

# THE OFFICE OF THE REGISTRAR

ANNUAL REPORT 2019-20

## RECORDING STUDENT SUCCESS

The Office of the Registrar upholds the integrity of student academic records by managing the following processes:

- Classroom scheduling and utilization
- Course approval
- Degree audit maintenance
- Degree conferral
- Residency determinations for tuition purposes
- Registration
- Student academic record management

The Office of the Registrar facilitates student success by delivering accurate, prompt, courteous, and consistent services in three areas:

- RECORDS
- COURSES AND ACADEMIC SCHEDULING
- DEGREE AUDIT AND GRADUATION

## KEY INITIATIVES

In 2019-20, the Office of the Registrar completed four key initiatives that streamlined processes for students and the campus.

**eTRANSCRIPTS**  
Implemented a new transcript ordering process which included eTranscripts providing students access to their official transcripts within minutes.

**DEGREE WORKS UPGRADE**  
Completed our first major upgrade of the degree audit system since we went live (Fall 2016).

**COURSE SCHEDULING POLICY IMPLEMENTATION**  
In Fall 2019, the new course scheduling policy went into effect to include the shift in start of class instruction. In Winter 2020, began the creation of a quarterly report to evaluate the effectiveness of the policy changes.

**COVID-19 PANDEMIC AND SOCIAL INJUSTICE**  
Spring 2020 was impacted by the global pandemic and the national social justice movement. Remote instruction and work began in March 2020 requiring many swift changes to processes to ensure all could be accomplished remotely. Collaboration with the Academic Senate to implement changes to academic policy that impacted deadlines and introduced more flexibility.

## SUPPORTING THE CAMPUS AND STUDENTS

DATA IS FROM JULY 1, 2019 TO JUNE 30, 2020\*  
\*Note that some data points may not be consistent with previous years due to impacts of COVID-19.

