Division of Student Affairs
CALIFORNIA STATE UNIVERSITY, CHICO

OFFICE OF THE REGISTRAR

Annual Report 2019-2020

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, 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: August 2020.

II. Accomplishments
Office of the Registrar (REGS)
- The single most defining effort for the Office of the Registrar during the 2019-20 academic year was coordinating with other University offices to mitigate the risks associated with the COVID-19 pandemic.
- Worked to begin the testing and implementation of the HighPoint suite of products to replace the current Student Center, Wildcat Scheduler, Smart Planner, and Class Schedule.

Academic Publications and Scheduling Services (APSS)
- Successfully hired a permanent full-time Curriculum/Articulation Analyst.
- Successfully led an ad hoc committee to create a new interim EM for Academic Scheduling.
- Tested Astra Optimizer for implementation F21.
- Published 2020-2021 University Catalog.
- Published 2021-2022 Academic Calendar.
- Completed development of new Academic Calendar design for implementation with 2022-2023 Academic Calendar.
- Revamped Class Schedule home page for improved user experience.
- Revamped Academic Calendar home page for improved user experience.
- Participated in development and data validation of Cognos reports.
- Worked with FMS, EHS, and Academic Affairs to successfully identify and properly room F20 in-person classes.
- Worked with ADS to modify the Class Schedule to better convey to students the mode of instruction of each class.

Articulation (GRAD)
- Articulation System Stimulating Interinstitutional Student Transfer (ASSIST) went live allowing the review and publication of 31,314 backlogged articulation agreements for 2017-2018, 2018-2019, and 2019-2020.
- Established 5,196 total equivalencies in the Transfer Evaluation System (TES) for the CSU Fully Online Program.
- Completed 129 faculty determined articulations (84 CCC, 15 CSU and 30 out-of-state) and 260 Course Identification Number (C-ID) articulations and uploaded them to ASSIST, Transfer Evaluation System (TES) or both. Maintained spreadsheet of all new CCC articulations on the CSU, Chico Articulation webpage in the absence of an updated ASSIST system.
- Built PeopleSoft rules for all new 2019-2020 course-to-course articulations.
- Continued updating PeopleSoft rules to reflect curriculum changes for CSU, Chico's major feeder CCCs and fixed/added PeopleSoft rules in response to over 53 emails from Admissions Transfer and Graduation Advisors (multiple rules per email).

- ○ Created a spreadsheet in box to allow Transfer and Graduation Advisors to communicate needed updates, and fixed/added 404 PeopleSoft rules noted on the spreadsheet.

Degree Audit Programming (DGAP)
- Successfully updated Smart Planners and Degree Progress Reports (DPRs) with all current curriculum in time for Summer 2020 Orientations.
- Completed the build of all 2020 DPR's to Line-by-Line.
- 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 for staff, faculty, and students on the Smart Planner and DPR along with continued custom fixes and programing to provide perfected e-advising tools for departments.
- Continued semesterly Smart Planner driven communications to students who are off track with graduation goals and encouraging registration of 15-units per semester.
- With infusion of Graduation Initiative funding (GI2025), continued to enhance reporting and analysis of the graduation data based on DPR and Smart Planner datasets.
- Began building, testing, and implementing High Point Degree Planner and Schedule Builder.

Graduation Advising (GRAD)
- Graduated over 3,329 students since summer 2019 using the PeopleSoft Degree Audit automated process.
- Provided one-on-one Graduation Advising to 4,311 students.
- Implemented Zoom drop-in Advising and waiting room functionality.

Student Records and Registration (SRO)
- In fall 2019 we engaged in an inter-office collaborative project to streamline the Term Withdrawal process into a Perceptive Content workflow, thereby reducing worktime from 5-7 business days to 1-3 business days. *on average - for the worktime reduction. The actual range went from 3-20 business days to same day-4 business days.
- Per the 2019-2020 Academic Calendar, the faculty were held to the grading deadline, which now aligns with the last faculty work day for the fall and spring semesters. For fall 2019, the deadline was December 31 and we had 20 instructors still outstanding, report delayed grades (RD) were assigned to 532 students as of January 3. The spring 2020 deadline was May 22 and we had no late grades!
- Records and Registration staff worked virtually throughout COVID-19 pandemic in spring and summer 2020, most working full-time from home in order to provide essential services to our students, staff and faculty. We did have two staff and one student in the office each morning opening mail and then scanning and sending to appropriate staff. We also maintained our official transcript processing – processing orders, printing and mailing, always staying within our normal processing time.
- Due to the COVID-19 pandemic and campus going virtual for spring 2020, temporary grading policy changes were implemented for our spring 2020 grading period. We converted all F grades to no-credit (NC), all unauthorized withdrawals (WU) to a withdraw (W), gave students the option to convert their D grades to NC, and extended most incomplete grades that were due to lapse at end of spring 2020. A special repeat code was created and applied for any student that repeated a previous course in spring 2020, units of repeat did not count toward the total repeats allowed.

Systems (SYST)

- Recruit, hire and train a new Student Records Module lead. We were able to use the situation to update the position description, process documentation, streamline security, and further define the Student Records Lead role.
- Researched, designed, tested, and documented a bulk advisor assignment process utilizing third-party, PeopleSoft "bolt on" software.
- Implemented process improvements to increase the accuracy of enrollment reporting for credential program completers. Continued to support cross-department collaboration around credential programs.
- Support campus grading policy changes in response to COVID19.
  - Designed, tested and implemented a bulk grade change process utilizing third-party, PeopleSoft "bolt on" software. This enabled the office to update approx. 3300 grades in bulk.
  - Worked with various IT departments on an automated electronic Grade Change request process, integrating Adobe Sign, Perceptive Content, PeopleSoft and third-party, PeopleSoft "bolt on" software. This solution processed over 400 grade change requests.
  - Supported the Student Records unit with research and configuration of PeopleSoft to support changes to the Chancellor's Office EO1037 withdraw/repeat tracking modification.
  - Ongoing support, testing, configuration, and documentation of a new, automated Grade Change request approval workflow in PeopleSoft.
- Continuing to test, configure and document new products to improve the student experience of interacting with the self-service pages of PeopleSoft.

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 2019-20 appear below.
- The COVID-19 pandemic was a major obstacle for our operations in the OVA. Although we have been almost completely paperless for a decade, there are still a couple functions that require staff to be hands-on; signing and submitting VA student work study timesheets, and the processing of paper mail received from centers throughout the state.
- 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 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 that were also closed.
- Secured funding and approval to recruit, successfully hire, and begin training a 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 through the obstacles presented by COVID-19.

- One of our top priorities is the delivery of education benefits. We administered over $8 million of education benefits in 2019-20 for over 800 students.
- We began use of a new on-line product for VA Vocational Rehabilitation counselors to provide authorization to schools to provide training and reporting. This product is also used by SFIN for billing of tuition and fees.
- We also implemented 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.
- Implemented 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.
- Hosted annual events: Veterans Welcome Reception and Veterans Day Celebration. Collaborate with Office of Diversity and Inclusion so that veterans are still recognized as a unique culture on the Chico campus and throughout the region.
- Continued VEST (Veteran Education Support Team) operations to advocate and assist the student veteran population throughout the campus and local agencies.
- Supported the Chico State Student Veteran Organization (SVO) to conduct a BBQ on campus in fall term to enhance visibility and raise funds for social and recreational events for the student group. Advise the SVO to keep all members engaged in person and then virtually as needed.
- Partnered with FMS to schedule 3rd annual 5K Run to benefit student veterans with four individual scholarships worth $1,000 each and add another $4,000 donation to the SVO to fund the annual SVA National Convention. This is now scheduled as an annual campus event to benefit student veterans of CSU, Chico.
- Collaborated with the Chico Rotary to create a sustainable funding source for SVO to attend annual National Conference. We created and implemented an endowment through University Advancement to provide an annual disbursement to the organization.
- Oversaw the application and use of $4,000 for SVO to attend the annual national conference of the Student Veterans of America (SVA), of which the Chapter is one of the 20 founding chapters. SVA now has over 1,500 chapters throughout the globe.
- Applied for and receive approval from CSAAVE for catalog, policies, and procedures to continue to process VA education benefits through A/Y 20-21.
- Recognized as a national leader of Military Friendly Schools for 11th consecutive year.
- Continued the implementation process for Oracle functionality of Vets pages through collaboration with "systems'" lead.

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, American Sign Language, and Arabic translations to students and visitors of our office.
- Reimplemented the office Diversity Calendar, which allows for central communication of various cultural events and dates.

III. Changes in Policies and Procedures/New Initiatives
- Provided support for the following initiatives:
    - Chico State Graduation Initiatives 2025
    - California Promise Program
- Provided support for the following policy changes/updates:
    - EO 1110
    - EO 1100

IV. Resources Summary

Base Budget	$127,600
Salaries	$1,441,353.00
Work Study	$41,000
Total	**$1,609,953**

Human Resources
Recruited and hired, AA/S I Degree Audit Program
Recruited and hired AA/S I APSS/ART
Recruited and hired AA/S IE Student Records Functional Lead
Recruited and hired SSP II Graduation Advising
Recruited and hired SSP II Veteran Coordinator
Recruited and hired ASC I Graduation Coordinator
Recruited and hired ASA II – Registration and Public Contact Specialist
Re-classified, from SSP III to AA/S II Exempt
Hired Retired Annuitant, ASC I - Academic Publication and Scheduling Services

V. Program Assessment of Past Year
Program Objectives:

<u>Completed</u>
- Provided workshops for students nearing graduation to help plan for remaining semester schedules.
- Developed a project plan to increase awareness and use of Smart Planner across campus.
- Developed a workflow process in ImageNow for the official withdrawal process.
- Reviewed *CSU Records audit findings* for campus compliance in enrollment reporting processes.
- Replacement for public facing Class Schedule identified. Currently finishing the fit/gap process for implementation fall 2020.
- Completed redesign of Academic Calendar to be implemented with 2022-2023 Academic Calendar.
- ASSIST NextGen went live allowing the review and publication of 31,314 backlogged articulation agreements for 2017-2018, 2018-2019, and 2019-2020. Continuing to publish additional major and department agreements to finalize the publishing of the backlogged articulation agreements. **(GRAD)**

- 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).**

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Ongoing
- Continue to work with Office of Academic Personnel to streamline Faculty Workload process. **Update (APSS):** Coordination and discussion with Office of Academic Personnel ongoing.
- Implement Ad Astra Optimizer for room assignment in conjunction with FMS renovation of Butte Hall. **Update (APSS):** will start using Optimzer to room classes starting with the fall 2021-spring 2022 scheduling cycle (fall 2020).
- 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. **Update (SYST):** Purchase PeopleSoft bolt-on (QBU) to assign faculty advisors to students, limited technical resources delayed implementation.
- Install, Test, and fully Implement Veterans Benefits Reporting in PeopleSoft – a long-range goal with analysis and business process to begin in 2019-20. **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, 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.
- Complete textbook load project and turn on textbook view for faculty and students in PeopleSoft. **Update (APSS):** Currently finalizing testing with planned implementation in conjunction with Highpoint HCX and new Class Schedule fall 2020.
- Addition of the Credentials to the University Catalog. **Update (APSS):** Single subject credential added to 20-21 University Catalog. Continuing conversations with Department of Education and Curriculum Services to add additional credential programs in 21-22 University Catalog.
- Support GI 2025 projects to realize two and four year graduation rate increases. **(GRAD)**
- Research requirements to implement online grade changes. **(SRO) UPDATE:** In final testing phase for 2020/21 implementation.
- Collaborate and support Office of International Education and Global Engagement on required verification of enrollment and degree information for our sponsored students. **(SRO) UPDATE:** Pending additional information from IEGE.
- Consider process improvements to streamline official transcript processing. **(SRO) UPDATE:** Continuing to work through the implementation of electronic transcript delivery.

- Implement Follett Discover suite campus-wide **Update (APSS/SYST):** Finalizing testing and implementation to go live with Highpoint fall 2020.
- Implement the ability for electronic delivery of official transcripts. **(SRO/SYST) Update (SYST)**: Ongoing work with National Student Clearinghouse to configure the solution

Ongoing Assessment Efforts
- Incoming phone calls: 21,462
- Processed 14,330 official transcripts of which 98% were requested online
- Processed 4,354 grade changes
- Processed 517 Repeat with Forgiveness Petitions. An additional 2,870 student grades were forgiven through automation.
- Processed 4,545 Major/Minor/Certificate changes.
- Reviewed and processed 8,820 major and minor course substitution requests to fulfill DPR requirements for undergraduate degree seekers.
- Reviewed, articulated, and posted transfer credit from 5,233 transcripts to satisfy requisites for enrollment and complete degree objectives to facilitate graduation.

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
- Redesign scheduling process and timelines to successfully use Ad Astra Optimizer for room assignment for fall 2021 and spring 2022 scheduling cycle. **(APSS)**
- Purchase and implement new catalog management software. **(APSS)**
- Implement the use of SalesForce for office communications. **(GRAD/SRO)**
- Implement the use of financial aid for the payment of graduation fees. (**GRAD**)
- Begin the verification process of files scanned by Integra. **(SRO)**
- Investigate the process to implement online Activity Guide for student information collection. **(SRO/SYST)**
- Review the process used to identify and communicate with "super seniors", creation of new service indicators for tracking purposes. (**GRAD**)
- Identify and code VA Once for STEM majors. **(VETS)**
- Identify and code VA Once for extension courses (Redding Campus). **(VETS)**
- Implement Peer Advising for Veteran's Education (PAVE). **(VETS)**
- Sustain in-person operations of the Student Veteran Center **(VETS)**