

Division of Student Affairs
CALIFORNIA STATE UNIVERSITY, CHICO

OFFICE OF THE REGISTRAR

Annual Report 2016-2017



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 2017.

III. Accomplishments

Office of the Registrar

- Welcomed new University Registrar to the office and the Chico State.
- Engaged in Registrar Strategic Planning Retreat with supervisory and management staff, which was attended by the President and the Associate Vice President for Enrollment management. This activity provided a framework for future vision and direction of Office of the Registrar in consideration and collaboration with larger Student Affairs and University initiatives.
- Continued the reorganization of Office of Registrar in several strategic areas providing needed support to Student Records and Registration (SRRO), Graduation Advising (GA) and Application Publications and Scheduling Services.
- In support of Graduation Initiative 2025 provided initial data analytics and intervention strategies to engage those student “nearing completion” of degree.

Academic Publications and Scheduling Services

- Successfully integrated new ARTS building into AdAstra system for departmental and campus classroom and facilities scheduling.
- Completed Astra software update and migration to new and more stable database platform.
- Developed document retention schedule for the Academic Planning Database (APDB) reporting of information to CSU Chancellor’s Office (CO).

Articulation

- Completed 790 NEXTGen Articulation system equivalencies and uploaded them to the Transfer Evaluation System (TES) for system-wide visibility.
- Completed 165 faculty determined articulations and 408 C-ID articulations and uploaded them to ASSIST for system-wide visibility.
- Completed scanning of all old paper articulations into Perceptive Content document management system.

Degree Audit Programming (DGAP)

- Successfully updated Smart Planners and Degree Progress Reports (DPRs) with all current curriculum in time for Summer 2017 Orientations.
- Completed Credential DPRs – 28 program specific builds with automated 7-year expiration on select courses replacing intense manual work for the School of Education.
- Comprehensively tested over 900 individual Smart Planners with all courses selected in pursuit of a “with planned” all green report.
- Continued training of staff faculty and students on the Smart Planner and DPR along with continued custom fixes and programming 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 Initiatives (GI2025) funding, successfully completed 3-year ASSIST Rules programming project update for migration to production system Fall 2017.
- With infusion of Graduation initiatives funding (GI2025), enhanced reporting and analysis of the Graduation data based on DPR and Smart Planner data/

Facilities Reservations (FRES)

- Successfully processed and scheduled 3,450 unique reservations through AdAstra system facilities scheduling software workflow.
- Successfully scheduled 19,107 individual room/event locations through AdAstra system facilities scheduling software workflow.
- Coordinated and facilitated 703 specialty events requiring equipment and/or services.

Graduation Advising (GDAV)

- Graduated over 2,954 students since summer 2016 using the PeopleSoft Degree Audit automated process.
- Provided Graduation Workshops to 551 newly admitted Spring 2017 upper division transfers
- Successfully initiated transition of Academic Evaluators to new role of Graduation Advisors. This change will allow for further support of Graduation Initiatives (GI2025) and student success.

Student Records and Registration (SRRO)

- Successfully filled several open positions including Records lead position Currently fully staffed in area to meet student/public contact, registration support and record maintenance demand.
- Completed GE Pathway declarations module testing and deployment in student information system (CMS).
- Created and initiated regular registration notifications to students, piloting waitlist notifications, which automatically informs students upon registration into a course off the waitlist. More of these automated notifications are in scope for 2017/18.
- Upgraded all staff stations setups to accommodate full scanning and processing of documents in Perceptive Content with goal increasing capacity and efficiency of updating and processing student records.

Systems (SYST)

- Successfully implemented direct integration for transcript orders to load from National Student Clearinghouse (NSC) into PeopleSoft minimizing staff manual review and update of orders as well as expediting communication to students on order status.
- Supported and consulted on student record integration with Account Center (Identity Management Project) implementation.
- Consulted with Labor Relations and EAPP on Title IX process and programming revisions.
- Supported and coordinated with Library Staff, HR, and EAPP in transition to new library patron extract (ALMA).

Veterans Affairs (VETS)

The Office of Veterans' Affairs is the hub for 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.

- Administered over \$8.5 million of benefits in 2016-17 to over 750 students.
- Successfully completed 2016/17 federal program audit with 100 % compliance with federal audit August 2017.
- Hosted several annual events; Veterans Welcome Reception, Veterans Day Celebration, and Veteran Graduation Celebration.
- Successfully negotiated with administrators for a larger space for the Student Veteran Center.
- Supported the Chico State Student Veteran Organization in the efforts to apply for and subsequently utilize a \$10,000 grant from the national student veteran organization to furnish and supply the new Student Veteran Center.
- Oversaw the application and use of \$6,000 for SVO to attend the SVA national conference.
- Completed implementation and collaboration on the new policies regarding Veterans tuition waiver for Early Start.
- Continued to oversee and advise the implementation of the Veterans Nonresident Tuition Exemption (VNRTE) and amendments to VACAA
- Advised and supported the military spouse tuition assistance program through Regional Continuing Education (RCE).

IV. Diversity Efforts

- Multiple staff attended diversity certification programs and diversity events on campus. We continue to support staff participation in all diversity events.
- 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 in 2016/17:
 - Chico State Graduation Initiatives 2025
 - California Promise Program
 - WASC Senior College and University Commission (WSCUC) Accreditation
- Provided support for the following policy changes/updates in 2016/17:
 - EM 17-001 New Undergraduate Certificate Program in Interreligious and Intercultural Relations
 - EM 17-002 Academic Calendar 2017-2018
 - EM 17-004 Statement on Final Exams; Supercedes EM 98-11

VI. Resources Summary

Base Budget	\$271,755
Salaries	\$1,213,374
Work Study	\$41,000
Total	\$1,526,129

VII. Human Resources

- Recruited and hired two ASA II's – Records Support
- Recruited and hired one ASA II Temp – Records Support
- Recruited and hired one - AA/S Data Systems Analyst
- Recruited and hired one ASC – Graduation Coordinator
- Promotions of six Evaluators to Graduation Advisors
- Recruited and hired new University Registrar.

VIII. Program Assessment of Past Year

Program Objectives:

- Consulted with technical staff and end users to develop a project plan for improving and upgrading the web class schedule. While this project is well underway, due to reduced technical resources, it has taken longer than expected.
- Begin assessment and review of catalog and curriculum vendors. Reduced staffing resources have delayed progress on this goal.
- Continue to work with Faculty Affairs to streamline Faculty Workload process.
- Implementing a workshop model to reach large numbers of students regarding graduation requirements and timelines. Planning is underway to design a pilot workshop for the 2016-2017 academic year. Implemented this workshop model and provided workshop advising to 551 newly admitted Spring 2017 upper division transfer students.
- ASSIST NextGen project for all CSU campuses to update articulation agreements with California Community Colleges: CSU Chancellor's Office delayed the project until Summer 2018.
- Veterans Benefits Reporting using PeopleSoft: Long-range goal with analysis and business process to begin in 2015-16. Due to lack of technical resources, this project has not begun; will continue to be a consideration for future development.
- Completed implementation and collaboration on the new policies regarding Veterans tuition for Early Start, VACA, and military spouse assistance. (These are new statutory requirements that have been implemented) see above
- Seeking 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: Project delayed due to lack of technical resources (duplicate below).
- Developing a workflow process in ImageNow for the official withdrawal process: Project delayed due to lack of technical resources. Actively working on this with projected completion of Spring 2018.
- Review *CSU Records audit findings* for campus compliance: Project has started, but staffing resources has limited progress. Planning records retention project to sample veracity of records filings.
- Records Retention: Purchased hardware (using UScan and ImageNow) to read and scan microfilm for capturing and storing historical records. Project is on hold to reassess needs to capture, store and/or archive historical records.
- Developing specifications for a PeopleSoft modification for assigning faculty advisors based on students' majors: Delayed due to lack of technical resources; specifications and design

need formalization. Update: Purchase PeopleSoft bolt-on (QBU) to assign faculty advisors to students. Review and testing is in progress.

- PeopleSoft modification to allow students to select a General Education Pathway/Pathway minor in self-service: Delayed due to lack of technical resources. Update: Completed review of PeopleSoft modification to allow students to select a General Education Pathway minor in self-service. Implementation expected Fall 2017.
- Completed collaboration and facilitation of Title IX compliance in consultation with the campus Title IX Coordinator. New functionality delivered by the Chancellor's Office needs to be retrofitted for 2016-17. Revised Title IX processes in consultation with campus Title IX Coordinator to accommodate for multiple cohort files.
- Progression to next step with National Student Clearinghouse (NSC) allowing students both order and requests are loaded into peoplesoft.

IX. Ongoing Assessment Efforts

- Incoming phone calls: 18,717
- Processed 22,399 official transcripts of which 96% were requested online
- Processed 2,021 grade changes
- Processed 721 Repeat with Forgiveness Petitions. An additional 3,036 student grades were forgiven through automation.
- Processed 6,022 Major/Minor/Certificate changes.
- Purged over 14,000 permanent records from storage.
- Processed over 3,400 facilities reservations and scheduled more than 17,000 locations for meetings, events, and trainings.
- Reserved almost 14,000 seats in F17 classes for new student registration at Summer Orientation.

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

- Provide a workshop for students nearing graduation to help plan for remaining semester schedules.
- Open a Graduation Center to further assist students with their graduation requirements and to increase our graduation rates in alignment with GI 2025 targets
- 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.
- In anticipation of ASSIST NextGen in June 2018, provide support for a smooth transition and training of campus staff and advisors utilizing articulation agreements.
- Integrate the National Student Clearinghouse transcript ordering into PeopleSoft.
- Convert from existing transcript to the more flexible XML format.

- Support system upgrade to PeopleSoft 9.2 and database split from HR
- Migrate AdAstra to version 8.0 and the Cloud.
- Start project to automate the Facilities Reservations request process
- Complete Office of the Registrar(REGS) self-audit plan.
- Bring XML Transcripts for 2018 Complete Implementation/Update of ASSIST articulation load rules in PeopleSoft
- Development of project plan to increase awareness and use of Smart Planner across campus.
- Install, Test, and fully Implement Veterans Benefits Reporting in PeopleSoft: Long-range goal with analysis and business process to begin in 2017-18.
- 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.
- Continue to collaborate with HR and SA accounts personnel to implement training for student staff.