Registrar Advisory Council

Inaugural Kickoff Meeting, March 20, 2019
9:00-10:00AM, Nighthorse Campbell M24-204 Conference Room

In attendance:

Heather Peterson (Office of the Registrar); Charity Moser (Office of the Registrar); Giselle Cabrero (CHAPA); Latrice Pettigrew (College of Nursing); Bruce Cunningham (focusEDU); Liz Bowen (MSTP); Alyssa Russo (School of Dental Medicine); Joseph Carfagnini (College of Nursing); Jodi Cropper (College of Nursing); Susan Kepner (Skaggs School of Pharmacy); Rachel Wagmaister (Skaggs School of Pharmacy); Melissa Ishida (Physical Therapy); Helen Macfarlane (School of Medicine); Vonelle Kelly (Physical Therapy); Amy Hebbert (Colorado School of Public Health); Magdalena Kucharski (Colorado School of Public Health); Judy Campbell (College of Nursing); Teresa Bauer-Sogi (Graduate School); Shawna Cox (Graduate School); Ingrid Summers (School of Medicine); Deborah Jackson (School of Medicine)

Agenda

Introductions

What is RAC? Website

Goals/vision for RAC

- Process evaluation and improvement
- Policy review and clarification
- Innovation/Project planning and implementation
- System enhancements
- To create transparency and accountability for the Office of the Registrar office among campus stakeholders
- To identify projects that are important to Anschutz schools and students

Membership: All Anschutz student record administrators are encouraged to attend, however, it RAC is open to all staff and faculty.

Council meeting format

RAC meets monthly on the 3rd Wednesday from 9 to 10 AM. An agenda will be sent one week prior to the meeting. Agenda items are chosen based on the current activities of the Registrar's Office, the current student life cycle, and agendas submitted by council members. Discussion is encouraged for collaborative decision making.

Open discussion on future agenda items or projects

CHAPA requested a new grade change process. Many other schools agreed this would be a beneficial project.

College of Nursing: Online course book/catalog and uAchieve

uAchieve is currently utilized at other CU campuses, however, not implemented on Anschutz due to a lack of online academic catalog. uAchieve will support students success by tracking their degree progress from admissions through graduation (i.e. degree audit). College of Nursing also states their intention to use uAchieve for curriculum forecasting.

There was an inquiry if GAIA (Graduate Academics Information Appliance) developed by the Graduate School could play a part of uAchieve. GAIA is a system which holds faculty and postdoc research and opportunities (i.e. funding, teaching, publications, etc.).

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Registrar's Office indicates how RAC can be the impetus to unify the CU Anschutz campus voice to adopt new initiatives/software such as uAchieve. Graduate School acknowledges this culture shift as a positive step forward on providing unparalleled student experience.

Graduate School

Transcripts

Asked the group on how they collect transcripts for their incoming students. Some colleges require their students to manage this admissions requirement themselves. This approach can create a delay in receiving transcripts in a timely manner. Other schools are contacting the institution on the student's behalf in efforts to collect the transcript which then requires the school to pay for the transcript fee.

At CU Anschutz, student consent is required when releasing to a third party. However, FERPA does allow school administrators to request transcripts on a student behalf for admissions purposes.

Registrar's Office offered the use of a service indicator to block registration until admissions documentation is fully collected.

Non-degree Students

A new, more functional approach to non-degree population is needed to best serve the needs of the campus. Full Council agreed this is a worthwhile project.

New service model

With the many personnel changes in the Office of the Registrar, a new service model will be implemented soon. Communication will route through central email/phone (Registrar@CUAnschutz.edu; 303.724.8000) to continue to deliver the most efficient, consistent service possible, and maintain our collaborative approach to serving the campus. Cross-training is in place to ensure the level of service will be the same. Graduate School requests that new voicemail message asks students to include their student ID in message.

The next phase will be reviewing what key subject matter experts are needed in support of schools and students. For example, curriculum, graduation, clinical education, etc. Schools suggested the following experts:

- Notary within the Office of the Registrar
- Registration support for off-cycle students
- Clearer understanding on processing verifications - Challenge lies with some verifications requesting clinical information or program specific which is housed within the schools system and not in CU-SIS.

Projects on the Horizon

Office of the Registrar is currently looking at three projects to start after they are fully staffed. These projects will be discussed and prioritized, along with other potential projects, at future RAC meetings.

- Online forms
- Grade Change Workflow
- e-Degrees

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Adjourn