Division of Student Affairs
CALIFORNIA STATE UNIVERSITY, CHICO

OFFICE OF THE REGISTRAR

Annual Report 2018-2019

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, 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 and confer degrees, report enrollment data, maintain the university's academic calendar, and facilitate space for classrooms. 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).

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 (REGS)
- Recruited and hired a new University Registrar.
- Promoted two internal candidates to Assistant Registrar.
- Reorganized staff reporting lines to increase efficiencies.

Academic Publications and Scheduling Services (APSS)
- Successfully hired a permanent full-time Academic Publications & Catalog Editor.
- Successful conversion of Ad Astra to cloud based and updated to Ad Astra 8.0.
- Modified PeopleSoft and homegrown AWTU application to include costing information required by Provost's Office.

Articulation (GRAD)
- Established 5,068 total equivalencies in the Transfer Evaluation System (TES) for the CSU Fully Online Program.
- Completed 190 faculty determined articulations (79 CCC, 55 CSU and 56 out-of-state) and 672 Course Identification Number (C-ID) articulations and uploaded them to Articulation System Stimulating Inter-institutional Student Transfer (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 2018-2019 course-to-course articulations except 21 rules for Broward College (Broward isn't set up properly in PS).
- Continued updating PeopleSoft rules to reflect curriculum changes for CSU, Chico's major feeder CCCs and fixed/added PeopleSoft rules in response to over 200 emails from Admissions Transfer and Graduation Advisors (multiple rules per email).

Degree Audit Programming (DGAP)
- Successfully updated Smart Planners and Degree Progress Reports (DPRs) with all current curriculum in time for summer 2019 orientations.
- Completed the build of all 2019 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.

- Prepared and proposed large scale University-wide e-advising tool usage initiative. Worked with Academic Advising to launch initiative.

Graduation Advising (GRAD)

- Graduated over 3,466 students since summer 2018 using the PeopleSoft Degree Audit automated process.
- Provided one-on-one graduation advising to 4,793 students.

Student Records and Registration (SRO)

- When transcript was converted to XML we also changed from landscape to portrait layout which created much more efficiency when fulfilling official transcript orders.
- Worked with Academic Advising on ensuring all students eligible for California Promise received priority registration, our first continuing cohort was for spring 2019.
- Worked with the School of Nursing on ways to support students in the Nursing degree program. We created a repeat with forgiveness verification letter for the student to upload with their application. Also, School of Nursing will get signatures of the Nursing students and forward to our office allowing us to release unofficial transcripts to the Board of Registered Nursing each semester.
- Communicated changes to the 2019-2020 Academic Calendar regarding the faculty grading timeline to academic departments, which aligns the deadline with the last faculty work day for the fall and spring semesters. For 2018-2019 the deadlines remained December 31 for fall and we had 9 instructors still outstanding, report delayed grades being assigned to 85 students as of January 8. The deadline remained May 31 for spring and we only had one instructor submit grades late for 2 of her courses, report delayed grades being assigned to a total of 20 students on the next business day after the grade deadline, June 3.
- Records staff worked throughout the campus closure during the Camp Fire in order to provide essential services to our students. Staff also help staff at CARE (Campus Assessment Response and Education) tables during the weeks after campus re-opened to assist with students transitioning back to campus and their classes.

Systems (SYST)

- Designed, tested and supported the data integration between PeopleSoft and the StarRez Housing management system, enabling changes in housing resident's addresses to be reflected in PeopleSoft daily.
- Supported the Office of the Registrar through the Cascade website management system upgrade, including migration and redesign of seven individual websites.
- Conducted a review of all National Student Clearinghouse services and started several process improvement efforts to ensure highly accurate and timely reporting of enrollment information to the National Student Clearinghouse, and National Student Loan Data System (NSLDS).
- Participated and supported the implementation of redesigned EO 1110 Early Start procedures and major changes to the related PeopleSoft functionality.

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 2018-19 appear below.

- Administered over $9 million of education benefits in 2018-19 for over 800 students.
- Hosted several annual events: Veterans Welcome Reception, Veterans Day Celebration, and Veteran Graduation Celebration. Collaborate with Office of Diversity and Inclusion so that veterans are still recognized as a culture on Chico campus.
- Continue VEST (Veteran Education Support Team) operations to advocate and assist the student veteran population throughout the campus and local agencies.
- Support the Chico State Student Veteran Organization to conduct BBQs on campus to enhance visibility and raise funds for social and recreational events for the student group.
- Partner with FMS to schedule, and then reschedule due to Camp Fire, the 2nd 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.
- 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.
- Oversaw the application and use of $4,000 for SVO to attend the SVA national conference.
- Apply for campus approval to continue to process VA education benefits through A/Y 19-20.
- Complete compliance survey (audit) with CSAAVE for VA benefits with no discrepancies.
- Recognized as a national leader of Military Friendly Schools for 10th consecutive year.
- Begin the implementation process for PeopleSoft functionality of veteran's pages.

IV. Diversity Efforts - UPDATE
- 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
- Re-implemented the office Diversity Calendar, which allows for central communication of various cultural events and dates.

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	$1,375,655
Work Study	$30,000
Total	**$1,533,255**

VII. Human Resources

Recruited and hired, ASA II – Public Contact Student Records & Registration

Temporary to Permanent assignment, ASA II- Public Contact Student Records & Registration

Re-classified, AA/S EI, to AA/S EII – Degree Audit Program

Hired Retired Annuitant, ASC I - Academic Publications & Scheduling Services

Hired Interim University Registrar, ADM II

Promoted Assistant Registrar of Records, Registration, Communication and Operations, ADMIN I

Recruited and hired ADMIN I, Assistant Registrar for Systems

Recruited and hired ADMIN III, University Registrar

Recruited and hired DP-G II, Catalog & Academic Publications Editor

Recruited and hired AA/S IE, Functional Lead Campus Community

VIII. Program Assessment of Past Year
Program Objectives:

Completed

- Migrated Ad Astra to version 8.0 and the Cloud.
- 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.
- Implement Team Dynamix ticket for Astra Security in collaboration with Facilities Reservations.
- Facilitate the transition of Facilities Reservations to University Public Events.
- Supported implementation of California Promise program to include the first four-year cohort in fall 2018 in coordination with Academic Advising Programs and Enrollment Management.
- Assisted Student Housing with the implementation of StarRez.
- Updated all office websites to new University system.

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 2019.

- Continue to work with Office of Academic Personnel to streamline Faculty Workload process. **Update (APSS):** Coordination and discussion with Office of Academic Personnel ongoing.
- Provide a workshop for students nearing graduation to help plan for remaining semester schedules.
- 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 – tentative release date of September 2019.
- Smart Planner project roll out and activities started, additional coordination activities with campus advising partners expected to begin fall 2019 **(GRAD).**
- 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 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. **(APSS)**
- Addition of the Credentials to the University Catalog. **(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 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)**
- Implement Follett Discover suite campus-wide **(APSS/SYST)**

IX. Ongoing Assessment Efforts
- Incoming phone calls: 18,865
- Processed 21,531 official transcripts of which 98% were requested online
- Processed 1,922 grade changes

- Processed 693 Repeat with Forgiveness Petitions. An additional 3,226 student grades were forgiven through automation.
- Processed 5,979 Major/Minor/Certificate changes.
- Reviewed and processed 8,867 major and minor course substitution requests to fulfill DPR requirements for undergraduate degree seekers.
- Reviewed, articulated, and posted transfer credit from 4,823 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 Ad Astra Optimizer for room assignment in conjunction with FMS renovation of Butte Hall. **(APSS)**
- Implement the use of SalesForce for office communications. **(GRAD/SRO)**
- Implement Certificates within the Degree Progress Report. **(GRAD)**
- Implement the ability for electronic delivery of official transcripts. **(SRO/SYST)**
- Implement Med+Proctor for the collection of students' immunization information. **(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". **(GRAD)**
- Revise the format of the Academic Calendar. **(APSS)**
- Identify and code VA Once for STEM majors. **(VA)**
- Identify and code VA Once for extension courses (Redding Campus). **(VA)**