

Records Unit Staffing			
Position	Staff Member	Alpha Split	Email
Assistant Registrar, Records	Jeff Williams		jeffrey.williams@ucr.edu
Student Records Assistant	Halim Alvarez	A - F	halim.alvarez@ucr.edu
Student Records Assistant	Jose Aguilar Jr	G - L	jose.aguilar-jr@ucr.edu
Student Records Assistant	Brian Villa	M - R	brian.villa@ucr.edu
Student Records Assistant	Sally Torres	S - Z	sally.torres@ucr.edu
Customer Service Lead	Raekisha Anafi		raekisha.anafi@ucr.edu
Residency & Fee Coordinator	Arturo Rangel		arturo.rangel@ucr.edu
HOSS Information Specialist	Lisa Cortez		lisa.cortez@ucr.edu
Compliance Analyst (Reports to Associate Registrar)	M'isha Starks		misha.starks@ucr.edu

Records Unit Duty Assignment

	Alpha-Split?	Point-of-Contact	Backup POC
Academic History Maintenance:			
Credit by Exam	Y		
Grading	Y	Halim Alvarez	
Student Conduct	N	Brian Villa	
Manual Transcript Entries	Y		
Repeat Review & Maintenance	Y		
Applying Courses to Alt. Levels	Y		
Graduate Learner Record Support	Y		

Customer Service:			
Main Phone Line		Student Workers	SRA's
RegHelpDesk Email		SRA's	Student Workers
ResHelp Email		Arturo Rangel	M'isha Starks
Password Reset		Student Workers	SRA's
HOSS Information Specialist		Lisa Cortez	
Functional Escalation		SRA's	Student Workers
Customer Escalation		Raekisha Anafi	SRA's

Document Production:			
Diplomas			
Point of Contact		Brian Villa	
Ordering		Brian Villa	
Customer Service		Student Workers	SRA's
Escalation		Raekisha Anafi	
Shipping		Student Workers	
Enrollment Verifications			
Point of Contact		Raekisha Anafi	
Processing		Student Workers	SRA's
Third Party		Arturo Rangel (NSC)	
Degree Verify		Arturo Rangel (NSC)	
Notary		Jose Aguilar Jr	

Subpoenas & FERPA Requests			
Point of Contact		Raekisha Anafi	
Processing		Rotation	
Transcripts			
Point-of-Contact		Sally Torres	
Customer Service		Student Workers	Parchment

Person Record Maintenance:			
Deceased Student Records	N	Sally Torres	
Name Change	Y		
Social Security Number Updates	Y		

Registration/Enrollment:			
Cancellations (General)	Y	N/A	
Cancellations (UGA)	N	Brian Villa	
Enrollment Adjustment Forms	Y	N/A	
Leave of Absence	Y	N/A	
Readmission	Y	N/A	
Withdrawals	Y	N/A	

Special Programs			
Education Abroad (Outgoing)	N	Brian Villa	
Education Abroad (Reciprocity)	N	Brian Villa	
Inter-campus Exchange	N	Grad Division	Halim Alvarez
Inter-campus Visitor	N	Halim Alvarez	
Killea	N	Jose Aguilar Jr	
Planned Opportunities Abroad	Y	N/A	
CSUSB Cross Enrollment	N	Jose Aguilar Jr	
Simultaneous Enrollment	N	Halim Alvarez	
UC Online	N		
General Customer Service	N	Student Workers	
Eligibility Approval	N	Student Workers	SRA's
Excess Course Requests	N	Halim Alvarez	
Intl. Student Exceptions	N	Halim Alvarez	
UC Sacramento	N	Sally Torres	
UCDC	N	Sally Torres	

Tuition & Fees			
Cohort Tuition	N	Arturo Rangel	
Employee Fee Waivers	N	Halim Alvarez	
Part-Time Fee Waivers	Y	N/A	
Residency for Tuition Purposes	N	Arturo Rangel	M'isha Starks
Appeals	N	Arturo Rangel	Jeff Williams

Department Contact Information			
General Phone Line:	(951) 827-7284	Supports all general inquiries from students, parents, faculty, etc.	
General Email Address:	RegHelpDesk@ucr.edu	Supports all general inquiries from students, parents, faculty, etc.	

Residency & Fees Email Address: ResHelp@ucr.edu

Supports all student inquiries for residency and tuition and fees.

Notes

- As of March 2023, grade changes have moved to faculty self-service in iGrade
- As of 2022, UC transcript entry has moved to the TCAS unit
- All staff having auditing responsibilities