

# ANNUAL REPORT

## OFFICE OF THE UNIVERSITY REGISTRAR

### 2017-2018

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#### A MESSAGE FROM THE UNIVERSITY REGISTRAR

As we begin the 2018-19 academic year, I am pleased to share the Registrar's Office 2017-18 annual report, with special emphasis on **customer service**.

The creation of a Transfer Services Coordinator position has allowed the Registrar's Office to focus on a number of initiatives to meet the needs of potential transfer students, currently enrolled transfer students, and UD students who take courses elsewhere to transfer back to UD. You will see many of those, as well as other accomplishments, listed in the annual report.

Providing exceptional, personal service is part of our Registrar's Office culture, as new employees quickly learn. A key aspect of our vision statement is to "serve our constituents with a commitment to excellence by providing exceptional customer service in a courteous, professional and efficient manner." Both our web home page and our reply to all email messages to [registrar@udel.edu](mailto:registrar@udel.edu) note, "We want to exceed your expectations!" and encourage people to provide feedback. This year's annual report includes some unsolicited feedback from our constituents, which highlights the positive impact of our commitment.

Three long-term Registrar's Office team members retired in the past year while two others left to take positions in other units on campus. In their place, five enthusiastic, talented people have joined the team to provide exceptional assistance to the University community. The newest Registrar staff include Janet Caruccio, Theresa Coulter-Thurley, Sarah Foster, Holly Gunlefinger and Brandi Queen.

As always, we in the Registrar's Office have enjoyed the collaborative nature of working with our colleagues at the University. Please feel free to contact me, or any of the staff, with your questions, ideas and if we can be of service.



"Hi Jeff: Just wanted to pass along... experienced an issue logging into UD email today. The UD interface referred me to "Registrar's Office at (302) 831-2131". Made phone contact on two occasions this morning with two different, very cordial and helpful persons. Made my day!

All the best, " Paul

## OUR MISSION

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



### DEMMY AWARD RECIPIENTS

DEM Retreat May 2018

- \* Carolyn Quinci—UN Ambassador
- \* Jeff Palmer—The Powerhouse
- \* Diane Henker—Running of the Bulls
- \* Dan Reidinger—Zen Master

## 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.

## 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 Services
- Veterans Enrollment Verification
- Veterans Support Services

“Wow, Diane, that attachment is AMAZING!  
The websites that you linked look really good too. It is broken down in a way that feels much more clear and straightforward. Thank you so much for all of your help with this and for your expertise!”

Meghan, IGS

“The Advisor Assignment Work-Center has made it increasingly easier to manage advising assignment, but most importantly to find students who don’t have an advisor assigned to them, or have an inactive plan. All of the information is managed within the WorkCenter, no more need to run reports, or upload spreadsheets.”

Joyce, KAAP

## KEY ACCOMPLISHMENTS

- ◆ Creation of degree audit clearance reports to assist colleges with graduation clearances
- ◆ Total credit recoding for Arts & Sciences BA degree audits
- ◆ Created/redesigned Photo Roster, Advising Views, Excused Absence form and WorkCenters in UDSIS
- ◆ Managed the first fully web-based Faculty Senate Curriculum Management cycle, with 202 program proposals and 677 course proposals successfully completed
- ◆ Revised Courses Search tool to allow students to search for General Education objectives
- ◆ Supported various departments with the implementation of software that utilizes student data to improve operational efficiency and effectiveness in providing services to support student success
- ◆ Creation of enrollment controls on Lerner college courses to assist in managing differential tuition policy for students outside of the college
- ◆ University of Delaware was ranked #5 in the country for Tier 1 Research Schools as “Military Friendly” by Military Friendly Magazine
- ◆ Growth in Veteran and Dependent certifications in all 4 terms for the academic year
- ◆ Worked to implement more dynamic functionality of the new catalog environment

## KEY TRANSFER CREDIT ACCOMPLISHMENTS

- ◆ Collaborated with ELI to build the process for the transfer of credit for Academic Transitions students
- ◆ Developed, in collaboration with the Transfer Working Group and the Office of Communication and Marketing, a transfer student landing page, serving students at all stages of interest in and attendance at UD
- ◆ Worked with the Deputy Provost's Office to revise the template for articulation agreements and develop an internal process to ensure all University entities are appropriately involved in review of future agreements
- ◆ Benchmarked transfer credit policies/procedures compared to 20+ peer institutions
- ◆ Worked with 37 academic departments to review 200+ Advanced Placement, International Baccalaureate, and A-Level syllabi, confirming accurate UD equivalents
- ◆ Built/updated a list of 230 course equivalency changes for the 2018-2019 academic year not yet displaying in the transfer matrix, helping new students and advisors
- ◆ Digitized international transfer credit historical files
- ◆ Improved TIPA (Transfer Institution/Program Approval) form response time from 2-3 weeks to 1-2 business days
- ◆ Added 53 new schools to the Transfer Credit Matrix
- ◆ Updated 507 matrix entries across 212 different institutions to reflect recently deactivated courses
- ◆ Began adding international courses to the Transfer Credit Matrix
- ◆ Began dating all new Transfer Credit Matrix entries to allow for future audits of old equivalencies
- ◆ Developed course numbers for departmentally-approved elective transfer credit (x66DE); to be implemented in Fall 2018
- ◆ Revised the transfer credit evaluation processes in 4 webpages, created printable PDFs for each page to make it easier for offices/departments to distribute instructions to students
- ◆ Developed a narrated PowerPoint presentations on the transfer credit re-evaluation process for the transfer credit website

"Can we just talk about how happy this (Transfer Credit Matrix Page) made me? The chart is FANTASTIC! Also, I love how [www.udel.edu/transfercredit](http://www.udel.edu/transfercredit) now has actual transfer credit information and isn't 'just' the matrix! What a wonderful way to end the week!!" Colleen, B&E

## Find us on Facebook and Twitter!

[fb.com/UDelRegistrar](https://fb.com/UDelRegistrar)



[twitter.com/UDRegistrar](https://twitter.com/UDRegistrar)



## **CURRENT AND FUTURE INITIATIVES**

- PeopleSoft 9.2 upgrade
- Continual improvements to degree conferral process
- Update the Transfer Credit Matrix with the x66DE—Department Elective course numbers in conjunction with department review
- Work with IGS to ensure consistency of course equivalencies for UD Study Abroad programs and non-UD programs to best serve all students
- Transition to working with a new international credit evaluation provider
- Continue to work toward awarding additional credit for military experience
- Waitlist re-tooling
- Purchase and implement Course Scheduling Software to improve operational efficiency
- Tracking of Special Events in Classroom Spaces
- CollegeNet upgrade to Lynx interface
- Widget API development and departmental website update

“Hello Dan,

I’m honored to receive the CAS Advising Award this year. I greatly appreciate your direct assistance over the years with various aspects of Degree Audit for our Art & Design students. You and Registrar personnel provide valuable assistance to me and all Advising Coordinators across the university.”

Thank you,

Martha, Professor

## **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)
- NAVPA (National Association of Veterans’ Program Administrators)

“Dear Brooks,

Just wanted to thank you for all of the help you gave us with applying for educational benefits for our son Michael. You were so helpful and it was a pleasure meeting you. We will miss UD because of people like you. Everyone at UD has always been very helpful and we have had nothing but good experiences while our oldest daughter and son have been there. One more college bound to go... we will see if she will also be a Blue Hen :) Thank you again and most importantly thank you for your service. “

Best, Karen , Gene and Family

## ATTENDED TRAINING / CONFERENCES:

- Annual AACRAO Conference
- AACRAO Transfer & Tech Conference
- AACRAO International Transfer Credit Winter Institute
- Annual DVACROA Conference
- Annual MSACROA Conference
- Division of Enrollment Management (DEM) Retreat
- TAAC Conference (Transfer Admissions & Advising)
- NAFSA National Conference
- Student Veterans of America conference
- National Computer Testing Association
- UD Management Essentials Training
- DIGARC Acalog/Curriculog Certification Training

## PRESENTED:

- NSO Transfer Credit sessions (Winter & Summer NSO)
- UDSIS Advisement Tools Overview sessions at 2017 “Keep Calm and Teach On” Faculty Commons workshops.
- “Collaboration and Cooperation in Serving Transfer Students” – MSACROA, November 2017 and PCACAC, April 2018
- Transfer credit/transfer services for Admissions Office presentations for prospective transfer students
- Career Development for Advisors and Other Student Services Professionals – Blue Hen Advising Conference, November 2017
- “Supporting Student Veterans—MSACROA, November 2017
- “Navigating the Sea of Policy Change” - MSACROA, November, 2017
- “Implementing Catalog & Curriculum Software at a Decentralized Institution” - MSACROA, November 2017

“I would like to commend the Registrar’s Office for being very quick and efficient. As many students have questions and requests, they are very effective. In particular, I would like to name Mrs. Lexie Samick. She was very helpful to me for the start of this school year. “

Chase, student

## **TRAINED THE CAMPUS COMMUNITY ON:**

- Advisor Trainings on UDSIS advisement tools
- Course Substitution/Change of Catalog Web form
- Degree Audits/Tools Workshops
- FERPA for Advisors – presentation for CHS academic advisors brown bag lunch series
- 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

**We want to exceed your expectations!**

Please feel free to provide feedback on your experience with service received from our office. Contact [Jeff Palmer](#) with any comments or call 302-831-2727.

## **PARTICIPATED IN:**

- Budget Model Committees
- Decision Day programming
- DVACROA Board—VP of Technology
- Global Recruitment & Retention Committee (GRR)
- Graduate College Working Group
- Graduate Studies Committee
- Keep Calm and Teach On Workshop
- New Faculty Orientation
- NSO – first year and transfer dates – Resource Fair
- Transfer Working Group
- Undergraduate Studies Committee
- Various Search Committees Across Campus

## Fun Figures

Student Majors and Minors Changed

10,446

Class Sections Scheduled

10,688

Academic Standing Actions

2,212

Students w/Transfer Credit Processed

6,007

Transcripts Issued

22,006

Special Events Scheduled

4,737

Degrees Posted

6,013

Tests Administered by Testing Center

3,639

"Pat—Your help is much appreciated! Please know that I could not do my job without the help of your department. I hope the University and President Assanis realize how vital your department is to ALL others! Everyone is so kind, patient and helpful—Patty, Dawn, Jeannie, Deb, Mary & Mike, and now you—help me *almost* daily!!"

Sincerely, Monica, SPPA

### Recognition

- Patty Dean nominated for a UDidIt! Award by SPPA staff
- Brooks Raup named 1 of 5 finalists in the country for Veteran Advisor of the Year