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**OFFICE OF REGISTRATION AND RECORDS 2019-2020 ANNUAL REPORT**

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WHO WE ARE

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.

We Value
- Service
- Productivity
- Compliance
- Collaboration
- Equity, Diversity and Inclusion
- Professional Development

ORR Staff– 2020-2021
- April Hay, PhD, Registrar
- Tess Avelis, Associate Registrar
- Dena Brown, Registration and Records Specialist
- Dorothy Buck, Registration and Records Coordinator
- Karen Davis, Assistant Registrar–Student Services
- Ryan Hamilton, Assistant Registrar–Graduation and Transfer Services
- Randy Hargis, Registration and Records Information Analyst
- Jennifer Lawson, Associate Registrar
- Morgan Leek– Registration and Records Coordinator
- Jessica Major, Registrar Coordinator–Veterans Affairs Certifications
- Madison Miller, Assistant Registrar–Records Management
- C.J. Schaefer, Senior Registrar Analyst
- Angie Smith, Associate Registrar
- Beth Tomlinson, Assistant Registrar–Curriculum Services
- Laura Vanatti, Assistant Registrar–Client Services
- Dawn Wimsett, Registration and Records Specialist
- Sarah Wurtz, Senior Assistant Registrar
- Lian Xiao, Assistant Registrar–Degree Audit Data Analyst
- Erin Stanton, Graduate Assistant
- 8 student employees

The Registration and Records Office depends heavily on our student employees to assist with many of the day-to-day office responsibilities. Our students are the front line for answering incoming telephone calls from current and former students, faculty, staff and third party customers. They greet our walk-in customers at the service desk to assist with their needs in dropping off paperwork and general questions. They take care of our outgoing and incoming mail and filter through the incoming email to our office making sure to either answer or distribute it to the proper channel. They scan and index office documents and student paperwork. They assist on projects, update tracking for the annual report, take deliveries, clean and organize the office, shred paperwork and complete a variety of other miscellaneous tasks. They are appreciated more than they know and definitely are an asset to the office.

ORR student employees worked
6,070 HOURS!
OUR CORE FUNCTIONS

Operations

- Argos
  - Reporting for Colleges and Departments
    - Creation and maintenance of 100+ User-Run Reports
  - Software Maintenance, Training, & Security
- Attendance Reporting
- Banner
  - Software Maintenance, Training, & Security
- Course Evaluations Data Support
- Curriculum
  - Academic Catalog System Administrator
    - Catalog/current integration & mapping
    - Coordinate updates to new catalogs
  - Curriculog System Administrator
    - Course, program, & fee proposal review
  - Curriculum Maintenance
    - Course, program & fee maintenance review
- Schedule of Classes Management
  - Course edits
  - Departmental transfers
  - Room scheduling
- Non-Academic Room Scheduling
- Transfer Articulation and Evaluation
  - Articulation agreements
  - Equivalency management
  - Military transfer
  - Unofficial athletic evaluations
- Data Requests: Ad Hoc & Official Student Reporting
- Degree Works
  - Degree Audits (MySAM System Administrator)
    - Code course, program, & policy changes
  - Software Maintenance, Training, & Security
- 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
- Immunizations
- Registration
  - Priority registration
  - Add/drop/withdrawal processing & appeals
- Student Record Maintenance & Retention
  - Digitization & verification of student records
  - Change in personnel & program information
  - Academic history, standing review & maintenance
- Trans cript Services
  - Parchment System Administrator and Fulfillment
- Tuition and Fee Assessment

Communication & Customer Service

- Contact (Telephone) Center
- CRM (Talisma) Email Communications
- ORR Website
- Walk-In Visitors
- Trainings
  - Argos, Banner Services, Curriculog, MySAM, & Workflow
Compliance

- Academic Program Inventory
- Athletic Eligibility
- Degree & Enrollment Reporting and Validation
  - National Student Clearinghouse
  - State Board of Accounts
  - Manual verifications
- FERPA
- Immunization Record Management & State Reporting
- International Student Course Modality Compliance
- Policy Implementation & Enforcement
- Residency Appeals
- Software Security Manager
- Student Record Requests & Subpoenas
- Veteran Certification/Audits & Military Fees/Grading

Collaboration

- Academic Calendar
- Credential Engine
- Core Transfer Library
- Data/Systems Integrations and Upgrades
- External University Committee Participation
- Internal University Committee Participation
- IPEDS Review
- Project Work
- Reverse Transfer (Ivy Tech & VU)
- State Start-Up
- STGEC Maintenance & Completions
- TSAP Programs

DATA

Communication & Customer Service

Phone Call Statistics

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls per Month</th>
<th>Average Calls per Month</th>
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<tbody>
<tr>
<td>AY 17-18</td>
<td>1,569</td>
<td>1,533</td>
</tr>
<tr>
<td>AY 18-19</td>
<td>1,557</td>
<td>1,506</td>
</tr>
<tr>
<td>AY 19-20</td>
<td>1,314</td>
<td>1,247</td>
</tr>
</tbody>
</table>

Walk-ins

<table>
<thead>
<tr>
<th>Year</th>
<th>Walk-ins</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY 17-18</td>
<td>5,399</td>
</tr>
<tr>
<td>AY 18-19</td>
<td>5,593</td>
</tr>
<tr>
<td>AY 19-20</td>
<td>2,732</td>
</tr>
</tbody>
</table>

Email

- Office email account interactions received: 49,106
- Office email account interactions sent: 24,335
- Office email communication campaigns: 151,735

Curriculum Proposals

<table>
<thead>
<tr>
<th>Year</th>
<th>Course Proposals</th>
<th>Program Proposals</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY 19-20</td>
<td>205</td>
<td>59</td>
</tr>
<tr>
<td>AY 20-21</td>
<td>282</td>
<td>77</td>
</tr>
</tbody>
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Faculty Testimonial

"It has been my privilege and pleasure to work with the staff of the ORR. I appreciate their professionalism, expertise, and integrity. I also value the ways in which they contribute to our students’ success and ensure University College can do its best work. I am proud to call you colleagues and friends."

— Dr. Linda Maule, Dean, University College
Operations

- Manual course adjustments and departmental transfers: **5,615**
- Manual Schedule of Classes change requests: **8,032**
- Manual course registrations: **4,897**
- Student Withdrawals: **1,820**
- Change of grades: **1,317**
- Final grades processed: **98,033**
- Documents Imaged: **22,586**
- Official Transcript Breakdown
  - Requested online
    - Sent electronically: **9,237**
    - Sent by mail: **2,555**
    - Picked up in person: **209**
  - Requested in office
    - Sent electronically: **282**
    - Sent by mail: **63**
    - Picked up in person: **228**
- Reverse transfer program: **72**
- SACM Transcripts: **144**
- Immunization Records: **5,668**
- Paper FERPA statements of understanding: **160**
- Attendance verifications
  - National student clearinghouse: **360**
- Degree verifications
  - National student clearinghouse: **4,546**
- Name changes: **206**
- Change of Degree/Major/Catalog Manual Updates: **5,766**
- Graduation Applications: **2,966**
- Degrees awarded: **2,626**
- Commencement Ceremony Attendance
  - Fall semester: **446**
  - Spring semester: Virtual
- Latin Honors Calculations: **775**
- Notarized diploma orders: **124**
- TDX help desk service tickets worked: **1,989**
- Workflow information
  - Registration override notifications: **19,070**
  - Missing student information notifications: **151**
- Non-academic room scheduling: **1,055**
- Data requests: **150**
- Curriculum fee proposal reviews: **39**
- Manual Student SGASTDN record edits: **1,139**
- Transfer transcripts evaluated: **6,630**

Student Testimonial

I have had to contact the Office of Registration and Records for a plethora of things throughout my undergrad and graduate career. The ORR has been exceptionally helpful and prompt when I have needed help with anything. I certainly appreciate their patience and empathy when helping me with my endeavors.

– Peighton Hile, Graduate Student

Compliance

- Immunization Records: **5,668**
- Paper FERPA statements of understanding: **160**
- Attendance verifications
  - National student clearinghouse: **360**
- Degree verifications
  - National student clearinghouse: **4,546**
- Residency appeals: **142**
- Veteran certifications: **859**
- Enrollment verifications
  - National student clearinghouse: **10,818**
  - Manual verifications: **632**

11,450
Total Enrollment verifications
WHAT A YEAR

The Office of Registration and Records responded nimbly to the unique demands of COVID-19:

- Adjustments in academic standing, distance fees, transfer, class schedules
- Online Commencement and Commencement Spring 2020 Packages
- Banner Self Service Course Instruction Method Modification
- Optional Grade Selection for spring final grading
  - Identifying which courses were eligible for S/U
  - Set up system for students to be able to select which courses they want to take S/U
- E-Diploma Implementation
- Virtual State Start-Up
  - Working with UC to pre-assign schedules before meeting with advisors
  - Free 1 credit hour course for new students

PROJECTS

Projects in progress:

- Banner Admin: Main Release
- Banner BME: SZPGRAD Re-Work Current Process
- Banner Self Service: Implement 9.X Pages
- Barnes and Noble Textbook Software
- Catalog refresh and review
- Compliance: ORR Systems Access Audit
- Comprehensive Learner Record
- Credential Engine: Utilize Acalog API
- Degree Works & TESS Upgrade: 5.0.3.2
- Digitization Project: Graduation Certification Lists
- Digitization Project: Official Reports
- Digitization Project: PreBanner Transcripts
- MySAM: 2 year templates
- MySAM TDX Ticketing Process
- National Student Clearinghouse MyHub
- ORR Intranet Design
- Policy Library: Academic Policies
- Portal Replacement for Stoneware
- Programs for Licensure Disclosure
- School of Nursing Department - Curriculum Changes
- SEM Process Improvement: AACRAO Consulting - Transfer Student Evaluation
- Transfer Articulations: CCAF
- Blue Reports: Cost of Instruction
- Degree Works and TESS Upgrades: 4.1.6, 5.0.0
- Departmental Name Change Updates: School of Criminology & Security Studies, ACES
- Digarc Explore: Purchase of New-Ed Functionality Review
- Diploma Reorder Self-Service Exploration
- Form Fusion Upgrade
- Priority Registration Timetable and PIN update
- Student Health and Wellness Fee Assessment Implementation for Fall 2020
- SecureFileHub Implementation (Secure Upload)
- 21st Century Student Attribute Tracking

Projects completed:

- Academic Catalog (Acalog) Degree Map Implementation
- Ad Astra Upgrades: 8.4, 8.6
- Argos Upgrades: New Servers, 6.3.1, 6.5
- Banner: Admin Forms Updates: 8.9.3, 9.3.1, 9.3.16.2
- Banner: SSN Masking
- Banner Modification (SZAADVR) Elimination Replacement: New Self-Service Page
- Banner Modification (SZVEXPH/SZVEXPD) Elimination Replacement: Baseline functionality
- Banner Placement Student Pre-hold for missing immunization requirements Implementation
- Banner Self-Service Upgrades: 8.7.2.6
- Banner Workflow Upgrade: 8.5.1
- Blackboard: Disable Enrollments
Internal University Participation

• Associate Dean’s Council
• Chinese Students and Scholars Association
• Commencement Committee
• Commencement Box Stuffing Event
• Commencement Platform Party
• CRM (Talisma) Group
• CRM Operations Committee
• Curriculum and Academic Affairs Committee, ex-officio
• Duplicate ID Resolution Committee
• Grad Council Committee, ex-officio
• HLC Steering Committee
• HLC Student Opinion Survey
• Institution Computing Steering Committee/ACC
• Institutional CRM RFP
• ISU Intermural Summer Softball Champions!
• ISU Portal Advisory Team

• Laptop Distribution Volunteer
• Move-In Volunteer
• New Department Chair Training
• New Student Orientation
• President’s Council
• President’s Scholarship Interview Days Volunteer
• Residency Appeal Committee
• SEM Committee Member
• SEM Subcommittee – Retention
• SEM Subcommittee – Reporting
• SEM Subcommittee – Process Improvement
• Strategic Initiative – Transfer Group
• Study Abroad Scholarship Review Committee
• Sycamore Express Leadership Team
• UPAC (HR) Committee

External University Participation

• Charting the Course Participant, Commission for Higher Education
• Core Transfer Library Subcommittee, Commission for Higher Education
• Credential Engine Indiana Advisory Group, Commission for Higher Education
• Hoosier Energy
• Indiana Association of Collegiate Registrar’s and Admissions Officers, President

• Ivy Tech Strategic Development Council
• The Download – Linking Data in Indiana Participant, Commission for Higher Education
• Pathway to Blue with Ivy Tech
• State Transfer and Articulation Committee, Commission for Higher Education
• Veterans Affairs Audit
**PROFESSIONAL DEVELOPMENT**

- AACRAO Athletic Eligibility in the Time of Crisis
- AACRAO Consulting Transfer Articulation Workshop
- AACRAO State and Regional Membership and Event Management
- Acalog Certification
- App in a Day – KiZAN Technologies - Microsoft
- Athletic Eligibility: Change for 18 Hours Rule Training
- Building Success in an Uncertain World
- Chrome River Training
- Compliance Reporting: NSLDS Requirements and Enrollment Reporting Best Practices
- Coordinating Student Care to Turn Insights into Action
- Curriculog Certification
- Defensive Driving
- Degree Works – What’s New in 5.0.2 Webinar
- Digarc U Conference
- Ellucian Banner Opening Session
- Ellucian Banner Pathways to Self Service
- Ellucian Ethos Opening Session
- Enrollment Reporting: After the Enrollment File is Processed Training
- Enrollment Reporting: The Lender and NSLDS SSCR Training
- EU Data Protection Online Training
- FERPA in the Time of COVID
- FERPA Online Training
- Fred Pryor Seminars
- GlobalCon 2020, Microsoft
- Hacked Online Training
- IACRAO Annual Conference, Indianapolis 2019
- IACRAO Summer Workshop
- NCAA Regional Rules
- New Employee Orientation
- Notary Public Training and Exam
- Office 365, Nashville 2020
- ORR Staff Retreat
- OUCH! That Stereotype Hurts Workshop
- Passwords Online Training
- Procurement Card Training
- Registration Self Service Webinar – What’s New
- SDG2 Training
- Social Engineering Online Training
- Supervisor Training On-Campus
- Sycamore Safe Zone Level One (All ORR Completed)
- The Evolution of Credentials and Access Control and Its Use in the IT, OT, and Physical Security Environment
- The Future of the Higher Ed Workforce Webinar
- Valo Fest, Microsoft
- Veterans Training (Required for School Certifying Officials)
- Vital Learning – Essential Skills of Communicating
- What’s New for Ellucian Banner in 2020
- What’s New for Ellucian Degree Works
- Workplace Harassment Prevention Training
- You Are The Target Online Training

**ORR COMMUNITY ENGAGEMENT**

- Blackhawk Community Church
- Chinese School of the Wabash Valley PTO
- HCMC Morning Math Grading
- Flags for 911 with Career Center
- Friends of Holy Rosary Church
- Red Cross Blood Donations
- St. Patrick’s Catholic Church
- Salvation Army Bell Ringing
- South Vermillion Band Boosters
- Thanksgiving and Christmas Food Baskets Program
- Terre Haute Fire Department’s Annual Toy Drive
- United Way – Safety Net Review Team
- Vermillion County Leadership Panel Speaker
- Vigo County Historical Society
- Vigo County School Corporation Community Service Events