ANNUAL REPORT 2010-11
Supporting Teaching, Research and Service
Message from the Registrar

I am pleased to share our annual report for the 2010-11 academic year. We have designed and created it to provide an overview of our services, accomplishments and goals. Our team’s strengths include a creative staff that is dedicated to providing innovative technical systems and personal service to current and former students, faculty and staff.

The purpose of this year’s report is to highlight recent successes achieved through our many partnerships with members of the campus community. With your help, we look forward to continuing this record of achievement in the coming year.

Stephen J. Pritz Jr., University Registrar
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.

**Our Mission**

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

**Our Values**

We have 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.

- **Loyalty** - Loyalty is extremely important to us in our teamwork and dedication to the advancement of our shared goals. By valuing the importance of each other, we can do more as a team than we could achieve individually.
- **Commitment** - We honor all commitments to our customers and to each other as they are rooted in our service to the university.
- **Honesty** - We believe honesty is the foundation for all successful interactions and relationships.
- **Respect** - We are a diverse organization, which values differences and demonstrates respect for human dignity.
- **Communication** - We strive to communicate in ways that reflect the mission and values of our organization.
- **Humor** - We believe in the importance of humor in the work place and the benefits of laughter in life.
The Office of The University Registrar (OUR) 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.

The 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, as well as secure, multi-layer systems for conservation and retrieval of older records.
Records and registration processes have become increasingly automated in recent years. Therefore, the role of **data management** has increased dramatically. Due to this evolving role, the OUR has become a leader in the coordination of academic and administrative systems. The OUR always has been a key office for assuring **regulation of academic policy**, and as such, the OUR monitors data passing into and out of our systems from administrative staff, students and other UF data systems. Creative information systems are used to manage key databases in support of academic policies.

The OUR’s focus is more about process, rather than being task oriented. The OUR **initiates collaboration** between departments and colleges to assure new processes are smoothly designed and seamlessly implemented. 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 the **repository of data for the student information system** and from that cornerstone position, it is critical to the joining of administrative and academic functions.

System users of student information constantly request help from the **OUR as a resource** for guidance regarding how to access and utilize data. 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.

Due to increasing concerns regarding the security of technologically stored data, the OUR has had an ever-growing responsibility for **data protection and records security**. Privacy concerns make **Federal Educational Rights and Privacy Act (FERPA) compliance** a core responsibility for the OUR. Staff members who accept this serious responsibility serve as the guardians of the UF academic record and utilize all means of electronic and physical protection to assure that these records are not compromised.

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 must manage self-service applications, systems interfaces, and processes for students, faculty and other administrative offices.
Our Core Functions

The OUR is comprised of four main areas: Systems, Data and Administrative Services, Office Services, Registration and Curriculum Services, and Student Records and Degree Services. The primary functions and responsibilities for each area are outlined below.

Systems, Data and Administrative Services (FTE=13)

• Provides historical knowledge of university policies to the campus community
• Serves as liaison with Computing and Network Services (CNS), Bridges, colleges and academic departments
• Represents the OUR on the:
  o Admissions Committee
  o AAU Registrars Committee
  o Commencement Committee
  o Faculty Senate as a liaison
  o Financial Aid Committee
  o Florida Academic Counseling Tool (FACTs)
  o Florida Automated Systems for Transferring Electronic Records Committee
  o Graduate Council
  o Healthy Gators 2010
  o Identity Access Management Committee
  o Information Security Compliance Committee
  o Institutional Equity and Diversity Committee
  o Preview Steering Committee
  o Privacy Advisory Board
  o Recruitment Coordinating Committee
  o State University System Admissions and Registrars Committee
  o Undergraduate Advising Council
  o University Curriculum Committee
  o University Petitions Committee
• Manages the State of Florida’s excess hours surcharge
• Responds to requests from the Committee on Ethics and Elections
• Administers FERPA to ensure confidentiality of student records
• Oversees OUR Systems, and Data and Administrative Programs, including student focus groups and Web surveys
• Coordinates OUR personnel, travel, payroll, purchasing, and leave
• Assures participation in Sexual Harassment prevention tutorials
• Coordinates and facilitates training for the New Employee Orientation Program
• Serves as liaison with the General Counsel’s Office for policy clarifications
• Updates the FERPA link, the OUR Parent link, and the internal website
• Monitors OUR operating budget and provides financial reports, tables, spreadsheets and forecasts expenditures and salaries as needed
• Designs and facilitates staff development and recognition and reward activities
• Coordinates annual budget submission
• Provides data analysis for decision making
• Reviews proposed updates and changes to university rules to ensure OUR compliance
• Deposits checks or cash received for services
• Coordinates processing of requests to review academic records
• Reviews college degree reinstatement requests
• Manages all purchasing cards in the OUR
• Maintains a student data warehouse for the campus community
• Coordinates OUR access to PeopleSoft security
• Coordinates security access to the online student records system for the campus community
• Compiles and provides statistical enrollment reports
• 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
• Serves as liaison between systems staff and internal constituencies
• Enhances OUR communications with daily intra-office newsletter (Grapevine)
• Coordinates the receipt, research and response to subpoenas and court orders
• Records minutes for Information Security and Compliance Committee
• Reviews and prepares hard copy administrative files for scanning and imaging
• Produces university academic calendar, in coordination with the University Curriculum Committee and Faculty Senate
• Coordinates news media contacts for the OUR
• Supports distance, nontraditional education, and the International Center by facilitating federal reporting, systems modifications, policy and procedures, and student support functions
• Coordinates responses to web-generated email inquiries from all constituents
Office Services (FTE=13)
• Administers the office emergency response plan
• Archives all data and files, including daily systems backups
• Preserves statistical documents
• 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
• Delivers, stores and retrieves classroom furniture, publications and equipment stored at OUR’s off-campus warehouse
• Opens, sorts and distributes incoming mail
• Responds to and distributes internal student records requests
• Inserts, sorts and processes outgoing mail
• Maintains:
  o Classrooms in OUR inventory
  o Computer hardware
  o Copiers
  o Fax machines
  o Inventory records
  o Office vehicles
  o Telephone hardware
• Monitors and manages postal usage
• Coordinates property accounting and asset management functions
• Manages records retention according to state guidelines
• Oversees maintenance requests for Criser Hall and classrooms in OUR inventory
• Coordinates OUR renovation projects
• Provides data entry and imaging of admissions and OUR support documents

Registration and Curriculum Services (FTE=12)
• Coordinates registration of all students
• Assists with editing of data files for the Board of Governors
• Builds and maintains prerequisite files for courses and students
• Supports the operation of the University Curriculum Committee
• Coordinates special programs, high school dual enrollment, Division of Continuing Education (DOCE) and employee and non-degree registration
• Coordinates Statewide Course Numbering System (SCNS) and maintains the campus curriculum inventory of all SCNS approved courses
• Coordinates the Instructor Workload process with colleges and departments
• Creates course offerings in conjunction with colleges and departments for publication in the online termly Schedule of Courses
• Supports production of the Guide to Majors and the online Undergraduate Catalog
• Certifies NCAA athletic eligibility
• Coordinates activities for the University Student Petitions Committee, including review of requests for waiver of academic regulations
• Evaluates late registration fee petitions
• Maintains ISIS information and the registrar homepage
• Coordinates the creation, editing and distribution of various enrollment reports to departments and colleges
• 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 requests to audit courses
• Processes department requests for during term and final exams
• Reports enrollment to the National Student Clearinghouse to comply with Student Status Confirmation Report requirements for student loans
• Processes student course schedule adjustments during the term
• Processes withdrawals, cancellations of registration and reinstatements, including the coordination of fee adjustments with University Financial Services and Title IV refund requirements
• Provides data support for the College Enrollment Management Councils
• Provides degree verification
• Provides enrollment certification
• Furnishes registration and drop/add support to student and campus entities, including class rolls and data on students not meeting course prerequisites
• Reviews requests for changes to residency status
• Schedules classroom space for instructional activities, seminars, and student meetings
• Sends critical e-mail notifications to students
• Maintains and helps coordinate modifications to ISIS and ISIS Admin systems
• Schedules and trains departmental staff on room scheduling, registration, Employee Education Program, dual enrollment, ISIS Admin and Instructor Workload

Student Records and Degree Services (FTE=9)
• Manages the University Grading System, Grade A Gator:
  o Assists faculty with grade-related issues
  o Conducts regular workshops to train college and department coordinators on Grade-A-Gator
  o Maintains Grade-A-Gator tutorial and documentation
  o Monitors grade listserv and responds to questions
  o Processes grades each term and every two weeks during the term
• 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
• Ensures compliance with the Writing and Math requirement for UF courses
• Maintains online transcripts, including:
  o Classification coding and correction
  o Coding of actions taken by University Senate Committee on Student Petitions to student transcripts
  o Coding of course title changes for individual study
  o Degree credit allowed for nondegree credit per college approval
  o Graduate credit allowed for undergraduate per graduate school approval
  o Posting of correspondence student earned credit
  o Posting of degree statements
  o Posting of grades for UF credit (not transfer) for overseas studies
  o Posting of graduate candidacy for Ph.D. study
  o Recording of grades, grade changes, probations and suspensions
  o Retroactive academic record changes
• Manages and coordinates UF’s Repeat Course Policy
• Manages student records hold process
• Orders, checks, prepares for mailing and mails diplomas, Associate of Arts certificates and Presidential Honor Roll certificates
• Processes and mails all requests for official transcripts
• Processes degree applications
• Processes name and social security number changes
• Processes S/U Option applications
• Provides automated degree certification for colleges
• Provides course descriptions for all courses taught prior to 1999
• Provides support for production of the commencement program and selection of academic scholar recognition at commencement
• Sends critical e-mail notifications to students
• Verifies enrollment, academic progress and eligibility for veterans educational benefits
The expansion of **Distance Education** offerings and opportunities is a presidential initiative focused on maximizing the utilization of academic resources and extending the outreach of the university. UF currently has thousands of students each semester who access all or part of their degree programs remotely through the use of various technological methodologies. These students and their program coordinators require specialized support to navigate UF systems smoothly. This support includes modifying calendars for registration and grading, manual coding of student records to identify distance students, and frequently acting as a liaison for students between other UF offices. The OUR’s team of specialists understand the importance of these cutting-edge, non-traditional programs and provide the personal touch needed to assure they operate successfully.

**International Programs** are integral to expanding the horizons of UF students and for promoting the cultural understanding of our country among those global citizens who study here. The OUR provides a designated liaison who regularly communicates with International Center (UFIC) staff to identify ways to offer systems and procedures in support of these programs.

---

**Highlights of OUR Support for UF Initiatives**
The OUR, in partnership with Enterprise Systems (ES) staff, provides specialized data support that allows UFIC to accurately respond to state and federal reporting mandates. The OUR records staff uses a special customized registration system to immediately post comments documenting where UF students are studying abroad. Once these studies are complete, OUR staff manually post grades from transcripts received from the host institutions. Weekly reports of visa entries and residency status are checked manually by the OUR liaison and are corrected after collaboration with UFIC personnel.

One of many positive presidential objectives has been to increase UF students’ awareness of the serious health issue of alcohol misuse. The OUR provides assistance with this effort by preventing freshman registration until each student successfully completes the Alcohol Education seminar and e-checkup. The registration system is designed to allow registration once the e-check up system vendor communicates the requirement has been met through a specialized interface designed by UF. There has been a reported decrease of UF student alcohol-related incidents that may be related to the required participation in the e-seminar.
The university is placing a major emphasis on the creation and implementation of an **Information Technology Action Plan**. Under a new Vice President and Chief Information Officer, Enterprise System (ES) units provide the organization for supporting all technology services at the university. The OUR’s critical academic support role dictates that its personnel participate in a close partnership with ES staff across a variety of projects and in ongoing support and improvement of core technology processes. The OUR especially is involved in integrating data and security shared between all systems.

The university’s **Student Academic Support System (SASS)** and the **Universal Tracking Audit** is becoming widely recognized nationwide as a benchmark program. SASS offers up-to-date core data for tracking undergraduate students’ paths through their designated degree curriculum. The OUR provides the coordination and the student records data that are required for keeping this valuable academic tool readily available to students and advisors.
Staff members of the OUR directly coordinate the **Statewide Course Numbering System** for the university. OUR personnel shepherd all new proposals for creation of courses, as well as proposed changes to existing ones, through a complex approval process.

Recent natural and human-initiated catastrophic events at the nation’s campuses have prompted an extensive **Emergency Management Plan** to be implemented at UF. An integral part of this plan is a system for collection of students’ **Emergency Contact Information**. The OUR has played an important role in linking the student records system to prompt students to update this information every four months, thus assuring that this critical information is readily available if needed.
The ALEKS mathematics assessment is a new initiative that assures placement of incoming students in UF math coursework appropriate to their individual skill level. To do this seamlessly from a student perspective, OUR systems interfaces were customized to access the vendor system providing this service through ISIS. The interfaces determined the appropriate fee for each student, applied the fee to each student’s UF account, and imported the test scores into the student records system. Using the imported test scores, the system guides students to register for math courses appropriate for their skill level and prevents them from registering for inappropriate courses.

The Office of the University Registrar plays an integral role in strengthening the university’s environmental initiatives. The office is committed to supporting the university’s goals in this area and began recycling paper in the 70s. This was before sustainability became a watchword or recycling was easy to do. Today we have a “Sustainability Green Team” for the preservation of resources. The team promotes participation in events such as Earth Day and “One Less Car,” as well as encouraging recycling, and the conservation of paper and energy. One example of a recent “green” success was OUR staff’s provision of a streamlined electronic delivery summary to Phi Beta Kappa Society for the evaluation
of student eligibility, thus saving thousands of pieces of paper each time the report is provided. Grade processing edit reports and student grade change notifications now are delivered electronically, further reducing paper usage.

OUR personnel are dedicated to the vitalization of mind and body for themselves, the UF community and beyond. This dedication is shown in such diverse ways as the constant search of infrastructure to assign venues for the internationally renowned speakers who frequent the UF campus, or in their participation in “Healthy Gator” activities such as the walking program, Weight Watchers at Work, the smoking cessation program and Living Well health assessments.

OUR staff played a critical role in developing a new Mobile App for ISIS. OUR staff provided detailed input for what should be included in the app, participated in extensive testing, and recommended modifications as the development progressed. This creation of a new mobile services application allowed instant access for students and staff to view transcripts, schedules, critical academic dates and university announcements on their mobile devices.
We are Involved

The OUR’s strong support of the University of Florida’s Campaign for Charities underscores one of the president’s goals to “work with the surrounding community and the City of Gainesville to improve the quality of life in the community and to ensure a vibrant and sustainable environment in which to live and work.” The Office of the University Registrar coordinates an annual “Olympic challenge” — a competitive event matching each of the Criser complex offices against each other to raise money for the campaign. Additionally, our office developed an intra-office penny war competition to raise additional monies for the UFCC general fund. Bragging rights and a trophy are awarded to the winning office.

As integral members of the university community and beyond, members of the office serve on the following standing committees:

- Admissions
- Admissions and Registrars State University System
- AAU Registrars
- Articulating Coordinating/Statewide Course Numbering
- Athletic Eligibility
- Commencement
- Curriculum
- Equity and Diversity Compliance
- Florida Automated System for Transfer of Educational Records
- Food Service Advisory
- Graduate Council
- Identity Access Management
- Information Security and Compliance
- Undergraduate Advising
- Petitions
- Preview Steering and Program
- Privacy Advisory
- Race and Ethnicity Codes
- Recruitment Coordinating
- ROTC Advisory
- Student Financial Aid

OUR personnel represent the university in international, national, and regional professional organizations, including:

- Florida Association of Veterans Education Specialists
- Florida Association of Collegiate Registrars and Admissions Officers
- Southern Association of Collegiate Registrars and Admissions Officers
- American Association of Collegiate Registrars and Admissions Officers
- Association of American Universities
- American Society for Training and Development
- Recognition Professionals International

UF STAFF AWARDS
Staff members have been awarded 139 individual Davis Productivity Awards. In addition, 14 Superior Accomplishment Awards have been garnered at both divisional and universitywide levels, as well as an international award for superior staff recognition programs.
The OUR’s Office of Veterans Affairs serves students who qualify for veteran education benefits. Our primary function is to certify eligible individuals for veteran’s education benefits and ensure that they are paid in a timely fashion. These students are tracked to make certain that they are taking only courses toward their degree. Any changes made to their enrollment are required to be reported to the Veteran’s Administration (VA) as soon as possible. At the start of each academic year, the office submits UF’s catalogs to the VA for approval, and also prepares all of UF’s GI Bill related materials for an annual audit conducted by state and federal VA agencies.

In the past, the bulk of our students were actual service-members veterans, but the introduction of the Post 9/11 GI Bill in August 2009 led to a dramatic increase in the number of dependents of service-members and veterans. The Post 9/11 GI Bill also meant dramatic changes in the way we operate. Our target student group grew from roughly 400 students to more than 600. Secondly, we had to drastically change our certifying mechanisms to provide the VA with the exact amount of tuition and fees the student was being assessed, the student's residency status, the other types of military aid the student might be receiving, and any tuition and fee changes that might occur if the student changed his/her schedule during the course of the semester. With the help of our ES staff and the Office of Student Financial Services, we were able to revamp our system to meet the VA’s new requirements.

Our staff attend each Transfer Preview Orientation and speak to students who might potentially qualify for benefits. At Preview, we counsel each recipient about his or her specific GI Bill benefits and how these benefits will be processed while the student is enrolled at UF, and about VA rules as they pertain to UF.

Via our monthly newsletter, listserv and website, we remain in constant communication with our VA students about any changes in their GI Bill benefits and changes in VA rules and regulations. The OUR Veterans Affairs Office employs two coordinators who are supported by five work-study students who are receiving GI Bill benefits. Students do not need to make an appointment to be counseled. The University of Florida, in collaboration with the Veterans Affairs Office at Santa Fe Community College, provides veterans advocacy support for UF veterans. This support includes the ability to call on a team of professionals to help with the many issues veterans may have in re-entering the educational environment.
<table>
<thead>
<tr>
<th>Numbers</th>
<th>Numbers</th>
<th>Numbers</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>497,136</td>
<td>Documents Scanned to the Imaging System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21,010</td>
<td>Ad Hoc Room Reservations Made</td>
<td></td>
<td></td>
</tr>
<tr>
<td>600</td>
<td>New/Changes to Security Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85,188</td>
<td>Instructor Contact Hours Reported in Instructor Workload</td>
<td></td>
<td></td>
</tr>
<tr>
<td>103,683</td>
<td>Phone Calls</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Incoming</td>
<td></td>
<td></td>
</tr>
<tr>
<td>67,962</td>
<td>Transcripts Issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15,193</td>
<td>Degrees Posted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16,502</td>
<td>Diplomas Ordered (Including Reorders)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12,765</td>
<td>Degrees Verified Through the National Student Clearinghouse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Grade Changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>126,946</td>
<td>Outgoing Mail Volume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85,188</td>
<td>Instructor Contact Hours Reported in Instructor Workload</td>
<td></td>
<td></td>
</tr>
<tr>
<td>600</td>
<td>New/Changes to Security Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21,010</td>
<td>Ad Hoc Room Reservations Made</td>
<td></td>
<td></td>
</tr>
<tr>
<td>457,701</td>
<td>Grades Processed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>103,683</td>
<td>Phone Calls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9,793</td>
<td>Grade Changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21,896</td>
<td>Course Sections Scheduled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>689,101</td>
<td>Student's Records Maintained</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26,200</td>
<td>Enrollment Certifications Issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>126,946</td>
<td>Outgoing Mail Volume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>457,701</td>
<td>Grades Processed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>497,136</td>
<td>Documents Scanned to the Imaging System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21,010</td>
<td>Ad Hoc Room Reservations Made</td>
<td></td>
<td></td>
</tr>
<tr>
<td>600</td>
<td>New/Changes to Security Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85,188</td>
<td>Instructor Contact Hours Reported in Instructor Workload</td>
<td></td>
<td></td>
</tr>
<tr>
<td>103,683</td>
<td>Phone Calls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9,793</td>
<td>Grade Changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21,896</td>
<td>Course Sections Scheduled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>67,962</td>
<td>Transcripts Issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15,193</td>
<td>Degrees Posted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16,502</td>
<td>Diplomas Ordered (Including Reorders)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12,765</td>
<td>Degrees Verified Through the National Student Clearinghouse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>126,946</td>
<td>Outgoing Mail Volume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>689,101</td>
<td>Student's Records Maintained</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26,200</td>
<td>Enrollment Certifications Issued</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
530
Student Athletes Certified (8 Men’s Teams and 11 Women’s Teams)

575
Curriculum Inventory Changes

2,000
Security Recertifications

450
Data Requests

409
Unique Grade/Registration Calendars

378
Employee Education Program Registrations

1,759
Email Responses to Web-Generated Inquiries

473,322
Courses Registered

3,816
Events Scheduled

4,072
Electronic Approvals for UF Students Taking Courses Elsewhere

3,257
Petitions Processed

750
Hardcopy Transcripts Converted to Electronic

3,257
Petitions Processed

776
Residency Reclassifications Reviewed

1,869
Veterans/Dependents Educational Benefits Termly Certified (623 Students)

111
Nontraditional Programs Supported

749
473,322 Courses Registered
Accomplishments

Accomplished the following in partnership with Enterprise Systems (ES) resources:

• VETERANS CERTIFICATION
  Identified Need
  New Post 911 GI Bill regulations required new and more extensive collection and reporting of data on UF student veterans and dependents of veterans.
  Change Facilitated
  OUR staff coordinated with University Financial Services (UFS) to define criteria needed for compliance with Post 911 GI Bill certification and modified systems accordingly to accept the necessary data from UFS and other sources.
  Impact of Change
  Successfully certified 600 veterans, enabling them to receive the monetary assistance that is essential to their attending the university.

• EXCESS HOUR SURCHARGE LIABILITY
  Identified Need
  The State of Florida has mandated that a fee be charged to students who have exceeded the established maximum credit hours to be earned without meeting degree requirements.
  Change Facilitated
  Created and implemented a system for state mandated excess hour surcharge monitoring which also will include staff and student access to each student’s excess hour status.
  Impact of Change
  The assessment of the fee and the related monitoring encourages students to graduate sooner with fewer excess hours.
• STUDENT ACADEMIC SUPPORT SYSTEM (SASS) IMPROVEMENT
  Identified Need
  Advisors needed to be able to view all coursework currently underway in order to properly advise students. Off-calendar courses that had not yet been graded were not viewable.
  Change Facilitated
  Added an advisor view of ungraded coursework taken by students enrolled in off-calendar programs
  Impact of Change
  Better advisement of students and enhanced degree certification process

• NEW MATH PLACEMENT TESTING INTERFACE
  Identified Need
  UF adopted a new math placement exam that was developed and maintained by an outside vendor. There was a need for the records system to record the students' scores and to use them to permit enrollment in only those courses deemed appropriate for the score attained. Test fees also needed to be posted to UF student accounts.
  Change Facilitated
  OUR data team designed an interface for seamless implementation of the university's newly adopted mathematics placement test by making it accessible through ISIS.
  Impact of Change
  All freshmen now are placed in skill-appropriate math courses.

• STATE REPORTING
  The Student Instructional File (SIF) for the Florida Board of Governors (BOG) File
  Identified Need
  The student data required to properly complete the complex reporting of data required by the Florida BOG must be extracted, reviewed and edited quickly and accurately. There was a need for improving the preparation time and streamlining the processes to assure timely, accurate reporting.
  Change Facilitated
  OUR personnel worked closely with ES resources to redesign the system for input of UF data for BOG reporting, which is used to support many critical functions such as the allocation of the university's budget.
  Impact of Change
  Improved the input of UF data and refined edits needed to assure data accuracy prior to submission of these critical files
Decreased the need for manual intervention to produce and edit the reports, thus saving many staff hours each term

**Hours To Degree**

**Identified Need**
The BOG formulated new guidelines for the required annual report that documents academic progress of UF students and their graduation rates. This change necessitated revision of UF systems to gather the required information in a format compatible with the BOG system.

**Change Facilitated**
OUR's data team communicated exactly what the new formatting requirements were needed to efficiently comply with the changed BOG guidelines. The team worked with ES personnel to design, test and implement the revised system.

**Impact of Change**
UF was able to comply in a timely and accurate manner with the new BOG guidelines.

**Instructor Workload**

**Identified Need**
Under new BOG guidelines, the intricate term reporting of instructor workload required a major expansion of the data to be collected including more technology delivery information. UF needed to adapt its own collection of this data and customize its processing to comply with BOG requirements.

**Change Facilitated**
An analysis of the existing system and identification of the changes needed was made by OUR staff in cooperation with ES resources. Substantial modifications were required to meet these new requirements.

**Impact of Change**
The new report enables UF not only to meet BOG requirements but to also supply this important information to the university’s decision makers who seek to track and optimize the use of academic technology.

**Major/Department Cross Reference Table**

**Identified Need**
The UF Office of Institutional Planning and Research (IPR) personnel are charged with tracking UF academic program performance. IPR staff needed a way to view the intricate relationships of majors and departments between colleges.

**Change Facilitated**
OUR staff identified the interrelationships of academic programs and collaborated with ES personnel to devise a table for display of this for use by IPR staff.

**Impact of Change**
This table provides an increased ability for IPR to monitor the success of cross-departmental and cross-college programs and to analyze data relevant to these programs.

**Directory Name Standardization**

**Identified Need**
Individual student names were entered and displayed in various ways in UF systems. This lack of standardization caused difficulties such as professors having trouble identifying students on grade rosters.

**Change Facilitated**
Managers of the UF Directory and OUR staff agreed that one UF business name would be entered for each student in the directory, and that name would be displayed uniformly on all class rolls and in all UF business systems. The student records system name protocols were modified to synchronize with the directory to assure display of the standardized business name.

**Impact of Change**
The standardization of the student business name has assured continuity of records and identifiers in UF systems.

**Alpha-Numeric Course Section Numbers**

**Identified Need**
UF course sections were identified by a four-digit indicator. As the UF curriculum became more complex, the number of possible combinations was quickly being exhausted. It was anticipated that demand for section numbers for new courses and programs would soon deplete those available.

**Change Facilitated**
OUR coordinated a new section identification design with ES staff. Using an aggressive timeline, modification and testing of the student records system was accomplished in record time to assure that the assignment of section numbers could continue. The new design allowed for the assignment of alpha-numeric section numbering.

**Impact of Change**
The number of available section identifiers will accommodate the expanded course offerings of the university in the future.
• DATA ELEMENT EXPANSION
  **Identified Need**
  The implementation of Responsibility Centered Management (RCM) at the university dictated that more data be collected for analysis and proactive planning of resource allocation. The UF Institutional Planning and Research (IPR) team needed to garner all relevant data from a single source for use in this initiative.

  **Change Facilitated**
  UF data elements needed for RCM were added in the customizable institutional section of the State BOG reporting function making them accessible to IPR.

  **Impact of Change**
  Research capability was expanded for internal UF usage in projects including RCM.

• NEW MOBILE APPLICATIONS FOR STUDENTS LAUNCHED
  **Identified Need**
  Today’s students expect to be able to access important UF information using their mobile devices at any time, day or night. No mobile UF apps existed, and web access via mobile device was often slow and cumbersome.

  **Change Facilitated**
  New mobile UF applications were launched that have streamlined access to announcements, schedules, textbooks, maps, academic dates, holds and transcripts. OUR staff was involved in identifying the information needed, and in testing the look and functionality of the apps as they were developed.

  **Impact of Change**
  Improved access for the UF community to critical information.

• DIVISION OF DISTANCE AND CONTINUING EDUCATION (DCE) UPLOAD
  **Identified Need**
  New federal requirements require the university to collect and report ethnicity information for students in a new manner. Existing upload of DCE enrollments did not comply with this new requirement.

  **Change Facilitated**
  Collaborated with DCE to collect and upload this new data element to the central student records database.

  **Impact of Change**
  Allowed the university to remain in compliance with the new federal requirements.

• ADDITIONAL TRANSCRIPT REMARKS
  **Identified Need**
  The current student records system had a defined capacity for adding comments to a student’s transcript. With the proliferation of creative programs developed by UF, this capacity was exceeded and expansion was mandatory for this mission-critical process. System infrastructure modifications were designed and tested in coordination with ES and processing protocols were changed to allow for increased capacity.

  **Change Facilitated**
  System infrastructure modifications were designed and tested in coordination with ES.

  **Impact of Change**
  This change allowed us to continue to create new critical remarks to add to the student academic record.

• LAW REGISTRATION APPOINTMENT TIME ASSIGNMENT
  **Identified Need**
  The College of Law assigns registration start times to their students in a unique manner. In the past, they provided a list, and OUR staff made manual changes to the system-generated times as needed to comply with their published policy.

  **Change Facilitated**
  OUR worked with ES to design and implement a screen that allows staff in the College of Law to make necessary appointment updates themselves, directly to the student records system.

  **Impact of Change**
  Allowed the college direct control of the process and gave them an immediate ability to enter changes. This change reduced the workload on OUR staff previously tasked with making these manual updates.

• FLORIDA OPPORTUNITY SCHOLAR (FOS) INDICATOR FOR E-LEARNING SYSTEM
  **Identified Need**
  Advisors and instructors needed to be able to identify Florida Opportunity Scholars in order to provide additional support to this population of students.

  **Change Facilitated**
  The OUR worked with staff from ES, E-Learning System, Student Financial Affairs (SFA), and the Dean of Students to extract the FOS students from the SFA database, stored the data in the student records system and exported it to E-Learning.
Impact of Change
By proactively providing this information to advisors and instructors, they can provide support, ultimately leading to increased success and retention of this population of students.

- **ISIS ADMIN**
  - **Identified Need**
    Previously, if a student had multiple minors, that information was maintained only in a spreadsheet in the OUR and was not immediately available to anyone outside the office. Not until the student applied to graduate was the college asked to certify the minor.
  - **Change Facilitated**
    Developed a student records system screen where multiple minors can be displayed as soon as the student is approved to pursue them
  - **Impact of Change**
    Now academic advisors are better able to counsel students regarding their progress toward completion of multiple minors.

- **REGISTRATION PREP CHECkBOXES**
  - **Identified Need**
    Students needed some form of central notification that the GatorLink email is used for official UF communication to students. Students are responsible for any information sent to them at this email address.
  - **Change Facilitated**
    Created an additional item, in the already existing Registration Acknowledgement system, requiring students to agree to this policy.
  - **Impact of Change**
    Better communication with students of the university’s expectation regarding email communication.

- **CLASR REQUIREMENTS**
  - **Identified Need**
    State mandated changes to the former CLAST/current CLASR requirement for students made it imperative that advisors and OUR staff have access to better data regarding students status relevant to this requirement.
  - **Change Facilitated**
    Developed and enhanced the informational view in ISIS Admin and provided additional edits to track student performance
  - **Impact of Change**
    Better advisement of students
• **PREREQUISITE FILE**

  **Identified Need**
  Change in University Curriculum Committee (UCC) policy regarding the enforcement of approved course prerequisites made it essential that we be able to centrally identify all courses affected by an approved change.

  **Change Facilitated**
  Created custom software that will search the central course prerequisite database and provide a list of those courses affected by the approved change.

  **Impact of Change**
  This change allows registration staff to implement the new UCC policy without having to manually review each course prerequisite in the database every time a change is approved.

• **EVENT/ROOM USAGE MONITORING**

  **Identified Need**
  The university needed a summary of event and room usage data in classrooms not managed by the OUR to provide better data to respond to state room utilization requests.

  **Change Facilitated**
  Identified course sections that might meet in non-OUR controlled classroom space and created a mechanism to allow departments to enter events held in these spaces directly into the central database. Course scheduling staff worked closely with the colleges and departments to let them know of the need for this data, assisted them in using the tools and data provided to them, and made manual updates to the database as needed.

  **Impact of Change**
  OUR now has a much more comprehensive data base of room usage for the 2010-2011 academic year to allow for responses to any requests received for such data, and will continue this process in 2011-2012.

• **FINAL EXAM SCHEDULING**

  **Identified Need**
  Scheduling of final exams was a manual process requiring an investment of approximately 60 hours of staff time in both the fall and spring semesters.

  **Change Facilitated**
  A customized algorithm was designed and implemented to assign classroom space for final exams consistent with existing university policy for this process.

  **Impact of Change**
  Significant savings in staff time used to assign classroom space for final exams and increased accuracy of the process.

• **DEGREE CERTIFICATION CHECKING**

  **Identified Need**
  Colleges needed to be aware of all degree candidate coursework completed after the degree certification deadline in order to properly certify students. Off-calendar courses that had not yet been graded could affect degree certification.

  **Change Facilitated**
 Created a process to automatically notify the student’s college when late coursework is added to the transcript of a degree candidate.

  **Impact of Change**
  More accurate late certification of degree candidates enrolled in off-calendar coursework.

• **OFFICE OF PROGRAM POLICY ANALYSIS AND GOVERNMENT ACCOUNTABILITY (OPPAGA)/STATE ARTICULATION**

  **Identified Need**
  OPPAGA began requiring universities to post state common prerequisite manual links in the undergraduate catalog.

  **Change Facilitated**
  The OUR worked with the SASS coordinator to rewrite universal tracking audits to be in compliance, update the Guide to Majors and provide links.

  **Impact of Change**
  UF is now in compliance with the state articulation agreement.

• **ACADEMIC RESTRUCTURING**

  **Identified Need**
  As a result of the implementation of RCM, there were many changes made by colleges to the academic structure of their departments.

  **Change Facilitated**
  Manual modifications were made to accommodate these changes including creation and deletion of academic departments, reassignment of courses, updating of the online catalog, modifying security access and updates to other student records areas.

  **Impact of Change**
  Allowed for a seamless transition for the university community as these department changes were implemented.
• **UF STUDENT EMAIL**
  
  **Identified Need**
  Students are required to have and utilize a GatorLink email address for official communication from the university, yet many fail to create an email address when they create their GatorLink account.

  **Change Facilitated**
  Automatically assigned UF email addresses to any students without an official UF email address in the directory and provided auto-notification to the student of the account activation.

  **Impact of Change**
  Improved ability for the university to communicate with all students

• **STUDENT ADDRESS DISPLAY**
  
  **Identified Need**
  Having multiple address data sources (in the student records system and the university directory) caused confusion among campus staff as to which address is the most accurate.

  **Change Facilitated**
  Address displays were removed from some student records displays. The student address field in ISIS Admin was updated from the university directory assuring address continuity.

  **Impact of Change**
  Less confusion for the university community regarding where and how to obtain current address information

• **ENROLLMENT MANAGEMENT SERVICE**
  
  **Identified Need**
  Housing and other campus offices were in need of up-to-date enrollment data for incoming freshmen to assist them in planning and coordinating of services.

  **Change Facilitated**
  Created and provided a report with a weekly count of enrolled freshman

  **Impact of Change**
  Allowed for better planning at the university level for the summer and fall semesters

• **HELP SCREEN**
  
  **Identified Need**
  The IPR relies on OUR files to obtain data on a routine basis. As OUR edits and creates files during the BOG reporting process, IPR is not always sure of the appropriate source to find current information.

  **Change Facilitated**
  Developed a web page index of table name documentation for IPR staff to use to identify the current source they should use throughout the different phases of Board of Governor file reporting

  **Impact of Change**
  Allowed staff in IPR to directly obtain the data they need without relying on our staff

• **NONTRADITIONAL PROGRAM AND STUDENT TRACKING**
  
  **Identified Need**
  The university needs to collect more accurate distance learning and nontraditional programs data for both internal and external reporting and analysis.

  **Change Facilitated**
  Developed a student tracking system to allow program coordinators to enter information regarding their distance learning and nontraditional programs, courses and student enrollment by term

  **Impact of Change**
  This system is now being piloted with two colleges. Once implemented, this tracking system will allow the university to make strategic decisions based on the most accurate data possible.

• **PDF TRANSCRIPTS**
  
  **Identified Need**
  There is a national trend in higher education allowing for the provision of PDF transcripts for students as a more efficient means of documenting their academic credentials.

  **Change Facilitated**
  Worked with a national vendor, AVOW, to create a "proof of concept" test to determine if they were capable of implementing such a UF document

  **Impact of Change**
  When resources become available, the OUR will have the ability to provide PDF transcripts in partnership with a third party vendor.

• **REGISTRAR WEBSITE REDESIGN**
  
  **Identified Need**
  The registrar website was outdated in appearance and function

  **Change Facilitated**
  Worked with editorial staff to create a more modern streamlined website

  **Impact of Change**
  Improved content and function of the website provides better service to our clientele
Enrollment Management Team Building

The University of Florida has long recognized the importance of admitting carefully selected students who can flourish personally and academically at UF. The university recently reorganized its resources to create an Enrollment Management Division to optimize institutional support for student success. The new team is comprised of the Office of Admissions, the Office of the University Registrar, and the Office for Student Financial Affairs. These offices form a critical foundation of services that together offer a cooperative base to assist students as they pursue their objectives.

During the 2011-12 academic year, the new Enrollment Management Division will collaborate to identify processes and services that can be linked to optimize student support. A core cross-functional planning committee, comprised of key staff members from each office, will meet regularly to share the details of major functions of each office in order to promote understanding and to identify specific ways to maximize services.
Core Infrastructure Improvement

A continuing goal of the Office of the University Registrar is to enhance the experience of faculty, staff and students as they access core services of the office. OUR staff will be working with Enterprise Systems personnel to implement improvements to the student records system and to expand web access to all principal services. More intuitive and streamlined electronic interactivity, including mobile access to all principal services, must be implemented to allow smooth access for users on a 24/7 basis.

Customer Service Enhancements

The Office of the University Registrar works extremely hard to provide exemplary customer service that is prompt, courteous and exceeds expectations. However, it is a goal of the office to continually improve our service delivery. Presently, the office offers a two business day e-mail response time to “Contact Us” questions that are received. OUR staff proposes cutting that time in half. It is this sort of commitment to providing information quickly and accurately that will make the OUR the “go to” office for students seeking assistance with a wide range of questions.
Meeting Budget Challenges

The University of Florida will face yet another year of budget challenges necessitated by state revenue shortfalls. The OUR will continue to seek ways to streamline processes and conserve resources as it fulfills its critical academic role. As a new partner in the Enrollment Management Division, special attention will be given to ways that duplication of services can be eliminated and new efficiencies identified.

Succession Planning

With the retirement of the boomer generation, invaluable skills and experience are being lost. During the past year, the OUR has lost 105 years of institutional knowledge and is bracing for another loss of 160 years of irreplaceable organizational history. Cross training, shadowing, mentoring and selection of the right people are critical to meeting the challenge of this historical brain drain.
The pilot migration of the catalog creation process to a content management system was completed this year. The Office of the University Registrar is working hard to support the campuswide implementation of this system in the coming year by reviewing all curriculum modifications and assisting with editing.

Catalog Coordination

The OUR’s success is dependent on maintaining and nurturing competent and caring staff. It is therefore a priority to provide opportunities to staff members to enhance their skills. We’re pleased to report that the office has received donations of $2,200 from OUR team members to fund staff development activities this past year. These funds will be utilized to enhance customer service skills and to promote opportunities for personal and professional growth.

Staff Development
Expand Community Service Role

The Office of the University Registrar recognizes the value of serving both the university and the Gainesville communities. Our goal is to become more rigorous as an office of volunteers who expand the OUR circle of work to help others by providing opportunities to volunteer on campus and in the Gainesville community during some select work hours. We routinely support The Gator Nation everywhere by sending care packages to our troops, by participating in the Toys For Tots Drive, by making food donations to community pantries, and by sending items, money and gift cards to tornado and earthquake victims.

Automated Withdrawal System

Academic advisors at the university requested that we look at ways to streamline the process of students’ withdrawal from individual courses or from the entire term. Presently, there is a cumbersome process in which students must go to their college to garner approval for a drop or withdrawal. OUR staff will be collaborating with advisors and ES personnel to develop a system to permit students to use ISIS to communicate their request to drop to their college. This also will allow college review and approval or denial to become electronic.
Innovation Academy

This new enrollment model will admit freshman and transfer students who will attend spring and summer semesters instead of the traditional fall and spring terms. The academy will increase the number of well-qualified students who can be admitted to the university annually. It also will provide better utilization of the university’s physical and human resources. The OUR will contribute to the success of this enrollment model by creating systems for tracking the participants and for assuring that their opportunities for registration in coursework is properly aligned with the program’s parameters.

Implement a Campuswide System for Awarding Certificates

The current degree verification system will be redesigned to support the tracking and awarding of approved undergraduate and graduate level certificates. For the first time, these awards will be annotated on transcripts. The Office of the University Registrar will play an integral role in this redesign by collaborating with Enterprise Systems personnel to accommodate college approval of certificate awards and to create procedures for submission and recording.
“The people at the Registrar’s Office are fantastic. They were so helpful and understanding. Your staff is especially insightful in answering my questions. Thank you Registrar’s Office!”

“The office was responsive and top notch. Thanks for the professional service. Makes me proud to be a Gator!”

“I would like to extend my deepest gratitude to you and your staff at the Registrar’s Office. Your office went above and beyond while working with the Veteran’s Affairs Office for my application. You, and your staff’s, dedication to helping veterans like myself is greatly appreciated…”

“Thank you very much for the assistance you provided throughout my residency appeal. Without your understanding and patience, I would not have been able to successfully complete the appeals process. I appreciate the guidance you gave me.”

“Many many thanks for your terrific problem-solving on very short notice. It is much appreciated.”

“Excellent! The Registrar’s Office helped me confirm my minor and gave me lots of useful information about prerequisites! Thank you!”

“Awesome! Everyone is always so friendly, helpful and fast! Keep up the great work!”

“Thank you. You are a wonderful student champion. Your efforts always exceed the expectation. Thank you for your leadership.”

“UF students have an eloquent advocate in you. Great job.”

“The Registrar’s Office has great customer relations and I feel you all deserve double your salaries for the good service you provide the faculty, staff and many students every day. Best wishes and keep up the good work!”

“You staff member went above and beyond the call of duty in helping me. He not only got me the necessary information, he also called my graduate school (which is out of the country) on my behalf, and sent me a very detailed e-mail with all the information I needed. It is not often that someone not only does their job competently, but is willing to go the extra mile with no additional incentive.”