

Division of Student Affairs  
CALIFORNIA STATE UNIVERSITY, CHICO

OFFICE OF THE REGISTRAR

Annual Report 2017-2018



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**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, the Articulation Officer, Degree Audit Programs, Facilities Reservations, Graduation Advising, Student Records and Registration, and Veterans' Affairs. 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 the student academic record, articulate student transfer credit, administer student veteran's benefits, produce transcripts, advise on graduation and confer degrees, report enrollment data, and facilitate space for classrooms, meetings, and events. 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) policies.

**II. Goals**

- REGS goals reflect and support the University's Strategic Goal #3 by the use of new technologies, Goal #4 in service to others, Goal #5 in using resources wisely in order to provide services, and Goal #8 by sustaining a welcoming and inclusive environment for students, faculty, and staff.
- REGS aligns with the goals of the Division of Student Affairs by providing student support through use of technology and access to staff who provide guidance in navigating policies, procedures, and degree requirements in order to attain a degree.

- REGS supports and maintains integral student information system (CMS) modules and other key registration tools; University Catalog, Degree Progress Report (DPR), Smart Planner and Wildcat scheduler providing students and academic advisors current information to promote student success and minimize time to degree attainment.
- Date of last review: August 2018.

### **III. Accomplishments**

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

- Transitioned Assistant Registrar to Interim University Registrar.
- Coordinated staff movement in preparation for Siskiyou demolition, relocating Veterans Service Center and Veterans Office to SSC 3<sup>rd</sup> floor as well as Degree Audit Programming and Systems support staff to SSC 1<sup>st</sup> floor.

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

- Successfully shifted academic building usage from Siskiyou to other locations on campus in preparation for demolition of the building.
- Developed and implemented a PeopleSoft modification to improve Final Exam scheduling and implemented a new final exam change procedure in response to EM 17-004.
- Successfully reserved and released over 14,000 seats in approximately 925 classes for the Fall 2018 semester to facilitate new student registration during Summer Orientation.

#### **Articulation (GRAD)**

- Established 4,196 total equivalencies in the Transfer Evaluation System (TES) for the CSU Fully Online Program.
- Completed 82 faculty determined articulations and 165 Course Identification Number (C-ID) articulations and uploaded them to Articulation System Stimulating Interinstitutional Student Transfer (ASSIST).
- Built PeopleSoft rules for all new 2017-2018 course-to-course articulations.
- Built PeopleSoft rules for all new CSU GE Breadth approvals (2016-2017 and 2017-2018 review cycles) for the California Community College campuses in the local admission area.

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

- Successfully updated Smart Planners and Degree Progress Reports (DPRs) with all current curriculum in time for Summer 2018 Orientations.
  - Including updating 157 Major DPRs with the new Upper Division Writing Requirement
- Completed Credential DPRs – 28 program specific builds with automated 7-year expiration on select courses replacing intense manual work for the School of Education.
- Continued training of staff, faculty, and students on the Smart Planner and DPR along with continued custom fixes and programing to provide perfected advising tools for departments.
- Created and initiated regular Smart Planner driven communications for students identifying students out of pace with graduation goals and encouraging 15-unit registration per semester.
- With infusion of Graduation Initiative funding (GI2025), enhanced reporting and analysis of the graduation data based on DPR and Smart Planner datasets.
- Coordinated a 6-month major PeopleSoft upgrade for the Academic Advisement Module.

#### **Facilities Reservations (FRES)**

- Processed and scheduled 3,300 unique reservations through AdAstra system facilities scheduling software workflow.

- Scheduled 20,659 individual room/event locations through AdAstra system facilities scheduling software workflow.
- Coordinated and facilitated 804 specialty events requiring equipment and/or services.

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

- Graduated over 3,391 students since summer 2017 using the PeopleSoft Degree Audit automated process.
- Provided one-on-one Graduation Advising to 3,976 students.

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

- Established contract with a company, Integra, to collect, store, and complete verification and scanning project for all permanent records previously stored on the 3<sup>rd</sup> floor of SSC.
- Converted transcript from Crystal to XML in conjunction with PeopleSoft 9.2 upgrade, redesigned workflow as envelope and label usage reduced and window envelope usage increased due to the transition in layout from landscape to portrait.
- Worked with technical staff on implementing faculty notifications when a student does a full-term withdrawal. Notifications anticipated to begin for fall 2018 term withdrawals.

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

- Supported the PeopleSoft 9.2 upgrade including a database split between Campus Solutions (student) and Human Resources and a new process (Integration Broker) that facilitates the sharing of data between the two databases.
- Designed and supported the technical implementation of the XML transcript including process review, data verification, and security to the revised report.
- Participated and supported the implementation of EO 1110 that redesigned processes that assess students requiring additional support for Mathematics and English as first-time freshman.
- Supported the implementation of CA Promise for students with an Associate Degree for Transfer to identify potential participants and track pledges. Participated in planning activities for our first time freshman expected Fall 2018.

#### **Veterans Affairs (VETS)**

- The Office of Veterans' Affairs serves as 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 2017-18 appear below.
- Administered over \$8 million of benefits in 2017-18 for over 800 students.
- Hosted several annual events: Veterans Welcome Reception, Veterans Day Celebration, and Veteran Graduation Celebration.
- Successfully planned with FMS the workable floorplan of a combined facility for the Office of Veterans' Affairs with the Student Veteran Center. This created a 'one-stop shop' for veterans' services called Veteran Education and Transition Services located in SSC 330.
- Supported the Chico State Student Veteran Organization to conduct BBQs on campus to enhance visibility and raise funds for social and recreational events
- Partner with FMS to create the first annual 5K Run to benefit student veterans with four individual scholarships worth \$1,000 each. This is scheduled as an annual campus event.
- Oversaw the application and use of \$6,000 for SVO to attend the SVA national conference.

- Collaborate with the Chico Rotary to create a sustainable funding source for SVO to attend annual National Conference. We intend to create endowment through University Advancement to provide an annual disbursement to the organization.

**IV. Diversity Efforts**

- Multiple staff attended diversity certification programs and diversity events on campus. We continue to support staff participation in all diversity events.
- Multiple staff served as CARE ambassadors in varying capacities in an effort to support and provide outreach to our students.
- Staff in the office are able to provide Spanish and ASL translations to students and visitors of our office.

**V. Changes in Policies and Procedures/New Initiatives**

- Provided support for the following initiatives:
  - Chico State Graduation Initiatives 2025
  - California Promise Program
  - WASC Senior College and University Commission (WSCUC) Accreditation
- Provided support for the following policy changes/updates:
  - EO 1110 Assessment of Academic Preparation and Placement in First-Year General Education Written Communication and Mathematics/Quantitative Reasoning Courses
  - EM 17-009 Writing Across the Curriculum Program and Graduation Writing Assessment Requirement
  - EM 17-011 Academic Calendar 2018-2019
  - EM 17-012 Course Numbers Policy (revised May 10, 2018)
  - EM 18-001 Name Change for the Bachelor of Science in Recreation Administration to the Bachelor of Science in Recreation, Hospitality, and Parks Management

**VI. Resources Summary**

Base Budget	\$127,600
Salaries	\$1,406,640
Work Study	\$38,238
<b>Total</b>	<b>\$1,572,478</b>

**VII. Human Resources**

- Reclassified, Administrator I – Assistant Registrar to Administrator III - Interim University Registrar in Office of the Registrar
- Temporary to Permanent assignment, ASA II – Records Tech in Records & Registration
- Emergency Hire, ASA II – Public Contact in Records & Registration
- Retired Annuitant, ASC I – APSS Assistant in Academic Publications & Scheduling Services
- Temporary to Permanent assignment, ASC I – Graduation Coordinator in Graduation Advising

**VIII. Program Assessment of Past Year**

**Program Objectives:**

### Completed

- Convert from existing transcript to the more flexible XML format. **Update (SYST):** Completed June 2018.
- PeopleSoft modification to allow students to select a General Education Pathway/Pathway minor in self-service. **Update (SYST):** Implemented Fall 2017.
- SYST Support system upgrade to PeopleSoft 9.2 and database split from HR. **Update (SYST):** Completed June 2018.
- Open a dedicated lobby for Graduation Advising to further assist students with their graduation requirements and to increase our graduation rates in alignment with GI 2025 targets. **Update (GRAD):** Coordinated planning of opening with campus advising groups; expected opening during fall 2018.
- Update of ASSIST articulation load rules in PeopleSoft. **Update (GRAD):** Completed. Course to course articulations and equivalencies for General Education and American Institution from more than 120 California Community Colleges in ASSIST.org, currently fall 2012 through fall 2016, are loaded into PeopleSoft. Technical consultant time to develop the load process as well as staff and student resources on review and clean up made this possible. This load process will be revisited as ASSIST NextGen is developed and deployed.

### Ongoing

- Consult with technical staff and end users to develop a project plan for improving and upgrading the web class schedule. **Update (APSS):** Project delayed due to reduced technical resources; alternative minimal functional improvements deployed during summer 2018.
- Continue to work with Faculty Affairs to streamline Faculty Workload process. **Update (APSS):** Coordination and discussion with Office of Academic Personnel ongoing.
- Migrate AdAstra to version 8.0 and the Cloud. **Update (APSS):** Project funding approved; expected projected completion date of January 2019.
- Start project to automate the Facilities Reservations request process. **Update (APSS):** Project funding approved, projected to start upon completion of Astra 8.0 and Cloud update.
- Provide a workshop for students nearing graduation to help plan for remaining semester schedules. **Update (GRAD):** Provided pilot workshops; limited computer lab space presented coordination issues. On-going discussion for future workshop offerings.
- ASSIST NextGen project for all CSU campuses to update articulation agreements with California Community Colleges and provide support for a smooth transition and training for campus staff and advisors utilizing articulation agreements. **Update (GRAD):** CSU Chancellor's Office has chosen a new vendor for this project – no established timeline yet available.
- Development of project plan to increase awareness and use of Smart Planner across campus. **Update (GRAD):** Project planning started; additional coordination activities with campus advising partners expected to begin fall 2018.
- In coordination with the Degree Audit staff and campus programmers, create reports using Smart Planner data. Consult with academic departments on report development to assist with course planning efforts and to notify students of obstacles to degree progress. **Update (GRAD):** Project planning started and limited data provided to high-use SmartPlanner departments. Discussion on expansion of use including resource requirements underway to scale use to campus wide for all departments.

- Developing a workflow process in ImageNow for the official withdrawal process. **Update (SRO):** Project delayed due to lack of technical resources; reactivated during spring 2018 with goal of implementation during fall 2018.
- Developing specifications for a PeopleSoft modification for assigning faculty advisors based on students' majors. **Update (SYST):** Purchase PeopleSoft bolt-on (QBU) to assign faculty advisors to students; limited technical resources delayed implementation.
- Review *CSU Records audit findings* for campus compliance in enrollment reporting processes. **Update (SYST):** Project has started, but staffing resources has limited progress.
- Install, Test, and fully Implement Veterans Benefits Reporting in PeopleSoft – a long-range goal with analysis and business process to begin in 2017-18. **Update (VETS):** Project delayed due to lack of technical resources; will continue to be a consideration for future development.
- Seek institutional resources for reporting on retention 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.

#### **IX. Ongoing Assessment Efforts**

- Incoming phone calls: 18,717
- Processed 22,399 official transcripts of which 96% were requested online
- Processed 1,847 grade changes
- Processed 726 Repeat with Forgiveness Petitions. An additional 3,144 student grades were forgiven through automation.
- Processed 5,789 Major/Minor/Certificate changes.
- Reviewed and processed 8,623 major and minor course substitution requests to fulfill DPR requirements for undergraduate degree seekers.
- Reviewed, articulated, and posted transfer credit from 4,617 transcripts to satisfy requisites for enrollment and complete degree objectives to facilitate graduation.

#### **X. 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.

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

##### New

- Implement Team Dynamix ticket for Astra Security in collaboration with Facilities Reservations. **(APSS)**
- Complete Follett Textbook Load project and turn on textbook view for faculty and students in PeopleSoft. **(APSS)**
- Facilitate the transition of Facilities Reservations to University Public Events and Ad Astra implementation. **(APSS)**
- Support GI 2025 projects to realize two and four year graduation rate increases. **(GRAD)**

- Research requirements to implement online grade changes. **(SRO)**
- Collaborate and support Office of International Education on required verification of enrollment and degree information for our sponsored students. **(SRO)**
- Consider process improvements to streamline official transcript processing. **(SRO)**
- Support implementation of California Promise program to include the first four-year cohort in fall 2018 in coordination with Academic Advising Programs and Enrollment Management. **(SYST)**