Dear Colleagues,

Thank you for reviewing this report on the activities and accomplishments of the Office of the University Registrar (OUR). This report is focused on the accomplishments of the last year. However, this report also marks the two year anniversary of the creation of the OUR. As such, I thought this would be a good opportunity to review the progress made since our inception. Since 2009, this unit has filled a critical role in support of the University by ensuring the accuracy of the academic records of the institution, supporting faculty and staff in the academic enterprise and providing efficient service to the campus community.

Over the last two years, the OUR has identified several key processes that could be revised and upgraded to the University’s benefit. By leveraging technology and successful change management, we’ve been able to initiate numerous reforms to some of our most critical business practices. This has impacted and improved such fundamental functions as registration, document ordering and graduation.

The future goals of the OUR are aligned with those of the University’s Strategic Plan for 2020. The OUR has demonstrated over the last two years our commitment to increasing efficiency, automation and greater communication across campus. It is our intent to continue these efforts into the next year and beyond to assist the University in meeting the goals of the Strategic Plan. It is our hope that you will share our sense of optimism about the next year after reviewing our report. Without the assistance and collaboration of campus partners such as you, none of what we have accomplished would have been possible.

Sincerely,

Steve Robinson, Ph.D.
University Registrar
WEST VIRGINIA UNIVERSITY OFFICE OF THE UNIVERSITY REGISTRAR

Mission Statement

To serve West Virginia University, the Office of the University Registrar will:

• Safeguard the accuracy, integrity and confidentiality of the University’s academic records

• Continue to provide innovation through technology

• Effectively communicate and responsibly apply academic policies and procedures

• Support the University’s goals and direction through adaptability and excellence
In October 2010, the Office of the University Registrar introduced online transcript ordering for current students and alumni. This service allows for electronic requests as well as payments to be received via the web. This system replaced a paper-based process that relied upon mailed or faxed forms accompanied by payments. Previously transcript orders were typically fulfilled in three to five business days. Our new system has allowed us to shorten this time window to one business day in most cases and added greater flexibility to the process. This process has also eliminated the need for the OUR to handle payments directly. Since October 2010, the OUR has produced over 20,000 transcripts through the new online system.
Effective for the spring 2010 term, the OUR allowed students to completely withdraw from the University online via the MIX portal. In the past, students leaving the University often never officially withdrew leading to failing grades reported on their transcript. The new process initiated by the OUR allows a student to withdraw online through the tenth week of the term for fall and spring.
WEST VIRGINIA UNIVERSITY OFFICE OF THE UNIVERSITY REGISTRAR

Accomplishments

Online Enrollment Verification

In September 2009, the OUR initiated a new service to provide online verification of enrollments to all currently enrolled students. This free service is provided via the MIX portal for the purposes of satisfying insurance verification, loan deferment and other needs of our students. Previously, students brought in paper forms to be completed by the OUR. The volume of these requests led to lengthy delays in processing.
Registration Changes

The OUR initiated several changes to the registration process in 2010. Previously, undergraduate students were required to use a PIN provided by their advisor to access the MIX system. Students often misplaced or forgot their PIN leading to frustration and delays during registration. The OUR implemented a new protocol in which the PIN was removed by the advisor after meeting with the student. This eliminated the need for the student to retain the PIN for input at registration. This change diminished student frustration with the process. It also freed up time for advisors and OUR staff to assist students with issues that could only be solved with their intervention.

The OUR also implemented an electronic permit process. Prior to this change students submitted a signed paper form to the OUR when a registration override was required. This led to lengthy delays in the registration process as the signature was obtained and delivered physically to the OUR. In response, a new process was initiated in which faculty, staff and advisors are allowed to enter an electronic permit into MIX or Banner directly. The student then registers for the class directly in MIX without need for the paper form.
In January 2011, the OUR launched Degree Works, an online degree audit tool. This audit tool is the first online mechanism for students to evaluate their progress towards graduation at WVU. Degree Works also provides identical information to advisors on progress towards degree completion. Degree Works interfaces directly with Banner to compile information on coursework in progress or previously completed. All undergraduate majors, minors and areas of emphasis are available in the system. Additionally, certain graduate and professional programs have been added to Degree Works for student use.
Outreach and Service

Satellite Offices

To better serve students, faculty and staff on all campuses, the OUR has opened two satellite offices. The first, in the Engineering Sciences Building, opened in October 2009. The second satellite office opened in March 2011 at the Health Sciences Center. These two satellite locations allow for students, faculty and staff on these campuses to access services previously only provided on the downtown campus.

Registrar’s Advisory Council

The OUR established a Registrar’s Advisory Council to guide policy/practice as well as to create a routine forum for discussion of issues. This council, colloquially known as the RAC, has representation from every College and School as well as other key functional units on campus. The RAC meets on a regular basis and has been an integral part of the outreach conducted by the OUR with our partners across campus.
Re-Organization

The OUR has undergone significant re-organization in the last two years. These changes were necessary to provide greater service and a more timely response to campus needs. Three Associate Registrars have been hired to complete a new leadership team within the unit. Each Associate Registrar leads a functional group dedicated to core processes within the OUR. These areas are Student Services, Academic Services and Technology.

The first area, Student Services, oversees registration, graduation, grading, transcript production, and public contact. This area is led by Aimée Pfeifer.

Academic Services oversees production of the university catalogs, athletic academic certification, Degree Works and auditing of sensitive functions within the greater OUR. This area is led by Dr. Jerry Ross.

The third functional area within OUR is that of Technology. This group’s primary responsibilities are Banner utilization, development of new systems in conjunction with OIT and reporting for internal decision making. This area is led by Kurt Morton.

AACRAO Recommendations

The OUR has strived to fully realize the recommendations made to the University by the American Association of Collegiate Registrars and Admissions Officers (AACRAO) in 2009. Our approach to meeting the AACRAO recommendations has followed three approaches. First, the OUR has stressed compliance with established policies and deadlines. This has assisted the University in meeting the spirit of the reforms suggested by providing structure and interpretation to policy. Secondly, the OUR has developed new policies in conjunction with stakeholders to address long-standing issues where University policy was silent. Finally, the OUR has brought more technology to bear on some long-standing issues that have created difficulties in record-keeping across campus.
Future Initiatives

In the coming year, the OUR will continue to bring new technologies and processes to bear on our business practices. Some of our most current projects include:

• A new repeat process that includes automation of the D/F Repeat petition

• Online graduation applications

• Document imaging/management

• Developing a new mechanism to revise and present the University’s catalogs

• Online grade book for faculty use

We believe that the culmination of these projects and others over the next year will allow the OUR to be of even greater service to campus.
WEST VIRGINIA UNIVERSITY OFFICE OF THE UNIVERSITY REGISTRAR
Volume Indicators

Major Changes

Grade Modifications

Registrations 2008-2009 AY
- Students registered by OUR Staff: 34%
- Students registered via MIX: 66%

Registrations 2009-2010 AY
- Students registered by OUR Staff: 31%
- Students registered via MIX: 69%

Registrations 2010-2011 AY
- Students registered by OUR Staff: 13%
- Students registered via MIX: 87%

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