

Registrar Advisory Council

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Meeting Minutes

4.17.19: April 17, 2019

Next Meeting: May 15, 2019, 9:00-10:00 AM, Nighthorse Campbell M24-204
Conference Room

1. RAC future meeting space

- As additional staff attend meetings consistently, the location of future meetings may need to shift to accommodate the group. Council members were agreeable to this; meetings will continue to be held in the current location until size/space become greater concern.

2. Approve March meeting minutes

- Council unanimously approves minutes.

3. RAC Listserv

- Per previous communications, the Office of the Registrar will no longer be sending email communication via the liaison list, and all future updates will come through via the RAC listserv; all council members were encouraged to sign up if they had not done so already.
 - Communication was provided verbally and via the RAC listserv to remind Council members the Registrar's Office would be closed (both phone/walk-in services) on 4/17 from 12:45-2:15pm to meet with Dr. Linda Bowman.
- Some council members clarified who should receive updates of this information; RAC members are encouraged to disseminate information shared in meetings to applicable stakeholders as they deem appropriate.
- The listserv will also be utilized for policy open discussion opportunities; an email soliciting subscription with signup instructions will be sent later on 4/17.

4. General updates

- At last month's meeting, it was suggested the Registrar's Office consider retaining a notary in the department; the Registrar's Office is looking into this, and seeking clarification on what types of documents need notarization, as most documents produced by the Office of the Registrar already have official signatures and/or university seals. Council members clarify that notarization of documents affirms the identity of the individual presenting the document(s); the College of Nursing and Skaggs School of Pharmacy both feel this would be helpful in verifying degrees for licensure/employment purposes. The Registrar's Office will support finding (and providing a list of) notary services in support of this need on campus.
- The Registrar's Office will be conducting the first round of interviews for the open Associate Registrar position on Friday, April 19th. On-campus interviews are expected to take place shortly thereafter; council members are encouraged to participate on behalf of their schools/programs, and were invited to contact Heather Peterson if interested in doing so.

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- Elena Chappelle, the Tuition Classification coordinator for the Registrar's Office, will be returning from maternity leave on Monday, April 22; residency/tuition classification inquiries should still be directed to the central email of CUAnschutzTCO.Registrar@ucdenver.edu.
- The Registrar's Office provided several updates relevant to the student life cycle, including:
 - Summer residency petitions are open March 18-May 20th
 - Summer enrollment is open
 - Summer course proposals are closed; the Registrar's Office reminds that no changes can be made to courses once students are enrolled, and will be following up with any schools/programs who may yet be waiting to updates on submitted course proposals.
 - Spring 2019 diplomas are generally ordered the second week of April (already ordered as of April RAC meeting). Council members clarify the logistics of diploma pick-up: students may pick them up in person, and need to provide a photo ID for their diploma to be released. Alternatively, graduating students may also designate proxies to pick up diplomas on their behalf by providing signed letter of release; proxies will need to provide photo ID as well. In the future, the Registrar's Office will be moving to e-Degrees; more information to come.

5. Feedback on new service model

- Council members indicate this model seems to be working well; timeliness and quality of service continues to be maintained. The Registrar's Office indicates the turnaround goal remains 24 hours; council members confirm this is happening and cross-training that has taken place is effective thus far. Additionally, the Registrar's Office will continue to be open from 8am-5pm to ensure consistent service across campus.
- In addition to the new centralized communication system, the Registrar's Office will begin creating a more functional approach to service, and identify key subject matter experts for this purpose. The Registrar's Office requested Council feedback in identifying functional areas; Council members stipulated the list below. Areas identified for support by the Office of the Registrar are included as an [addendum](#) to these minutes.
 - *Non-degree support*
 - *Online forms* – to be unified across campus via OnBase, leveraging a robust workflow process that complies with FERPA/HIPPA; Registrar's Office will provide applicable training/information.
 - *Leave of Absence* (specifically medical): this is currently in development with the CARE team; other non-medical reasons for LOA are acknowledged, and will be rolling out at a later date, including a "fit to return" policy to ensure students are set up for a successful return.
 - *CU-SIS training*: council members agree that a central resource would be immensely helpful, especially in better understanding CU-SIS functionality as well as Reporting/CU-Data
 - *General reporting needs*: council indicates some reports may already exist, but more information/support would be helpful to identify that which already exists – whether in CU-Data or CU-SIS, and that Registrar Reporting is part of the Office of the Registrar at CU Anschutz (and housed at a different location).
 - *Graduation/transcript process*: degree audit services, tracking student progression, readiness for exams, off-cycle students, etc.



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- *Module curriculum (vs. semester-based)*: on a health science campus, most classes do not span a traditional 16-week semester (some rotations are 2, 4, 6, 8 weeks, etc.), and do not conform to traditional add/drop deadlines; seeking a more effective way to manage this.
- *Integrations (existing and new)* – seeking expert on data flow in/out of CU-SIS (e.g. Canvas)
- *Data Management/data integrity concerns*: CHAPA indicates that on occasion, the data in CU-SIS does not match internal database – Registrar’s Office commits to reconciling student record discrepancies.
- *Legacy system access/procuring CU-SIS information* – request to make alumni informational more digitally accessible, and reconciling the Alumni/Advancement offices to determine the source of truth.
- *Clinical Education Management*: Ideally, this would live in CU-SIS, but not supported effectively by Oracle; Registrar’s Office encourages research into either another Oracle product that would suit this purpose, or a similar common system to leverage toward an integration.
- *Streamlining services between Registrar, Financial Aid, and Bursar*: seeking ways to build stronger communication/partnership for collaboration on these functions.

6. Open discussion

- Council inquires of the timing to roll Fall 2019 classes. The Registrar’s Office shares that this has historically been done around May 1. The Registrar’s Office will also be sending out more information on other pertinent business processes in the future by way of a production calendar, upon completion of academic calendar review.

7. Adjourn

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Addendum: Office of the Registrar Identified Functional Areas

- Policies and procedures (development, maintenance)
- Compliance (accreditation, national/state requirements)
- Curriculum management and delivery planning
- Academic structure
- Academic calendar
- Student service operations management (front line staff)
- Residency tuition classification
- Student record/enrollment management
- Non-degree students
- CU-SIS trainer
- Course/Program proposals
- Student/Staff services support
- Student record processing/data entry
- Grades and transcripts
- Office supply management
- Duplicate records
- Diploma and graduation
- Degree/Enrollment verifications
- Project management
- Project lead of technology improvements
- Write and maintain queries and reports
- Test processes, customizations, and integrations
- Functional security analyst
- Ongoing systems improvement and maintenance (online forms, uAchieve, etc.)
- CU-SIS programming
- Hardware/Software upgrades
- School/System integrations
- Technical system implementation/maintenance
- OnBase support