



2018
ANNUAL REPORT

UF

OFFICE OF THE UNIVERSITY REGISTRAR

DIVISION OF ENROLLMENT MANAGEMENT



OFFICE OF THE UNIVERSITY REGISTRAR
ANNUAL REPORT 2018

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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
RESPECT
HUMOR



REGISTRAR'S MESSAGE

I am pleased to share with you the accomplishments of the Office of the University Registrar (O.U.R) via this annual report. It has been an exciting year, as we have worked with the entire campus in the implementation of a new student records system. We are still in the process of the phased release cycle of this new infrastructure which will provide a more modern and unified platform. This will be critical to support the entire university community in its goal of accessing and analyzing data to support the University of Florida as a top ten public university. The O.U.R is honored to serve as a small part of this amazing university community.

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 2017-18 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.



As part of the university-wide COMPASS project, **a new registration system was implemented in Campus Solutions.** This system went live during the advanced registration cycle (April-May) for the upcoming Fall 2018 term.

COMPASS Release 4 saw more than **19 million student enrollment records converted from the legacy mainframe data.** Nearly all current and historical student records at UF were moved over to the new Campus Solutions system.

Collaborated with UFIT and the Career Connection Center (formerly CRC) on Florida Governor Rick Scott's "Ready, Set, Work" University Challenge.

A Career Readiness Check-In was implemented as an institution-wide effort for students to prepare for life after graduation. For those receiving the university's two most popular degrees, the goal was to achieve success through employment within a year.

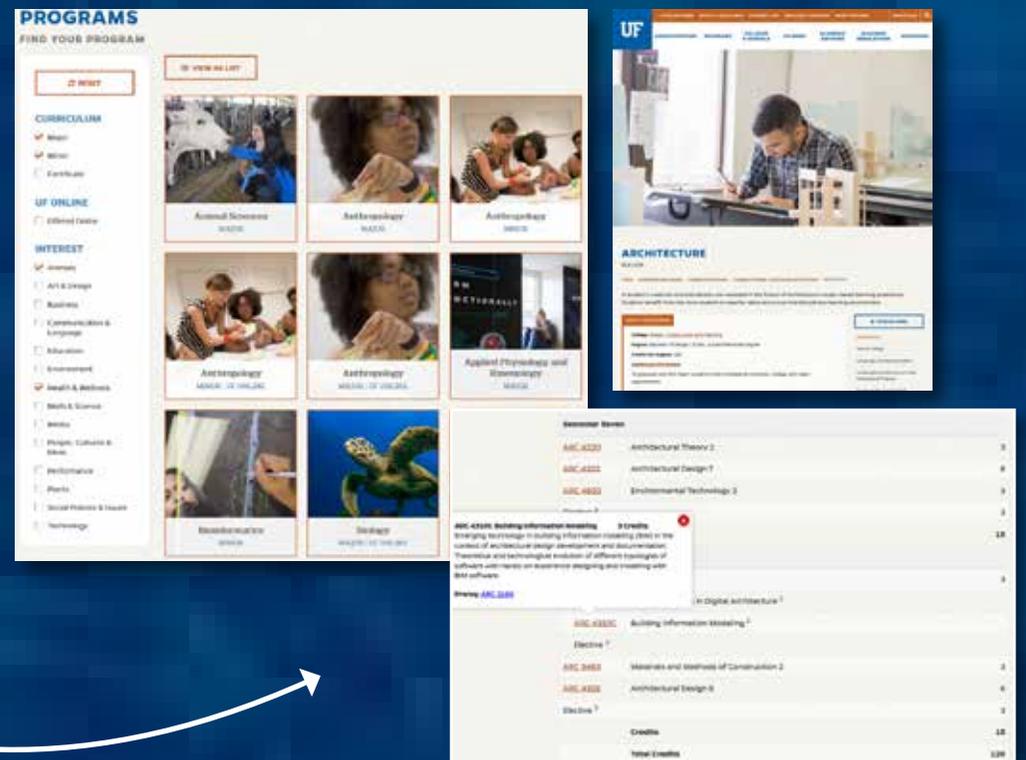
Continued to expand upon web-based data visualizations to support high-level campus administrators and their statistical needs.

Combined resources with the campus community to offer free tuition during both spring and summer 2018 to displaced Puerto Rican and USVI students.

Expansive testing and campus-wide support led to the **roll out of the new One.UF system- a unified, modernized, student self-service portal**, which sought to provide enhanced user experience.

The UF undergraduate catalog moved to a new software platform that increases its usability for students and staff.

While the layout and visual presentation were improved and there are many dynamic features that better help students, the biggest feature of the new catalog is behind the scenes. The course information contained in the catalog now comes directly from Campus Solutions, meaning that the data in all future undergraduate catalogs will always be in sync with the new SIS.



GOAL 1

IMPLEMENTATION OF THE NEW STUDENT INFORMATION SYSTEM that will include new features to assist students and assist campus staff in enrolling students. This will require extensive collaboration with campus as well as IT staff.

PLANNING AHEAD

2018-2019 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.

GOAL 2

**IMPLEMENTATION OF A
NEW SCHEDULING SYSTEM**
that will provide additional
mechanisms to assist faculty
and staff in course scheduling,
including the reporting of the
technology being used.

GOAL 3

**COLLABORATION
WITH THE OFFICE OF
INSTITUTIONAL PLANNING
AND RESEARCH**
in providing and analyzing
data to assist in retention
and student success.

O.U.R. CORE FUNCTIONS

- › Communications, Compliance and Outreach Services
- › Operations Support Services
- › Registration and Curriculum Services
- › Student Records and Degree Services
- › Systems, Data and Administrative Services

OPERATIONS SUPPORT SERVICES

Inserts, sorts and processes outgoing mail, and opens, sorts and distributes incoming mail.

124,001
TOTAL MAIL VOLUME

46,576
INCOMING MAIL





Provides data entry and imaging of Admissions' and O.U.R.'s support documents.

Provides technical support of all hardware and software for the division.

Coordinates renovation projects for Enrollment Management, Admissions and O.U.R.

77,425
OUTGOING MAIL



411,012
TOTAL
DOCUMENTS
SCANNED



436
CUBIC FEET
OF DOCUMENTS
RECYCLED



COMMUNICATIONS, COMPLIANCE & OUTREACH SERVICES

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.

**SERVICE CENTER
RESPONDED TO**

**73,197
CALLS**



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

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

REGISTRATION & CURRICULUM

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

Coordinates student registration.

5,807
NON-DEGREE
APPLICATIONS
PROCESSED

Creates, maintains and archives the online undergraduate catalog.

1,758
CURRICULUM
INVENTORY
CHANGES

Processes withdrawals, drops, cancellations and registration reinstatements.

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

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

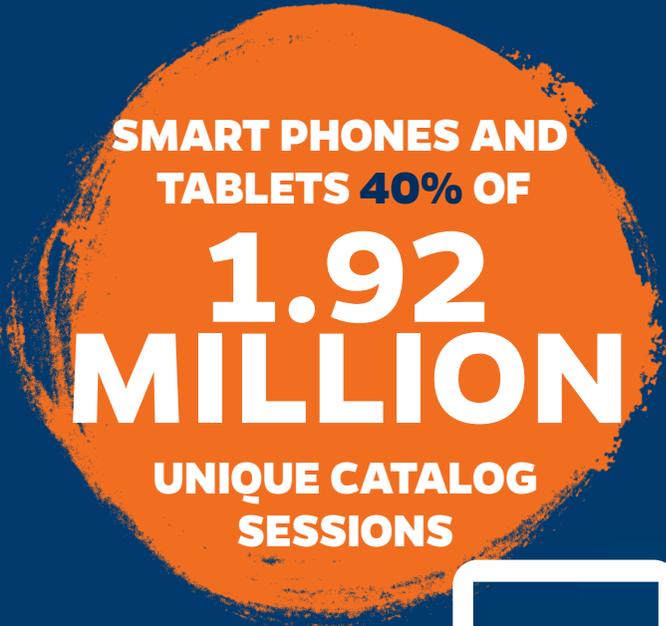
MORE THAN
300
NON-TRADITIONAL
PROGRAMS
SUPPORTED



SERVICES

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

In the past year, mobile phone and tablet traffic accounted for 40 percent of the 1.92 million unique catalog sessions.



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.



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

REGISTRATION & CURRICULUM

1,086

**Employee Education
Program Registrations**



SERVICES



552
STUDENT ATHLETES
Academically Monitored,
Certified and Reported



REGISTRATION &

26,623
Course
Selections
Managed

26,365
Non-Classroom
Reservations
Processed

CURRICULUM SERVICES



STUDENT RECORDS AND DEGREE

57,895

**Degrees
Verified**



16,913

**Diplomas/Certificates
Awarded**



SERVICES

121

**Unique
Registration
Grade
Calendars**



5,222
**Petitions
Processed**



700
**Residency
Reclassification
Requests
Reviewed**



STUDENT RECORDS AND DEGREE

› 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 President's Honor Roll awards.

› Maintains online transcripts.

› Provides degree verification.

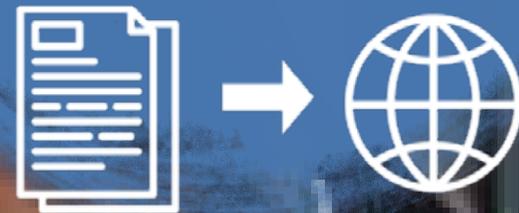
› Manages the University Grading System.



SERVICES

6,440

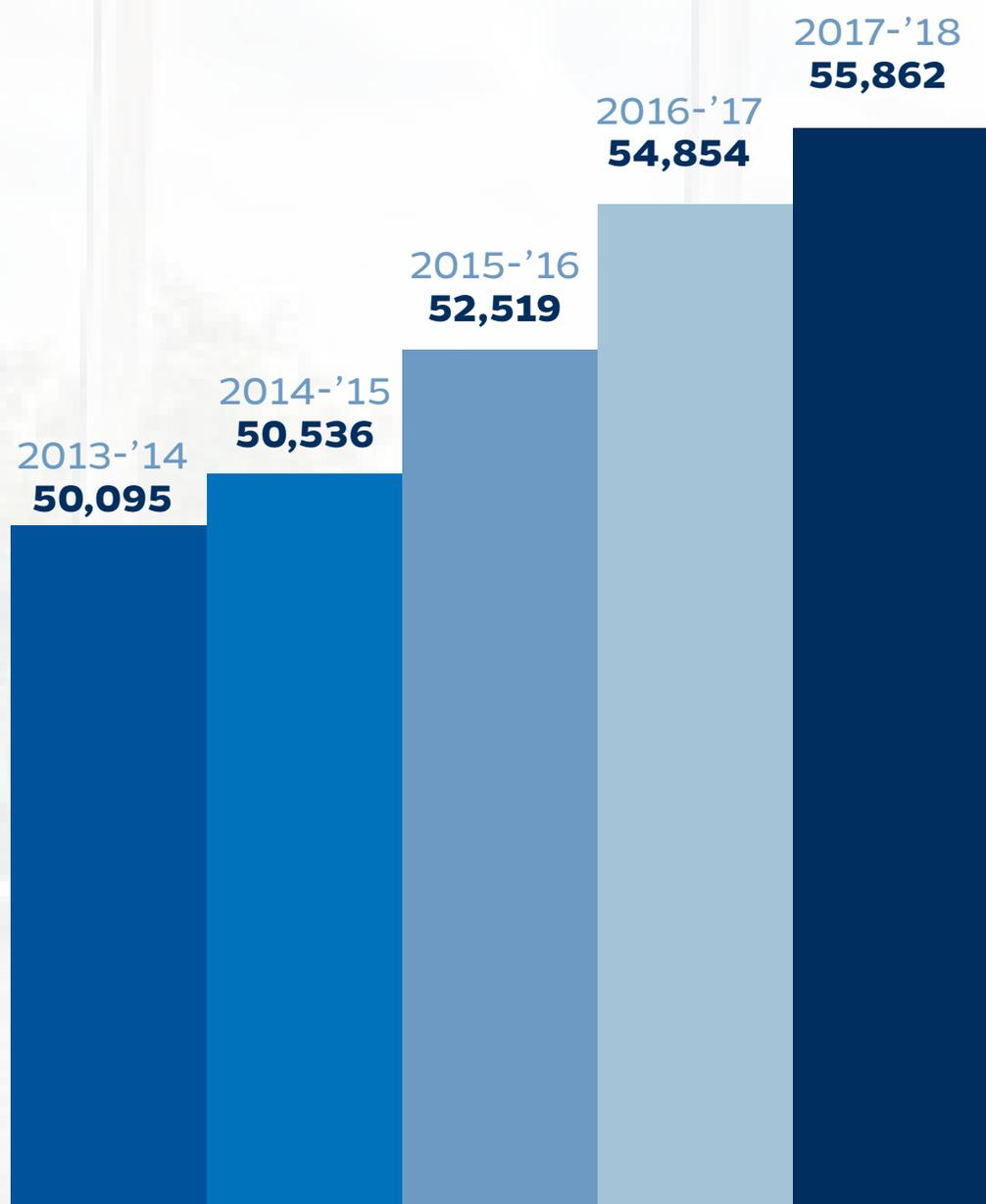
**Hardcopy Transcripts
Converted to Online
Data Access**



8,191
Grade Changes

SYSTEMS, DATA AND ADMINIST

FALL ENROLLMENT



OPERATIVE SERVICES

Communicates and promotes observance of academic deadlines.

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.

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

Maintains systems that collect data for the student data warehouse.

Annually creates the Enrollment Profile for university leadership and the internal Enrollment Profile for Enrollment Management administrators.

2,294
Data Requests

O.U.R. VETERAN SERVICES

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

- › Certification of more than 750 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 campus-wide events including Transfer Preview and individual college open house events.
- › Our 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.



**VETERANS
PAID FASTER**



2,269

**VETERANS BENEFITS
PROCESSED**

Includes Veterans, Active
Duty and Dependents

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



1,002

**VETERANS STUDENTS
RECEIVING BENEFITS**

Includes Veterans, Active
Duty and Dependents

more than

750

**VETERANS AND
DEPENDENTS CERTIFIED
EACH TERM**

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.

CHADIA HAMMOND

Standard Insurance Employee Recognition Award and University of Florida Superior Accomplishment – Division Level



DIANA HULL

VP for Communications and Member Relations for FACRAO





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