

OFFICE OF THE UNIVERSITY REGISTRAR
DIVISION OF ENROLLMENT MANAGEMENT

2019 ANNUAL REPORT



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OFFICE OF THE UNIVERSITY REGISTRAR **ANNUAL REPORT 2019**

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The University of Florida is committed to nondiscrimination with respect to race, creed, religion, age, disability, color, sex, sexual orientation, marital status, national origin, political opinions or affiliations, or veteran status.



O.U.R. VISION

Transcending expectations through collaborative synergy and solutions.

O.U.R. MISSION

The Office of the University Registrar provides responsive, considerate and knowledgeable service; ensures adherence to academic policy; creates, safeguards and preserves academic records; collects and analyzes critical data and promotes collaborative, informed enrollment management decisions, and creative technology-based solutions.



O.U.R. VALUES

The Office of the University Registrar has documented our values to help University of Florida students, faculty and staff understand what is important in our professional service to the university. These values express the beliefs and commitments of the employees who staff the Office of the University Registrar.

COMMITMENT
COMMUNICATION
CULTURE OF HOSPITALITY
HONESTY
HUMOR
RESPECT



REGISTRAR'S MESSAGE

The Office of the University Registrar (O.U.R.) is pleased and proud to have had the opportunity to participate in the Compass Program Student Information System implementation this past year. As ongoing tuning and refinements continue to improve our service and support to the academic community we thank our many campus partners for their contributions to the success of this historic project. We now have a more robust, modern and unified student information system platform providing more granular and comprehensive information access than at any time in our history. The O.U.R. is proud to have been a part of creating this improved infrastructure as it enhances our support of the University of Florida in its Rise to Five.

Stephen J. Pritz, Jr.
*Assistant Vice President for
Enrollment Management and University Registrar*



O.U.R. ACADEMIC YEAR

ACCOMPLISHMENTS

Each year the rate of change increases as do the opportunities to better support the university's academic mission. In the 2018-19 academic year, the O.U.R. fully embraced these opportunities to greatly improve how we physically and virtually serve today's students. What follows are some of the highlights of this year's accomplishments.



2018-19 GOAL 1: IMPLEMENTATION OF THE NEW STUDENT INFORMATION SYSTEM

Over the last year, the legacy student record system was decommissioned. This required a mass migration of data into the new Student Information System (SIS).

Converted our existing reporting structure to a new business intelligence and performance management software suite, which included the creation and enhancement of hundreds of reports.

2018-19 GOAL 2: COLLABORATION WITH THE OFFICE OF INSTITUTIONAL PLANNING AND RESEARCH

Worked with the Office of Institutional Planning and Research and with IT to replicate all reporting and editing functions for Board of Governors and federal reporting in the new SIS.

Collaborated extensively with campus and UFIT to successfully implement the new SIS, including many new enrollment features that assist both students and campus staff.



2018-19 GOAL 3: IMPLEMENTATION OF A NEW SCHEDULING SYSTEM

In conjunction with IT, created a new non-degree application and approval system infrastructure. In addition, we implemented and integrated three separate systems to better support the creation of the university's class offerings, classroom scheduling and during-term and final-exam creation, scheduling and management.

Partnered with UFIT to successfully transition to a centralized case management platform. This system integrates the documentation, research, response and tracking of all in-person, phone and email contacts to improve accuracy, efficiency and responsiveness.



GOAL 1

COLLABORATE WITH ENROLLMENT MANAGEMENT AND UNIVERSITY BURSAR STAFF on the implementation of a virtual OneStop, a fall pop-up One Stop in Smathers Library and an ongoing move to remove silos from all of our service areas.

GOAL 2

ENHANCE SERVICES AND COMMUNICATION to the university community as we work toward refinement of the SIS.

GOAL 3

DEVELOP AND IMPLEMENT the delivery of Certified Electronic Certificates to students.

PLANNING AHEAD

2019-2020 GOALS

As each academic year ends, O.U.R. staffers are challenged to look ahead to identify projects and goals for the coming year to improve our support of the university's mission.

O.U.R. CORE FUNCTIONS

Operations Support Services

Communications, Compliance and Outreach Services
pgs 12-13

Registration and Curriculum Services
pgs 14-19

Student Records and Degree Services
pgs 20-23

Systems, Data and Administrative Services
pgs 24-25

OPERATIONS SUPPORT SERVICES

PROVIDES SUPPORT SERVICES FOR THE DIVISION OF ENROLLMENT MANAGEMENT

Provides data entry and imaging of support documents

Provides logistical support and manages assets

Processes all incoming and outgoing mail

Provides technical support of all hardware and software

Coordinates facility management and manages renovation projects

38,776
INCOMING MAIL



80,957
OUTGOING MAIL



479,962
TOTAL DOCUMENTS
SCANNED



605
CUBIC FEET OF DOCUMENTS
RECYCLED



COMMUNICATIONS, COMPLIANCE & OUTREACH SERVICES

SERVICE CENTER
RESPONDED TO

92,471
CALLS



Coordinates access to non-directory records and compliance with privacy laws and regulations.

Communicates policies and procedures both internally and to the university community by phone, email, face to face and by contributing submissions to Gator Times.

Creates customer service surveys. Collects, analyzes and responds to feedback.

Reviews and provides content and updates for the Registrar's website.

Supports and manages the case management system and the interaction with the campus community in person, phone and email contacts.

Develops and leads comprehensive cross-training programs for the Registrar's Office.

REGISTRATION & CURRICULUM SERVICES

Coordinates with the Statewide Course Numbering System (SCNS) and maintains the campus curriculum of all courses approved by SCNS.

5,655
NON-DEGREE
APPLICATIONS
PROCESSED

Coordinates student registration.

Creates, maintains and archives the online undergraduate catalog.

2,046
CURRICULUM
INVENTORY
CHANGES

Produces the university academic calendar in coordination with the University Curriculum Committee (UCC) and Faculty Senate.

460
PREREQUISITE
CHANGES

Schedules classroom space for instructional activities, seminars and student meetings.

Provides enrollment certification. Reports enrollment to the National Student Clearinghouse (NSC) to comply with federal requirements.

Since the introduction of the mobile-friendly undergraduate catalog, total catalog and mobile usage has steadily increased.

SMART PHONES AND
TABLETS 41% OF
2.31
MILLION
UNIQUE CATALOG
SESSIONS



Processes withdrawals, drops, cancellations and registration reinstatements.

MORE THAN
350
NON-TRADITIONAL
PROGRAMS
SUPPORTED



11,246
ENROLLMENT
CERTIFICATIONS



REGISTRATION & CURRICULUM SERVICES

1,386

**Employee Education
Program Registrations**



**MORE THAN
550**

**STUDENT ATHLETES
Academically Monitored,
Certified and Reported**



REGISTRATION & CURRICULUM SERVICES

Created and managed
36,401
Course Sections

More than
25,000
Non-Classroom
Reservations
Processed



STUDENT RECORDS & DEGREE SERVICES

26,279
Degrees
Verified



24,866
Updates to
students' academic
program information



5,746
Petitions
Processed



16,903
Diplomas/Certificates
Awarded



755
Residency
Reclassification
Requests
Reviewed



STUDENT RECORDS & DEGREE SERVICES

› Coordinates the undergraduate, graduate and professional academic certificate award process.

› Maintains records for majors, minors and Student Academic Advisement System (SASS) audits.

› Orders, checks and prepares certificates, diplomas, Associate of Arts degrees and President's Honor Roll awards.

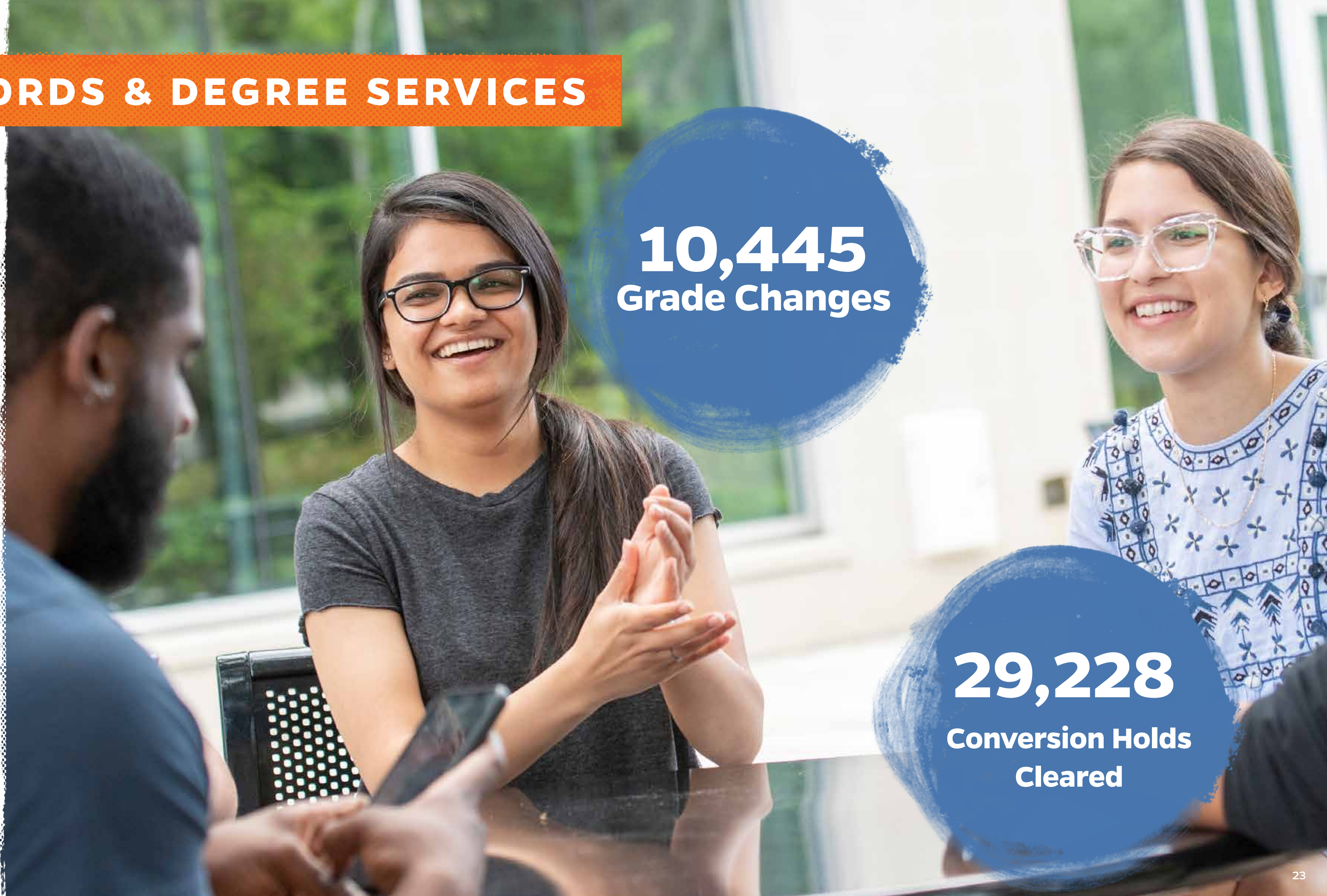
› Maintains online transcripts.

› Provides degree verification.

› Manages the University Grading System.

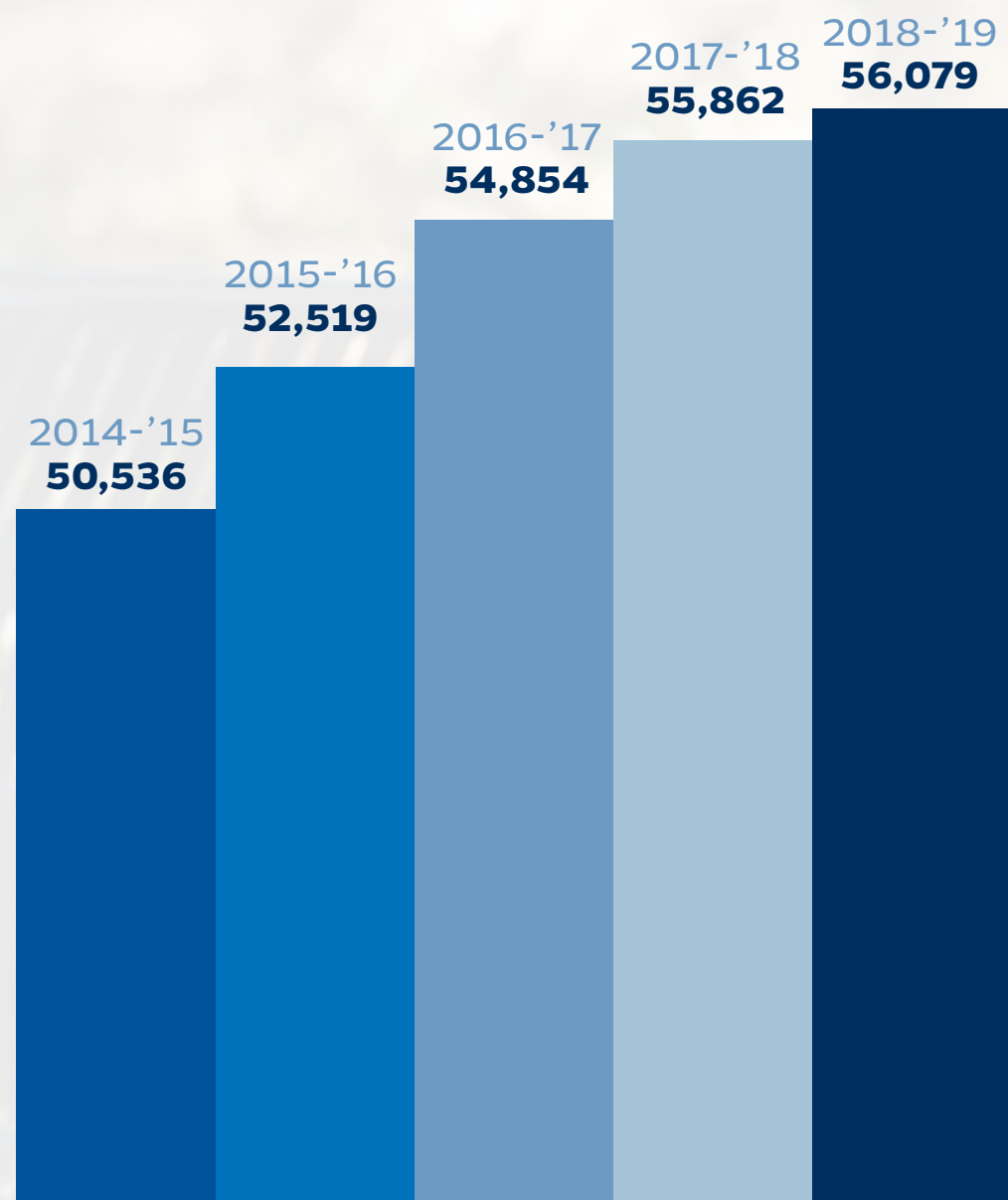
10,445
Grade Changes

29,228
Conversion Holds
Cleared



SYSTEMS, DATA & ADMINISTRATIVE SERVICES

FALL ENROLLMENT



2,191
Data Requests

Prepares data files and other reports required by the Board of Governors (BOG) and National Collegiate Athletic Association (NCAA). Processes data requests from on-and off-campus entities. Compiles and provides statistical enrollment reports.

Communicates and promotes observance of academic deadlines.

Maintains systems that collect data for the student data warehouse.

Serves as liaison between systems staff and internal constituencies. Serves as liaison with Enterprise Systems, colleges and academic departments.

Creates the termly Enrollment Profile for university leadership and the internal Enrollment Profile for Enrollment Management administrators.

O.U.R. VETERANS AFFAIRS

Services provided during this fiscal year by our campus VA office include:

- › Certification of more than 800 veterans and dependents for VA educational benefits each term.
- › Employment for six VA work-study students.
- › Processing of out-of-state fee waiver requests for eligible veterans.
- › Outreach to students at various campus-wide events including Transfer Preview and individual college open house events.
- › Transition to an online application, along with creation of a new tracking tool, has dramatically reduced the time it takes GI Bill recipients to be paid.

THE
VA OFFICE
RESPONDED TO
3,089
CALLS

2,411
VETERANS BENEFITS
PROCESSED

Includes Veterans, Active
Duty and Dependents

THE UNIVERSITY
OF FLORIDA IS
HONORED TO HAVE
BEEN NAMED A
“MILITARY-FRIENDLY”
INSTITUTION.



1,093
VETERANS STUDENTS
RECEIVING BENEFITS

Includes Veterans, Active
Duty and Dependents

**VETERANS
PAID FASTER**

more than
800
VETERANS AND
DEPENDENTS CERTIFIED
EACH TERM



O.U.R. PRESENTATIONS

MALLORI AND CHRISTINA

- Training: Campus and Core Offices
- Holding the Fort when Mayhem Strikes
FACRAO

CHRISTINA

- SIDA: Student Initiated Drop/Add using Approval Workflow Engine (AWE)
Alliance

DIANA

- Building Bridges Instead of Walls
FACRAO

JOE AND COLIN

- Facilitating an Open Forum, Town Hall, or other Information Gathering Session on your Campus
SACRAO

O.U.R. TEAM WORK

Our staff remains committed to improving efforts to provide professional services to UF students and sometimes we have fun, too.

LEE MORRISON

University of Florida Superior Accomplishment – Division Level



DIANA HULL

President Elect for FACRAO, Co-Chair of the State Admissions and Registrar Group





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