



# Registrar Campus Updates

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FALL 2019 – OCTOBER 23, 2019

# OBJECTIVES FOR THESE MEETINGS

- ▶ Provide quarterly updates to campus regarding items related to Banner/25Live/Degree Works/Course Request systems or general policy/procedure from the Registrar's Office.
- ▶ We will accept questions or suggested topics prior to the meeting. Please note that this is not intended to be specific training.
  - ▶ We will open for Q&A after the presentation but please be aware that some questions we may not be able to answer without research, so asking your question ahead of time is the preferred method.
- ▶ Each meeting our goal is to follow a standard format. This includes covering any new items in the following categories:

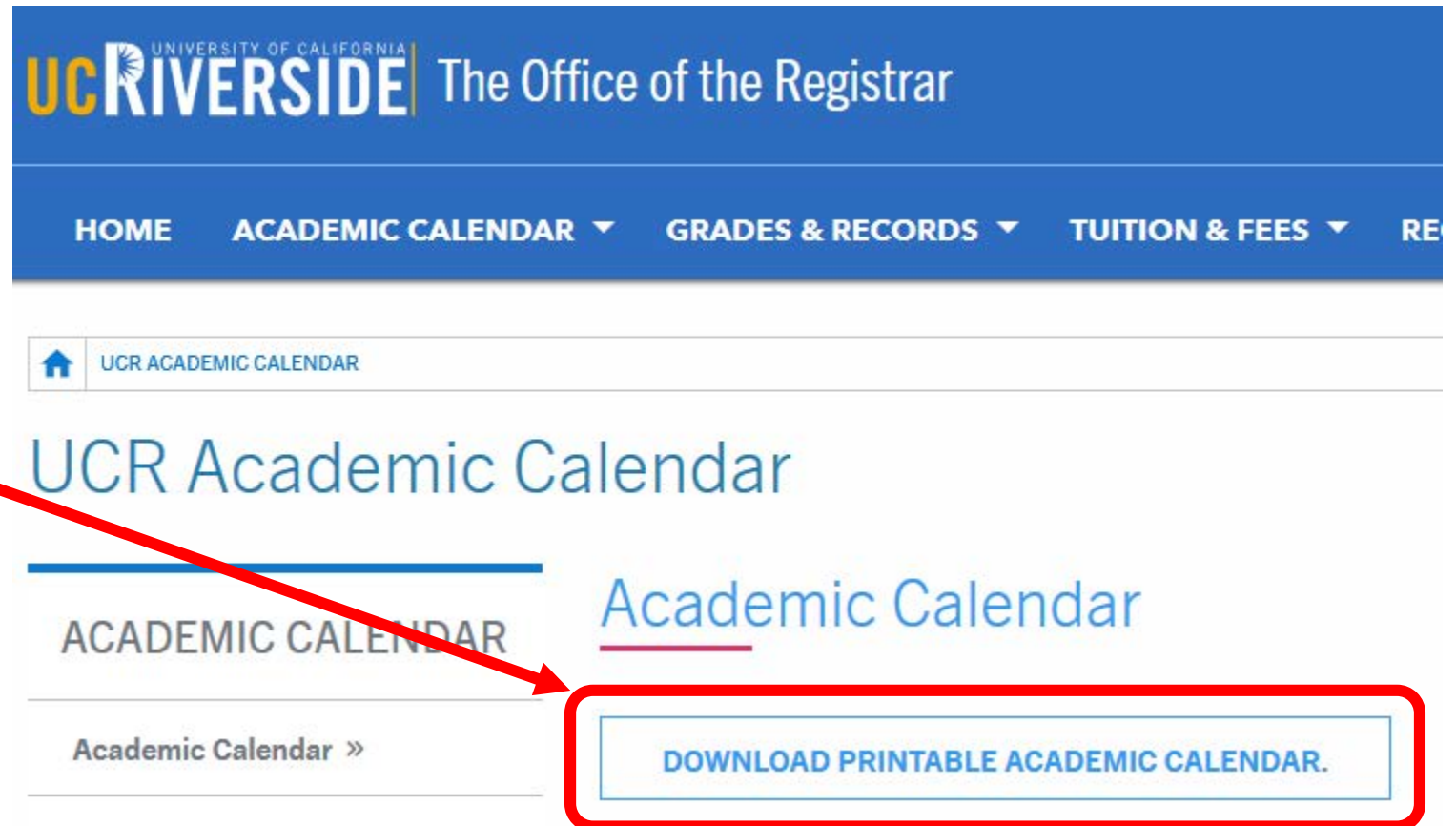
- ▶ General Items
- ▶ Courses
- ▶ Academic Scheduling
- ▶ Records
- ▶ Graduation and Degree Audit
- ▶ Projects on the Roadmap



# GENERAL

- ▶ The printable Academic Calendar is back! Thank you for your patience while we worked with the tech folks to get it into Drupal.

- ▶ The 5-year calendar is updated through 2024! Link to it is located on this page and goes to the Provost's site.



The screenshot shows the top portion of the UCR Academic Calendar website. At the top is a blue header with the UCR logo and the text 'The Office of the Registrar'. Below this is a navigation menu with links for 'HOME', 'ACADEMIC CALENDAR', 'GRADES & RECORDS', 'TUITION & FEES', and 'RE'. A breadcrumb trail below the navigation shows a home icon and the text 'UCR ACADEMIC CALENDAR'. The main heading is 'UCR Academic Calendar'. Below this, there are two columns of content. The left column has a link for 'ACADEMIC CALENDAR' and a sub-link 'Academic Calendar >>'. The right column has a link for 'Academic Calendar' with a red underline. A red arrow points from the text in the first list item to a button labeled 'DOWNLOAD PRINTABLE ACADEMIC CALENDAR.' which is enclosed in a red rounded rectangle.

# Join us in welcoming our new staff!

- ▶ Welcome to Linda Coco, Assistant Registrar for Courses and Academic Scheduling



- ▶ Welcome to Jeff Williams, in a new role in our office as Assistant Registrar for Records



# Join us in welcoming our new staff!

▶ Welcome to our two new  
Scheduling Analysts

▶ Erik Staiger



▶ Bryan Cracchiolo



# Welcoming our new staff!

▶ Welcome to Nikki Li, Degree Audit & Graduation Assistant



▶ Welcome to Jenna Conrad, Student Records Assistant



# COURSES

## CRS Deadlines:

- ▶ **October 24** -Spring 2020 Undergraduate and Graduate Courses and the Courses they affect
- ▶ **October 28** -Summer 2020 Graduate and Undergraduate courses
- ▶ **December 2** -
  - ▶ Fall 2020 Graduate courses
  - ▶ Fall 2020 Undergraduate cross-listed & renumbered courses



Please see CRS/Registrar website for future dates and deadlines

# COURSES

## **We would like your feedback.**

We are interested to hear from you about how we are doing and how we can improve our support. Please take a few moments to comment on your experience with the Registrar's Office relating to course proposals.

Of course we want to hear if there is a problem, but we would like to hear about your positive experiences, as well.

**Email us at: [crsfeedback@ucr.edu](mailto:crsfeedback@ucr.edu)**



# ACADEMIC SCHEDULING

## Tips to consider when building your schedule!

- ▶ Ensure to review the Scaffolding matrix for the quarter to be mindful of days/times/rooms that are already reserved.
- ▶ Review directions/procedures for entering online sections. Use ONLINE/ONLINE for building and room – allows student to see that the course is online.
  - ▶ New ONLN Room Attribute for online courses
- ▶ Be aware that our procedure for maximum enrollment requests of 64 – 79 seats are processed after large lectures, defined as 80 or above.
  - ▶ It is, therefore, unlikely that requests of 64 – 79 seats will receive the initial requested day and time

# ACADEMIC SCHEDULING

## Tips Continued

- ▶ The campus is very mindful of utilization rates, so it would be good for you to also keep this in mind.
  - ▶ We work with a minimum utilization goal of about 67%.
  - ▶ Great example is if you request for a maximum enrollment of 150 the only classroom on campus that meets the minimum utilization goal is Watkins 1000.
- ▶ Classroom requests to accommodate a disability should be received by Academic Scheduling by the "CALL" deadline. This allows us to schedule the room in a timely manner.
  - ▶ If any support equipment is needed (furniture, media, etc.), the department should reach out to Disability Services. Our unit takes care of scheduling the classroom.

# ACADEMIC SCHEDULING

- ▶ 25Live Pro update
  - ▶ November 5 – Update from 25Live Classic to 25Live Pro
  - ▶ Look and feel change, functionality remains the same
  - ▶ Updated documentation will be posted to [ucrbanner.ucr.edu](http://ucrbanner.ucr.edu)
- ▶ Permission Codes
  - ▶ Appropriate use of "Special Approval" restrictions – email sent in September
  - ▶ Audits in place for Winter
  - ▶ Codes will be removed and holds will be added by scheduling team beginning in Spring

# Academic Scheduling

## Winter 2020

<b>Unresolved sections placed in "R" status</b>	Wednesday, October 23, 2019, starting at 4:30 PM
<b>Final deadline for updates</b>	Wednesday, October 23, 2019 by 5:00 PM
<b>Schedule of Classes published online</b>	Thursday, October 24, 2019
<b>Sections with errors placed in "R" status</b>	Friday, November 1, 2019 by 5:00 PM
<b>Student registration begins</b>	Monday, November 4, 2019
<b>GE classrooms released from sections in a "H" status</b>	Thursday, December 19, 2019 by 4:00 PM

# RECORDS

## Points of Contact for Common Topics – General Inquires



**Liz Alday**  
Education Abroad  
Everything Grading



**Stacey Marsalisi**  
UC Online  
Simultaneous Enrollment



**Monique Wright**  
Student Leaves  
Readmission

Getting your question to correct person will help speed up response times for everyone

# RECORDS

## Points of Contact by Alpha Split – Student-Specific Inquires

Liz Alday



A - F

Jenna Conrad



G - L

Monique Wright



M - R

Stacey Marsalisi



S - Z

# RECORDS

[+ New Request](#) [Requests I've Submitted](#) [All Requests](#)

Select a Request Type

Banner Support Ticket

Staff or Faculty Reporting an Issue or Submitting a Request

- Graduate Division Degree Audits
- Graduation Application & Degree Works
- Instructor Maintenance
- Learning Communities or Block Registration
- Password Reset Link/Email
- Prerequisite
- Repeat Rules, Duplication of Credit, Equivalencies (EOT)
- Student Record Maintenance**
- Topic Not Listed
- Undergraduate Admissions

## New Workfront Ticket Available: Student Record Maintenance

### Why Use Workfront?

- ▶ New ticket will route directly to the Records Unit to speed up response times.
- ▶ Reduces reliance on individual emails.
- ▶ Tracking of progress and correspondence.

To submit a ticket: <https://ucr.my.workfront.com/requests>

# RECORDS

## What should I use Workfront for?

- ▶ Petitions and other documents generally sent via email
- ▶ Other requests for the unit to enter, update, or maintenance data on a student's record that you would generally send via email.
- ▶ Requests to review and/or maintenance a student's academic standing
- ▶ Requests for confirmation that repeats are correct on a student's record.



# RECORDS

## Tips & Reminders:

- ▶ Be sure to include the full name and SID of the student in the description or title
- ▶ Please do not use Workfront to check the status of a submission in another system. If you believe there's an issue, please reach out to a staff member directly.
- ▶ If a ticket has been closed and you wish to contact the staff member, please be sure to tag them to ensure they receive your message.
- ▶ For general questions, please call or email a member of the Records Team using the alpha split.  
Inquiries should **NOT** be sent to RegHelpDesk as this is intended for student correspondence.

# RECORDS

## General Reminders:

### 198I Courses:

- ▶ When approving a student for a 198I, please ensure that the section number is correct and has been created for the term.
- ▶ Our office cannot process the form until the section has been created by the department.

### Withdrawals for Non-Registered Students:


- ▶ If a student has not registered for a term, they do not need to withdraw.
- ▶ They will automatically be set to RD status and their 3-term eligibility to enroll will begin.
- ▶ Being aware of this will save everyone time in not processing unnecessary forms




# RECORDS

- ▶ In the next couple weeks we will have updated the hover over descriptions for the MyForms withdrawal dates to be more precise and helpful:

I did not attend class

Last day you attended class:  




Withdrawal Effective Date:  



Form Submission Date: 10/18/2019 11:27:24 AM



Intent to Withdraw Date:  



# RECORDS

- ▶ **E-Transcripts are here!** We went live on September 9 to provide this service for outgoing transcript requests
- ▶ Students may request a PDF of their official transcript via the same icon in R'Web
- ▶ A cover sheet explaining the Blue Ribbon Symbol which indicates its untampered state is included with each transcript
- ▶ Students and alumni can search from over 8,000 institutions to send their transcript and the recipient's preferred method, paper or PDF, is presented to the student
- ▶ Professional organizations like AMCAS and LSAC are set up to easily receive transcripts via PDF

# RECORDS

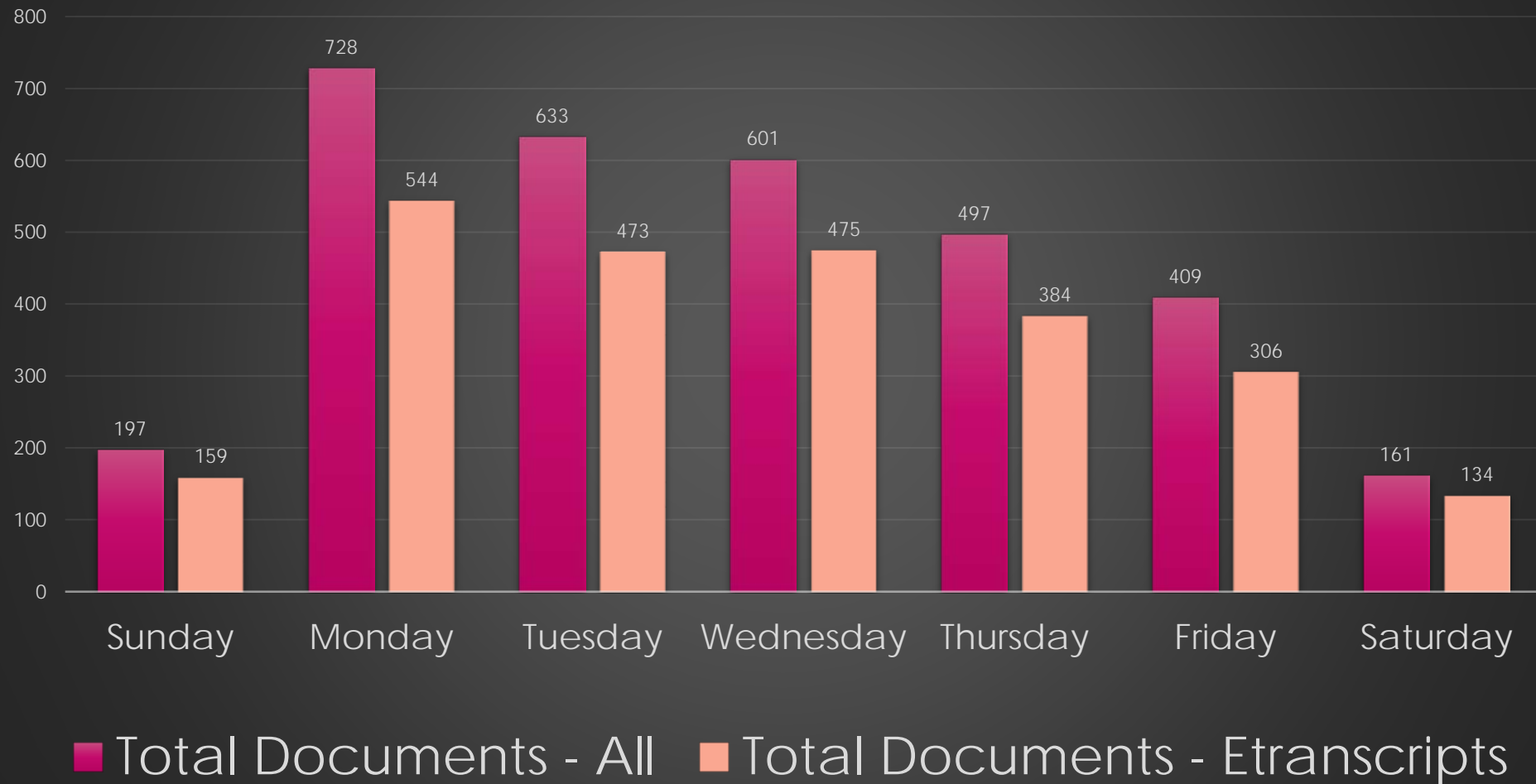
- ▶ Students and alumni have the following benefits for transcript ordering:
  - ▶ PDF transcripts arrive within minutes and are FREE per the Single Document Fee
  - ▶ PDF transcripts can be emailed to any recipient if the network recipient list doesn't meet their need
  - ▶ All mailed paper requests are now sent within 1 business day as rush requests
  - ▶ E-mail notifications are sent regarding the status of any order
  - ▶ Tracking is available for paper requests
  - ▶ Attachments can be uploaded
  - ▶ A dedicated transcript helpline is available, M-F 8am to 4pm @ 844-728-2927
  - ▶ See [Registrar.ucr.edu](http://Registrar.ucr.edu) for more information

# RECORDS

- ▶ How's it going with e-transcripts so far?
  - ▶ Students and alumni overall have been delighted and happy with the service
  - ▶ Students are finding the interface easy to use and place their order
  - ▶ 77.8% of student requests since September 9 were sent as a PDF

# Students and Alumni prefer e-transcripts so far

## Comparison of e-transcripts to all docs ordered



# RECORDS

- ▶ Would you like a card to place on your department's bulletin board to help us get the word out about e-transcripts to your students? We would love to give you one today! Please see us after!

A promotional graphic with a dark blue background featuring a pattern of graduation caps. On the left, there is a white-outlined icon of a document with a yellow person icon at the top and a yellow checkmark seal at the bottom. To the right of the icon, the text "Get Your Official Transcript Online in Minutes!" is written in white. Below this text is a bulleted list of three items: "Available for UCR students and alumni", "Order and pay online through R'Web", and "eTranscripts are FREE and fast!". At the bottom of the graphic is a yellow horizontal bar containing the text "rweb.ucr.edu" in blue.

**Get Your Official Transcript Online in Minutes!**

- Available for UCR students and alumni
- Order and pay online through R'Web
- eTranscripts are **FREE** and fast!

[rweb.ucr.edu](http://rweb.ucr.edu)



# GRADUATION & DEGREE AUDIT

- ▶ Thank you for everyone involved in Spring 2019 Degree Conferral process!
  - ▶ 3,416 students were graduated on July 17th meeting the four-week deadline.
  - ▶ Graduates were able to receive their diplomas by mail by early August; in spring 2018 diplomas were received in November.
  - ▶ We are continuing similar cycles for future terms and just finished summer 2019
- ▶ Degree Works Upgrade is coming. Look to Winter 2020 for the new version to go live.
  - ▶ Why upgrade? To ensure UCR remains current with the evolving technologies and security measures.
  - ▶ What to expect? We hope performance will be increased with minimal changes to degree audit interface.

# GRADUATION & DEGREE AUDIT

- ▶ Curricula updates for Banner effective Fall 2019:
  - ▶ Academic curricula, including **majors** and **minors** that were discontinued with Academic Senate approval, were retired in Banner.
  - ▶ Attempts to assign discontinued majors and minors to a student's record will return a "Fatal: Curriculum..." error.
    - ▶ Example – BA program in Classical Studies (BA-CLA) was discontinued effective Fall 2012.
  - ▶ Minors can now be added/removed from programs more efficiently by Registrar staff.
    - ▶ Included is the ability to match any major with an active minor.
    - ▶ Ability to quickly add **new** minors to student records was unavailable during 2018-2019 year, now these are available again.

# GRADUATION & DEGREE AUDIT

- ◆ Since August, when you click on the Degree Audit from the Student Profile the Student ID transfers and loads that student's audit automatically
- ◆ Dates to Remember:
  - ◆ Fall Degree Conferral deadline to review all applications: Friday, November 8
  - ◆ Degree Conferral timeline for the 2019 – 2020 academic year was communicated via email to the graduation points of contact last week.



# WORKFRONT QUESTIONS

- ▶ How can administrative staff access class list with email to notify students of changes to a course or provide general announcements?
  - ▶ Currently the option is to use the Custom Student Data Reporting option in Cognos (known to many as SDQS)
- ▶ I was recently asked to get a complete list of all the special topics we have offered through our program and the last time each topic was taught. is there a tool in Banner that will give you access to this information?
  - ▶ You will want to submit a data request to obtain this information and ITS should be able to provide the information for you. Use Servicelink to submit the request [https://ucrsupport.service-now.com/ucr\\_portal/](https://ucrsupport.service-now.com/ucr_portal/)

# WORKFRONT QUESTION

- ▶ Is it possible to have the image of the student used on their ID card to be placed on the student profile info page for the student?
  - ▶ This is a project on the ITS project this, but unfortunately has not reached the top of the priority list to be worked on.
  - ▶ The SAMs are part of a Banner College Advisory committee where this is being requested by all Colleges/Schools.

# WANT HELP?

- ▶ Do you want hands-on and process-based training with Banner? Come to our in-person trainings!
- ▶ All 2019 trainings are in the UC Learning Center! 2020 trainings will be added soon.
- ▶ These are in-person trainings to help fill in the gaps for current staff who would like a refresher or for new staff who are learning the student systems and feel a hands-on training would increase their knowledge and comfort in using them. Come get great tips and tricks!



# TRAINING

## Upcoming Dates

- ▶ **Academic Scheduling**
  - ▶ October 24 - Academic Scheduling
  - ▶ November 14 - Academic Scheduling
  - ▶ November 21 – Reserve Seating/Waitlist
  - ▶ December 5 – Academic Scheduling
- ▶ **Course Request System (CRS)**
  - ▶ November 8 - Course Request System Training
  - ▶ December 11 – Course Request System Training
- ▶ **Degree Audit and Graduation**
  - ▶ November 12 -Degree Audits and 4 Year Plans

# TRAINING

## Upcoming Dates

### ▶ Records

- ▶ October 23 – Registration and Waitlists
- ▶ October 30 – Cohort and Attribute Maintenance
- ▶ November 13 – Overview of the General Student Record (SGASTDN), General Person, and General Student Navigation
- ▶ December 4 – Curricular Maintenance and Changes
- ▶ December 11 - Academic History Navigation, the Student Profile, and Assigning Advisors



# RESOURCES To Equip You

- ▶ The answers at your fingertips:
  - ▶ **Ucrbanner.ucr.edu**: documentation and support ticket submission
  - ▶ **R'Space**: Banner Training instance
  - ▶ **UC Learning Center**: In-person training opportunities sign-up

# RESOURCES To Equip You

- ▶ We have re-worked the training page on **ucrbanner.ucr.edu** with the goal of making it easy for new staff to have a training plan

 UNIVERSITY OF CALIFORNIA | Banner Student Information System

HOME

TRAINING RESOURCES ▼

USER SUPPORT ▼

ACCESS

HOW TO LOG IN

DATA AND REQUESTS

ARCHIVES

CAMPUS MEMBERSHIP ▼



Home

Click on Training Resources





# RESOURCES To Equip You

- ▶ The Training Resources page lists steps and resources in 5 bullets

## Training Resources

Here you'll find all of the step-by-step instructions, policies, guidelines, and tips to help you navigate and learn to use Banner successfully. We hope you will find them helpful! We welcome your questions on these procedures and any feedback you may have on how to improve them.

**If you are a new Banner, Degree Works, or 25 Live user, we encourage you to start with these steps to become a proficient and confident user:**

- Take the **FERPA Tutorial** and **FERPA Training for Banner Users** tutorials in the [UC Learning Center](#) .
- Explore the **Introduction to Banner 9** links at the right
- Discover how to find information in Banner through the **Navigation** section
- Study the documents in the [categories](#) ) that apply to your role
- Attend **in-person trainings** with staff by viewing them [here](#)  and by signing up in the [UC Learning Center](#) .

Roadmap of  
resources for  
new staff

# RESOURCES To Equip You

- ▶ In the last bullet of this page you can find out when in-person trainings are occurring

## Training Resources

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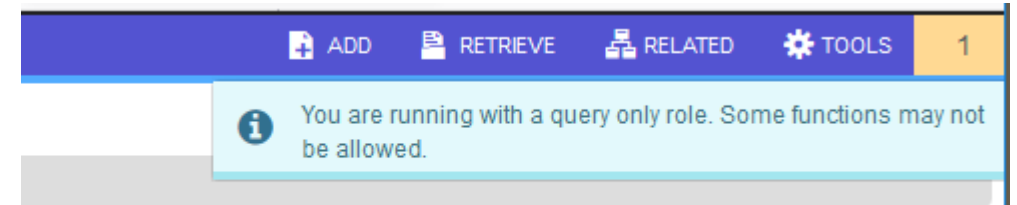
List of dates  
and times for  
in-person  
trainings that  
Registrar staff  
offer

# FUTURE PROJECTS

- ▶ Electronic grade changes – enhancement to iGrade
  - ▶ STATUS: Do not expect this to be in production until 2020
- ▶ We are working on 2 new videos for the UC Learning Center:
  - ▶ 1) FERPA and 2) Introduction to Banner

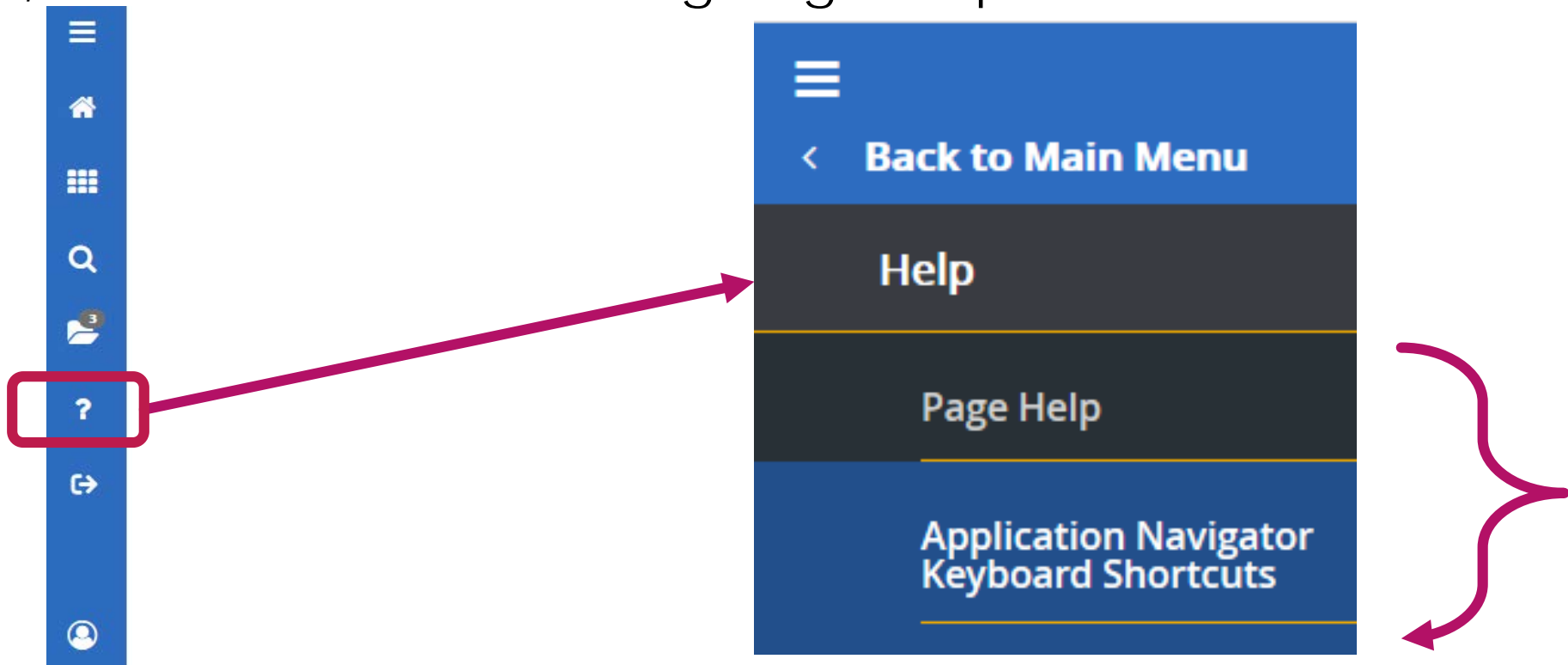
# FUTURE PROJECTS/BANNER UPGRADE

- ▶ A Banner upgrade is being tested and scheduled for production on December 14. A few highlights of the upgrade:
  - ▶ Fixes to defects for Banner 9 (i.e. FireFox)
  - ▶ The possibility of enforcing successful enrollment in all (or none) of the block classes to avoid partial block enrollment
  - ▶ A notification if you are viewing a page to which you have query access



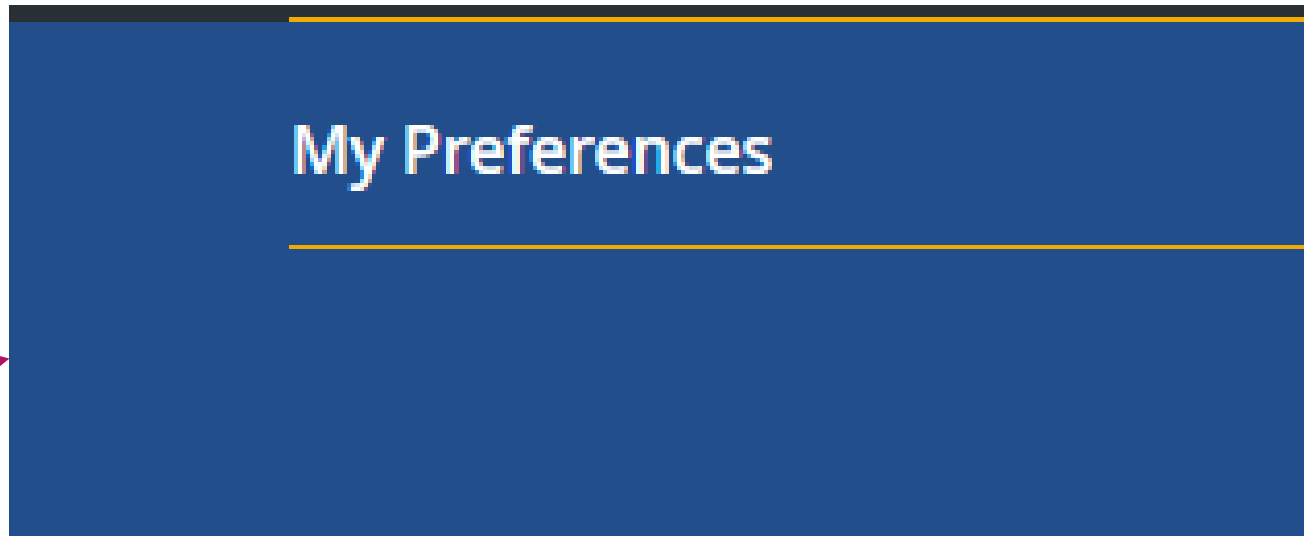
# FUTURE PROJECTS/BANNER UPGRADE

- ▶ The Help button “?” has a new option to show the keyboard strokes available, in addition to the existing Page Help link



# FUTURE PROJECTS/BANNER UPGRADE

- ▶ The User icon opens to a new link for the My Preferences page where you can configure your "My Links" for your menu.
- ▶ If you had My Links configured in Banner 8 or have gone to the preferences page to configure them in Banner 9, they will show in your Menu after the upgrade





# FUTURE PROJECTS/BANNER UPGRADE

- ▶ My Banner vs. My Links
  - ▶ My Banner
    - ▶ Configured here through a page called Organize My Banner, now in your My Banner list
  - ▶ My Links
    - ▶ Configured through the user icon on previous slide

