

Office of the Registrar, St. Olaf College, Northfield, MN
Year End Report, 2006-2007
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June 2007

Overview:

The report below provides a detailed account of June 2006 goals for 06-07, the office's accomplishments, our main goals for 2007-2008, and some supporting quantitative evidence.

Registrar's Office, General Operations¹

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 2006 goals for 2006-2007 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.
Due to the press of other business and the complexity of these tasks, these goals for 06-07 were not completed. We hope to complete them in 07-08.

In 2006-2007, 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; CEPC and subcommittees (Foreign Language, Special Studies); Dean's Council; GEC; Grad Fest committee; IDOCS; Information Systems Integration Team; Leadership Group; Pandemic Task Force and Academic Sub-Group; Phi Beta Kappa Members-in-Course Committee; Resource-25 workgroup; Science Complex 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 2006 and January 2007) both of which focused on regularizing the office calendar and office files organization; and a variety of professional conferences: Veterans Administration workshop, Summer 2006; AACRAO Technology Conference, July 2006; UMACRAO, November 2006; North Central Conference of Summer Schools, March 2007; AACRAO national convention, March 2007; and NACADA regional meeting, May 2007.
- ✓ Completed the fiscal year with surplus funds in the operating budget.

Goals for 2007-2008:

¹ 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).

- 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.

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 2006 goals for 06-07 included:

- Prepare for full editing and electronic delivery of the *St. Olaf Academic Catalog* in 2007.

In 2006-2007, the registrar's office:

- ✓ Edited and distributed the *St. Olaf College Academic Catalog* supplement for 2006-2007.
- ✓ Began preparation for the 2007-2008 catalog, which will be an exclusively on-line catalog (with some paper copies required for specific purposes).
- ✓ Advised students, faculty, and staff on use of the SIS.
- ✓ Created a large number of new reports from the SIS.
- ✓ Finalized the academic calendar for 09-10.
- ✓ Presented to CEPC a five-day final exam schedule for 07-08; this schedule was approved and will go into effect beginning in December 2007.
- ✓ 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 2007-2008:

- Complete the on-line only catalog revision process.

Some Numbers

- More than 100 requests for data (beyond typical annual and semester reports) were received and processed.

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 2006 goals for 2006-2007 included:

- Examine and revise the catalog transfer credit policy and present a draft to the Curriculum Committee for approval in committee and by the faculty.

Due to the press of other business within CEPC and our office, and the complexity of this policy, this goal for 06-07 was not accomplished. We are ready to bring the draft policy to CEPC in the fall of 2007.

- Implement web-based registration.

In 2006-2007, the registrar's office:

- ✓ Conducted new first-year student registration and registration for semester II 06-07 in the Black and Gold Ballroom as usual; successfully piloted Interim 2007 registration via the SIS web interface; successfully piloted partial registration for semester I 07-08 via the web interface using our new "tree" model; completed the registration process in the ballroom.
 - See Manitou Messenger:
 - Volume 120, Number 18 Issued 4/20/2007 at http://fusion.stolaf.edu/messenger/index.cfm?section=article&article_number=3448&issue_volume=120&issue_number=18&issue_date=4/20/2007
 - Volume 120, Number 20 Issued 5/4/2007 at http://fusion.stolaf.edu/messenger/index.cfm?section=article&article_number=3527&issue_volume=120&issue_number=20&issue_date=5/4/2007
- ✓ 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 2006 (see below: enrollment figures and revenue generated).
- ✓ Publicized Summer School 2007 via the ACM website in collaboration with Colorado College and Lake Forest College.

Goals for 2007-2008:

- 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.

Some Numbers

- 43 proposals for new courses were processed.
- 28 proposals for adding GE attributes to new and existing courses were processed.
- Approximately 60,000 individual registration actions were processed.
- 6418 wait-listed entries were recorded through the academic year.
- 269 petitions to add, drop, or make S/U changes late were processed, generating \$8150.00 in petition fees.
- 4040 pre-registrations were entered during 06-07 (this includes pre-registrations for first-year students in GE 111, Religion 121, and the conversation programs in each term, off-campus program registrations, and departmental pre-registrations in each term).

- 302 applications for Independent Study/Independent Research were processed September-May.
- 146 (28-.50; 118-1.00 credit) applications for Internships were processed September-May.
- 16 Carleton/St. Olaf inter-registrations were processed.
- 89 students audited courses during 06-07.
- 46 course overload petitions were processed. During 06-07, 23 students overloaded at 5.00 credits; 23 students overloaded at 4.75 credits. Overloads generated a total of \$18,140.00 in additional tuition.
- 328 students registered for summer school 2006.
- 723 individual registration actions were processed in the two summer terms.
- 22 registrations for IS/IR were processed in summer school 2006.
- 44 registrations for internships were processed in summer school 2006.

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 2006-2007, 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.

- 29,600 grades were entered by the faculty for all terms of the first full academic year of web grade submission.
- 147 WP or WF grades were entered.
- 124 incompletes from 06-07 are currently in process as of 6/20/07; 66 others were completed in 06-07.
- 180 grade changes (changes due to faculty miscalculation) were made.
- Approximately 1500 entries were added to student records, including new courses for non-St. Olaf institutions.
- \$42,858.47 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 2006 goals for 2007-2008:

- Continue revising the registrar's web site, incorporating a link to the National Student Clearinghouse for student self-serve verifications.

The registrar's office staff met with representatives of the NSC to receive an updated report on our options in this regard.

In 2006-2007, the registrar's office:

- ✓ Moved toward easier verification of enrollment via the new student information database. Full implementation of the services of the National Student Clearinghouse remains a goal.
- ✓ Remained compliant with VA regulations.
- ✓ Tracked athletic eligibility using the SIS.

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.

Some Numbers

- 9 Veterans Administration students were certified.
- 457 degree verifications were performed on our behalf by the National Student Clearinghouse between June 1, 2005 and May 31, 2006.

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 2006-2007, 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 2007 (available for viewing at: <http://www.stolaf.edu/offices/doc/facultyminutes/Motiontograduateclassof07.html>)

- ✓ 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.

Some Numbers

- 15 High School Honors students were accepted.
- 20 continuing education students took courses.
- 14 faculty/staff took courses.
- 11 Luther Seminary students took courses.
- 26 post-graduate student teachers enrolled for a ninth semester.
- 10 participators from previous years finished degree requirements and received diplomas.
- 7 post-graduate nursing students.
- 179 first year students and 3 returning students were awarded 438 St. Olaf credits based on Post-Secondary Education Option (PSEO) work.
- 296 first year students and 3 returning students were awarded 679 St. Olaf credits based on Advanced Placement (674)/International Baccalaureate (5) work.
- 764 students had or will have Interim and/or semester off-campus coursework added to their records (226 of those students: semester only).
- 128 students requested summer transfer for 210 courses from summer 2006.
- 120 current students requested permission to transfer credit back for 227 courses for summer 2007 coursework (so far).
- 43 preliminary transfer evaluations were completed and 21 new transfer students are expected to enroll for fall 2007-2008.
- 679 students were certified to graduate with 680 degrees (1 dual-degree student) or participate in May 2007.
- 62 students were graduation participators in May 2007.
- \$714.98 was spent on diplomas in 06-07. \$285.56 of this amount was a one-time charge for producing the die for the college seal on the diploma; the remaining \$429.42 purchased 2000 partially (everything but the name and honors) printed diplomas, enough for more than two years. In the future, at the current rate, the paper for the diplomas for one class of seniors will come to approximately \$150.00.
 - \$3168.53 was spent on diplomas produced by Herff-Jones in spring of 2006.
 - Note that the above amount for 06-07 does not include the diploma covers and ribbons; those expenses will remain approximately the same, approximately \$5000.00, from year to year.

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 2006 goals for 2006-2007:

- Complete the FERPA compliance page of the SIS and the mandatory registration checklist for students.

- Collaborate with IIT, Music, International Studies, Student Accounts, and Residence Life to complete those modules of the SIS; work with IIT to implement parent access to the SIS;
- Collaborate as needed with IIT to move to the imaging of the registrar's office documents;
- prepare for electronic routing with electronic signatures of some forms and documents.
These items remain goals for the future. 06-07 was devoted to piloting web registration and other items related to the Student Information System.

In 2006-2007, IIT and the registrar's office:

- ✓ Continued successful web-based submission of grades by faculty.
- ✓ Piloted web-based registration.
- ✓ Implemented Music and International Studies modules of the SIS.
- ✓ Began preliminary conversations and information gathering in preparation for implementing document imaging in the future.

Goals for 2007-2008:

- Continue to implement the SIS. In particular: prerequisite checking; reports; on-line registration; Student Accounts interface. Begin to consider summer registration for new students and workflow application for the future;
- 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 2006-2007, the registrar's office:

- ✓ Remained compliant with FERPA in office practices.