

# OPPORTUNITY

## 2013/2014



Office of the University Registrar  
Division of Enrollment Management

**Annual Report**

*Supporting Teaching, Research and Service*

# VISION

Transcending expectations through collaborative synergy and solutions.

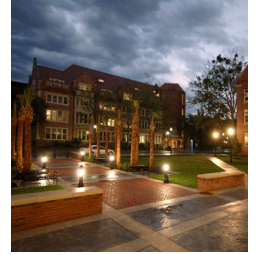
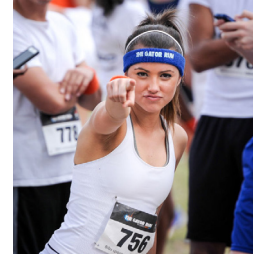
# MISSION

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.

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*Our Cornerstone*



## REGISTRAR

# MESSAGE

The Office of the University Registrar has endeavored this past year to provide support to current and former students, faculty, staff, and their families to further the mission of the university. We present this report as an overview of our office and as a record of our progress towards achieving this objective.

We continue to partner with key members of the campus community in creating processes and systems to assure the success of the innovative initiatives of the university. As always, it remains a privilege to serve.

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

OUR

# 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.

# VALUES

## Commitment

We honor our commitments. Striving to be a model of excellence to those whom we serve, we research outcomes to ensure that our services meet the needs of those who seek our assistance. We are dedicated to continually improving every aspect of our work.

## Communication

We believe communication is at the core of our effective service mission and in our respect with each other. Communication is listening and responding to the needs of our university community and fellow employees. We strive to have communications that reflect the mission and values of the organization. We share ideas, best practices and information with each other in an open and honest way.

## Culture of Hospitality

We actively seek very talented people who embrace, advocate and practice our mission. Our unique culture of a collegial and collaborative environment inspires us to become change agents and to excel in support of the university's goals. We are hard-working, friendly, spirited, loyal, and fun-loving. Recognizing and celebrating individual and team accomplishments are keys to sustaining our positive energy.

## Honesty

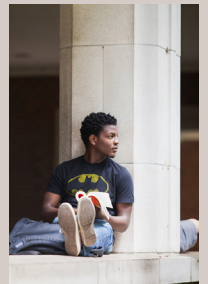
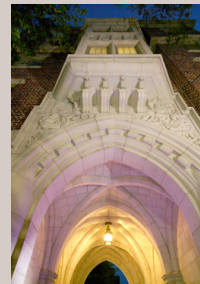
Honesty is the foundation of all successful interactions and relationships. We represent ourselves truthfully, admitting when we are uncertain or need help, share relevant information completely, and speak up when a situation merits praise or improvement. We take pride in our integrity and recognize how accountability for our actions is interwoven into our responsibility to one another and the university.

## Humor

We believe in the importance of good humor in the work place and the benefits of laughter in life. Healthy humor promotes team bonding and increases our productivity and creativity. It is important to us that our place of work be a source of professional and personal enrichment.

## Respect

We are a diverse organization. We value differences and demonstrate respect for human dignity. We recognize that people with different backgrounds, age, gender, ethnicity, sexual orientation, skills, beliefs, attitudes and experiences bring fresh ideas and perspectives. We consider the impact of our words and deeds on others. We respond with as much enthusiasm and professionalism at the end of the day as we do at the beginning. We further affirm the worth of each member of our office and those in the university community by treating each individual with respect and courtesy.



*Guiding Principles*

OUR

# COMMITMENT



The Office of the University Registrar's commitment to the mission, goals and business of the University of Florida is unwavering. It is the job of the office to be a foundation of responsive support service to ensure the academic success of the university.

# COMMITMENT

## Academic Records

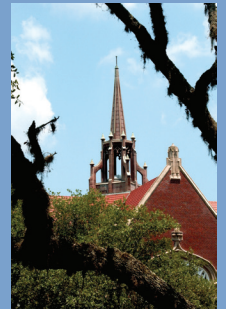
The Office of the University Registrar (OUR) is entrusted with the creation, maintenance and preservation of hundreds of thousands of academic records for current and former students. These academic records are the repository of the work of generations of UF students. The responsibility for their safe-keeping entails both utilization of leading-edge technologies and secure, multi-layered systems for conservation and retrieval of older records.

## Academic Systems

Records and registration processes continue to leverage new technologies to provide innovative services. Therefore, our data management role has increased dramatically. The OUR is a leader in the coordination of academic and administrative systems and historically has been a key office for assuring regulation of academic policy.

## FERPA

The security of technologically secured data is paramount. Therefore, OUR staff has an ever-growing responsibility for data protection and records security. Privacy needs make Federal Rights and Privacy Act (FERPA) compliance a core responsibility for the OUR. We serve as guardians of the UF academic record and utilize all means of electronic and physical protection to assure that these records are not compromised.



*Vital Security*



Our office provides comprehensive core support for the wide scope of the university's academic and research missions. UF faculty constantly propose innovative interdisciplinary programs and increasingly use creative technologies to deliver courses. Flexible and imaginative resources are required to skillfully manage the challenges posed by the ever-changing needs of broad curricula offerings, technology innovations, and the large student population of the University of Florida.

Our focus is on process, rather than task-oriented. The OUR initiates collaboration between departments and colleges to assure new processes are smoothly designed and seamlessly implemented.

### Student Records Infrastructure

System users of student information constantly request help from the OUR as a resource for guidance regarding how to access and utilize data, how to serve students and how to manage their ever-evolving, complex curricular requirements. Faculty, staff, students and other entities look for assistance with how to enter data, obtain information and overcome challenges that may arise with the use of a complex student records infrastructure.





## Essential Student Data

Modern-day service expectations include interactive functionality with other primary UF service entities. OUR systems provide indispensable data, around the clock, between offices and to faculty and students. The office is responsible for managing the student information system that is the repository of student data and from that cornerstone position, it is critical to the joining of administrative and academic functions. The OUR team also provides federal and state entities with essential data as well as participates in statewide initiatives, such as the Florida Virtual Campus system.

## Self-Service Applications

The student information system is central to making the delivery of instruction happen. Courses, registrations, classrooms and exam schedules are maintained by the system as the necessary structure for teaching. Unlike offices that manage systems and information mainly for internal use by their own staffs, the OUR manages self-service applications, systems interfaces, and processes for students, faculty, alumni and other administrative offices.

# Collaboration

MEETING

# GOALS



The OUR staff sets important goals for each upcoming academic year and then utilizes those goals to assure that important initiatives are supported. The 2013-14 goals are noted with brief updates on the progress made toward each.

# GOALS

## Online Degree Initiative (UF Online) Support

The Florida Legislature selected the University of Florida to implement the state's innovative online baccalaureate program (UF Online). The first classes began in Spring 2014. OUR staff was integrally involved in the creation of UF Online from its inception and developed the infrastructure needed to support its student records and data needs. UF Online's first two terms have been successfully completed, with improvements being made continuously to enhance services as the unique needs of this innovative program evolve.

## Distance Learning Online Orientation

OUR staff collaborated in the creation of a comprehensive online orientation for new distance education undergraduates including UF Online and other distance education and nontraditional students. The orientation is now in use and has aided these students in their understanding of UF services and further improves the quality of their experience at the university.

## During Term Drop/Add Automation

An electronic workflow for after-deadline, student-initiated course adds and drops has been created in partnership with UFIT personnel. The system is currently being piloted by selected UF colleges and will be fully implemented during the 2014-2015 academic year. This will substantially reduce the workload associated with this process for students and the UF academic community.

## Excess Hours Surcharge Automation

The legislatively directed highly complex Excess Hours Surcharge is now electronically determined and communicated to the Bursar's Office for billing purposes. This allows the fees related to the Excess Hours Surcharge requirement to be auto-generated and displayed for students and in UF administrative systems. OUR personnel

were instrumental in this refinement to the Excess Hours Surcharge requirement program.

## Finalization- Automated Online Change of Grades

Pressing priorities for systems resources to meet legislative, BOG and university mandates did not allow the finalization of this project. Once in place, the new online system will automate the grade change workflow, saving hundreds of hours of manual entry of grade changes annually.

## Improve Recording Processes for International Studies

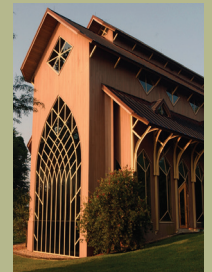
A revised reporting timeline and format was implemented resulting in improved processes for recording study abroad academic credit. The new improvements have resulted in more accurate and timely recording of this credit allowing students to pursue their academic goals, including graduation, more quickly.

## Internal Professional Mentoring

Reorganization of the Division of Enrollment Management during the academic year resulted in the creation of a division level Business Services unit that will move us closer to this goal. Business Services now provides one central entity staffed with top HR talent that will leverage our ability to reach this goal in the future. Staff members are currently encouraged to participate in a wide range of university-sponsored professional development opportunities.

## National Student Clearinghouse- Current Student Service

This project is designed to allow current UF students to immediately access and print verification of their enrollment needed for presentation to loan servicers, insurance companies, and others. A byproduct of this effort will allow UF students access to the National Student Clearinghouse (NSC) database of their cumulative federal student loan indebtedness for those loans managed through NSC. OUR staff is working to finalize this project with personnel from UFIT and the Clearinghouse.



## Continuing Commitment to Meeting Federal, State, and University Mandates

The ever-changing programmatic and reporting needs of governmental entities and the university community have demanded ongoing dedication of OUR staff to quickly respond and implement the necessary processes to be in compliance with these new requirements. This year, challenging projects included:

- Southern Association of Colleges and Schools (SACS) reaccreditation reporting requirements
- International Student online course participation reporting
- University's mandatory student healthcare insurance requirement
- University's academic activity reporting to replace instructor workload
- University's student system modernization project
- Continuing new requirements for complex reporting to the Board of Governors
- Scheduling of Preview Orientation in classroom space to accommodate Reitz Union renovation

# Achievement

## OUR ACADEMIC YEAR

# HIGHLIGHTS

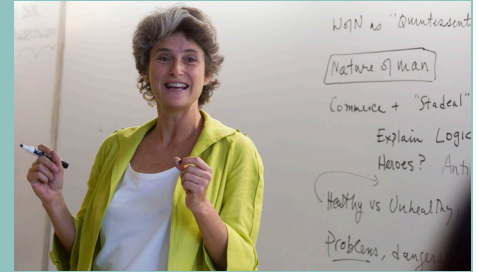
The 2013-14 academic year brought even more opportunities for meeting challenges and initiating improvement than we anticipated when we set the goals for the year. Here are some highlights of the many of the accomplishments that we achieved.

- Incorporated students auditing courses into the current student records screens. This addition enhanced campus personnel's ability to view auditing student's records. This is also critical information for various campus partners such as the University Police Department as they conduct their routine campus security duties.
- Supported UF Online implementation in a variety of ways, including:
  - ◆ Assisted with the overall coordination and implementation of the UF Online Program
  - ◆ Coordinated the training of our UF Online partners (Pearsons) staff
  - ◆ Coordinated the coding of cohorts for identifying program participants
  - ◆ Integrating students into the program from existing UF programs
  - ◆ Managing registration systems to allow registration in allowed courses only
  - ◆ Creating a unique Schedule of Courses view for students, showing what approved UF Online courses are available by term
- Converted Demand Analysis Reporting to an electronic spreadsheet format to provide more flexibility in using the report. This assists in the management of course demand by all colleges.
- Worked with UFIT to create and populate a new methodology for managing majors and their properties which added an integral component to the comprehensive student academic management system.
- Supported and provided the data to implement a new process that displays graduate's name on the video displays in the O'Connell Center so the audience may view the graduate's names as they walk across the stage.
- Enhanced the management of incoming document flow improving timelines in the admissions process and aiding in location of critical records.
- Finalized the online withdrawal process, improving both the timeliness of the process and ending manual processing of these requests.
- Created the automated, calendar-driven student registration system. This automates the accommodation integration of the nearly 300 unique academic calendars in use by the university into the student registration system.
- Assisted in the creation of a new process for collecting instructor workload data to incorporate it into the effort tracking process. This combined two systems into an integrated efficient system with accurate usable data and a more streamlined production timeline.
- Automated the coding of "fulltime per exception" annotations for graduate students for summer terms. This resulted in saving many hours of data entry by staff and in providing a more timely designation of fulltime status for students needing confirmation of this for purposes such as loan deferment.
- Completed the transition to a new diploma vendor. The transition was realized after OUR staff conducted extensive double checking of the new product to ensure accuracy. The new vendor is providing a much quicker turnaround time, and the ability for staff to request more frequent reorders with quicker delivery times.
- Added the capability of sending bulk emails to various categories of students. This enhanced the timeliness of communication of important information to students.
- Worked with UFIT to add the ability of College of Education personnel to notate students' records with NCATE certification data and have it be directly integrated into the student records system. This reduced the workload at the college level and improved the accuracy of both admissions and student records.

# HIGHLIGHTS

- Collaborated with other campus offices to streamline the Alcohol Education tutorial process and screens. Students can now more easily find the link to the tutorial and navigate the process in a more efficient manner.
- Assisted with the implementation of Canvas as the Learning Management System for the UF Online program, including updating information on the student schedule view. This update helps students better understand where to find their course content as there are now two learning management systems in use.
- Created secured cohorts for athletes, ROTC students and others along with a method for gathering and tagging data. This allows tracking of critical groups of students for purposes of university, state, and federal processing and reporting, while maintaining the essential security.
- Established a new hold process to require students to provide a local mailing address prior to registration. This information assists university entities in efficiently communicating with students.
- Provided the ability for departments to code specific sections as not eligible for coverage by the employee education program in the Schedule of Courses. This results in more accurate information being available for employees utilizing this benefit.
- The OUR, in cooperation with the Provost's Office and UFIT, completed automation of the process to pass excess hours charges to the Bursar, allowing more accurate and timely reporting, and less manual intervention.

- Initiated a holds process in collaboration with the Office of Student Affairs, the Student Health Care Center, and UFIT, in order to institute the mandatory health insurance requirement for new admits to UF. Also supported this effort by serving on the committee charged with implementing this requirement and providing guidance in targeting the appropriate population.
- Modified the class rolls screens in the student records system to include a "last updated" date, which allows faculty to assess the currency of the information.
- Worked with SFA to implement a process for records hold management for students who are in default status on federal aid, thus increasing the university's repayment rate for federal aid.
- Created a data query tool for use by the UF Online staff. The tool allows the staff members to more easily view and evaluate information used in the management of this program.
- Assumed responsibility within our office for the collection of data needed and for the production of the Undergraduate Catalog and the Guide to Majors.
- Worked with UFIT and academic departments to facilitate implementation of the entire university-level certificate enrollment and awards process. The project included:
  - ◆ Application for the certificate award
  - ◆ Certification of the attainment of the same
  - ◆ Design and order of certificates
  - ◆ Formal notation of the awards on the transcript



- Worked with UFIT to reinstate a randomly timed, re-release of class seats system that serves to improve the equity of the drop/add process and to discourage abuse of the registration system.
- Conducted diversity and inclusion initiatives with an awareness month with a diversity showcase, inclusion workshop, and a diversity luncheon featuring foods from different cultures and nations.
- Added an Academic Program link to ISIS and ISIS Admin so students and administrators can view multiple majors/minors that are being pursued.

# 2015 GOALS



We set goals to inspire and focus our efforts to provide support of the university's mission.

# PLANNING

## GOAL 1:

### **Collaboration and Planning for the Student System Modernization Project**

It is the goal of OUR staff to successfully serve as integral partners in the planning needed to migrate to a new student records system. Countless resources will be dedicated to identifying critical elements and assisting with the incorporation of these into the new infrastructure.

## GOAL 2:

### **Full Implementation of OUR Customer Contact Center**

The OUR is creating a new Customer Contact Center to assure prompt and knowledgeable multimedia service delivery for students, parents, faculty, staff, and alumni. Designated staff will be trained as fulltime service and communication experts who will provide prompt responses to clients on a variety of academic policy and procedural matters. This center will continue to enhance the speed and breadth of service currently provided by the OUR and improve efficiency. This reorganization will allow other staff to focus on their primary functional responsibilities.

## GOAL 3:

### **Campuswide Implementation of the Student-Initiated After Deadline Drop/Add System**

An electronic workflow for after-deadline, student-initiated course adds and drops has been created in partnership with UFIT personnel. The system will be fully implemented during the 2014-2015 academic year. This will substantially reduce the workload associated with this process for students and the UF academic community.

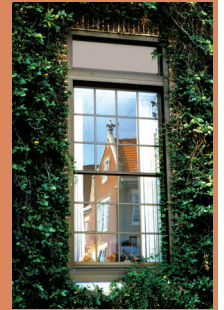
## GOAL 4:

### **Certificate Project Student Tracking**

The university now formally recognizes a wide range of undergraduate, graduate and professional certificates. This new level of academic award has generated the need for comprehensive tracking of students in those programs. The proposed project includes:

- Tracking beginning with the enrollment application
- Calculating progress towards completion of the certificate
- Creation of a "smart" certificate award application to allow students to apply only for the appropriate credential
- Interactive verification of the final award of the certificate with UF colleges

The formal transcribing of the award part of the project is already complete.



## GOAL 5:

### **National Student Clearinghouse-Enhance Enrollment Certifications and Loan History Access**

This project will allow current UF students to immediately access and print verification of their enrollment as needed for presentation to loan servicers, insurance companies, and others. Students will also be able to access their loan history information from this central repository. OUR staff will finalize this project in this academic year with cooperation from UFIT and the Clearinghouse.

*Visionary Leadership*

## GOAL 6:

### UF Online Integrated Postsecondary Education Data System (IPEDS) Cohort Creation

A new IPEDS identifier will be assigned to the UF Online cohort to accommodate the tracking of that group as a separate entity for enrollment, graduation rate, and other data purposes. Creation of this will necessitate modifications to many UF records systems. OUR administrators will collaborate with UFIT in the identification and modification of systems for this purpose.





# CORE FUNCTIONS

OFFICE SERVICES

REGISTRATION AND  
CURRICULUM SERVICES

STUDENT RECORDS AND  
DEGREE SERVICES

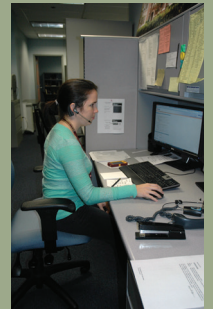
SYSTEMS, DATA AND  
ADMINISTRATIVE SERVICES

# OFFICE SERVICES



# CORE FUNCTIONS

- Administers the office emergency response plan
- Archives all data and files, including daily systems backups
- Codes, creates, retrieves and retains processes for multimedia data storage of student records
- Codes incoming transcripts to the online system and scans documents
- Coordinates address change requests and resolves discrepancies
- Coordinates machine room operations and provides computer output support
- Coordinates Enrollment Management, Admissions and OUR renovation projects
- Coordinates preparation, packaging and mailing of diplomas, admissions letters and presidents honor roll certificates
- Coordinates property accounting and asset management functions
- Coordinates staff changes and group modifications for OUR and Admissions call center groups
- Delivers, stores and retrieves classroom furniture, publications and equipment stored at OUR's off-campus warehouse
- Inserts, sorts and processes outgoing mail, and opens, sorts and distributes incoming mail
- Manages records retention according to state guidelines
- Assists with editing of data files or the Board of Governors
- Builds and maintains prerequisite files for courses and students
- Maintains:
  - ◆ Computer hardware
  - ◆ Copiers
  - ◆ Fax machines
  - ◆ Fleet of office vehicles
  - ◆ Inventory records
  - ◆ Telephone hardware
- Monitors and manages postal usage
- Monitors and supports building security systems
- Oversees maintenance requests for Criser Hall and classrooms in OUR inventory
- Prepares and ships large publications orders for admissions support
- Preserves statistical documents
- Processes campus requests for forms and student academic publications
- Provides courier service for OUR and Division of Enrollment Management staff
- Provides data entry and imaging of admissions and OUR support documents
- Provides hardware set-up for training workshops, special programs webinars, video conferencing and meetings
- Provides office copy services
- Purchases and distributes general office supplies
- Responds to and distributes internal student records requests
- Provides technical support of all hardware and software for the office



# REGISTRATION AND CURRICULUM SERVICES



# CORE FUNCTIONS

- Assists with editing of data files for the Board of Governors
- Builds and maintains prerequisite files for courses and students
- Certifies NCAA athletic eligibility
- Creates course offerings in conjunction with colleges and departments for publication in the online termly Schedule of Courses
- Coordinates news media contacts
- Coordinates student registration
- Coordinates responses to web-generated email inquiries
- Coordinates special programs, high school dual enrollment, Division of Continuing Education (DCE), employee, and non-degree registration
- Coordinates with the Statewide Course Numbering System (SCNS) and maintains the campus curriculum inventory of all SCNS approved courses
- Coordinates support of Distance Education
- Coordinates the creation, editing and distribution of various enrollment reports to departments and colleges
- Coordinates processing of requests to review academic records
- Furnishes registration and drop/add support to student and campus entities, including class rolls and data on students not meeting course prerequisites
- Maintains and helps coordinate modifications to ISIS and ISIS Admin systems
- Maintains ISIS information and the registrar homepage
- Maintains and updates the curriculum and course section data as directed
- Manages the creation and assignment of coding that determines fees related to each student's term of matriculation
- Manages the State of Florida's course surcharge for students repeating a course for a third time
- Processes department requests for during term and final exams
- Processes requests to audit courses
- Processes student course schedule adjustments during the term
- Produces university academic calendar, in coordination with the University Curriculum Committee and Faculty Senate
- Processes withdrawals, cancellations and drops of registration and reinstatements, including the coordination of fee adjustments with the Bursar and Title IV refund requirements
- Provides data support for the College Enrollment Management Councils
- Provides enrollment certification
- Reports enrollment to the National Student Clearinghouse to comply with Student Status Confirmation Report requirements for student loans
- Represents the OUR on the University Advising Council
- Schedules and trains departmental staff on room scheduling, registration, Employee Education Program, dual enrollment, ISIS Admin and Instructor Workload
- Schedules classroom space for instructional activities, seminars and student meetings
- Supports distance, nontraditional education, and the International Center by facilitating federal reporting, systems modifications, policy and procedures, and student support functions
- Creates, maintains and archives the UF undergraduate catalog online
- Supports the operation of the University Curriculum Committee
- Verifies enrollment, academic progress and eligibility for veterans educational benefits



CORE FUNCTIONS

# STUDENT RECORDS AND DEGREE SERVICES



# CORE FUNCTIONS

- Assists students in understanding the grading process and answers questions regarding grade options
- Certifies copies of diplomas for international students
- Codes minors to the student record
- Confirms citizenship of students
- Converts archived student permanent record cards (offline transcripts) to the online system
- Coordinates activities for the University Student Petitions Committee, including review of requests for waiver of academic regulations
- Coordinates the undergraduate, graduate, and professional academic certificate award process by annotating transcripts and ordering and mailing the awards
- Ensures compliance with the Writing requirement for UF courses
- Maintains online transcripts, including:
  - ◆ Classification coding and correction
  - ◆ Coding of course title changes for individual study
  - ◆ Decisions of Committee on Student Petitions to student transcripts
  - ◆ Degree credit allowed for non-degree credit per college approval
  - ◆ Graduate credit allowed for undergraduate courses per graduate school approval
  - ◆ Posting of flexible learning earned credit
  - ◆ Posting of graduate candidacy for PhD study
  - ◆ Recording of grades, grade changes, probations and suspensions
  - ◆ Retroactive academic record changes
  - ◆ Posts full time by exception remarks on academic transcripts
- ◆ Processes and mails all requests for official transcripts
- Reviews requests for changes to residency status
- Maintains records for majors, minors and SASS audits
- Manages and coordinates UF's Repeat Course Policy
- Manages student records hold process
- Manages the State of Florida's excess hours surcharge
- Manages the University Grading System, Grade-A-Gator:
  - ◆ Assists faculty with grade-related issues
  - ◆ Conducts regular workshops to train college and department coordinators on Grade-A-Gator
  - ◆ Maintains Grade-A-Gator tutorial and documentation
  - ◆ Monitors grade listserv and responds to questions
  - ◆ Processes grades each term and every two weeks during the term
- Processes duplicate UFID issues
- Processes name and social security number changes
- Processes S/U Option Applications
- Provides degree verification
- Orders, checks, and prepares certificates, diplomas, Associate of Arts degrees, and Presidential Honor Roll awards
  - ◆ Processes degree and certificate applications
  - ◆ Provides automated degree and certificate verification for colleges
  - ◆ Provides support for production of the commencement program and selection of academic scholar recognition at commencement
  - ◆ Reviews college degree reinstatement requests
- Provides course descriptions for all courses taught prior to 1999
- Updates the academic regulations section of the undergraduate catalog.



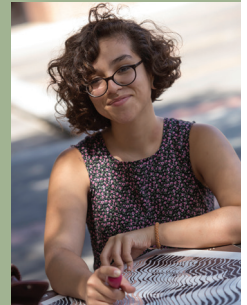
# SYSTEMS, DATA AND ADMINISTRATIVE SERVICES





# CORE FUNCTIONS

- Participates in monitoring OUR operating budget and provides financial reports, tables, spreadsheets and forecasts expenditures and salaries as needed
- Prepares data files and other reports required by the Board of Governors and National Collegiate Athletic Association
- Prepares the university's Integrated Postsecondary Education Data System (IPEDS) report
- Processes data requests from on and off-campus entities
- Provides data analysis for decision making
- Provides historical knowledge of university policies to the campus community
- Records minutes for Information Security and Compliance Committee
- Responds to requests from the Committee on Ethics and Elections
- Reviews proposed updates and changes to university rules to ensure OUR compliance
- Sends critical e-mail notifications to students
- Serves as liaison between systems staff and internal constituencies
- Serves as liaison with Enterprise Systems, colleges and academic departments
- Serves as liaison with the General Counsel's Office for policy clarifications
- Updates the OUR parent link, and the internal website
- Compiles and provides statistical enrollment reports
- Coordinates and facilitates training for the New Employee Orientation Program
- Coordinates the receipt, research and response to subpoenas and court orders
- Maintains a student data warehouse for the campus community



# VETERANS AFFAIRS



The University of Florida is honored to have been named  
a "Military Friendly" institution.

# CORE FUNCTIONS

Students who have served in the armed forces are a valuable part of UF's family. The Office of Veterans Affairs in the Registrar's Office serves a critical role in the everyday lives of student veterans. This office is dedicated to fostering a sense of community and to developing a channel of communication among veteran and reservist students, and with faculty, staff and administration. and the office is committed to supporting UF veterans throughout their college careers.

The office is staffed by veterans who understand the special circumstances of veterans and the need for help in making the successful transition into the campus environment. The office provides a key point of contact for counseling and program information for the veteran/military community at UF, while developing and maintaining productive relations with off-campus organizations and programs serving veterans.

Students receive personalized service as they meet one-on-one with VA counselors to discuss an individualized plan for receiving aid benefits. In addition, the VA Office certifies all of the GI Bill educational benefits information to the federal government. The VA Office instituted new policies and procedures during this fiscal year in order to manage the increased volume of student veterans and eligible dependents under the new post-9/11 legislation.

The office also employs an on-campus veteran's advocate who specializes in assisting with all aspects of student challenges, such as housing assistance or liaison services between the veteran and the VA hospital.

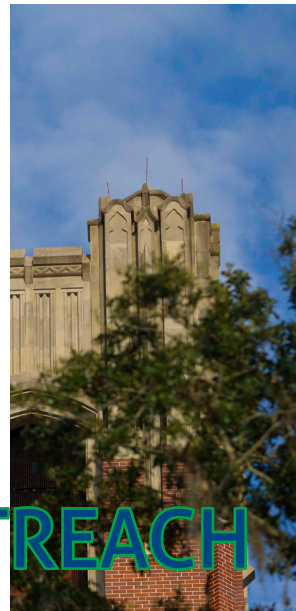
UF has a wide array of annual and special programs for student veterans throughout the year. Our office assists in informing students of all opportunities for interaction and participation in these special events.

To assure proper compliance with all regulations, the office is audited by the State of Florida every year to assure compliance with all VA regulations. The UF VA staff attends an annual training to keep current with any changes from the legislature and the U.S. Congress.

The University of Florida is a member of the Service Members Opportunity Colleges (SOC) Consortium of approximately 1,900 college and universities. Services provided during this fiscal year by our campus VA office include:

- Manual certification of 695 veterans/dependents for VA educational benefits
- Counseling on issues regarding work study, CHAMPA VA health insurance, etc.
- Transfer preview orientation meeting
- Resolution of problems regarding non-payment of benefits or delayed benefits
- Production of a monthly newsletter
- Contacts information and liaisons at local VA agencies such as FloridaWorks provided to students
- Outreach performed to UF entities that enroll and provide service to a large numbers of veterans/dependents (e.g. DCE, Bursar, Nontraditional MBA, UF International Center, Counseling and Wellness Center)
- Preparation for annual federal and state audits





## INVOLVEMENT & OUTREACH

Office of the University Registrar staff members are integrally involved in the campus community and beyond. OUR involvement includes support of the University of Florida's Campaign for Charities which allows UF employees to reach out to assist residents of the City of Gainesville and the surrounding communities. This year, as in the past, the office coordinated the Criser-Peabody Hall Office Olympics Challenge. This event is a fun-filled game competition which pits each Criser/Peabody Complex office against the others to see which office can post the highest increase of charitable giving over the previous year. The winning office has its name inscribed on the coveted Criser Cup and gets to showcase the trophy until the next year.

- AACRAO Transfer and Articulation Committee
- AAU Registrars
- AAU Registrar Task Force on MOOC's, Chair
- Admissions Committee
- Admissions and Registrar State University System Committee
- American Association of Collegiate Registrars and Admissions Officers Committee
- Association of American Universities
- Athletic Eligibility Committee
- Commencement Committee
- Educause Registrar and Admissions Constituent Group Leader
- Equity and Diversity Compliance Committee
- Faculty Senate
- Recruitment Coordinating Committee



- State University System Residency Committee, Co-Chair
- ROTC Advisory Committee
- Southern Association of Collegiate Registrars and Admissions Officers
- Student Financial Aid Committee
- Transient Admissions Steering Committee
- UF Faculty Senate Joint Student Petitions Committee
- Undergraduate Advising Council
- University Curriculum Committee
- Florida Association of Collegiate Registrars and Admissions Officers
- Florida Association of Veterans Education Specialists

- Florida Automated System for Transfer of Educational Records Steering Committee Chair
- Graduate Council Committee
- Healthy Gators Data Committee
- Information Security and Compliance Advisory Committee
- Mandatory Insurance Implementation Committee
- National Student Clearinghouse Advisory Committee
- President's Council for Diversity
- Preview Steering and Program Committee
- National Student Clearinghouse SPEEDE Advisory Committee

### Award-Winning Employee



Aja Perez,  
Assistant  
University  
Registrar,  
Superior  
Accomplishment  
Award winner

# NUMBERS



Looking comparatively at our numerical data helps to provide an effective assessment of our services in the Office of the University Registrar and helps us continue to improve our services -- one person at a time.

95

Mass Mailings to Students

3,490

Non-degree applications processed



517

Prerequisite Changes

22,845

Course Sections Scheduled

63,560

Transcripts Issued



16,463

Diplomas/Certificates Ordered

23,278

Degrees Verified

2,068

Data Requests



465,748

Grades Processed

30,151

Room Assignments Made for Non-Class Events



1,632

Hardcopy Transcripts Converted to Online Data Access

449,917

Documents Scanned to Imaging System

4,833

Florida Virtual Campus Transient Student Approvals

9,532

Grades Changed

4,406

Event Requests Processed



1,093

Employee Education Program Registrations

10,089

Enrollment Certifications Issued

688

Curriculum Inventory Changes

470,098

Registrations



1,701

(695 students)

Termly Certifications  
Veterans of Educational  
Benefits and/or their  
Dependents



88,413

Instructor Contact Hours  
Collected and Reported

63,917

Mail Volume Received

143,576

Outgoing Mail Volume

301

Non Traditional  
Programs Supported

75,698

Phone Calls Received

770

New/Changes  
to Security Access



530

Student Athletes  
Certified (8 men's teams  
and 11 women's teams)

737,593

Records Maintained  
on Students

298

Unique Registration/  
Grade Calendars

1,925

Withdrawals Processed



780

Residency Reclassification  
Requests Reviewed

\$14,000,000

VA Dollars Awarded  
to UF Students

62,431,602

Transactions Conducted on  
the Integrated Student  
Information System (ISIS)

3,665

Petitions Processed

4,227

Email Responses to  
Web-Generated Inquiries







**The Office of the University Registrar  
Division of Enrollment Management  
University of Florida  
PO Box 114000 / Criser Hall  
Gainesville, Florida 32611-4000  
352-392-1374  
[www.registrar.ufl.edu](http://www.registrar.ufl.edu)**