initiative funding (GI2025), continued to enhance reporting and analysis of the graduation data based on DPR and Smart Planner datasets.
- Maintained baseline operations while short staffed.

#### **Graduation Advising (GRAD)**

- Graduated over 3,332 students since summer 2021 using the PeopleSoft Degree Audit automated process.
- Provided one-on-one Graduation Advising via in-person drop-ins to 1,136 students. Provided one-on-one Graduation Advising via Zoom drop-ins to 1,683. Provided one-on-one Graduation Advising via telephone to 736 students.
- Resumed in-person drop-in advising while also offering Zoom drop-in Advising and telephone advising.

#### **Student Records and Registration (SRO)**

- Reclassed the 3 Academic Records Specialist from ASA II to ASC I classification. Plus, reclassified the Record Lead position from an ASC II to AAS I non-exempt, which is now a Records and Registration Lead. This is in better alignment with the work this unit does and allows for proper succession planning.
- Played an integral role in the enforcement of the COVID vaccine mandate, which is continuing into this next academic year.
- Updated our webpage to reflect the changes in incoming immunization requirements per EO 803.

#### **Systems (SYST)**

- Support campus COVID19 policies.
  - Create and refine several queries used by the Pandemic Response Team, and University Communications, for a campus-wide call campaign and other communications.
  - Distribute data weekly, to various campus partners, regarding student compliance status
  - Automate enforcement efforts, including the placement and release of Service Indicators, and dropping of on-campus classes
- Support the move of several automated processes from the Office of the Registrar to other responsible departments; Title IX processing, EO 803 (Immunizations) tracking.
- Support the temporary continuation of EO803 processing in the Office of the Registrar
- Work with the Financial Aid and Scholarships Office to complete the implementation of the Veteran's Shopping Sheet modification released by the Chancellor's Office.

## **Veterans Affairs (VETS)**

- Veteran Education Transition Services (VETS) is comprised of the Office of Veterans' Affairs (OVA) and the Student Veteran Center (SVC). VETS is the hub of services to our student veterans and their families. We collaborate with all service providers on campus and agencies in the community to foster successful transition to and through the university. Activities highlighted for 2021-22 appear below.
- The COVID-19 pandemic was a major obstacle for our operations in VETS. We have tried to return to full in-person functions, but there is still resistance from the students due to uncertainty of in-person operations at the university. Since the campus has gradually been restored to mostly in-person services, we have seen more activity in our facilities.
- The SVC is a therapeutic environment for our student veterans that was shut-down and could not provide vital services virtually. The value of the SVC is its atmosphere that provides the student veterans a safe place to share the unique culture through camaraderie of mostly vision-learning students that prefers hands-on application. This epidemic was overwhelming to many of our clients. The frustration level grew daily for many of our student veterans that experience Post Traumatic Stress and/or Traumatic Brain Injury. This greatly impacted those that could no longer visit the Student Veteran Center on campus and it was a great disturbance when we tried to refer these people to other service providers in the community that were also closed. We are seeing the restoration of in-person visits with increased activity in the SVC.
- Continued training School Certifying Official to focus on the accurate and timely reporting of education benefits for our student veterans and their families. The diligent training continues with several benefit reporting cycles throughout A/Y, public speaking, travel, and events.
- One of our top priorities is the delivery of education benefits. We administered almost \$8 million of education benefits in 2021-2022 for about 750 students.
- Continuing the use of the on-line product for counselors in the VR&E program to provide authorization to schools to provide training and reporting. This product is also used by SFIN for billing of tuition and fees. Coordinate communication between VR&E and bookstore.
- Complete the setup and maintain new processing as required by several sections of Colmery Act for student veterans in receipt of Post 9/11 GI Bill to apply for newly available STEM scholarship benefits with increased reporting responsibility.
- Implement various pieces of the REMOTE ACT as required by VA to continue our compliance with federal regulations that govern the reporting and delivery of VA education benefits.
- Maintaining the guidelines of Title 38 United States Code Section 3679(e) as required, which protects eligible students from unnecessary financial hardship or losing other benefits. Also known as ASA 2019-11.
- Support the efforts Chico State Student Veteran Organization (SVO) to engage with members with some in-person social events for the student group. We successfully reinstituted the biannual tri-tip BBQ fundraiser in fall 2021 and spring 2022. The Chico SVO was nominated as one of five finalists for the '2021 Chapter of the Year' from among 1,500 chapters of Student Veterans of America (SVA). SVO attended the 14<sup>th</sup> Annual National Conference in January 2022 in Orlando, FL to be recognized by their peers in person.
- Continue to collaborate with Chico Rotary and other partners in community to sustain funding sources for SVO to attend annual National Conference. Solicit these partners to grow the


endowment through University Advancement to provide an annual disbursement to the organization. The funding from the last 2 Veterans Day 5K runs have been added to the account and organize the additional efforts to add to the account by friends of Mike Guzzi.

- Since SVO involvement has been slow to recover from COVID –19, the student veterans staff in VETS has taken up this program to mentor student veterans about services on campus and throughout the community.
- Full approval of our application to CSAAVE for catalog, policies, and procedures was granted in August 2021 to continue to process VA education benefits through A/Y 21-22. We recently submitted the 2022-23 application for approval to CSAAVE.
- Recognized as a national leader of Military Friendly Schools by GI Jobs for 13<sup>th</sup> consecutive year. Awaiting to receive response from US Veteran Magazine and Military Advanced Education about the surveys submitted.
- DOD MOU compliance report submitted. Collaborate with multiple service providers across campus to meet very strict guidelines about recruiting, marketing, financial aid, and more. We are awaiting approval. We are still approved and there is an update due in August for 2022-23 tuition rates.
- We are implementing the many sections of the Isakson & Roe legislation (Public Law 116-315), to be on-going through 2024. We are on target and fully compliant.
- Missed activities due to COVID that are back on track: Annual events: Welcome Reception, Veterans Day, 5K run, Vet Grad, SVA conference, and Summer Orientation.
- Attend professional development and training conferences for VETS staff. A professional development and training at CSULB and a national conference for Veteran Education Service Providers.
- Maintaining functionality of Vets processing pages in PS with collaboration with IT. Chico continues to lead the CSU by having this product fully operational for over a year. We are preparing to implement a few enhancements.

### **Diversity Efforts**

- Staff in the office are able to provide Hmong, Spanish, American Sign Language, and Arabic translations to students and visitors of our office.
- Continued the office Diversity Calendar, which allows for central communication of various cultural events and dates.
- Staff continue to support our incoming students by participating in the EOP Summer Bridge program.
- Strong campus partners with our Office of International Education and Global Engagement.
- Provide support and transition services to student veterans.

### **III. Changes in Policies and Procedures/New Initiatives – Mike/Team**

- Provided support for the following initiatives:
  - Chico State Graduation Initiatives 2025
  - California Promise Program
  - Chico State General Education redesign
- Provided support for the following  policy changes/updates:
  - EO 803
  - EO 1100

- EO 1110
- AB 245
- AB 928
- AB 1111
- AB 1460
- Emergency COVID-19 Policy

#### IV. Resources Summary

Base Budget	\$114,840
Salaries	\$1,434,292
Work Study	\$58,000
<b>Total</b>	<b>\$1,607,132</b>

#### Human Resources

Recruited and hired, ASC I Office Coordinator  
 Recruited and hired, ASC I Graduation Coordinator  
 Recruited and hired, AA/S I Degree Audit Analyst  
 Recruited and hired, ASA II Registration & Public Service Specialist  
 Recruited and hired, ASA II Registration & Public Service Specialist  
 Recruited and hired, ASC I Academic Records Specialist  
 Recruited and hired, AA/S I Records & Registration Lead  
 Recruited and hired, SSP II Graduation Advisor  
 Emergency Hire, ASA II Registration & Public Service Specialist  
 Hired Retired Annuitant, AA/S I Degree Audit Analyst  
 Recruitment Open, ASC I Office Coordinator  
 Recruitment Open, AA/S I Functional Lead Student Records Module  
 Recruitment Open, AA/S I Degree Audit Analyst  
 Recruitment Open, ASC I Academic Records Specialist

#### V. Program Assessment of Past Year

##### Program Objectives:

##### Completed

- Implemented CourseLeaf, our new catalog management software, and published first catalog on new system. **(APSS)**
- Designed and implemented custom home page for catalog **(APSS)**
- Designed and implemented program finder via CourseLeaf to replace the Find Your Major page on the Chico State home page. **(APSS)**
- ASSIST NextGen went live allowing the review and publication of backlogged articulation agreements. Continuing to publish additional major and department agreements to finalize the publishing of the backlogged articulation agreements. **(GRAD)**
- Complete the implementation of the Veteran's Shopping Sheet modification **(VETS/SYST)**

##### Ongoing

- Reviewed *CSU Records audit findings* for campus compliance in enrollment reporting processes. **(SRO)**
- Smart Planner project roll out and activities started, additional coordination activities with campus advising partners began fall 2019 and efforts paused due to acquisition of the HighPoint suite of products **(GRAD)**.
- Continue to provide workshops for students nearing graduation to help plan for remaining semester schedules. **(GRAD)**
- Consult with academic departments on report development to assist with course planning efforts and to notify students of obstacles to degree progress. Discussion on expansion of use including resource requirements underway to scale use to campus wide for all departments. Reports are delivered HighPoint products. **(GRAD)**
- Implement Certificates within the Degree Progress Report. **(GRAD)**
- Developing specifications for a PeopleSoft modification for assigning faculty advisors based on students' majors. **(SYST) Update:** limited technical resources has continued to delay implementation.
- Seek institutional resources for reporting on retention rates, persistence rates, graduation rates, and benefits usage for Veterans. This will help the university become eligible for 2 important programs that will improve our visibility and outreach; the "8 Keys to Veteran Success" and the "Presidents' Principles of Excellence" programs. **Update (VETS):** Project planning started, limited resources delayed full implementation. Pending additional Chancellor's Office guidance.
- Addition of the Credentials to the University Catalog. **(APSS) Update:** Education Specialist credential added to 22-23 University Catalog. Continuing conversations with Department of Education and Curriculum Services to add additional credential programs in future University Catalogs.
- Research and implement a permanent archive solution for the 11 digital catalogs created on our old catalog management system **(APSS)**
- Support system-wide equity goals tied to CO requirements advancing equity goals. **(GRAD)**
- Support GI 2025 projects to realize two and four-year graduation rate increases. **(GRAD)**
- Developing online Add and Drop forms. **(SRO)**
- Continuing to work on the implementation of electronic delivery of official transcripts. **(SRO/SYST) Update:** Ongoing work with National Student Clearinghouse and Chancellor's Office to configure the solution.
- Continue the verification process of files scanned by Integra. **(SRO)**
- Working with CSU Analytics group on cleaning up service indicator language (holds/messages to students viewable in their Student Center) and creating a template to share with departments when setting up new indicators. **(SRO/SYST)**
- Continuing to provide and encourage staff to participate in professional development opportunities. **(REGS)**
- Implement the use of Salesforce for office communications. **(GRAD/SRO)**
- Create digital workflows for various forms that require student signature only **(SRO)**
- Continue to implement the requirements of the Colmery Act (Forever GI Bill) **(VETS)**
- Implement sections of Isakson and Roe (Public Law 116-315) **(VETS)**

- Implement Fluid Navigation for PeopleSoft – homepage and main menu navigation replacement **(SYST)**
- Rebranding of all office materials and electronic resources to new standard. **(REGS)**

#### **Ongoing Assessment Efforts**

- Incoming phone calls: 16,955
- Processed 19,110 official transcripts of which 98% were requested online.
- Processed 2,831 grade changes.
- Processed 483 Repeat with Forgiveness Petitions. An additional 1,716 student grades were forgiven through automation.
- Processed 3,876 Major/Minor/Certificate changes.
- Reviewed and processed 5,966 major and minor course substitution requests to fulfill DPR requirements for undergraduate degree seekers.
- Reviewed, articulated, and posted transfer credit from 4,645 transcripts to satisfy requisites for enrollment and complete degree objectives to facilitate graduation.
- Reviewed and processed 130 incoming CSU Fully Online applications for fall 2021, with 63 students enrolling, and 102 applications for spring 2022, with 70 students enrolling.

#### **VI. Analysis**

The Office of the Registrar is a dynamic department in the institution, comprised of seven unique areas, which support core operations throughout Student Affairs and the overall University. Upon reviewing the work over the last academic year, it is evident that the Office of the Registrar continues to maintain its commitment to students, faculty, and staff through continuous innovation, automation, and creativity.

#### **VII. Program Objectives for Next Academic Year**

##### New

- Implement the use of financial aid for the payment of graduation fees. **(GRAD)**
- Review the process used to identify and communicate with “super seniors”, creation of new service indicators for tracking purposes. **(GRAD)**
- Implement Degree Planner. **(GRAD)**
- Implement requirements of the Remote Act. **(VETS)**
- Improve the textbook data transfer process between Follett and PeopleSoft to provide better course material information for students via the Class Schedule. **(APSS)**
- Form campus task group to define area of interest filters to improve student experience with the program finder functionality in the catalog. **(APSS)**
- Update digital plan change form to new system. **(REGS)**