OFFICE of REGISTRATION and RECORDS

The Registrar's
ANNUAL REPORT

2015 - 2016

OUR MISSION

The Office of Registration and Records (ORR) collects, manages, and maintains curricular and student academic records; analyzes, secures, and disseminates information in accordance with regulatory policies; and continually implements creative solutions that improve operations and enhance efficiency. We strive to provide exceptional service by collaborating with other offices to deliver services, enhance student success, and achieve institutional goals.

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MEET OUR REGISTRAR

I am pleased to share our annual report for 2015-2016. The Office of Registration and Records reports to the Associate Vice President, Dr. Susan Powers, in Academic Affairs. This is the first year that our office has publicized details about our services and accomplishments. I hope that you will find it informational.

ORR staff strive to continuously improve operations and services. A few accomplishments (or highlights) include implementation of the new XE Faculty Grading system and it’s on Blue Training Initiative. Throughout the year, we have worked on several other projects designed to enhance services and streamline business processes.

We work collaboratively with campus constituents to ensure we are meeting the needs of students, faculty, and staff. ORR staff are actively involved in professional associations and support state-wide initiatives.

April Hay, Registrar
OUR CORE FUNCTIONS

Operations

Academic Catalog System Administrator:
  • Catalog/Curriculum Integration & Mapping
  • Coordinate Updates to New Catalogs
Attendance Reporting
Curriculum System Administrator:
  • Course, Program, & Fee Proposal Review
Curriculum Maintenance:
  • Course, Program, & Fee Maintenance
Data Requests: Ad Hoc & Official Student Reporting
Degree Audits (MySAM System Administrator):
  • Code Course, Program, & Policy Changes
Grading:
  • Interim, 8-Week, Special Population, Final
Graduation and Commencement:
  • Graduation Applications, Degree Posting, Reporting
  • GPA & Latin Honors Calculations, Awarding of Honor
  • Commencement Ceremony & Diplomas
Non-Academic Room Scheduling
Registration Activities:
  • Priority Registration
  • Add/Drop/Withdrawal Processing & Appeals
Schedule of Classes Management:
  • Course Edits
  • Departmental Transfers
  • Room Scheduling
Software Maintenance, Training & Security
Student Record Maintenance & Retention:
  • Digitization & Verification of Student Records
  • Change in Personal & Program Information
  • Academic History & Standing Review & Maintenance
Transcript Services (Parchment System Administrator and fulfillment)
Transfer Articulation and Evaluation:
  • Articulation Agreements
  • Equivalency Maintenance
  • Military Transfer
  • Unofficial Athletic Evaluations
Tuition & Fee Assessment

Communication & Customer Service

Contact (Telephone) Center
CRM (Talisma) Email Communications
ORR Website
Sycamore Express Walk-in Visitors
Training: Argos, Banner Services, Curriculog, & Workflow

Compliance

Academic Program Inventory
Athletic Eligibility
Degree & Enrollment Reporting & Verification
  • National Student Clearinghouse
  • State Board of Accounts
  • Manual Verifications
Department of Ed Program Review
FERPA
Immunization Record Management & Reporting
International Student Compliance
Policy Implementation & Enforcement
Residency Appeals
Software Security Manager
Student Record Requests & Subpoenas
Veteran Certification/Audits & Military Fees/Grading

Collaboration

Academic Calendar
Core Transfer Library
Data/Systems Integrations
External University Committee Participation
Internal University Committee Participation
IPEDS Review
New Student Orientation
Project Work
Reverse Transfer (Ivy Tech & VU)
STGEC Maintenance & Completions
TSAP Programs

The Office of Registration and Records supports Indiana State University’s values and missions. We believe that every individual matters. Our trained professional staff strive to provide high quality service to all of our constituents.

In addition to our remarkable full time staff, we are very pleased to employ 15 Student Office Assistants & 1 Graduate Assistant. We continually incorporate our students into our operations and projects, affording them quality skill sets that will be marketable after graduation.

ORR focuses on professional development, continual education, and commitment to meeting the needs of our community. We work to ensure continuity within our day-to-day operations. In addition to our Operations & Service, we are very proud of the strong relationships we have developed across the campus and with our external partners.
The Office of Registration and Records partners with faculty, staff, students, and alumni to provide comprehensive services for enrollment and academic records management. We support the teaching and learning mission of Indiana State University by providing essential enrollment, curricular, and student record services to the campus community. We work to create, maintain, certify, and protect University records of courses, degrees, and students. We focus on providing superior service to our customers with the highest standards of efficiency, accuracy, integrity, confidentiality, and security.

**OUR SERVICE TEAMS**

Karen Davis was internally promoted to an Assistant Registrar position. Her main focus is overseeing student employees and the Contact Information Center.

Jennifer Keller was hired into our Coordinator position. She focuses on budgeting, all office communications, and compliance matters.

Aaron White joined us to fill an Assistant Registrar position. His focus is on graduation, commencement, management of the schedule of classes, and room scheduling.

ORR Staff Member Education Stats

ORR has 5 team members who took classes during this AY in pursuit of furthering their education!
MODES OF COMMUNICATION

Below are just a few of the many tracked statistics for the ORR. Our numbers are based upon information obtained from individual reports generated by the Office of Registration & Records for the 2015-2016 Academic Year.

Phone Call Statistics

253 Hours per Month
3,059 Calls per Month

<table>
<thead>
<tr>
<th>Avg. Hours Spent on Calls</th>
<th>Avg. Calls Rec’d Per Month</th>
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<tbody>
<tr>
<td>0</td>
<td>500</td>
</tr>
<tr>
<td>100</td>
<td>1500</td>
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<td>200</td>
<td>2000</td>
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Telephone Call Trends

Transcript and Registration questions are most frequently answered.

Although our tracking shows a decline in our telephone calls for this past Academic Year, we are no longer able to track direct line calls.

Effective December 2015, due to a telephone system upgrade & phone software changes, we no longer have the ability to track DIRECT LINE phone calls. The statistics for the AY 2015-2016 only include our switchboard line calls to our primary office telephone number. In addition to these calls, on a daily basis, many staff members receive numerous calls directly to their individual desk phone lines, which are no longer reflected in our numbers.

Academic Year Telephone Trends

<table>
<thead>
<tr>
<th>AY 1213</th>
<th>AY 1314</th>
<th>AY 1415</th>
<th>AY 1516</th>
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<tbody>
<tr>
<td>31,811</td>
<td>34,040</td>
<td>31,205</td>
<td>28,029</td>
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Academic Year Sycamore Express Trends

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<thead>
<tr>
<th>AY 1213</th>
<th>AY 1314</th>
<th>AY 1415</th>
<th>AY 1516</th>
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<tr>
<td>14,761</td>
<td>14,996</td>
<td>12,473</td>
<td>8,708</td>
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Sycamore Express Walk-In Trends

The ORR implemented several changes within our processes & operations in an effort to help reduce our student's needs for numerous trips to our service desk during each semester.

You will notice how much more efficient ORR has become! In just one year's time, we have reduced our number of Sycamore Express Walk-In visits by over 3,700.

We will continue to strive toward developing new & improved processes which will help our students reach their academic goals with greater ease & convenience.

We provided individual, face-to-face services to 8,708 students at our Sycamore Express Service Physical Station during the 2015-16 Academic Year. The top three reasons for a visit were: transcripts, registrations, and immunizations.

Office Email Account Interactions Received

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<tr>
<th>AY 1213</th>
<th>AY 1314</th>
<th>AY 1415</th>
<th>AY 1516</th>
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</thead>
<tbody>
<tr>
<td>23,733</td>
<td>42,052</td>
<td>202,870</td>
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</tbody>
</table>

Office Email Communication Campaigns

We Value our Student Office Assistants!

Our Student Office Assistants are the front line for telephone customer assistance by providing answers to a variety of questions from students, faculty, and staff. Our student employees assist the ORR staff with general office duties such as preparing course descriptions, sending faxes, taking deliveries to other offices, setting up for commencement, and maintaining the schedule of class departmental change spreadsheet. Additionally, they often assist in preparing spreadsheets and updating office documentation. They scan and index student related documents, answer general email, sort the mail coming into the office, and prepare the mail to be sent out. Student employees also take part in many on-going projects.

Applause to our Student Employees for all that they do to help ORR run smoothly!
DATA PROCESSING SERVICES

Course Adjustments & Departmental Transfers
- 16,702

Schedule of Class Course Edits
- 7,896

Withdrawals
- 2,509

Change of Grade
- 1665

Online Final Grade Submissions
- 130,648

TRANSCRIPT BREAKDOWN

Transcript Orders Requested Online
- Sent electronically: 7,362 (36.99%)
- Sent by Mail: 4,708 (23.66%)
- Picked up in person: 421 (2.12%)

Transcript Orders Requested in ORR
- Sent electronically: 618 (3.11%)
- Sent by Mail: 5,597 (28.12%)
- Picked up in person: 1,196 (6.01%)

Manual Processes
Changes of Majors, Schools, and Grades are all manual processes approved by hand in the colleges and processed by hand in ORR. In the coming year ORR hopes to use Banner Workflow to eliminate the transfer of paperwork for each of these processes.

Social Security Updates
- 207

Change of College
- 1,275

Misc Student Record Updates
- 1448

Change of Major
- 6,259

Name Change
- 296

Official Transcripts Processed
- On Demand (96.43%)
- Reverse Transfer Program (3.57%)
ALWAYS IMPROVING

Thanks to improvements in our process and cooperation with Academic Colleges, ORR now aims to award all degrees for a semester within two weeks after final grades are posted.

As we have seen an increase in transfer enrollments, our transfer evaluations have also increased. Records evaluated increased from 6,461 in Academic Year 2015 to 8,324 in Academic Year 2016; resulting in a 28.83% year-over-year increase.

Thank you for sharing in our successes!
The Office of The Registrar works diligently to hold the trust and confidence of our students, faculty, and staff. With emphasis on Confidentiality, Customer Service, Integrity, Accuracy, Communication, & Teamwork, we strive to maintain the integrity of all core functions within our office.

We have adopted the American Association of Collegiate Registrars and Admissions Officers (AACRAO) statement of professional ethics and practice.

We shall:

Conduct ourselves with integrity, fairness, honesty, and respect for others;
Avoid conflicts between personal and professional responsibilities;
Dispense complete, accurate, understandable, and truthful information and advice at all times.
PROJECT WORK IN-PROGRESS

Schedule of Classes Bulletin Replacement-transition of the PDF copy of our bulletin to utilize the same software as our academic catalogs.

Fee Assessment Implementation-transition from a modified fee assessment process to the current baseline version; allows more flexibility and on-line capabilities.

Banner Transfer Articulation-transition from utilization of DARS for processing transfer work, to utilizing baseline banner capabilities; allows for increase in accuracy, instantaneous view of transfer work, and a step in eliminating the need for two degree audit systems.

Grade Change Workflow-allows faculty to submit grade changes online; increases transparency and increases efficiency for the instructor, student, & departments.

Major Change Workflow-allows undergraduate students to submit a change in their academic program online; increases transparency, reduces turn around time for approvals, requires advisor changes to occur and notifies the student.

Online Graduate Graduation Application and Degree Certification-allows graduate students to apply online; increasing efficiency and allows online degree certification, reducing the awarding time frame.

Blackboard Student Worker Training Site-new student employees will be required to complete the online training as part of their orientation to the office.

It’s On Blue Required Training-capture completion dates and assign holds for students who have not completed the training; thus restricting future registration until the required training is complete.

Coding Prior Year Undergraduate Catalogs into DegreeWorks-allows students with a catalog year prior to Fall 2012 to transition from DARS to MySAM.

DegreeWorks Reporting Engagement-allows us to generate reports to pull DegreeWorks data out of the system; allows for a better understanding of degree completion requirements and course demand.

Digitization Projects: Graduation Certification Lists, Official Reports, Pre-System Transcripts-verify and move digitized records (previously only in paper form) to the appropriate system for easier access and retention purposes.

Online Withdrawal Implementation-make systematic changes to allow students to drop their last class online, rather than by paper; enhances the students experience and creates a more efficient student process.

We’re for... Collaboration

ORR projects allow us to collaborate with other offices to solve urgent problems, quickly comply with new requirements, and improve student service by automating high-volume processes.

Professional Development is also an important component of this office. We invest in our employees to allow for continued growth and value to the university.
Contact Center (Telephone) Implementation—November 2015, the university implemented a new contact center, requiring training and testing of office users; the new system gives the individual offices more usage and reporting capabilities, better call volume management, quality control, and service tracking.

Curriculog Course Fee Workflow—implemented online process to route course fee changes; increasing transparency.

Curriculog Fast Track Course Eliminations—implemented online process to route course eliminations; increasing transparency and efficiency.

DegreeWorks Audit—Career Ready Certificate—in consultation with the Career Center, created the needed program requirements for the Career Ready Certificate in DegreeWorks; increasing transparency and accuracy for our students.

EduNav Pilot—coordinated the introduction of a new degree mapping software that integrates with our current products. Worked with the vendor to identify shortcomings of the software; worked with colleges and academic advisors to gain feedback on this software to make a determination on possible purchase.

Email Retention Implementation—implemented the university standards for email retention; received training and created documentation on how to handle student specific records.

Faculty Grade Entry—with assistance from Information Technology, implemented the newest version of self-service faculty grade entry; this allowed for an updated user interface and the ability to import grades from Blackboard.

Recreation Center Automation for Leap and Summer Honor Students—worked with OIT and Student Recreation Center to make needed changes to allow automation for Leap and Honor students access to the Student Recreation Center, previously a manual process.

Sycamore Express (ORR) Training Manual—created a standardized standard operating procedures manual for our physical Sycamore Express station; increasing consistency, accuracy, and added value for new employee training.

System Upgrades—completed multiple upgrades for multiple software during the academic year.

Website (ORR) Conversion—worked with Communications and Marketing to convert our current website to the university adopted standard platform; received training and revised our website to better assist our constituents in finding relevant information.

Title IV Compliance Changes (Course Detail Codes)—Due to recent federal changes and the need to stay in compliance with Title IV restrictions, we worked with Information Technology and the Controller’s Office to change all detail codes on our course fees, effective Fall 2016.

We are pleased to share that, during the 2015-2016 Academic Year, overall our office participated and volunteered to help support 30+ different volunteer organizations within our local communities!

ORR participated in 55 ISU and 21 External Committees and Professional Organizations.

We’re for Collaboration & Community!
COLLABORATION
Internal University Participation

Ad Astra
Argos Reporting Committee, Chair Position
Associate Dean’s Council
Chinese Students and Scholars Association
Commencement Committee
Common Elements, Chair Position
Constituent Data Task Force, Co-Chair Role
Customer Relationship Management (Talisma) Group
Curriculum and Academic Affairs Committee, Ex-Officio
Duplicate Id Resolution Committee
Financial Aid Department of Education Program Review
First Sycamores Mentoring
Gensler Classroom Study Participant
Institutional Computing Steering Committee
Institutional Reporting Group: Chair Position
Institutional Argos Working Group
ISU Portal Team
ISU Staff Council
Laptop Distribution Volunteer
New Student Orientation
Panhellenic Association-VP for Recruitment
Portal Advisory Team
Platform Party Participant
President’s Scholarship Interview Days

Registration and Records Emergency Response Team
Reporting Group Committee
Residency Appeal Committee
Strategic Initiative-Goal 1 Oversight Committee
Strategic Initiative-Transfer
Student Affairs Committee
Student Affairs Committee, Ex-Officio
Student Success Council
Student Trustee Selection Committee
Sycamore Express Office
Sycamore Express Leadership Team
Sycamore Express Champion Team
Summer Taskforce Member
Textbook Oversight Committee
Transfer Group
Web Editor’s Meetings
Workflow Committee
Unified Communications Team
United Way Campaign Committee
University Efficiency Pilot Group
UPAC (HR) Committee
Web Editor’s Meetings
Workflow Committee

External University Participation

AACRAO Member
AACRAO Transfer & Technology Conference: Presenter
AVECO Conference
Ad Astra Kentucky Summit
Banner Collaboration Day
Banner Student Customer Advisory Board: Member
CoHesion Conference: Presenter
College-to-College DegreeWorks (Ellucian)
Customer Advisory Board Member
Competency-Based Education Meeting, ICHE: Attendee
Core Transfer Library Subcommittee
DegreeWorks Advisory Committee for Athletic Audits
DegreeWorks Forum: Session Review & Selection: Presenter
Ellucian Live Conference: Presenters

Ellucian Live Conference: Attendees
Student (Ellucian) Customer Advisory Board Member
Guided Pathways to Success Member
IACRAO Member
IACRAO Workshop, AACRAO Organizational Input: Participants
IACRAO Workshop, Restructuring our Organization: Participant
IACRAO Conference: Presenters
IACRAO Re-Energize Retreat
Parchment Exchange Conference: Attendee
Registrar 201 Workshop: Attendees
Talisma Annual Conference: Presenter
Statewide Transfer and Articulation Committee
Technology and Transfer Subcommittee
Veterans Affairs State of Indiana Meeting

ORR COMMUNITY ENGAGEMENT

100 Women Who Care, Clark County IL Chapter
Alpha Xi Omega Dishes for Wishes
Annual Sigma Kappa Bake Sale
Annual Valentine’s Dance at Cobblestone Crossing’s
Nursing Home
Blackhawk Community Church: Assistant Music Minister,
Assistant Moderator, Head Usher & Usher Coordinator
Catholic Charities Christmas Store volunteer
Circle for Sisterhood, Breast Cancer Awareness/Walk for a Cure
Clintion Optimist Soccer Club
Compassion International
Dixie Bee Elementary School
Habitat for Humanity
Happiness Bag
HCMC Morning Math Grading
Honey Creek Middle School
Inherit the Earth
Lost Creek Elementary School
Maine Seacoast Mission Donations
Marshall, Illinois Community School District
- Field Trip Chaperoning
Member of Friends of Holy Rosary Church

Member of Vigo County Historical Society
PTO in Chinese School of the Wabash Valley
Riley Elementary
Sarah Scott Middle School
Sigma Chi’s Derby Day’s
Sigma Kappa Foundation
Sigma Stacks Annual Pancake Event
South Vermillion School Corporation -
- Field trips and Career Readiness/Reality Store
Terre Haute Torpedoes Swimming Team
Thanksgiving & Christmas Food Baskets Program
United Way High Five Challenge participant
United Way Review Team 9:
- Health and Healthy Lifestyles, Youth Demographics
Unity Presbyterian Church: Trunk or Treat, Vacation Bible School,
Dinners and Christmas Gifts, Food Pantry
Vermilion County 4H - highway clean up
Vigo County School Corporation
- Community Service Events
Walk to End Alzheimer’s, Alzheimer’s Foundation
Week of Giving
West Vigo Middle School