

**Office of the Registrar, St. Olaf College, Northfield, MN**  
**Year End Report, 2007-2008**  
**Prepared by Mary Cisar, Registrar, Assistant Vice-President for Academic Affairs**  
**June 2008**

**Overview:**

The report below provides a detailed account of June 2007 goals for 2007-08, the office's accomplishments during 2007-2008, our main goals for 2008-2009, and some supporting quantitative evidence.

**Registrar's Office, General Operations<sup>1</sup>**

*The philosophy of the registrar's office is contained in guiding documents such as a mission statement and statement of ethics, which define the office's scope of responsibility, including: general authority and responsibility and relationships with other offices; organization, including organization of the staff, policies, and procedures; planning and budgeting; personnel, including hiring, training, professional development, and review; and maintenance of office records and documents.*

June 2007 goals for 2007-2008 in this category included:

- Complete the clean-up and reorganization of our electronic office files on the shared drive.
- Revise procedures manual to incorporate SIS-based processes.
- Develop a pandemic/emergency plan for the office.

In 2007-2008, the staff of the registrar's office:

- ✓ Served in some capacity on the following committees, task forces, and work groups: ACM Academic Advising Group; Bookstore Advisory Committee; CEL Advisory Committee; Curriculum Committee and its subcommittees (Foreign Language, Policy & Planning, New Proposals, Continuing Programs); Dean's Council; Grad Fest Committee; Leadership Group; Pandemic Task Force and Academic Sub-Group; Phi Beta Kappa Members-in-Course Committee; Resource-25 workgroup; Science Complex Design Team; Old Science Renovation Design Team; Week One Committee.
- ✓ Participated in new faculty orientation presentation and office scavenger hunt and Week One schedule planning workshops;
- ✓ Remained professionally active by: participating in: two office-wide day-long retreats (June 2007 and January 2008), which focused on pandemic planning (June) and on preparation to move toward imaging of office records (January); and a variety of professional conferences: Veterans Administration workshop, Summer 2007; AACRAO Technology Conference, July 2007; UMACRAO, November 2007; North Central Conference of Summer Schools, March 2008; AACRAO national convention, March 2008; National Academic Advising Association (NACADA) conference, October 2007 and NACADA region 6 meeting, May 2008.
- ✓ Began clean-up of S-Drive files;
- ✓ Got a good start on the procedures manual project;

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<sup>1</sup> The organization of this annual report is based for the most part on the *Registrar's Self-Audit* published by the American Association of Collegiate Registrars and Admissions Officers (AACRAO).

- ✓ Developed a preliminary pandemic plan for the office;
- ✓ Completed the fiscal year with surplus funds in the operating budget.

#### Goals for 2008-2009:

- Continue the clean-up and reorganization of our electronic office files on the shared drive.
- Continue to revise procedures manual to incorporate SIS-based processes.

#### **Communications**

*The Registrar's office communicates academic and institutional policies accurately, promptly, and thoroughly to students, faculty, administrative offices, and other constituencies, such as parents and alumni. This is accomplished through creation and dissemination of the academic calendar, the registrar's calendar, and an office calendar; the college catalog (paper and web-based); the class and lab schedule; all forms needed to conduct business; the final exam schedule; institutional reports; and data for the college directory. An important aspect of our work currently is to determine and implement appropriate uses of electronic technology in communications.*

#### June 2007 goals for 07-08 included:

- Complete the transition from a paper to a web-based *St. Olaf Academic Catalog*.

#### In 2007-2008, the registrar's office:

- ✓ Edited the *St. Olaf College Academic Catalog* 2007-2008 for the first time as a web-based document only, pulling in the course listings directly from the SIS. (Cost savings compared to paper catalog: approximately \$18,000.00, not including salary for professional editing of catalog)
- ✓ Began preparation for the 2008-2009 catalog, spring 2008;
- ✓ Continued to create new report templates from the SIS;
- ✓ Finalized the academic calendar for 10-11;
- ✓ Moved to the college's electronic office calendar (MeetingMaker);
- ✓ Completed all the institutional reports required by federal and state agencies, consortia, and so forth; also completed all ad hoc reports requested by individuals and departments.

#### Goals for 2008-2009:

- Continue to write report templates for the SIS.

#### Some Numbers

266 petitions to add, drop, or make S/U changes late were processed, generating \$4,100 in petition fees.

138 applications for Internships were processed September-May.

24 Carleton/St. Olaf inter-registrations were processed.

44 course overload petitions were processed. Overloads generated a total of \$33,156 in additional tuition.

## Registration and Related Functions

*Registration is an essential function of the registrar's office. Policies and procedures must be well planned, clearly communicated, and designed to maximize convenience, fairness, and effective use of resources. It should be possible to make schedule changes and late registrations in a timely and consistent manner.*

### June 2007 goals for 2007-2008 included:

- Complete the conversion to web-based registration for fall and spring registration periods.
- Research other institutions' practices of summer registration of new students.
- Begin conversations to assess the pros and cons of summer registration for new students in the future.

### In 2007-2008, the registrar's office:

- ✓ Conducted new first-year student registration in the Black and Gold Ballroom as usual; successfully completed Interim and Semester II, 2007-2008 registration, in two phases, via the SIS web interface; successfully completed Semester I, 2008-2009 registration via the SIS in one phase.
  - More complete reports are linked below.
  - See the following links for reports on web registration for fall and spring registrations, 2007-2008.
    - <http://www.stolaf.edu/offices/registrar/intfallreports.htm>
    - <http://www.stolaf.edu/offices/registrar/WebRegSpring/regreport4-16-08.pdf>
  - In preparation for registration, the registrar visited Student Senate to explain the process.
  - Collaborated with Professor Chuck Huff's Computer Science 263: Ethical Issues in Software Design to assess the new registration model from the perspective of students and of department chairs/program directors. Reports received.
- ✓ Conducted summer pre-registration of new students into the conversations programs, Religion 121, GE 111, and music theory courses, offered pre-registration periods for each term, and processed all drop/add slips and change of registration petitions throughout the year.
- ✓ Worked closely with the Music Department, International Studies, the Dean of Students Office, and the Carleton registrar's office in ensuring appropriate registration.
- ✓ Offered a varied program of summer school offerings in 2007 (see below: enrollment figures and revenue generated).

### Goals for 2008-2009:

- Complete the conversion to web-based registration for fall and spring registration periods.
- Continue to consider alternative options for first-year student registration. Determine whether summer registration is the best solution or not.

### Some Numbers

- 39 proposals for new courses were processed.
- 14 proposals for adding GE attributes to existing courses were processed.

### Summer School 2006-07

- 323 individuals completed Summer Term I or II of 2006-07
- 196 individuals were registered for Summer Term I, 2006-07, for 271.50 credits
- 227 individuals were registered for Summer Term II, 2006-07 for 260.75 credits
- 99 students registered for both Summer Terms I and II
- 44 students dropped 57 courses during Summer Terms I and II

### Student Academic Records, Transcripts, and Grading Processes

*The registrar's office processes grades and provides information to students and faculty regarding grades, enrollment information, schedules, and other parts of the student record. It also provides transcripts to students and others. Finally, it is responsible for records retention.*

#### In 2007-2008, the registrar's office:

- ✓ Fulfilled all requirements for appropriate retention of student records.
- ✓ Successfully continued full implementation of web-based grading for all terms by faculty.

#### Some Numbers

**Note:** Refer to the Institutional Research and Planning (IRP) website

(<http://www.stolaf.edu/offices/irp/>) for all reports on enrollment, and for other academic reports based on registrar's office data.

- 28,627 grades were entered by the faculty for the summer of 2006-07 and fall, Interim and Spring of 2007-08
- 76 WP or WF grades were entered.
- 49 incompletes from 07-08 are currently in process as of 6/09/08; 89 others were completed in 07-08.
- 54 grade changes (changes due to faculty miscalculation) were made.
- Approximately 715 non-St. Olaf entries were added to student records, which includes new courses for non-St. Olaf institutions.
- \$41,692.14 were collected in transcript fees (\$5.00 fee per transcript; \$10.00 rush fee per transcript).

### Certifications

*In its role as custodian of student records, the registrar's office provides certifications of enrollment to students or outside agencies, within the limits of the Federal Educational Rights and Privacy Act (FERPA). The registrar's office also certifies athletic eligibility and provides enrollment information on students who are veterans to the Veterans Administration (VA) so that those students receive the benefits for which they are eligible.*

#### June 2007 goals for 2007-2008:

- Complete the process of adding the link to the National Student Clearinghouse on our website and phone message to allow for student self-serve verifications.

#### In 2007-2008, the registrar's office:

- ✓ Implemented the student self-serve option from the National Student Clearinghouse. Making use of the Clearinghouse for this function allows us to divert considerable staff time to other projects, such as the procedures manual project.

- ✓ Remained compliant with VA regulations.
- ✓ Successfully tracked athletic eligibility using the SIS.

#### Goals for 2008-2009:

- Maintain current level of service in this area.

#### Some Numbers

- 8 Veterans Administration students were certified.
- 658 degree verifications were performed on our behalf by the National Student Clearinghouse between June 1, 2007 and May 31, 2008.

#### **Advising/Degree Audit/Graduation/Commencement**

*The registrar's office works closely with the Academic Advising Center and the advising process in general. The registrar's office is also responsible for evaluating transfer credit from other institutions, awarding credit as appropriate, and informing the students and their advisors of received credit for purposes of program planning. The registrar's office provides web-based degree audits to all students to help them assess their progress toward graduation. The office conducts senior audits and completes the process of graduation.*

#### In 2007-2008, the registrar's office and Academic Advising Center:

- ✓ Assigned faculty advisors to all new students.
- ✓ Advised a large number of students at the window, via e-mail, over the phone, and individually about their academic program.
- ✓ Advised a large number of prospective and admitted students regarding AP, PSEO, and other transfer credit, and evaluated transcripts of new and continuing students for applicability of transfer credit.
- ✓ Performed all the required steps for graduation: set the class, performed individual senior audits for every member of the class, facilitated students' application to graduate, tracked changes in status, certified majors, concentrations, and requirements, determined honors, provided names for the Honors Day and commencement programs, ordered diploma covers, and distributed diplomas and covers on commencement day.
- ✓ Set up a graduation database to print in-house diplomas. Wendy Woitalla and Jennie Moberg of IIT helped develop the diploma template.
- ✓ Prepared the Senior Profile of the Class of 2008 (available for viewing at: <http://www.stolaf.edu/offices/doc/facultyminutes/Facultymtgs200708/2008MotiontoGraduateClass.pdf>)
- ✓ Produced all diplomas on site instead of contracting with an outside vendor for the printing. This practice saved both time and money for the staff and the college and will continue in the future. Estimated cost savings: approximately \$4,000.00 compared to ordering diplomas from a vendor.

#### Some Numbers

- 18 High School Honors students were accepted and 17 took a course first or second semester.
- 19 continuing education students took courses.

- 22 faculty/staff registered for 22 courses. Five faculty/staff took a course both 1<sup>st</sup> and 2<sup>nd</sup> semesters. Three dropped their fall course and one dropped their spring course.
- 10 Luther Seminary students took courses.
- 37 post-graduate student teachers enrolled for a ninth semester.
- 64 participators from previous years finished degree requirements and received diplomas.
- Two post-graduate nursing students continued their studies.
- 117 first year students and 2 returning students were awarded 345 St. Olaf credits based on Post-Secondary Education Option (PSEO) work.
- 374 first-year students and 17 returning students were awarded 931 St. Olaf credits based on Advanced Placement /International Baccalaureate work.
- 780 students had or will have Interim and/or semester off-campus coursework added to their records (226 of those students: semester only).
- 125 students were pre-approved to take 191 courses from 92 different institutions for transfer credit to St. Olaf.
- 65 preliminary transfer evaluations were completed and 39 new transfer students are expected to enroll for fall 2008-2009.
- 707 students were certified to graduate with 707 degrees or participate in May 2008.
- 52 students were graduation participators in May 2008.

### **Information Technology and Support Equipment**

*Information technology plays an important role in the registrar's office, which aims to enhance service, increase efficiency, and save money through appropriate use of technology; to ensure data security as a top priority; and to create a contingency plan in case of system failure or a natural disaster.*

#### June 2007 goals for 2007-2008:

- Make progress on the Student Accounts interface on the SIS.
- Consider summer registration of new students.
- Move forward with electronic workflow solutions for such processes as new course proposals;
- Move forward with document imaging according to the timetable created by IIT.

#### In 2007-2008, IIT and the registrar's office:

- ✓ Continued successful web-based submission of grades by faculty.
- ✓ Converted to web-based registration (except for entering first-year students in September).
- ✓ Implemented Music and International Studies modules of the SIS.
- ✓ Began preliminary conversations and information gathering in preparation for implementing document imaging in the future.
- ✓ Created a temporary electronic workflow solution for new course proposals and began planning for a more permanent solution.

#### Goals for 2008-2009:

- Make progress on the Student Accounts interface on the SIS.
- Determine what new student registration will be like in the future and implement revised process for the 2009-10 academic year if feasible;
- Complete new course proposal process that incorporates newly-designed electronic workflow and tracking of proposals;
- Move forward with document imaging according to the timetable created by IIT.

**Legal Issues**

*The registrar's office ensures compliance with relevant federal law, including, in particular, the Family Educational Rights and Privacy Act (FERPA) and policy concerning veterans.*

In 2007-2008, the registrar's office:

- ✓ Remained compliant with FERPA in all office practices.