WHAT DOES OUR OFFICE DO?

- Academic Calendar
- Administer UDSIS Access to Student Records
- Advising Appointment System
- Catalog/Course Inventory Administration
- Certification of Athletic Eligibility
- Computer Based Testing Center
- Credit by Examination
- Data Reporting
- Degree Audits
- Enrollment Certification
- FERPA Compliance
- Final Exam Scheduling
- Grading
- Graduation/Diploma Services
- Instructor Workload Verification for RBB
- Maintenance of Student Academic Records
- Readmission Applications
- Registration
- Residency Reclassification
- Schedule and Maintain 172 Central Inventory Classrooms
- Schedule of Classes
- Training and Development of Campus Community
- Transcript Services
- Transfer Credit Services
- Veterans Enrollment Verification

OUR MISSION

“Providing quality service to the University community through the development, maintenance, distribution and effective communication of academic information.”

A MESSAGE FROM THE UNIVERSITY REGISTRAR

As another year of change and progress has passed and a new academic year is about to begin I am pleased to share the 2015-2016 Registrar’s Annual Report. In addition to our normal responsibilities, Registrar staff were heavily involved in two priority university initiatives.

One exciting venture is the University’s decision to purchase catalog (Acalog) and curriculum (Curriculog) software from DIGARC to replace home-grown systems. The Registrar’s Office will assume responsibility for management of the Undergraduate and Graduate Catalog. Curriculog supports the Faculty Senate approval process by tracking curriculum proposals. Curriculog and Acalog speak to each other, so approved curriculum changes will automatically update in the appropriate online catalog.

The Registrar’s Office, along with stakeholders from across campus, has been helping to implement another transformative initiative: the new Blue Hen Success Collaborative (BHSC). This project will be on-going throughout the upcoming year. Information about the BHSC can be found at http://www.udel.edu/udaily/2016/may/blue-hen-success-collaborative-052616/.

Three people joined our staff this year. Daytona Campbell was hired to staff the service desk as the primary contact for students; Calyce Magee is already known to many of you as she handles the ad hoc requests for student data reporting; and Mike Fennell was hired to oversee the implementation of the DIGARC software.

As always, service remains our top priority. We look forward to working with our colleagues across campus in the upcoming year. For your future reference, the Registrar’s Office Organizational Chart as it stands today is on the last page of this annual report.

Sincerely,
Jeff Palmer

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.
CONTINUOUS SUPPORT

KEY ACCOMPLISHMENTS

- Assisted IT in security enhancements with PIN retirement for current students
- Created a pilot program with Engineering and the AA Program for degree audit reporting
- Created the Cheer Committee – A group that plans fun activities to bring staff together and help promote morale
- Designed and implemented a study abroad Institution/Program Approval FDP form
- Implemented a Certified Electronic Diploma
- Implemented an Honors Degree Candidate Web-form
- Our front desk team collaborated with a group of MISY seniors to create and implement a sign-in system to systematically track walk-ins and phone calls handled by our customer service desk
- Redesigned and implemented the Readmissions Application
- Reported 35 Term Enrollment files and 17 Conferral Degree files. The University of Delaware is federally mandated to report enrollment data, degrees and certificates multiple times per semester to the National Student Clearinghouse. The NSC then executes deferment reporting for the U.S. Department of Education, and verifies enrollment in order to provide services or discounts to students. The NSC also serves as an agent to verify degree information to partner institutions and prevent resume fraud.
- Reviewed existing international domestic articulation agreements for alignments with policies/standards
- Revised Courses of Similar Content/Course Sequencing Policies
- SEM-IT Committee worked with a team of Operations Management students to administer a survey gauging satisfaction with current technological support for student success available on campus
- Updated UDSIS security model for ~1000 staff

FUTURE INITIATIVES

**Blue Hen Planner:** This tool will allow students to select preferred courses and meeting times and then be shown several scheduling options that meet their preferences, and then select/register for classes. We continue to work-out the final details with IT, for the planner to be accessible to students for Spring 2017 registration.

**VA Reporting in PeopleSoft:** This will make term-to-term tracking, course tracking, and reporting to the VA in support of certifying veteran eligibility for educational benefits easier. We look forward to implementation by Spring 2017.

**Wait-list for Courses:** Wait-list functionality can be better utilized at the University of Delaware to benefit students and academic departments in the registration process. Small pilots will be held for spring registration in order to expand wait-listing for Fall 2017.

**Continue Degree Audit Initiatives:** Creation of training videos, expansion of degree audit usage and reporting as well as leveraging audit functionality in the degree clearance process are planned.

**Web-form Based Transfer Credit Evaluation Form:** Continual design and implementation.

**Review Exchange/Articulation Agreements:** Pursue changes to improve transfer credit processes for best practices.

**25-Live Classroom Scheduling Software:** Complete installation and implementation campus-wide.
COLLABORATE AND ENGAGE

ACTIVITIES FOR THE YEAR
Trained the Campus Community on:
- Advisor Trainings on UDSIS advisement tools and advisor appointment system
- Course Substitution/Change of Catalog Web form
- Degree Audits/Tools Workshops
- Schedule of Classes—creating/maintaining SOC in UDSIS
- Student Records Data Reporting
- Transfer Credit Policies and Evaluation Practices
- UDSIS Enrollment
- UD Student Advisor Batch Assignment

Participated in:
- 2016 New Student Orientation—Presentations and Resource Fair
- GRR Committee (Global Recruitment & Retention)
- Search Committees—Various campus positions
- Strategic Enrollment Management IT Committee
- Transfer Credit Taskforce
- Undergraduate Studies Committee for the Faculty Senate

Attended Trainings/Conferences:
- ACCRAO Annual Conference
- AACROA Institute for International Transfer Credit
- Annual DVACROA Conferences
- Annual HEUG Alliance Conference
- Annual MSACRAO Conference
- DEM Retreat—Rockford Museum
- NCTA Conference
- Predictive Index
- Staff training on Diversity and Inclusion

Presented at Conferences:
- MSACRAO 2015 — Lessons Learned from a Degree Audit Overhaul

Published:
- The Successful Registrar—“Publishing an Annual Report: Communicating with your Campus”

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS
- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- Middle States Association of Collegiate Registrars and Officers of Admissions (MSACROA)
- Delaware Valley Association of Collegiate Registrars and Officers of Admission (DVACROA)
- Higher Education User Group (HEUG) Institutional Member (PeopleSoft Users)
- National College Testing Association (NCTA)

DEMMY AWARD RECIPIENTS
DEM Retreat at Rockford Museum
- Suzanne Stanley—Ultimate Multi-tasker
- Kathy Graham—Most Dependable
- Calyce Magee—Exceptional Service Outside of UD
Number of transfer students entering UD in 2015-2016 Academic Year

- 1,317 Total with Pre-Admit Credit
- 771 Freshman
- 546 Non-Freshman

Top 5 U.S. Institutions Transferred From:
- DE Delaware Technical Community College (248)
- NY Syracuse University-Project Advance (87)
- NY St. John’s University—Jamaica (48)
- DC American University (48)
- NY Long Island University (dual enroll program) (45)

Top 5 Countries Transferred From:
- China
- France
- South Korea
- Spain
- Portugal

Top 5 Courses Transferred:
- MATH 201 (385)
- MATH 202 (323)
- MATH 221 (153)
- MATH 230 (96)
- PSYC 100 (80)

Top 5 U.S. Institutions Students Attended:
- DE Delaware Technical Community College (537)
- NY Monroe Community College (261)
- NJ Rowan College at Gloucester County (116)
- NJ Brookdale Community College (107)
- NJ County College of Morris (91)

The Transfer Matrix is a database of commonly transferred courses and their UD equivalencies. It is a tool actively used during the credit posting process to identify known equivalencies, so that the Registrar’s staff can immediately apply them to a student’s record when we receive a student’s official transcript. The web version of the Matrix (searched by state, then institution) makes it possible for the public to view the current equivalencies, thus serving as a useful resource for students, as well as academic units across campus. At present, only U.S. institutions can be accessed in the web version, though a goal for 2017 is to add a few of the most popular international institutions.

- 976 active external organizations in transfer credit matrix that have transfer equivalencies
- 25,942 equivalencies in the matrix
- 2,287 new and updated equivalencies this past year
### OTHER IMPORTANT NUMBERS

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Course Inventory (Catalog) Changes Processed</td>
<td>551</td>
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<tr>
<td>Dean’s List Posted</td>
<td>15,121</td>
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<tr>
<td>Term Enrollment Files Reported to the National Clearinghouse</td>
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<tr>
<td>Conferral Degree Files Reported to the National Clearinghouse</td>
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<td>Enrollment Verification</td>
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<td>General Honors Award/Posted</td>
<td>333</td>
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<td>Name Changes Made</td>
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<td>Residency Reclassifications Reviewed</td>
<td>136</td>
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<td>Security Requests Processed</td>
<td>606</td>
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<td><strong>Special Events</strong></td>
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<td>Room Reservations</td>
<td>5,540</td>
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<td>Number of Occurrences</td>
<td>12,893</td>
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<td><strong>Schedule of Classes</strong></td>
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<tr>
<td>Class Sections Scheduled</td>
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<td>Classroom Change Requests Processed</td>
<td>659</td>
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<td>Classroom Changes to accommodate faculty/students per DSS Office</td>
<td>93</td>
</tr>
<tr>
<td>Classrooms – fully renovated</td>
<td>1 (REC)</td>
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<tr>
<td>Classrooms – painted</td>
<td>25 (GOR)</td>
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<tr>
<td>Classrooms – new student desks</td>
<td>537 (GOR)</td>
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<tr>
<td>Classrooms – additional writing surfaces</td>
<td>8 (ISE)</td>
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<td>Final Exams Scheduled</td>
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<td>Out-of-Class Exams Scheduled</td>
<td>74</td>
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<td>Supplemental Course Descriptions Posted</td>
<td>252</td>
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<td><strong>Service Desk</strong></td>
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<td>Emails to <a href="mailto:Registrar@udel.edu">Registrar@udel.edu</a> Received</td>
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<td>Phone Calls Received</td>
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<td>Walk-ins Assisted</td>
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<td><strong>Registration</strong></td>
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<td>Course Permits Processed</td>
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<td>Enrollment Requests Processed</td>
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<td>Freshmen Registered at NSO</td>
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<td>Grades Changed</td>
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<td>Grades Rosters Posted</td>
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<td>Final</td>
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<td>Requisites Coded</td>
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“Thank you so much for the quick reply and willingness to help!”

“Love having the ability to do Batch Advisor Assignments. Much more efficient and not as time consuming! As a matter of fact, we just finished up assigning all of our new students this week and it was great. Thanks for all your help with the training!”

“Truthfully, I don't know how you all keep us up and running. Registrar is, after all, the pilot flying our UD airplane.”

“Wow! That was speedy! I am looking at it and it is just what we need. Thank you!!”

“This is perfect!”

**KUDOS...from the campus community**