Message from the University Registrar

I am pleased to share with you the Office of the University Registrar’s 2014-2015 annual report, focusing on our accomplishments over the past year, future initiatives, and core functions of our department.

Last year I mentioned here that there is little turnover in Registrar staff. To my surprise, three long-term staff members retired toward the end of the spring semester: Janice Frye (10 years with UD), Janice Wiley (17 years with UD) and Claudia Johnson (26 years with UD). We will miss their contributions to the success of the office, and wish them well. It will be difficult to replace them and their over 50 years of experience. Additionally, another vacancy was created when an associate registrar moved to another position on campus. Even so, the Registrar’s Office remains committed to serving the campus community in an uninterrupted fashion.

The Registrar’s Office was proud to host a one day conference of 78 people from Registrar’s Offices in the Delaware Valley (DVACROA). Associate Registrar Krista Urbaniak was instrumental in bringing the conference to UD and served on the planning committee.

I want to highlight two of the policy changes the Registrar’s Office helped implement this year. One change requires undergraduate students to meet with their assistant dean to declare a leave of absence if they do not intend to enroll for a spring or fall semester. In addition to giving the University better enrollment information, this policy change provides an opportunity to improve student success and retention, since the policy requires that students meet with University personnel before taking time off.

Secondly, the residency reclassification policy was amended pursuant to the passage of the Veterans Access, Choice and Accountability Act of 2014. Effective July 1, 2015, in-state tuition and fees will be assessed to qualifying Veterans and their dependents.

Please feel free to contact me or anyone in the Registrar’s Office if you have questions or comments about this year’s annual report, our services, or how we can better meet your needs.

Sincerely,
Jeff Palmer
University Registrar

Our Vision

The Office of the University Registrar, as part of the Enrollment Management Team, strives to:

- develop and implement policies and procedures to assure the accuracy, integrity, security, and preservation of every student’s official academic record
- evaluate and utilize the latest technology to meet the needs of students, faculty/staff, alumni and the community
- recruit and retain dedicated staff to serve our constituents with a commitment to excellence by providing exceptional customer service in a courteous, professional and efficient manner
- maintain the highest ethical principles as mandated by our profession
- support the overall mission of the University
Future Initiatives

- Continue degree audit initiatives:
  - Coding 4+1 Degrees
  - Continue researching degree audit reporting & improving degree clearance processes
- Continue to explore enhancements to appointment system
- Design/implement webform-based transfer credit re-evaluation process
- Develop an Honors degree candidate webform in collaboration with IT
- Implement campus-wide utilization of 25Live classroom scheduling software
- Create a pilot program with Engineering for improved degree clearance process
- Upgrade central inventory classroom technology to increase wireless performance
- Review existing international articulation agreements for alignment with policies/standards
- Redesign & implement undergraduate readmission application

Key Accomplishments

Added waitlist information to courses search
Began integration of 25-Live software implementation for Fall 2015
Developed student advisor batch-loading system
First institution in the State to adopt new government mandated Veterans Educational Benefits/in-state rates government
Hosted DVACROA annual meeting
Implemented diploma replacement application
Increased production of electronic official transcripts to over 40%
Redesigned graduation diploma
Redesigned UDSIS security levels/ settings
Residency requirement added to degree audits
Reviewed DTCC/UD articulation agreements for consistent, accurate transfer credit equivalencies
Revised 15-Month/Leave of Absence policy
Started to consider degree audit reporting to lead to improved degree clearance capabilities
Worked with 2 MlSY students groups on their capstone course projects: searchable Faculty Senate minutes; analyzing course offerings and courses needed to complete degree requirements

www.udel.edu/registrar

UD Quick Facts: http://www.udel.edu/registrar/ud-facts-resources/
Activities for the Year

Presented at Conferences:

- DVACROA – Hosted & Presented:
  - UD Parent/Guardian Secure Services
  - International Transfer Credit Evaluation: Lessons Learned & Questions Raised
  - Annual Report – Shameless Self Promotion or Valuable Tool?
  - Lessons Learned from a Degree Audit Overhaul
- AACRAO – Co-presented, “Case Studies: The Secure Electronic Exchange of PDF Student Transcripts”
- MSACROA - Co-presented:
  - Diplomas! Getting it Right
  - Streamline Transcript Processing in Your Office

Attended Trainings/Conferences:

- AACRAO Annual Conference
- AACRAO/IES Institute for International Transfer Credit
- DEM Retreat – Rockford Museum
- Hosted DVACROA Annual Conference @ Clayton Hall
- HEUG Alliance Conference 2015
- LSAC Advisory/Research Group Workshop
- NCTA Conference
- Secure UD Info Security Training

Participated in:

- Board of Advisors for “The Successful Registrar”, a Josey Bass Publication
- Committee on Undergraduate Records and Certification (CURC)
- ISE Lab Tenant Council
- ISE Lab Safety Council
- 2015 New Student Orientation Resource Fair
- Office of Student Conduct Appellate Board
- Provost Committee to Analyze Transfer Student Services
- Residency Reclassification Appeals Committee
- S.E.M. - IT Committee
- Search Committees – various campus positions
- Undergraduate Studies Committee of the Faculty Senate

Trained the Campus Community on:

- Advisor trainings on UDSIS advisement tools & advisor appointment system
- Course Substitution
- UD Student Advisor Batch Assignment
- Degree Audits/Tools Workshops
- Schedule of Classes - creating/maintaining SOC in UDSIS
- SOC Data Reporting: “Using Excel with Registrar’s SOC COGNOS reports
- Student Records Data Reporting: “Using Excel with Office of the University Registrar’s Standard COGNOS Reports”
- Transfer Credit Policies and Evaluation Practices
- UDSIS Enrollment
<table>
<thead>
<tr>
<th>By the Numbers ...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014-2015</strong></td>
</tr>
<tr>
<td>Academic Actions Posted ........................................... 945</td>
</tr>
<tr>
<td>Advising Calendar - Appointments Created ...................... 709,631</td>
</tr>
<tr>
<td>Course Inventory (Catalog) Changes Processed ................ 8,221</td>
</tr>
<tr>
<td>CURC (Committee on Undergraduate Records and Certification)</td>
</tr>
<tr>
<td>Petitions Settled .................................................. 6,128</td>
</tr>
<tr>
<td>Data Report Requests Completed ................................... 311</td>
</tr>
<tr>
<td>Dean’s List Posted ................................................ 4,733</td>
</tr>
<tr>
<td>Diploma/Graduation</td>
</tr>
<tr>
<td>Certificates Posted .................................................. 5,630</td>
</tr>
<tr>
<td>Degrees Posted ....................................................... 5,630</td>
</tr>
<tr>
<td>Degrees with Distinction Posted .................................. 489</td>
</tr>
<tr>
<td>Latin Honors Posted ................................................ 391</td>
</tr>
<tr>
<td>New &amp; Replacement Diplomas Issued ............................... 3,476</td>
</tr>
<tr>
<td>Enrollment Verification ............................................ 3,476</td>
</tr>
<tr>
<td>General Honors Award/Posted ...................................... 3,476</td>
</tr>
<tr>
<td>Majors/Minors Changed ............................................. 3,476</td>
</tr>
<tr>
<td>Name Changes Made .................................................. 156</td>
</tr>
<tr>
<td>Readmission Applications Administered ........................... 10,142</td>
</tr>
<tr>
<td>Registration</td>
</tr>
<tr>
<td>Course Permits Processed ............................................ 749,631</td>
</tr>
<tr>
<td>Enrollment Requests Processed ................................... 2,340</td>
</tr>
<tr>
<td>Freshmen Registered at NSO ........................................ 9,521</td>
</tr>
<tr>
<td>Grades Changed ..................................................... 12,678</td>
</tr>
<tr>
<td>Grades Rosters Posted ............................................... 3,158</td>
</tr>
<tr>
<td>Final Exams Scheduled .............................................. 3,158</td>
</tr>
<tr>
<td>Mid-term Rosters Posted ............................................ 3,158</td>
</tr>
<tr>
<td>Requisites Coded ................................................... 3,158</td>
</tr>
<tr>
<td>Residency Reclassifications Reviewed ............................. 3,158</td>
</tr>
<tr>
<td>Schedule of Classes</td>
</tr>
<tr>
<td>Class Sections Scheduled .......................................... 2,340</td>
</tr>
<tr>
<td>Classroom Change Requests Processed ............................. 2,340</td>
</tr>
<tr>
<td>Classroom Changes to accommodate faculty/students per DSS Office 2,340</td>
</tr>
<tr>
<td>Classrooms – fully renovated (CLB) ................................ 2,340</td>
</tr>
<tr>
<td>Classrooms – lighting upgrade (KRB) ............................... 2,340</td>
</tr>
<tr>
<td>Final Exam Schedules ................................................. 2,340</td>
</tr>
<tr>
<td>Out-of-Class Exam Schedules ....................................... 2,340</td>
</tr>
<tr>
<td>Supplemental Course Descriptions Posted ....................... 2,340</td>
</tr>
<tr>
<td>Security Requests Processed ....................................... 2,340</td>
</tr>
<tr>
<td>Service Desk</td>
</tr>
<tr>
<td>Emails to <a href="mailto:Registrar@udel.edu">Registrar@udel.edu</a> Received ............................ 2,340</td>
</tr>
<tr>
<td>Phone Calls Received ............................................... 2,340</td>
</tr>
<tr>
<td>Walk-ins Assisted .................................................... 2,340</td>
</tr>
<tr>
<td>Special Event Room Reservations .................................. 2,340</td>
</tr>
<tr>
<td>Number of Occurrences .............................................. 2,340</td>
</tr>
<tr>
<td>Total Attendance .................................................... 2,340</td>
</tr>
<tr>
<td>Total Hours .......................................................... 2,340</td>
</tr>
<tr>
<td>Transcripts Issued .................................................. 2,340</td>
</tr>
<tr>
<td>Electronic .......................................................... 2,340</td>
</tr>
<tr>
<td>Transfer Credits</td>
</tr>
<tr>
<td>Students Receiving Test Credit (A-Level, AP, CAPE, IB, Tech Prep) .......... 2,340</td>
</tr>
<tr>
<td>For a total course count of ..................................... 2,340</td>
</tr>
<tr>
<td>Total Students Receiving Transfer Credit ........................ 2,340</td>
</tr>
<tr>
<td>Of which, students whose study elsewhere occurred after UD admission/enrollment. 2,340</td>
</tr>
<tr>
<td>Tests Administered by Computer Based Testing Center</td>
</tr>
<tr>
<td>GRE .............................................................. 2,340</td>
</tr>
<tr>
<td>GRE (subject test) .................................................... 2,340</td>
</tr>
<tr>
<td>LSAT ............................................................... 2,340</td>
</tr>
<tr>
<td>MCAT ............................................................... 2,340</td>
</tr>
<tr>
<td>MPRE ............................................................. 2,340</td>
</tr>
</tbody>
</table>

*The University of Delaware does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, gender identity or expression, or sexual orientation in its employment, educational programs and activities, and admissions as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware prohibits sexual harassment, including sexual violence*
General Inventory Classroom Utilization
Fall 2013 vs. Fall 2014

M-W-F Peak Time: 10:10 am to 2:15 pm - Average Classroom Utilization by Room Size

T-Th Peak Time: 9:30 am to 3:30 pm - Average Classroom Utilization by Room Size

Mon-Fri 8:00 am to 5:00 pm - Average Classroom Utilization by Room Size

Utilization %
Classrooms by seat count
Totals

Fall 2013
Fall 2014
Our Mission: “Providing quality service to the University community through the development, maintenance and effective communication of academic information.”

Jeff Palmer
University Registrar
jpalmer@udel.edu

Naomi Nash
Academic Records & Advising Support
nnash@udel.edu

Charlene Bradley
Transfer Credit Services
cwb@udel.edu

Dan Reideringer
Degree Audits
danr@udel.edu

Colleen Kent Greenstine
Graduation/Diploma Services
cmkent@udel.edu

Lillian Grannum
Official Transcript Processing
lgrannum@udel.edu

Deb Wilder
UDSIS Access/Registrar Website
dwilder@udel.edu

Patrick Shields
UDSIS Data/Systems Management
pshields@udel.edu

Vacant: Student Data Reporting

Vacant: Business Administrator

Patty Brown
Administrative Support
pibrown@udel.edu

Suzanne Stanley
Course Inventory & Classroom Facilities Management
sstanley@udel.edu

Melanie Graybeal
Course Scheduling & Workload Verification
graybeal@udel.edu

Jeannie Lewis
Special Event & Exam Scheduling
rlewis@udel.edu

Patty Barcus
Dean Course Scheduling
pbarcus@udel.edu

Mary Ruth Pierce
Computer Based Testing
mpierce@udel.edu

Krista Urbaniak
Registration Services
urbania@udel.edu

Mary Mohr
Registration & Grades
marymohr@udel.edu

Vacant: Residency & Veterans

Vacant: Service Desk & Enrollment Verification

Lynn Richmond
Student Clearinghouse
richmond@udel.edu

Charlene Bradley
Transfer Credit Services
cwb@udel.edu

Kathy Graham
Transfer Credit Processing
kgraham@udel.edu

Carolyn Reynolds
Transfer Credit Matrix
cmrl@udel.edu

Lillian Grannum
Official Transcript Processing
lgrannum@udel.edu

Patrick Shields
UDSIS Data/Systems Management
pshields@udel.edu

Mary Ruth Pierce
Computer Based Testing
mpierce@udel.edu

Krista Urbaniak
Registration Services
urbania@udel.edu

Mary Mohr
Registration & Grades
marymohr@udel.edu

Vacant: Residency & Veterans

Vacant: Service Desk & Enrollment Verification

Lynn Richmond
Student Clearinghouse
richmond@udel.edu