<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who We Are</td>
<td>1</td>
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<tr>
<td>Our Core Functions</td>
<td>2</td>
</tr>
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<td>Projects</td>
<td>6</td>
</tr>
<tr>
<td>Collaboration</td>
<td>6</td>
</tr>
<tr>
<td>External University Participation</td>
<td>7</td>
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</table>
From the Registrar: I am pleased to share with you the Office of the Registrar’s 2020-2021 Annual Report. In the evaluation of our past year’s activities, I am proud to acknowledge how the majority of our core functions and collaboration directly support the goals of Indiana State’s Strategic Plan: Focusing on our Future Together and the SEM Plan: A Vision for 2023 & Beyond.

Our Mission
The Office of the Registrar 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

Registrar Staff
• April Hay, Ph.D., Registrar
• Adam Gaunt, Associate Registrar
• Dena Brown, Registration and Records Specialist
• Dorothy Buck, Registration and Records Coordinator
• Karen Davis, Assistant Registrar – Student Services
• Randy Hargis, Assistant Registrar – Graduation and Transfer Services
• William Hamilton, Senior Registrar Analyst
• Joe Haney, Registration and Records Information Analyst
• Jennifer Lawson, Associate Registrar
• Morgan Leek, Registration and Records Coordinator
• Jessica Major, Registrar Coordinator – Veterans Affairs Certification
• Kelsey Phillips, Graduate Assistant
• Angie Smith, Associate Registrar
• Beth Tomlinson, Assistant Registrar – Curriculum Services
• Laura Vanatti, Assistant Registrar – Client Services
• Madison Whalen, Assistant Registrar – Records Management
• Dawn Winstead, Registration and Records Specialist
• Sarah Wurtz, Senior Assistant Registrar
• Lian Xiao, Assistant Registrar - Degree Audit Data Analyst
• 4 Student employees

ORR student employees worked 4,034 HOURS!
OUR CORE FUNCTIONS

Operations

• 4+1 Accelerated Programs
• Academic Renewal Approval & Processing
• Ad Astra System Administrator
• 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
• Co-Curricular Transcript
• 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
• TES System Administrator
• Transferology System Administrator
• Data Requests: Ad Hoc & Official Student Reporting
• Degree Works
  • Degree Audits (MySAM System Administrator)
  • Code course, program, & policy changes
  • Degree Maps/Plans
• Software Maintenance, Training, & Security
• Experiential Learning Course Review & Support

• 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
  • Diplomatic System Administrator
• Immunizations
• Registration
  • Priority registration
  • Add/drop/withdrawal processing & appeals
• Sycamore Graduation Guarantee
• Student Record Maintenance & Retention
  • Digitization & verification of student records
  • Change in personnel & program information
  • Academic history, standing review & maintenance
• Transcript Services
  • Parchment System Administrator and Fulfillment
  • Tuition and Fee Assessment

LATIN HONORS CALCULATIONS

<table>
<thead>
<tr>
<th></th>
<th>AY19</th>
<th>AY20</th>
<th>AY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>820</td>
<td>775</td>
<td>971</td>
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DATA REQUESTS

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<th></th>
<th>AY19</th>
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</tr>
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<tbody>
<tr>
<td>217</td>
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<td>177</td>
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MANUAL STUDENT SGASTON RECORD EDITS

<table>
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<tbody>
<tr>
<td>1,237</td>
<td>1,139</td>
<td>1,268</td>
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</table>

MANUAL COURSE ADJUSTMENTS AND DEPARTMENTAL TRANSFERS

<table>
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<tr>
<th></th>
<th>AY19</th>
<th>AY20</th>
<th>AY21</th>
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<tbody>
<tr>
<td>2,330</td>
<td>2,694</td>
<td>6,435</td>
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MANUAL COURSE REGISTRATIONS

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<tr>
<th></th>
<th>AY19</th>
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<th>AY21</th>
</tr>
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<tbody>
<tr>
<td>4,741</td>
<td>4,897</td>
<td>11,279</td>
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DOCUMENTS IMAGED

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<tbody>
<tr>
<td>23,271</td>
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REVERSE TRANSFER PROGRAM

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<tbody>
<tr>
<td>72</td>
<td>62</td>
<td>156</td>
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</tbody>
</table>

“As an Associate Dean, the Office of the Registrar (OR) is integral to my daily work life with curriculum, degree maps, class and room schedules, catalogs, and so much more. Our OR colleagues are professional, supportive, kind, efficient, have endless patience when asked endless questions, and are always willing to help in any way possible. My thanks is in perpetuity to our OR colleagues for the continued assistance provided - they are among my most favorite people on campus.”

-Dr. Whitney Nesser, COHHS
Communication & Customer Service

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

PHONE CALLS ANSWERED

14,442

WALK-INS

602

EMAIL

Office email account interactions received: 47,538
Office email account interactions sent: 23,459
Office email communication campaigns: 124,115

DEGREE VERIFICATIONS: NATIONAL STUDENT CLEARINGHOUSE

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY19</td>
<td>4,375</td>
<td>4,546</td>
<td>5,263</td>
</tr>
<tr>
<td>AY20</td>
<td>8,653</td>
<td>10,818</td>
<td>12,763</td>
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</tbody>
</table>

ENROLLMENT VERIFICATIONS: NATIONAL STUDENT CLEARINGHOUSE

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY19</td>
<td>4,375</td>
<td>4,546</td>
<td>5,263</td>
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<tr>
<td>AY20</td>
<td>8,653</td>
<td>10,818</td>
<td>12,763</td>
</tr>
</tbody>
</table>

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

Joint Efforts

- 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
- ICC (formerly STGEC) Maintenance & Completions
  - TSAP Programs

“During my time at ISU, the Office of the Registrar has always been a helpful resource. They consistently answer my calls with little to no wait time and are very knowledgeable when answering my questions. I also love the SecureUpload feature, that allows me to safely and securely upload my personal files from my computer or phone.”

CHELSEA SCHIEN, GRADUATE STUDENT

14,442

602

47,538

23,459

124,115

4,375 4,546 5,263

8,653 10,818 12,763

CHELSEA SCHIEN, GRADUATE STUDENT
### Projects

**Projects In Progress**
- ArmyIgniteEd Transition
- Banner Ethos Testing of ILP Integration
- Banner 9 Self Service
- Banner Upgrades
- Canvas
- Comprehensive Communication Plan
- Digitization Projects
- National Student Clearinghouse MyHUB
- National Student Clearinghouse Reverse Transfer
- National Student Clearinghouse Updates
- Policy Library: Academic Policies
- Portal Implementation
- Preferred Name
- Programs for Licensure Disclosure
- Student Success Software
- Systems Access Audit
- S2PCOFF
- TDX Implementation

**Projects Completed**
- Transfer Refresh Project
- Unified Portal Implementation

### Collaboration

**Internal University Participation**
- ACC
- Ad Astra
- Argos Reporting Group
- Associate Dean’s Council
- Curriculum & Academic Affairs Committee, ex-officio
- Common Elements
- CRM Operations Committee
- Duplicate ID Resolution Committee
- Grad Council Committee, ex-officio
- ISU Staff Council
- ISU Staff Council, Executive Committee
- Pathways Group
- Portal Advisory Team
- Project Success Advisory Board
- Residency Appeal Committee
- SEM Council
- SEM Process Improvement AACRAO Consulting
- Student Affairs Committee
- Student Success RFP Group
- State Start-Up
- Transfer Core Group
- University Archives
- University Conduct Board
- TDX Implementation

**External University Participation**
- Core Transfer Library Subcommittee, Commission for Higher Education
- Credential Engine Indiana Advisory Group, Commission for Higher Education
- Hoosier Energy
- Indiana Association of Collegiate Registrars’ and Admissions Officers, President
- Pathway to Blue with Ivy Tech
- State Transfer and Articulation Committee, Commission for Higher Education

### Professional Development

- AACRAO Annual Conference
- Ad Astra Summit
- Banner 9.0 Webinar
- Centriq Webinar: SharePoint Online vs Microsoft Teams: What to Use and When
- DegreeWorks Reporting Training
- DegreeWorks Scribe Training
- DegreeWorks Training
- Digarc U Conference
- Ellucian Banner: Your Journey
- Ellucian Live
- Emergency Planning Webinar
- Emotional Intelligence
- Financial Aid Training
- IACRAO 2021 Summer Workshop on Diversity, Equity, and Inclusion
- Integrate Your Business into Microsoft Teams Leadership in Uncertain Times
- Microsoft 365 Virtual Training Day: Building Microsoft Teams Integrations and Workflows
- MS Teams: Formatting, Illustrating & Reacting to Communications
- MS Teams: Working with Apps, Tabs & Wiki
- NISTS Transfer Agent Conference
- NSC Academy – Degree Verify Webinar
- Notary – Continuing Education Course
- Parchment Connect – Indiana
- STAC Meeting
- Sycamore Ally Training 2
- TES Certification
- TES The Transfer Evaluation System Webinar
- Transferology Webinar
- The FERPA Professor Is In!
- The Transfer Landscape (Inside Higher Ed)
- Veterans Training
- What Microsoft 365 Tools to Use When & Top Collaboration Consideration
- Zoom: Creating, Joining & Managing Meetings

### ORR Community Engagement

- Blood Drive
- Community Engagement Stop-and-Serve
- Fall Donaghy Day Community Service
- Friends of Holy Rosary Church
- Salvation Army Bell Ringing
- South Vermillion High School Marching Band
- Spring Donaghy Day Community Service
- United Way Wabash Valley Safety Net/COVID-19 Review Team Volunteer
- Vermillion County Leadership
- Vigo County Historical Society
- Vigo County School Corporation Community Service Events

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*I know I can always count on someone in ORR to help answer most questions that I have related to registration issues, reports, MySam issues, etc. Not only do I get a quick turnaround with emails but I can also call and usually get the help I need immediately. ORR is a vital campus partner to us.*

— Karen Dakic, Academic Advisor, Cot

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“I know I can always count on someone in ORR to help answer most questions that I have related to registration issues, reports, MySam issues, etc. Not only do I get a quick turnaround with emails but I can also call and usually get the help I need immediately. ORR is a vital campus partner to us.”

— Karen Dakic, Academic Advisor, Cot