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 2020-21 academic year was improving our processes to mitigate the risks associated with the COVID-19 pandemic.
• Implemented the HighPoint suite of products to replace the current Student Center, Wildcat Scheduler, and Class Schedule. Also implemented the new grade change process through PeopleSoft.

Academic Publications and Scheduling Services (APSS)
• Published 2022-2023 University Catalog.
• Published 2022-2023 Academic Calendar with new design.
• Streamlined Zero Cost Course Material designation process.
• COVID response – redesigned scheduling process to accommodate broadcast capable rooms (ChicoFlex); multiple updates to facility information in Astra as needed; and numerous revisions to the Fall 2020, Spring 2021, and Fall 2021 schedules.

Articulation (GRAD)
• Completed the review and publishing of the remaining backlogged (2017-2018, 2018-2019, 2019-2020) articulation agreements in Articulation System Stimulating Interinstitutional Student Transfer (ASSIST) including the review and publishing of 35,133 agreements (last year published 31,314 agreements).
• Established 140 new equivalencies in the Transfer Evaluation System (TES) for the CSU Fully Online Program.
• Completed 429 faculty determined articulations (420 CCC, 3 CSU and 6 out-of-state) and 561 Course Identification Number (C-ID) articulations and uploaded them to ASSIST, Transfer Evaluation System (TES) or both.
• Built PeopleSoft rules for all new 2020-2021 course-to-course articulations.
• Continued updating PeopleSoft rules to reflect curriculum changes for CSU, Chico’s major feeder CCCs and fixed/added PeopleSoft rules documented by Admissions Transfer Advisors and Graduation Advisors totally 1,242 rules fixed/added.
• In collaboration with Degree Audit Programming, began building rules for major requirements to reduce the number of course substitutions requested by faculty advisors. One major we began with is the BA in Child Development. Built new course articulation and major requirement articulation based on the California Community College Early Childhood Education Curriculum Alignment Project (CAP). This included work for 92 California Community Colleges.

Degree Audit Programming (DGAP)
• Successfully updated Degree Progress Reports (DPRs) for all 272 programs with current curriculum in time for Summer 2021 Orientations.
• Completed 85% of Smart Planners prior by July 16th. Limited due to short staffing for the last year.
• Assisted with High Point Community Experience (HCX) setup, testing, go live, and maintenance.
• Setup and went live with High Point Schedule Builder in October of 2020.
• 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 and faculty on the Smart Planner, High Point products and DPR along with continued custom fixes and programing 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.
• Began building, testing, and implementing High Point Degree Planner (did not go live due limited staffing).
• Maintained baseline operations while working remotely and staffed at 50%.

Graduation Advising (GRAD)
• Graduated over 3,516 students since summer 2020 using the PeopleSoft Degree Audit automated process.
• Provided one-on-one Graduation Advising via Zoom to 3,086 students.
• Implemented Zoom drop-in Advising and waiting room functionality.

Student Records and Registration (SRO)
• Records and Registration staff worked virtually throughout COVID-19 pandemic in fall 2020 through spring 2021, 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. Staff transitioned back to partially working on campus in summer 2021 and providing in person services 9:00am to 3:00pm.
• We were able to transition to an online payment process in order to collect the $10 late add/drop fee in fall 2020. For spring 2021 campus adopted a temporary policy to waive this late fee, but we intend to keep the online payment process starting in fall 2021 and beyond.
• Due to the COVID-19 pandemic and campus remaining virtual for fall 2020 through spring 2021, temporary grading policy changes were implemented for our fall 2020 and spring 2021 grading periods. We converted all F grades to no-credit (NC), all unauthorized withdrawals (WU) to a withdraw (W), and gave students the option to convert their D grades to NC.
• Worked closely with technical support and Systems to develop, test and implement the online grade change process via PeopleSoft. The process went live in June 2021 for faculty to begin initiating grade changes electronically.

Systems (SYST)
• Support the implementation of the Veterans Benefits modification. Coordinate with Student Financials and other offices, test, configure, and document the Self Serve page to request enrollment certification for Veteran’s Benefits.
• Once again, Support campus grading policy changes in response to COVID19.
- Updated processes, 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.

- Complete implementation of new online Grade Change process in PeopleSoft. This is the first project using PeopleSoft’s Authorization Workflow Engine (AWE), and paves the way for more projects using this functionality.
- Complete the launch of the new Student Center, using 3rd party products integrated with PeopleSoft. This includes integrating existing classic pages, and take advantage of new functionality (Guest Users Access)
- Assist in moving EO 803 (Student Immunizations) tracking to the Student Center.

**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 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 that were also closed. We are looking forward to once again providing a physical safe place for our student veterans.

- Continued 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 almost $9 million of education benefits in 2020-2021 for about 900 students.

- Continuing the use of 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. 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.
• 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 virtually to maintain social events for the student group.
• 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.
• Maintain PAVE operations and reporting with SVO as frontline personnel to advise and mentor other student veterans about services across campus and throughout the community.
• Applied for and expecting full approval from CSAAVE for catalog, policies, and procedures to continue to process VA education benefits through A/Y 21-22.
• Recognized as a national leader of Military Friendly Schools by GI Jobs for 12th consecutive year. Also recognized as ‘Best for Vets’ university by Military Times 4th time in 8 years.
• 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 implementing the many sections of the Isakson & Roe legislation (Public Law 116-315), to be on-going through 2024.
• Missed activities due to COVID: Annual events: Welcome Reception, Veteran Day, 5K run, Vet Grad, VEST meetings, SVA conference, Summer Orientation, and training conferences for VETS staff; CSU-wide and national.
• Completed the implementation of Oracle functionality of Vets processing pages through collaboration with multiple team leads. System seems to be fully operational in time for summer and fall enrollments.

Diversity Efforts
• Staff in the office are able to provide Spanish, American Sign Language, and Arabic translations to students and visitors of our office.
• Reimplementing 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:
  o Chico State Graduation Initiatives 2025
  o California Promise Program
• Provided support for the following policy changes/updates:
  o EO 1110
  o EO 1100
  o AB 1460

IV. Resources Summary –

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**Human Resources** –
- Temporary Reassignment, AA/S Degree Audit Analyst
- Recruited and hired, ASC I Office Coordinator
- Retirement, SSP II Graduation Advisor

### V. Program Assessment of Past Year

**Program Objectives:**

**Completed**
- Developed a workflow process in ImageNow for the official withdrawal process. *(SRO)*
- Reviewed *CSU Records audit findings* for campus compliance in enrollment reporting processes. *(SRO)*
- New Class Schedule live. *(APSS)*
- Textbook load project completed and faculty, student, and guest view turned on. *(APSS)*
- Implemented Follett Discover suite campus-wide. *(APSS)*
- Purchased CourseLeaf, new catalog management software, and started implementation. *(APSS)*
- Transitioned AWTU process to the Office of Academic Personnel. *(APSS)*
- 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)*.
- Queries created to help support Office of International Education and Global Engagement on required verification of enrollment and degree information for our sponsored students. *(SRO)*
- Install, Test, and fully Implement Veterans Benefits Reporting in PeopleSoft – a long-range goal with analysis and business process to begin in 2019-20. Project completed after necessary resources became available due to the mandate of the CO. *(VETS)*

**Ongoing**
- Investigate the process to implement online Activity Guide for student information collection. *(SRO/SYST)*
- Project to analyze, design, spec, implement, configure PeopleSoft AWE for grade changes *(SRO/SYST)*
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): Tested newly delivered Oracle pages for this purpose, but still pursuing QBU as an approach, limited technical resources delayed 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.

• Implementation of CourseLeaf, our new catalog management software. (APSS)

• Develop and implement new department and organizational structure change process in partnership with University Budget Office and Human Resources. (APSS)

• Addition of the Credentials to the University Catalog. Update (APSS): Multiple subject credential added to 21-22 University Catalog. Continuing conversations with Department of Education and Curriculum Services to add additional credential programs in future University Catalogs.

• Implement Ad Astra Optimizer for room assignment in conjunction with FMS renovation of Butte Hall. Update (APSS): Implementation delayed due to transition to mostly virtual classes and services. Implementation of new process will be discussed and decided with new Academic Scheduling Advisory Committee.

• Support GI 2025 projects to realize two and four year graduation rate increases. (GRAD)

• Continuing to work on the implementation of electronic delivery of official transcripts. (SRO/SYST) Update (SYST): Ongoing work with National Student Clearinghouse to configure the solution

• Continue the verification process of files scanned by Integra. (SRO)

Ongoing Assessment Efforts

• Incoming phone calls: 17,409

• Processed 18,973 official transcripts of which 98% were requested online

• Processed 5,595 grade changes, and an additional 24,362 grade conversions due to temporary changes in grading policy.

• Processed 343 Repeat with Forgiveness Petitions. An additional 1,201 student grades were forgiven through automation.

• Processed 3,906 Major/Minor/Certificate changes.

• Reviewed and processed 8,327 major and minor course substitution requests to fulfill DPR requirements for undergraduate degree seekers.

• Reviewed, articulated, and posted transfer credit from 5,244 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**
- Implement the use of SalesForce for office communications. *(GRAD/SRO)*
- Implement the use of financial aid for the payment of graduation fees. *(GRAD)*
- Create Adobe Sign workflows for various forms that require student signature only *(SRO)*
- Review the process used to identify and communicate with “super seniors”, creation of new service indicators for tracking purposes. *(GRAD)*
- Continue to implement the requirements of the Colmery Act (Forever GI Bill) *(VETS)*
- Implement sections of Isakson and Roe (Public Law 116-315) *(VETS)*
- Project to analyze, design, spec, implement, configure PeopleSoft AWE for Late Add/Drop approvals *(SRO/SYST)*
- Vet Shopping Sheet *(VETS/SYST)*
- Updates to Preferred Names mod and Pronoun mod *(SYST)*
- Implement Fluid Navigation for PeopleSoft — homepage and main menu navigation replacement *(SYST)*
- Rebranding of all office materials and electronic resources to new standard