OFFICE OF THE UNIVERSITY REGISTRAR
ANNUAL REPORT 2011-2012
Dear Colleagues,

Thank you for reviewing this report on the activities and accomplishments of the Office of the University Registrar (OUR). As you read this report, you’ll note our continued focus on our mission by improving service to the campus community through leveraging technology, being an agent for positive change and a consistent provider of outstanding constituent support. This report details these positive changes and highlights our direction for next year.

During the 2011-2012 academic year, the OUR oversaw significant growth in some of our most critical functions. Significant changes were made to the graduation certification process to strengthen our protocols. Additionally, the OUR moved to digitally image many documents currently stored in only a hard copy format. These measures and others detailed within this report align with the University’s 2020 Strategic Plan for the Future.

Our future plans center on continuing to expand our online services while streamlining processes. A new schedule of classes search and course/curriculum change processes are planned as the cornerstones of our work for the upcoming year. These advancements will enhance service across campus.

We look forward to working with you over the course of the next year.

Sincerely,

Steve Robinson, PhD
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.
Over the past year, the OUR has introduced several new features to degree certification and graduation clearance.

The first centers on the use of DegreeWorks, the University’s degree audit tool. Effective for the December 2011 graduation cycle, all graduating undergraduate students were required to have a “clean” or complete audit in DegreeWorks. Academic advisors and departmental staff clearing candidates for graduation used DegreeWorks to give WVU a universal tool for undergraduate graduation clearance. This change made for greater consistency in our process.

The OUR added additional staff to assist in graduation clearance as well. A team of three certification analysts now operates as a resource to the Colleges and Schools as they certify candidates. This team identifies potential issues and alerts appropriate personnel across campus. The certification analysts provide a new level of support to the critical graduation clearance function. This support has allowed the University to develop a more proactive and unified approach to clearing candidates for graduation.

Finally, the University changed the process by which diplomas are mailed to students. In the past, diplomas were printed and delivered to the OUR for packaging/mailing. This process led to significant delays for graduates waiting to receive their diploma. Additionally, it introduced regular disruptions to services provided by the OUR as additional staff were redirected to complete the shipping process. Effective with the August 2011 graduation cycle, the University contracted with a new printer that directly mails diplomas to new graduates. This service allows for both a quicker turn-around time as well as allowing for more efficient operations of the OUR.
**New Course Repeat Process**

The OUR implemented a new repeated course process during the 2011-2012 academic year. This new process allowed campus to virtually eliminate the need for the paper D/F repeat petition. Repeated classes are identified and noted as repeated dynamically at the conclusion of each term. The automation of this process will ultimately also resolve long-standing issues with courses for which a petition was never submitted.

Additionally, the new process addressed courses repeated but ineligible for the provisions of the D/F repeat policy. These courses are automatically tagged by the system and removed from earned hour totals. This change gives a more realistic accounting to students and advisors of the number of credits amassed for the purposes of graduation. This improvement should alleviate confusion around credit hour totals needed for graduation.

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**D/F Repeat Petition**

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West Virginia University  
Office of the University Registrar

D/F Repeat Petition

Student ID Number: ______________________
Student Name: ______________________

Last Name ____________________________________________
First Name ____________________________________________
Student's Signature: ___________________ Date: __________

Check One:
- [ ] CURRENT
- [ ] RETROACTIVE

Please Complete All Sections

REPEATED COURSE INFORMATION
Course Subject: ___________________ Course No.: _______ Credit Hrs.: _______

ORIGINAL COURSE INFORMATION
Course Subject: ___________________ Spring: ___________ Summer: _______ Fall: _______

Required if Retroactive
Term Retaken: ___________________ Repetit Grade: _______

Original Grade: ___________________ Year: _______

ADVISOR NOTES:
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ACCOMPLISHMENTS

Catalog Management System

The OUR implemented a new mechanism to revise and present the University’s catalogs this year. Previously, editors in academic departments relied upon a paper-based system to send text edits to the OUR. This process was time consuming and regularly introduced errors into the catalogs. Additionally, the final catalog was previously only available as a PDF with limited search capacities.

A catalog management system was deployed over the last year to improve the revision process as well as the usability of WVU’s catalogs. The new system employs a workflow that electronically routes changes from editors to reviewers for final approval and upload. The system also introduces referential integrity into the document by cross-checking data against information found in Banner. The final catalog product allows for a more accessible document as well. Search capacities are expanded to allow for a “Google-like” search of content as well as easier navigation.
The OUR, in conjunction with OIT, successfully launched a document management system this year. This system consists of scanned documents that are indexed to a particular student within Banner. For example, a grade modification form that has been completed is now scanned and linked to a student’s record within Banner. This allows the OUR to destroy paper records when no longer needed. Eventually all archival documents stored in the OUR will be digitally imaged and placed within the document management system. This storage will eventually allow Banner users across campus to virtually access the library of documents kept on any student. Since March 2012, almost 20,000 documents have already been scanned and uploaded in the system.
Online Graduation Application

The OUR launched an online graduation application for doctoral students last year. This application replaces a paper-based process. It also collects additional information such as committee membership and candidacy data never captured before in Banner. The online application features an electronic approval process for the student’s academic department. Once the approval is granted, the application updates Banner automatically.

This application was expanded this summer to include students graduating from professional degree programs.

Suspension Policy

The OUR, the Associate Provost for Undergraduate Academic Affairs and other stakeholders developed a new University suspension policy this year. This policy will change the way suspensions and appeals are handled for undergraduate students. Effective in the 2012-2013 academic year, the University will suspend students and the Colleges/Schools will manage the appellate process. In the past, each academic unit had a different process for suspensions and appeals. The changes in the new policy bring clarity both to the suspension and appellate processes for students and advisors.
Good Student Discount

The OUR established a process with the National Student Loan Clearinghouse to provide students with an online certificate for “good student discount” purposes. Students who need verification of their standing for insurance or scholarships can obtain this document from within MIX. Previously, students had to bring documents physically into the OUR to receive verification. Since March 2012, almost 1,000 good student discount certificates have been issued online.

Tuition / Fee Assessment

The OUR and the Office of Student Accounts collaborated to re-assign the vital functions of tuition and fee assessment last year. Historically, this function had been performed by the OUR. Student Accounts agreed to assume responsibility for this area completely. This change allowed the OUR to focus all efforts and attention on academic records management.
ACCOMPLISHMENTS

New Associate Registrar for Technology

The OUR welcomed a new member of the senior leadership this year with the hiring of Michael Gaines. Gaines joins the OUR as Associate Registrar for Technology. He previously oversaw the implementation of Banner, DegreeWorks and the Banner document management system at the College of Charleston (SC). Gaines leads all technology initiatives on behalf of the OUR.

Tom Snider (far left), Assistant Registrar, skydiving 13,000 feet above the California desert.

OUR staff volunteering with Habitat for Humanity on the "House that WVU Built." (Top right and bottom left)
ACCOMPLISHMENTS

OUR Receives Spirit of Innovation Award

The OUR received the Spirit of Innovation award from Credentials Solutions this year. This award is presented to individuals or campuses that make significant progress in utilizing online transcript ordering. This year the OUR was recognized for our innovative incorporation of the E-payment gateway from the WV State Treasurer’s Office into our process.
FUTURE INITIATIVES

• Online curriculum and course change process
• NCAA student athlete academic eligibility audits in DegreeWorks
• Expansion of the graduation application to include additional student populations
• Banner training program
• New schedule of classes search
VOLUME INDICATORS

Transcript Orders by State

Transcript Orders

Enrollment Verifications