



# 2016

# ANNUAL REPORT

SUPPORTING TEACHING, RESEARCH AND SERVICE

Office of the University Registrar  
Division of Enrollment Management

**UF** | UNIVERSITY of  
FLORIDA





# 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.

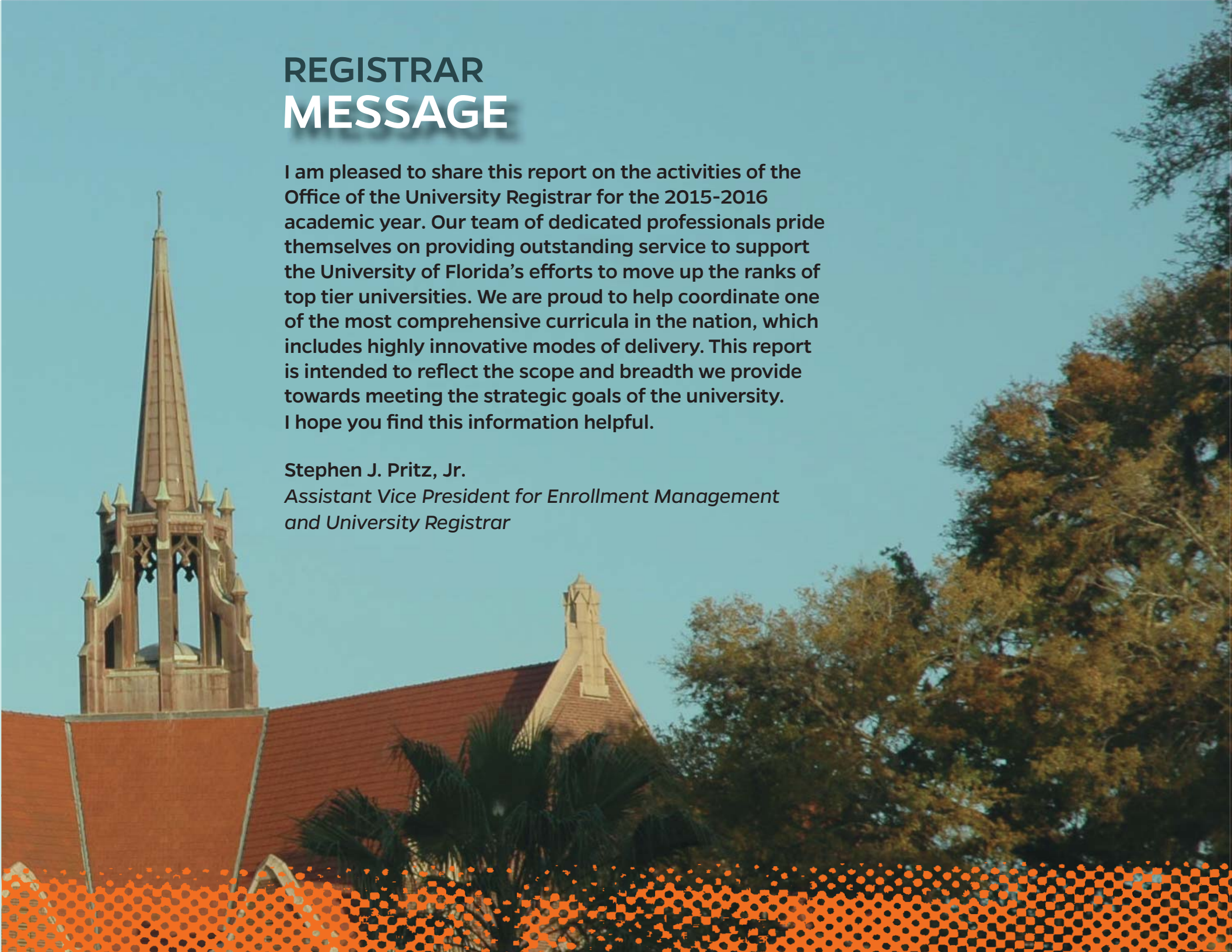


# REGISTRAR MESSAGE

I am pleased to share this report on the activities of the Office of the University Registrar for the 2015-2016 academic year. Our team of dedicated professionals pride themselves on providing outstanding service to support the University of Florida's efforts to move up the ranks of top tier universities. We are proud to help coordinate one of the most comprehensive curricula in the nation, which includes highly innovative modes of delivery. This report is intended to reflect the scope and breadth we provide towards meeting the strategic goals of the university. I hope you find this information helpful.

**Stephen J. Pritz, Jr.**

*Assistant Vice President for Enrollment Management  
and University Registrar*





UPE





# 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**

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A photograph of a university entrance sign that reads "University" in large, raised letters. The sign is set against a background of palm trees and a clear sky. The image is partially obscured by a large orange graphic overlay.

University

# MEETING O.U.R. GOALS

COLLABORATED AND  
PLANNED FOR  
THE COMPASS  
PROGRAM

The O.U.R. staff sets important goals for each upcoming academic year and utilizes those goals to assure that important initiatives are supported. The 2015-2016 goals are noted here with brief updates on the progress made toward each.

CONTRIBUTED TO THE  
CAMPUSWIDE "ON  
TARGET" PROJECT



FULLY  
IMPLEMENTED  
CeDIPLOMA  
(CERTIFIED ELECTRONIC  
DIPLOMA)

COMPLETED  
INSTALLATION OF  
“ON BASE” SOFTWARE  
FOR FRONT-END  
IMAGING OF ADMISSIONS  
DOCUMENTS



# O.U.R. ACADEMIC YEAR ACHIEVEMENTS

O.U.R. 2015-16 academic year brought many opportunities for meeting challenges and improving our support of the university's academic mission. What follows are some of the highlights of this year's accomplishments.





implemented  
National Student  
Clearinghouse  
self-service

collaborated with Enrollment  
Management editorial staff  
to redesign and rewrite the  
O.U.R. website

» collaborated with UFIT and campus  
community to rebrand student  
self-service portal to  
ONE.UF portal



collaborated with UFIT to create a new  
Schedule of Courses, registration and  
holds system in the ONE.UF portal

**26,128**  
data points

collected and reported  
26,128 data points for  
university and state  
decision support



provided data for a successful  
Veterans Affairs audit

**100%**  
ACCURACY

implemented new  
CeDiploma





# O.U.R. ACHIEVEMENTS



collaborated and planned for the COMPASS program

## NATIONAL STUDENT CLEARINGHOUSE

ENHANCED ENROLLMENT CERTIFICATIONS AND LOAN HISTORY ACCESS



O.U.R. website is now mobile-friendly



enhanced emergency audio broadcast function by installation of speakers in areas without telephones

CONTACT CENTER ALONE RESPONDED TO

**87,566**  
**CALLS**

coordinated Peabody/Criser Office Olympics. This is the official kickoff for the UF Community Campaign.



coordinated and facilitated renovations







# O.U.R. PLANNING AHEAD GOALS 2016-2017

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.

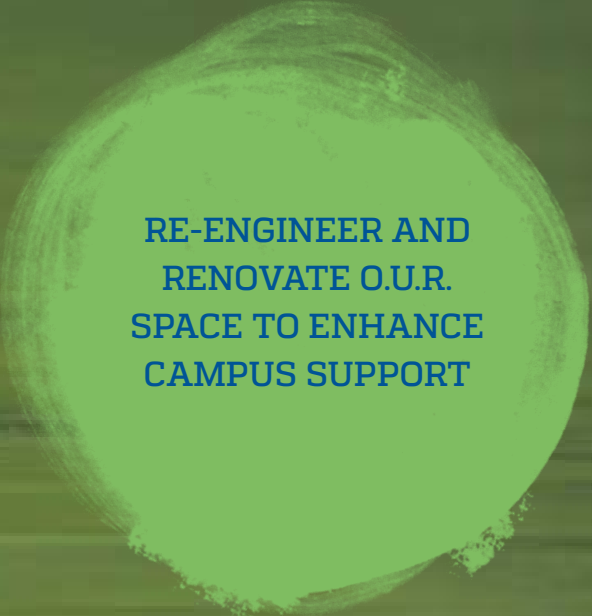
PROVIDE  
MULTIFACETED  
AND EFFECTIVE  
COLLABORATION  
FOR THE COMPASS  
PROGRAM







IMPLEMENTATION OF  
MULTIPLE SOCIAL  
MEDIA PLATFORMS  
TO FACILITATE  
ENGAGEMENT AND  
COMMUNICATION



RE-ENGINEER AND  
RENOVATE O.U.R.  
SPACE TO ENHANCE  
CAMPUS SUPPORT



CREATE  
DASHBOARD OF  
STUDENT/ENROLLMENT  
DATA



# O.U.R. CORE FUNCTIONS

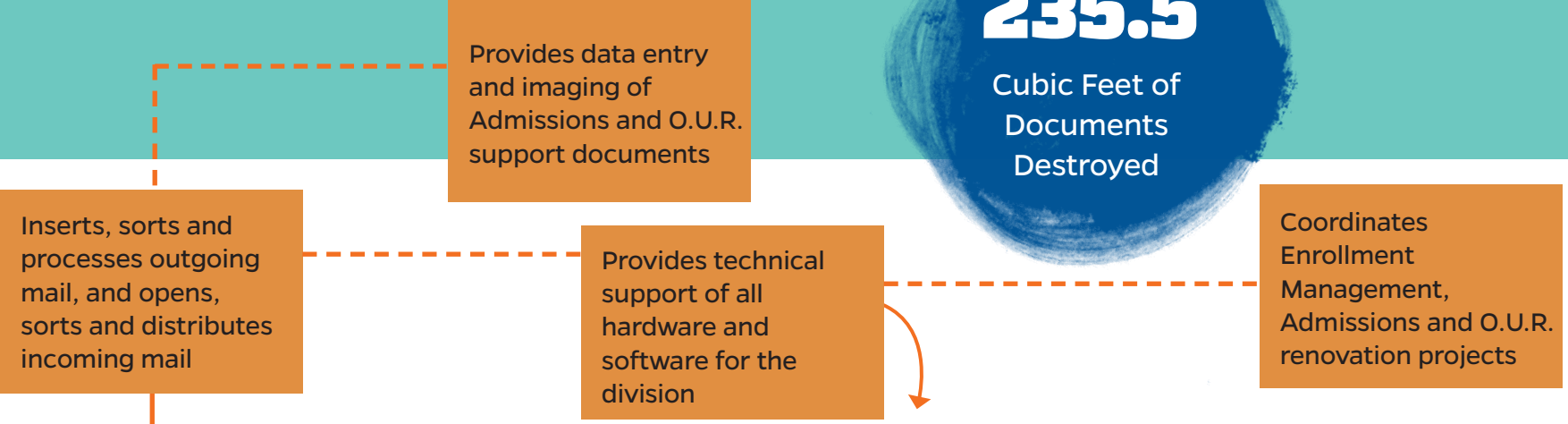
OPERATIONS SUPPORT SERVICES  
REGISTRATION AND CURRICULUM SERVICES  
STUDENT RECORDS AND DEGREE SERVICES  
SYSTEMS, DATA AND ADMINISTRATIVE SERVICES





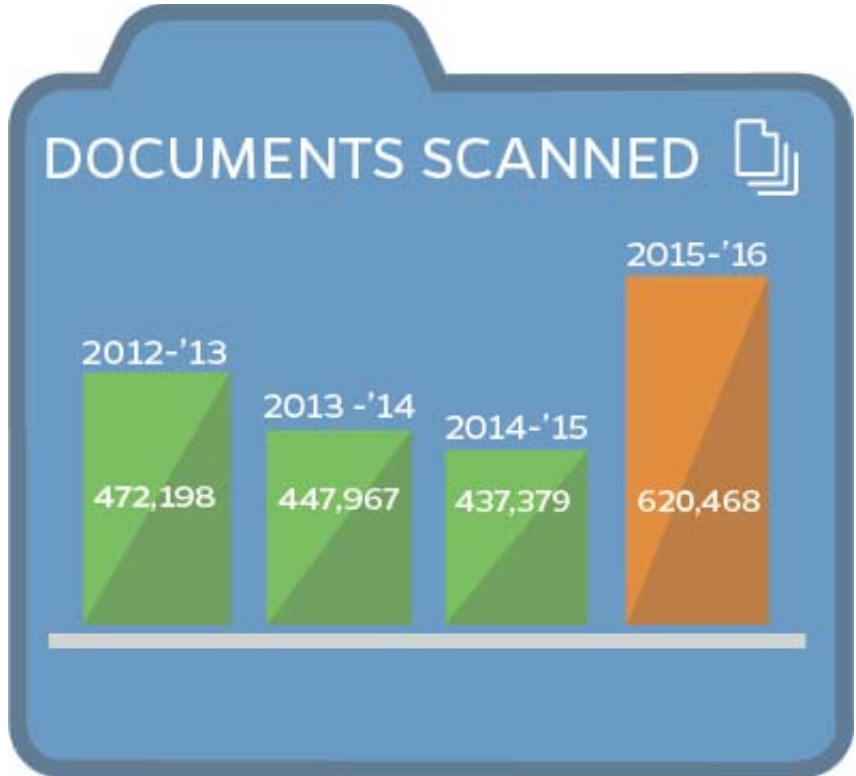
# OPERATIONS SUPPORT SERVICES

**235.5**  
Cubic Feet of Documents Destroyed



## MAIL VOLUME

Mail Received	Total	Mail Outgoing
2012 - '13 74,572	205,999	131,427
2013 - '14 63,917	207,493	143,576
2014 - '15 64,269	208,431	144,162
2015 - '16 62,177	224,352	162,175





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

Coordinates student registration

**4,594**  
**NON-DEGREE APPLICATIONS PROCESSED**

Creates, maintains and archives the online undergraduate catalog

Processes withdrawals, drops, cancellations and registration reinstatements

**250**  
**NON-TRADITIONAL PROGRAMS SUPPORTED**

Creates course offerings in conjunction with colleges and departments for publication in the online termly Schedule of Courses

**664**  
**CURRICULUM INVENTORY CHANGES**

Produces the university academic calendar in coordination with the University Curriculum Committee and Faculty Senate

# REGISTRATION & CU



Since the mobile-friendly template was introduced in the 2014-15 academic year, the undergraduate catalog is more accessible than ever before. In the past year, smart phone and tablet traffic accounted for 35.63% of over 1.8 million catalog sessions.

**500**  
**PREREQUISITE**  
**CHANGES**

Schedules classroom space for instructional activities, seminars and student meetings

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

**12,710**  
**ENROLLMENT**  
**CERTIFICATIONS**

Creates the printed Guide to Majors publication for use with incoming students at Preview

# CURRICULUM SERVICES

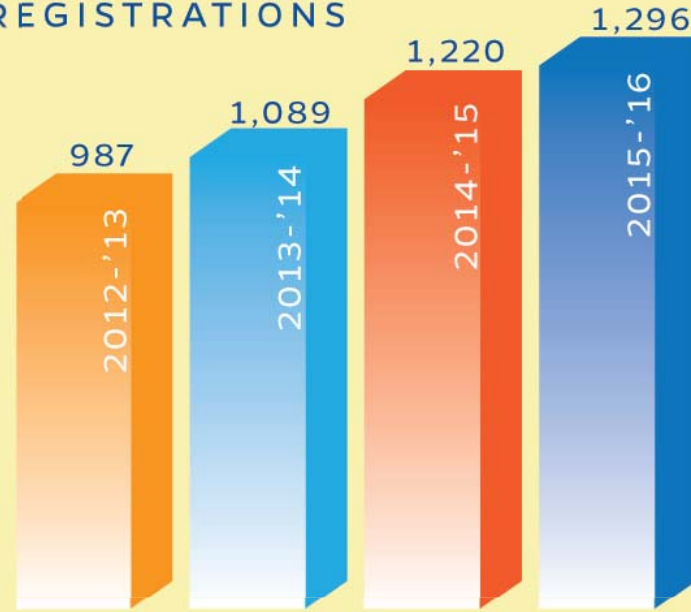


# REGISTRATION & CURRICULUM SERVICES

## FLORIDA VIRTUAL CAMPUS TRANSIENT FORMS



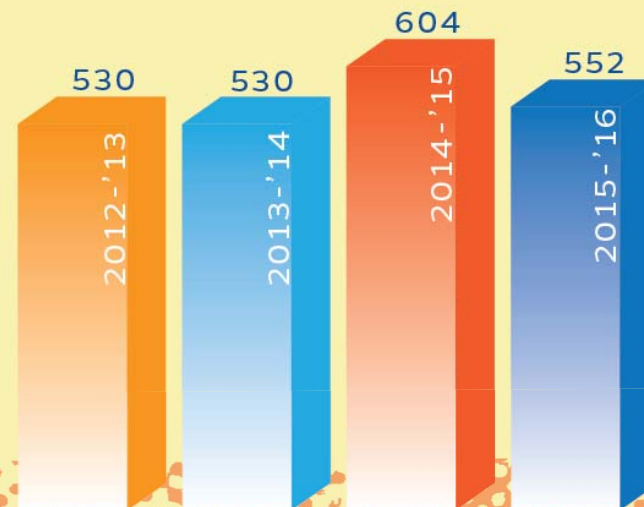
## EMPLOYEE EDUCATION PROGRAM REGISTRATIONS



## COURSE REGISTRATIONS



## STUDENT ATHLETES CERTIFIED



2015-'16	52,519
2014-'15	50,536
2013-'14	50,095
2012-'13	50,086

**FALL  
ENROLLMENT**



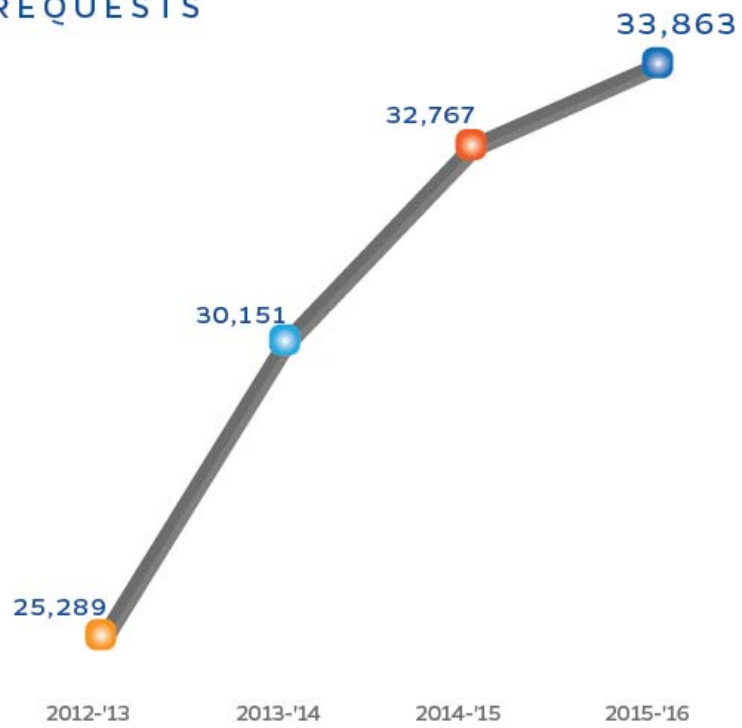




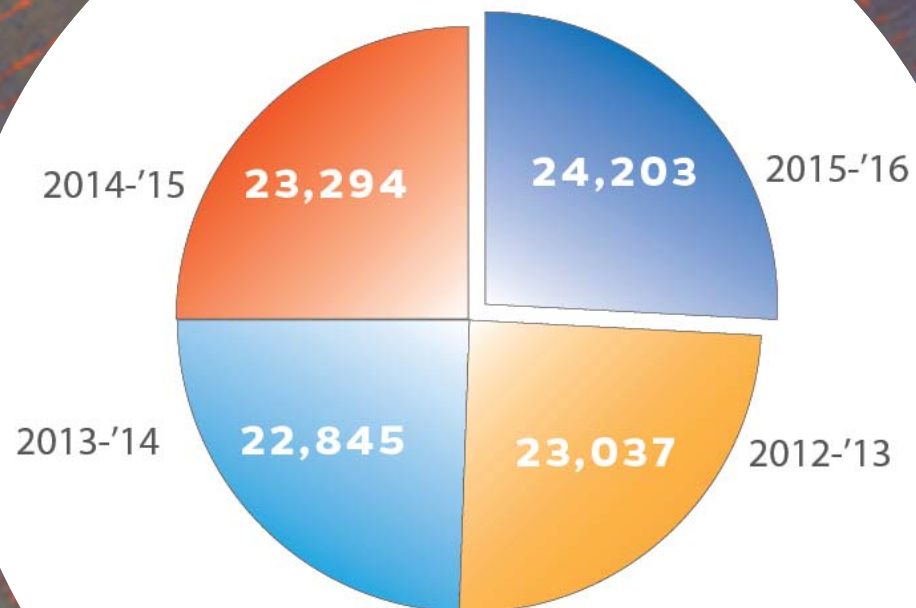
# REGISTRATION & CURRICULUM SERVICES



## EVENT REQUESTS



## COURSE SECTIONS





# STUDENT RECORDS

**17,661**

**Diplomas/Certificates  
Awarded**

**207**

**Unique Registration/  
Grade Calendars**

**38,607**

**Degrees Verified**



# & DEGREE SERVICES

**753**

**Residency  
Reclassification  
Requests  
Reviewed**

**4,227**

**Petitions  
Processed**

# STUDENT RECORDS & DEGREE SERVICES





- Coordinates the undergraduate, graduate and professional academic certificate award process

- Maintains records for majors, minors and SASS audits

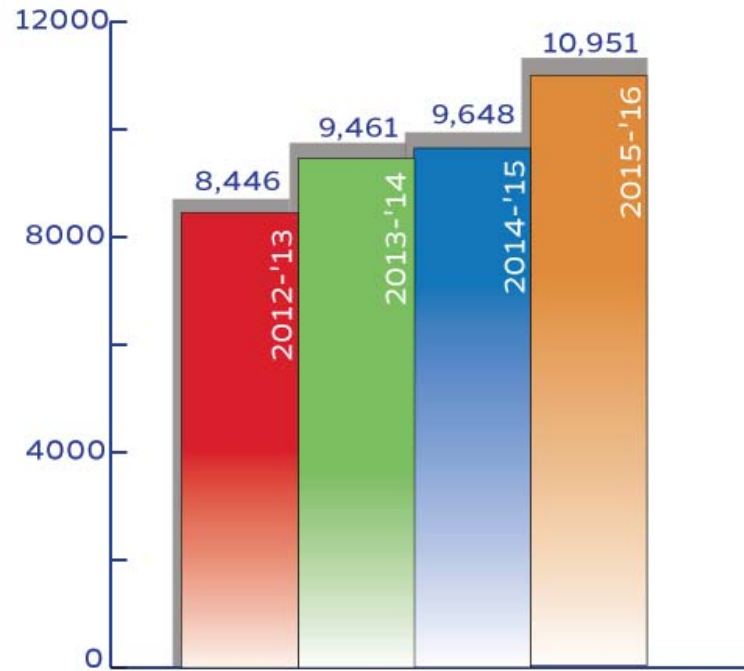
- Orders, checks and prepares certificates, diplomas, Associate of Arts degrees and Presidential Honor Roll awards

- Maintains online transcripts

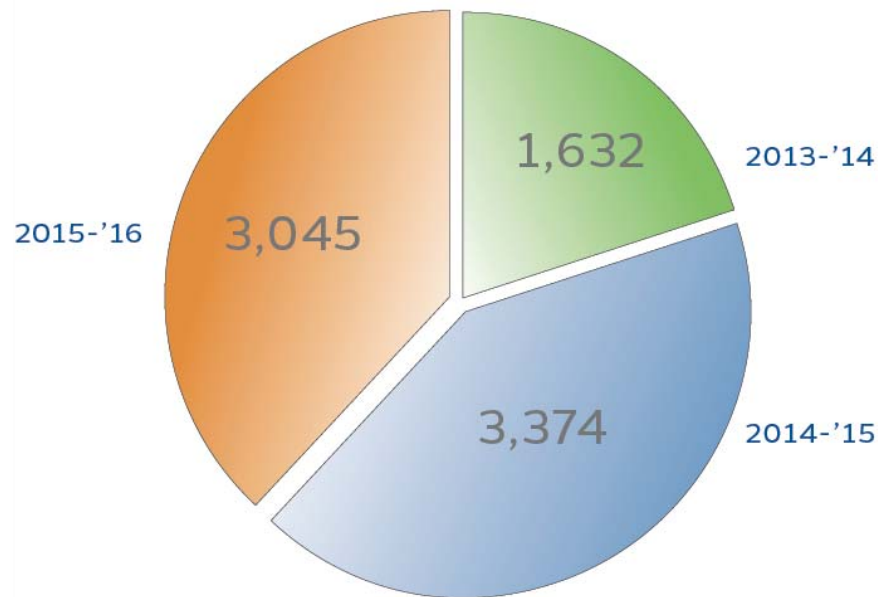
- Provides degree verification

- **Manages the UNIVERSITY GRADING SYSTEM**

GRADE CHANGES



HARDCOPY TRANSCRIPTS CONVERTED TO ONLINE DATA ACCESS



# SYSTEMS, DATA & ADM

**2,435**

Data Requests

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

Communicates and promotes observance of academic deadlines

**61,452,374**

Transactions Conducted on the Student Self-Service

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



# ADMINISTRATIVE SERVICES

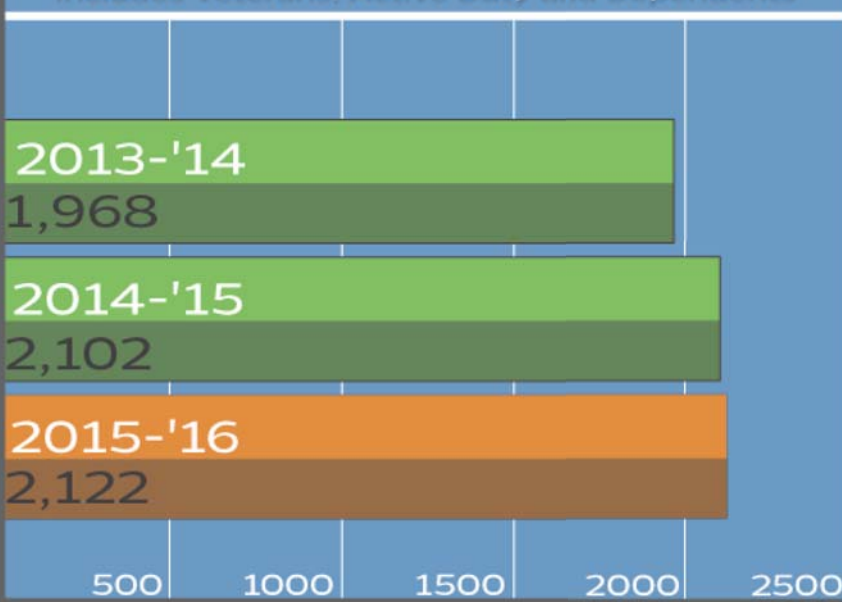




# O.U.R. VETERANS SERVICES

## Veteran Benefits Processed

Includes Veterans, Active Duty and Dependents



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

**MORE THAN  
3,826**

PHONE CALLS





**OVER  
700**

VETERANS AND  
DEPENDENTS CERTIFIED  
EACH TERM

### Veteran Students Receiving Benefits Includes Veterans, Active Duty and Dependents

2013-'14

880

2014-'15

929

2015-'16

961

200

400

600

800

1000

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

- Certification of over 700 veterans and dependents for VA educational benefits each term
- Employment for four VA work study students
- Processing of out-of-state fee waiver requests for eligible veterans
- Outreach to students at various campuswide events including Transfer Preview and individual college open house events

# O.U.R. INVOLVEMENT & OUTREACH

O.U.R. staff members are very involved within the UF campus community as well as in state, regional and national professional organizations. O.U.R. staffers are frequently called upon to share best practices with their peers from other universities, and are often elected or appointed to serve on professional boards.

## NATIONAL AND REGIONAL LEVEL

- American Association of Collegiate Registrars and Admissions Officers (AACRAO) Transfer and Articulation Committee
- Association of American Universities (AAU)
- Secretary, AAU Registrars Board of Directors
- Advisory Committee, National Student Clearinghouse
- Florida Representative, SPEEDE Advisory Committee
- Southern Association of Collegiate Registrars and Admissions Directors



## STATE LEVEL

- Chair, Steering Committee, Florida Automated System for Transfer of Educational Records
- Co-chair, State University System Residency Committee
- Admissions and Registrar State University System Committee
- Florida Association of Collegiate Registrars and Admissions Officers
- Florida Association of Veterans Education Specialists
- Florida Virtual Campus Transient Admissions Steering Committee

## PARTICIPATION

- Our expertise was shared with presentations at these events this past year:

AACRAO Annual Conference

FACRAO Annual Conference

- Office of the University Registrar staff members also are members of more than 30 committees on the University of Florida campus.



## AWARDS AND RECOGNITION

### **Colin Yokomi**

University of Florida Superior Accomplishment - Divisional Award

### **Michael Kreeger**

The 2015 Phyllis and L. Vernon Voyles Outstanding Achievement Award – awarded for exemplary service



# TEAM

Our staff remains committed to improving efforts to provide professional service to UF students.





# WORK







2016

**Office of the University Registrar  
Division of Enrollment Management**

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