

Guidelines for Registrars: A Self-Assessment

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Session Rules of Etiquette

- Please silence your cell phone/pager
- Please complete the session evaluation using the AACRAO mobile app or the paper form in your registration packet, drop boxes are available throughout the convention center.
- If you must leave the session early, please do so as discreetly as possible.
- Please avoid side conversation during the session.

Thank you for your cooperation!

Introduction

The Assessment Guide is:
a book of **QUESTIONS**, not **ANSWERS**!

- Stimulate thought
 - Encourage self-reflection
 - Evaluate policies and procedures
(as if an outside consultant)
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Opportunity

- Demonstrate commitment to your office
- Expand professional skills for you and staff
- Training handbook for new professionals

Format of Guide

Basic Principles

Probing Questions

Response Options

Yes = no further action

No = some attention

Action Needed = put on a list for goals

N/A = not applicable to your institution/office

Action Plan

Chapter Six

Advising, Degree Audit, Graduation, Commencement

DEGREE AUDIT

Basic Principle:

- It is critical that students are aware of the requirements for each degree offered. The Registrar's Office is an integral part of communicating progress toward the degree to both the student and the advisor.

Action Plans:

- List specific changes that could be implemented to improve the efficiency of your degree audit system.
 - Develop training materials or an informational brochure that can be used to familiarize students and advisors with understanding and interpreting your degree audit system.
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Chapter Six

Advising, Degree Audit, Graduation, Commencement

COMMENCEMENT

Basic Principles

- ... is the public recognition of the successful completion of academic offerings ...
... this is a meaningful ceremony and ... students are informed ... of all related policies and procedures.
- ... the Registrar's Office has some responsibility for the publication of the Commencement Program. ... all aspects of the process ... should be conducted within adequate timelines and with careful organization.

Action Plans

- Detail the role your office plays in organizing the commencement ceremony and produce an operational calendar which reflects assignments/duties.
 - Develop a policy and associated procedure for awarding honorary degrees and posthumous degrees.
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Chapter Six

Advising, Degree Audit, Graduation, Commencement

DIPLOMAS

Basic Principle:

- Diplomas are a representation of the successful completion of academic requirements and conferral of degree. They must be accurate and include...the name of the institution, the name of the student, type of academic program/degree program, the signature of at least one academic official and/or Board member, and the conferral date.

Action Plans:

- Investigate methods of printing diplomas on your campus. Analyze production efficiency and cost-benefits.
 - Review your policies on replacement diplomas for possible increased efficiency and student satisfaction.
-

Chapter Seven

Information Technology and Technology Leadership

BASIC PRINCIPLES

- Technology in higher education is constantly and quickly being created, amended, and introduced. A conscious effort should be made to continually look for ways of introducing technology that will enhance efficiency, increase productivity, and reduce costs.
 - The Registrar should be a campus leader in the area of information technology. An awareness of new products and developments is essential and should not be limited to just student systems but the entire array of technological advances that may often cross organizational boundaries.
 - Investments in new technology may not result in immediate efficiencies and reduction in staffing. The introduction of new technologies should be allowed to demonstrate their value and usefulness before budget decisions are made.
 - As the Registrar's Office and the campus in general adopt new technology, staff should be adequately trained and provided a basic understanding of system capabilities and hardware/software requirements in order to respond competently to questions from users. Procedure manuals, handbooks, web based tutorials, and other forms of guidance should be created and maintained on a regularly scheduled basis. These resources should be made available on line to the staff as well as the pertinent institution community.
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Chapter Seven

Information Technology and Technology Leadership

- Effective systems development and oversight is best achieved when a project manager is assigned responsibility for the planning, implementation, and management of the system. It is also critical to involve functional users in system planning, development, and training. Staff should have clearly defined priorities and delivery dates, mutually arrived at by end users, with a single point of direction and oversight. Regularly scheduled meetings with users and technical staff should review the outstanding tasks and prioritize the tasks with expected dates of testing and final delivery.
- Security should be a top priority and yet allow appropriate access to information to meet operational needs. The "process owners" must ensure that access to protected information is granted only when the requestor has demonstrated that access is necessary to fulfill their everyday duties. Access by student workers to student information must meet a very high threshold of scrutiny.
- A disaster recovery plan must enable the continuation of all functions and services and restoration of records or information when a catastrophic systems failure occurs. A disaster recovery plan must cover the entire institution to ensure that services, teaching, and research can be resumed within a specified period of time.

Chapter Seven

Information Technology and Technology Leadership

ACTION PLANS:

- List up to three technology-related innovations or enhancements that you believe would significantly advance the mission of your office.
- Identify a paper based process and develop a we based workflow to replace the paper process.
- Select a specific function (e.g. changing a grade) and describe in detail all steps, audits, and individuals involved in this procedure and identify all possible points of failure and exposure related to data integrity
- Create a security plan and match it against your existing policy with regards to passwords, shared use of workstations, student employees and authority for updating records.
- Describe the action plan that will be executed in the event of a catastrophic event.

Online Registrar's Self-Assessment

- www4.aacrao.org/selfassessment/
- A free benefit for AACRAO members
- 1 per institution – intended as an office-wide resource
- 9 modules
 - Includes useful links and resources in 1st module
 - 8 modules reflect book topics and layout

Online Registrar's Self-Assessment

- **Tracking progress**
 - Front page
 - Most recent change by NAME on DATE
 - 1 of 6 sections completed
 - Sub-sections
 - Displays progress / check when complete
 - Displays “last change by NAME”
 - New changes overwrite previous answers

Online Registrar's Self-Assessment

- **Printable reports**
 - Designed to be printer-friendly, print in landscape format
 - Option to create report for entire Assessment or module
 - Interactive Display
 - Choose your report title
 - Select which answers you want to display on your report, i.e. Action Needed, only “yes” answers, etc.
- Questions? Email me jessicam@aacrao.org or call me (202) 355-1048



Boston University Office of the University Registrar's Experience

Questions?

- If applicable, have a questions and answers time at the end of the session

Thank You!

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