**Latest News from the UD Registrar**

**Important Reminder:** The deadline for grades to be submitted into UDSIS is **December 23, 2015**. Submitting grades on-time this year is critical due to the timing of the holiday schedule. The Office of the University Registrar will be closed on December 24, 2105 and will reopen January 4, 2016. Therefore, there will be no staff to assist with grading issues that may come up during this time. More importantly, our offices will be running degree clearances and academic standings upon return on January 4th, and these processes are dependent on grade submission. We thank you in advance for acting on this promptly and wish you all a wonderful holiday!

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**A First Time for Evening Registration Appointments!**

Historically, registration appointments have been scheduled during the business day so students could contact University personnel if they had registration issues. However, a focus group of upper classmen said they did not need to speak with University faculty and staff during the day to register for class. Furthermore, they thought evening registration appointments would be better as they were less likely to conflict with their classes which would make registration easier.

Adding registration appointments in the evening also decreases the number of days needed for registration appointments. Other institutions have registration appointments throughout the day and into the evening. This fall evening registration appointments were scheduled for juniors and seniors as a pilot. After registration, all students whose appointments were after 5:00 pm were surveyed about their registration experience. The results were positive with 72% saying registering with evening appointments was just as good, better or much better than their previous day-time appointments. Students who said the evening appointment was worse than a day-time appointment frequently cited that their evening appointment conflicted with a class.

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**IT’S Response to System Slow Down and Crash During Registration**

During registration periods, the increase in UDSIS usage can occasionally lead to system delays and crashes. These delays are frustrating for faculty, staff and especially for students. Registration for spring courses is a peak resource time and the Registrar’s Office and Information Technology continue to adjust our registration period practices to handle the increased load.

Midway through the registration period for the spring semester, users began experiencing significant delays and crashing at the most-peak periods. At that point, IT evaluated the configuration of the hardware supporting UDSIS and changes were made to better monitor and utilize the resources available. Those adjustments successfully addressed the delays and the remainder of the registration period occurred without significant issues, despite the larger than average number of students attempting to enroll.

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OFFICIAL TRANSCRIPTS

Official transcripts can be requested and tracked 24 hours a day, 7 days a week. A valid major credit card and email account is needed to make the order. Credit cards are not charged until the transcript is sent. Transcripts are normally processed the next business day once the order has been received. During peak periods, the processing time may vary due to circumstances beyond our control.

After reading the special instructions go to www.getmytranscript.com to begin the online official transcript ordering process. Students may also login to UDSIS to request an official transcript or to view their unofficial transcript.

Special Instructions
Transcript orders are real-time. There may be grades in Sakai or UDSIS that are NOT yet displaying on official transcripts. Please note:

- For Fall 2015 grades on a transcript? – Do NOT order until Dec. 24, 2015*
- For Fall 2015 degree on a transcript? – Do NOT order until Jan 11, 2016

If ordered before these dates, the transcript will be processed as requested and NO REFUND will be provided.

*The university will be closed from Dec 24-Jan 4 and no paper transcript orders will be processed during this time. January is a peak period for transcript processing and orders may take additional time.

MONTHLY SOC ROUNDTABLES

This Spring we are continuing the “SOC Roundtable Sessions” – an opportunity for you to get answers to specific scheduling questions/procedures without having to attend a comprehensive SOC training session. There will not be a formal scheduling presentation at these sessions, they will be driven by the questions asked by those attending.

If you are interested in attending one or more of these sessions, please let me know ASAP, as spaced is limited. graybeal@udel.edu

All sessions will be held from 2 – 3:30pm in UVC201.

January 22, 2016
February 26, 2016
March 25, 2016
April 22, 2016
May 20, 2016

REGULAR SOC TRAINING SESSION ON WEDNESDAY, JANUARY 13, 2016, FROM 2 – 4 P.M.