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 within 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 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
- Graduated over 3,600 students spring 2013, fall 2013 and spring 2014 using PeopleSoft Degree Audit automated process.

Academic Publications and Scheduling Services
- Exam scheduling in PeopleSoft was accomplished, providing students and faculty access to online exam schedules. This information has never been readily accessible in student and faculty self-service.
- Ad Astra Platinum Analytics – negotiated the specifications for extracting data from PeopleSoft for analysis by Ad Astra to help inform campus scheduling practices.

Degree Audit Programming
- Smart Planner – participated in fit/gap sessions, worked closely with CSU Long Beach and CSU San Marcos to CSU-ize the Smart Planner. Have begun building the pilot majors and continue to work closely with the consultants to refine the rules and processes.
Records and Registration
- The Student and Exchange Visitor Information System (SEVIS) reporting and integration with U.S. Immigration and Customs Enforcement were accomplished in PeopleSoft saving many hours in manual work.
- Significantly increased data reporting to the Chancellor's Office which included reports on student success initiatives, CourseMatch, Course Redesign, etc.
- Block Scheduling – worked with the campus scheduling team and First Year Experience to provide the course setup and enrollment of first time students into U Course sections.
- College Scheduler (Wildcat Scheduler) upgrade was completed. The new version lives within PeopleSoft and was available for student use during spring 2014 registration cycle.
- An in-person FERPA and data security training was developed and presented by the Registrar and Information Security Officer. The training will be rolled out to additional data users during 2014-15.
- The REGS reorganization plan presented in 2013 has been completed with staff assignments updated and new hires completed.

Veterans Affairs (VETS)
- Administered over $7 million in benefits to over 600 students.
- Hosted the 3rd VA Summit to Prevent Homelessness among veterans.
- Hosted the 4th annual Veterans Regional Conference.
- Provided support for the campus annual Welcome Reception for veterans.
- Facilitated Veteran Summer Orientation and Veteran Graduation Ceremony.
- Helped sponsor and participate in events surrounding the Book in Common, Yellow Birds
- Partnered in support of the Focus Film Festival viewing of High Ground

Articulation
- The Articulation Officer served on the statewide advisory committee for ASSIST Next Generation.
- Completed 2014-15 entry of catalog changes to ASSIST and republished 135 agreements between CCC, CSU, UC and private institutions.

III. Changes in Policies and Procedures
- ICE/OCE/CourseMatch – in fall 2014 the Chancellor's Office expanded the Intrasytem Concurrent Enrollment program to include ‘proven’ online courses. CSU, Chico submitted 5 courses for fall 2013 and 6 courses for spring 2014, allowing students from other CSU's to enroll in courses needed for graduation.
- AB 386 is effective fall 2015. This Assembly Bill legislates all courses which are offered fully online be available to all students across the CSU. REGS is working closely with the Chancellor's Office to develop a PeopleSoft modification to support these increased enrollments, data requirements and application processing.
- In fall 2013 the Chancellor's Office called for 12 new mandatory reports from our student information system. The reports will be required each semester and provide the CO and legislature with more granular data on student success and progress toward degree.
IV. Resources Summary

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Budget</td>
<td>$1,432,134</td>
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<tr>
<td>Salaries</td>
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<tr>
<td>Operating Expenses</td>
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<td>Transfer to Enrollment Management</td>
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<td>Carry Over (including VA carry over)</td>
<td>$36,641</td>
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- During 2013-14, REGS saw an unprecedented reduction in staff resources:
  - 3 members were on maternity leave and returned as temporary half-time employees
  - one staff was out on intermittent medical leave
  - one staff retired
  - one staff took a promotional position on campus
- During 2013-14, REGS recruited and filled the following positions:
  - Assistant Registrar
  - Grad/Office Coordinator
  - Academic Evaluator (.75)
  - Facilities Reservations (FRES) Administrative Support Coordinator
  - Two emergency hires
  - Retired annuitant

V. Program Evaluation for Past Year

- Ad Astra – develop features included in the new version of Ad Astra; work with campus users to define processes.
  - Goal met
  - Goal 3 - technology
- Re-engineer the online Plan Change form and the structure behind the process.
  - Goal met
  - Goal 3 - technology
- Post Enrollment Requisite Checking – departments have requested a process for checking prerequisites before the start of the term. Oracle has delivered a process that is being testing.
  - Goal met
  - Goal 3 - technology
- Integrate and find efficiencies with Degree Audit Programming staff which have been assigned to REGS.
  - Goal met
  - Goal 5 – strengthening our institutional effectiveness
- Work with technical staff to modify the ASSIST download process which will make course to course articulations more efficient and timely.
  - Goal met
  - Goal 3 - technology
- General Education Pathway minors modification in student self-service that will allow students to declare a pathway minor online and automatic updates to their record
  - Goal unmet – other more demanding projects were placed ahead of this project
- Upload of textbooks into PeopleSoft for students and faculty to view.
  - Goal unmet – other more demanding projects were placed ahead of this project. The AS Bookstore has now contracted with Follett, so this project will transition to importing textbook information from Follett.
• Implement new graduation application process in PeopleSoft 9.0.
  o Goal in progress – technology in place but functional testing required
• Integrate grade submission by faculty using BlackBoard Learn.
  o Goal in progress – technology in place but functional testing required

VI. Ongoing Assessment Efforts
• Incoming phone calls to REGS - 18,882
• Official transcripts processed – 18,752 (77% requested through online service)
• Students cleared for graduation – 3,076 (summer 201; fall 1,120; spring 1,755)
• Grade changes processed – 2,058
• Repeat with Forgiveness Petitions – 590 (an additional 2,395 repeat codes were placed on student academic records through automation)
• Major/Minor/Certificate changes – 6,617
• Permanent records purged from storage – over 28,000
• Articulation – 369 faculty determined articulations and 959 C-ID articulations completed

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
• Investigate outside software programs that can improve our online catalog and event scheduling
• Additional financial support in REGS to support the increasing data technology needs
• Additional resources to support FRES across campus. Resources are needed to support technology and staffing.

VIII. Goals: Present goals for the next academic year.
• Implement the online graduation application process within PeopleSoft – technical work has begun on this modification, but needs functional testing and signoff
• Smart Planner – complete remaining pilot majors and begin to build all additional majors/minors from the university catalog
• 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
• Explore Event Management systems for FRES
• Further develop Exam Scheduling so that it integrates with the Ad Astra Schedule
• Explore catalog software vendors and recommend a solution
• Evaluate Veterans Benefit Reporting using PeopleSoft
• ASSIST Next Generation and Transfer Evaluation System are both projects that will begin in 2014-15
• Wildcat Action Center- the pilot program begins in 2014-15 with critical messages presented to students in the university portal
• National Student Clearinghouse transcript ordering – integrate into PeopleSoft
• Import Textbooks into Peoplesoft from Follett
• Blackboard Learn grade import – test the upload of grades from the Blackboard Learn Gradebook
• CourseMatch – CMS modification to be developed and implemented in 2014-15
• Explore and recommend an online FERPA training tool before access to student information is granted to staff, student employees and faculty.