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.

EMS efforts support both California State University, Chico’s mission to be “committed to assist students in their search for knowledge and understanding and to prepare them with the attitudes, skills, and habits of lifelong learning in order to assume responsibility in a democratic community and to be useful members of a global society,” as well as the Division of Student Affairs’ mission to “directly support the recruitment, retention, graduation, and satisfaction of California State University, Chico students by providing comprehensive and integrated student services programs for all students.”

Goals
- As a unit within EMS, the Office of the Registrar (REGS) works closely with all divisions and units across the University to enroll, retain, and graduate students. These efforts are accomplished by:
  - maintaining an online catalog and class schedule
  - providing real-time graduation evaluations for students
  - maintaining the online registration, Smart Planner, and degree audit infrastructure
  - policy interpretation
  - maintaining student academic records
  - transcript processing
  - protecting access to academic record information
  - maintaining articulation agreements
  - Within REGS, Veteran Affairs (VETS) certifies eligibility and provides support for student veterans and their dependents
• REGS supports and maintains integral modules within the student information system, providing students and academic advisors current information to inform progress toward degree, class scheduling, and access.
• 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.
• Date of last review: June 2016.

II. Accomplishments

Academic Evaluations (EVAL)
• Graduated over 2,660 students since summer 2015 using the PeopleSoft Degree Audit automated process.

Articulation
• Completed 1,710 CourseMatch and AB 386 equivalencies and uploaded them to the Transfer Evaluation System (TES) for systemwide visibility.
• Completed 238 faculty determined articulations and 702 C-ID articulations and uploaded them to ASSIST for systemwide visibility.

Degree Audit Programming (DGAP)
• Completed Smart Planner programming of all majors and minors for students under the 2013 catalog and later.
• Over 5,000 students have used the Smart Planner.

Student Records and Registration (SRO)
• HighPoint Mobile retrofits to deploy a mobile application with enhanced functionality.
• Authorization to Release modification to allow students self-service access to authorize designated offices to share specific information with a third-party designee.
• CSU Fully Online modification implementation of additional functionality.
• ImageNow retention schedule implemented for documents with one-year retention.

Veterans Affairs (VETS)
• Hosted annual Veterans Conference.
• Administered over $7.5 million in benefits to over 700 students.

Diversity Efforts

• Multiple staff attended diversity certification programs and will continue supporting staff participation.
• Provide Spanish, ASL, and Arabic translations.
• Intra-office collaboration is underway to create and implement a workshop for student veterans to ensure military credit applies to degrees.
III. Changes in Policies and Procedures

- Change to EM 10-018 to align the repeat with forgiveness policy with the CSU systemwide policy. Students can repeat up to 16 units with forgiveness.
- CSU systemwide student conduct sanctions reporting tool that notifies other CSUs of students who have sanctions on their records.

IV. Resources Summary

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<tr>
<td>Base Budget</td>
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<tr>
<td>Salaries</td>
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<td>VET &amp; ASSIST Project Balances</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$2,786,825</strong></td>
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</table>

Human Resources

- Recruited and hired one evaluator trainee.
- Promoted two evaluator trainees to evaluator I classification after completion of required training.
- Recruited and hired one ASC II, Records Lead.
- Recruited and hired one ASC I, Records Support Coordinator.
- Recruited and hired one AAS I, Academic Publications and Scheduling Services.
- Two Retirements: AA/S in Academic Scheduling and the University Registrar.

Facilities/Equipment

- The Student Veteran Organization (SVO), with the support of the Veterans Affairs Office (VETS), have requested a larger campus space to relocate the Veterans Center.

V. Program Assessment of Past Year

Program Objectives

- Consult 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.
- Completed work with Faculty Affairs to improve reporting of faculty workload.
- Completed Ad Astra 7.1 classroom scheduling upgrade to improve performance issues.
- 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.
- ASSIST NextGen project for all CSU campuses to update articulation agreements with California Community Colleges: CSU Chancellor’s Office delayed the project until spring 2017.
• 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.

• Seek institutional resources for reporting on retention rates, graduation rates, and benefits usage per capita for Veterans. Due to lack of personnel resources in Institutional Research, this project has not moved forward.

• Create a workflow process in ImageNow for the official withdrawal process: Project delayed due to lack of technical resources.

• Review CSU Records audit findings for campus compliance: Project has started, but staffing resources has limited progress.

• Completed expanded use of Wildcat Action Center; considering additional uses.

• Records Retention: Purchased hardware (using UScan and ImageNow) to read and scan microfilm for capturing and storing historical records.

• Complete 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.

• PeopleSoft modification to allow students to select a General Education Pathway/Pathway minor in self-service: Delayed due to lack of technical resources.

• Completed collaboration and facilitation of Title IV compliance in consultation with the campus Title IV Coordinator. New functionality delivered by the Chancellor’s Office needs to be retrofitted for 2016-17.

• Completed AB 386 compliance for offering fully online courses CSU systemwide for fall 2015. Continued testing and integration with the Chancellor’s Office and campus departments will follow as we enter the first full year of implementation.

• Completed development and implementation of School of Education’s checklists in self-service for Credential students

Ongoing Assessment Efforts

• Incoming phone calls: 18,881.
• Processed 21,293 official transcripts (92% requested online).
• Processed 2,241 grade changes.
• Processed 611 Repeat with Forgiveness Petitions (an additional 3,206 repeat codes were placed on student academic records through automation).
• Processed 6,968 Major/Minor/Certificate changes.
• Purged over 20,000 permanent records from storage.
• Processed over 3,000 facilities reservations and scheduled more than 16,000 locations for meetings, events, and trainings.
VI. Analysis

- After considering assessment opportunities and data, as well as demographic trends, provide a discussion and analysis of the issues and services that require strategic and intentional consideration in the next academic year.
- Continue to review operations where REGS can improve and automate processes.
- Continue to reorganize REGS staffing to enhance efficiencies and resources.

VII: Program Objectives for Next Academic Year

- Provide a workshop for students nearing graduation to help plan for remaining semester schedules.
- 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 spring 2017, 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.