

# Office of the Registrar

## Annual Report

Fiscal Year 2019



Office of the Registrar  
UNIVERSITY OF COLORADO **BOULDER**

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# **CU Boulder**

The Office of the Registrar collaborates with stakeholders across campus and the CU system to provide innovative solutions and opportunities to advance CU Boulder's strategic imperatives.

## **Vision**

To be a leader in addressing the humanitarian, social and technological challenges of the 21st century.

## **Strategic imperatives**



### ***Strategic imperative 1: Shape tomorrow's leaders***

To recruit, retain and graduate students committed to CU Boulder's values, we:

- Support policies and practices that help students succeed, like grade replacement
- Continually improve student data reporting tools to help advisors and administrators quickly identify and respond to challenges
- Improve students' abilities to represent their on- and off- campus experiences with tools like electronic diplomas and certificates, and micro-credentials and badges



### ***Strategic imperative 2: Be the top university for innovation***

To reduce barriers and improve user experiences, we work closely with campus and community partners to:

- Provide a unified online student experience
- Offer innovative online degree programs
- Develop a more intuitive class search and registration platform
- Integrate catalog and curriculum systems for improving consistency
- Exchange data electronically with other institutions



### ***Strategic imperative 3: Positively impact humanity***

To support diversity, equity and inclusion, we continue to expand students' options to better represent their personal identities in CU systems. Current options include:

- Preferred name
- Name pronunciation
- Personal pronouns
- Gender identity

## **Inclusive excellence**

To chart a successful course for the campus on diversity, inclusion and institutional excellence, CU Boulder developed the Inclusion, Diversity and Excellence in Academics (IDEA) Plan.

The intent was to define inclusive excellence in each academic and administrative unit and to work across units with faculty, students and staff to create a common understanding of CU Boulder's vision, mission and strategic goals regarding diversity and inclusive excellence.

This plan provides:

- An evolving definition of diversity and inclusion at CU Boulder.
- Concrete recommendations for achieving diversity goals and action items in support of those goals.
- Defined assessment tools that will be used to determine progress toward specific goals and identifying initiatives requiring modification.
- Recommendations based on actions most likely to have an immediate and positive impact on inclusive excellence and campus climate.

# **Office of the Registrar**

## **Mission & vision**

### ***Mission***

The Office of the Registrar, in support of the educational mission of CU Boulder, ensures the integrity and security of the academic record and provides enrollment and academic support through innovative systems and superior service to students and other stakeholders.

### ***Vision***

The Office of the Registrar will demonstrate leadership, excellence and integrity in all we do to enhance the academic experience for CU Boulder students and other stakeholders through ongoing innovation, collaboration, inclusiveness and quality service.

### ***Values***

The Office of the Registrar embodies the following values in our mission and vision: inclusion, professionalism, innovation, adaptability and collaboration.

## **Organizational structure**

Reporting to Associate Vice Chancellor for Enrollment Management Gwen Pomper (Offices of Admissions, Bursar, Financial Aid and Registrar)

Located within the division of the Senior Vice Chancellor/Chief Financial Officer, Kelly Fox

Meet the team: [Office of the Registrar staff](#)

## **Core functions**

The core functions of the Office of the Registrar include:

- Athletic eligibility certification
- Course inventory administration
- Class and classroom scheduling
- Curriculum management
- Degree audit maintenance
- Diploma and graduation services
- Document management
- Enrollment and degree verifications
- Enrollment, including registration and withdrawals
- Final exam scheduling
- Student academic records custodian
- Student data privacy
- Student data reporting
- Student information systems development and support
- Transcript services

- Tuition classification
- University academic calendar
- University catalog production

Under the direction of the university registrar, and with the support of the assistant to the registrar and the administrative and financial assistant, the Office of the Registrar comprises four primary units.

## ***Enrollment & Records Services (11 FTE)***

### ***Primary responsibilities***

- Student academic records and data maintenance, from 1876 to present
- Tuition classification
- FERPA and student data privacy oversight and training
- Academic records processing, including:
  - Final grading
  - Official transcripts
  - Study abroad
  - Enrollment and degree verifications
  - Student bio-demographic updates
  - Changes of major
  - Withdrawal and leave of absence
  - College Opportunity Fund (COF)

## ***Academic Services (11 FTE)***

### ***Primary responsibilities***

- Class and classroom scheduling
- Course catalog inventory
- Scheduling and publication of final exams
- Curriculum management systems: CIM for courses and programs
- NCAA, Pac-12 Conference and university compliance for intercollegiate student-athletes
- Student-athlete academic progress rate (APR)—NCAA Academic Performance Program
- Commencement, degree and diploma services
- Certificate processing
- Degree audit reporting systems (excluding College of Arts and Sciences)

## ***CU-SIS Development, Security & Access (6 FTE)***

### ***Primary responsibilities***

- Student information system development and support for Campus Solutions (Campus Community and Student Records)
  - Batch processing
  - Term/session setup
  - Enrollment and degree setup
  - Academic calendars
- Test system upgrades and fixes in Campus Solutions; troubleshoot system issues

- Functional requirements, customizations and changes
- Access provisioning to integrated systems (Campus Solutions, Cognos, OnBase, CollegeSource)
- Coordinate creation of new access roles
- Systems development and support for new campus programs and initiatives

## ***Technology, Communication & Reporting (8 FTE)***

### ***Primary responsibilities***

- IT project management liaison between UIS, OIT, academic departments and external vendors
- Development and maintenance of OnBase and Salesforce CRM
- Student data reports and online reporting services using Cognos and PeopleSoft query
- Communication of academic programs and policies, deadlines and enrollment updates
- Office of the Registrar website and digital communications
- Document management, imaging, retention and security access of imaged documents
- Business process improvement, development and automation
- Technical support and troubleshooting to the Office of the Registrar
- University Catalog production

## **Professional development**

### ***National***

- American Association of Collegiate Registrars and Admissions Officers (AACRAO) Annual Meeting \* \*\*
- AACRAO Leadership Meeting \*\*
- AACRAO Technology and Transfer Conference \* \*\*
- AAU Registrars Annual Meeting \*\*
- HEUG (Oracle Higher Education User Group)

### ***State & regional***

- Colorado Department of Higher Education Registrar Council
- Midwest Mountain User Group
- Northern Colorado Registrars Council \*\*
- Pacific ACRAO Conference \*
- Rocky Mountain ACRAO Conference \* \*\*
- Oracle Southwest Regional Higher Education User Group \* \*\*

### ***Focused professional development***

- CollegeNet Users Conference
- CollegeSource Users Conference
- Confab
- EDUCAUSE
- Leepfrog User Conference

- NCAA Regional Rules Seminar
- OnBase Community Live
- Oracle Alliance Annual Meeting
- AAU Transcript of the Future Meeting \*\*
- PESC \*

\* Presented session(s)

\*\* Participated in a leadership role

## **Goals and accomplishments**

The values of the Office of the Registrar are represented in our projects, initiatives, goals, future projects and successes. Our past year's accomplishments are detailed below by their most closely aligned Registrar value.

### ***Inclusion***

We demonstrate respect and value the diversity and abilities of individuals and ideas.

#### ***Faculty & staff preferred name***

The Office of the Registrar is working on a long-term solution for faculty or advisor preferred name collection and use in Campus Solutions and downstream systems, including the schedule of classes and the learning management system. In collaboration with Human Resources and UIS, faculty and staff also will soon be able to list a preferred name in employee records. These efforts will enhance inclusivity by enabling employees, such as faculty and advisors, to be addressed by their preferred names.

#### ***X nonbinary sex identifier***

As of November 2018, Colorado residents who do not identify as male or female are able to choose the nonbinary X value to represent their sex on driver's licenses or ID cards. To prepare for this change, the Office of the Registrar, in collaboration with UIS, began to review existing processes, reporting and integrations to better serve and assist students. The office has advocated for changes at the Colorado Department of Higher Education to update state reporting systems to consume this data.

#### ***Student identity options***

The Office of the Registrar has led campus efforts in the review, implementation and use of various student identity options in information systems, including preferred name, pronouns and, most recently, gender identity and sexual orientation. Work continues to ensure these values are properly protected and used appropriately, with current efforts focused on name, pronoun, gender and sex displays in campus systems, integrations and records.

#### ***NameCoach***

In support of building a more inclusive campus community, the Office of the Registrar collaborated with the Office of Information Technology to implement NameCoach. The NameCoach tool allows users to record their name, edit a recording and listen to their classmates' and instructors' recordings so they can address campus community members with the proper pronunciation of their names.

## ***Professionalism***

We value accountability, integrity and responsiveness.

## ***CU-SIS role cleanup***

Through collaboration with UIS, permission lists of existing roles across all campuses have been consolidated into more appropriate naming conventions. Approximately half of the roles for the Boulder Office of the Registrar staff and student workers were rolled up and migrated, with an anticipated completion of fall 2020. Future efforts will focus on analysis and work with external offices to convert user roles.

## ***Strategic Messaging Alliance***

The communications team participates in CU Boulder's Strategic Messaging Alliance (SMA), a working group centered on building a more integrated approach to campuswide communications, led by the university's Strategic Relations and Communications department. The SMA works in a "team of teams" model on key areas of focus—reputation/advancement, recruitment and retention/engagement.

## ***CU-Data report migration***

The CU systemwide reporting tool for the data warehouse was significantly upgraded in fall 2018, including major revisions to the user experience, enhanced functionality and host environment upgrades. The university's Information Resource Management (IRM) rebranded the Cognos solution to "CU-Data." The upgrade process involved the Office of the Registrar providing quality assurance for over 500 reports in inventory, supporting more than 50 campus stakeholders and executing change management to support the rollout to constituents (drop-in/ad-hoc training and validation testing).

## ***Webpage redesigns***

Several sections of the Office of the Registrar website were updated this year to enhance student- and faculty/staff-facing resources and information. Key changes include a full redesign of the student-facing tuition classification pages in alignment with user-centered design best practices, and a more robust directory page featuring staff headshots and newly available filter tools in Web Express. New pages were created to support the grade replacement policy and the restructured bachelor's-accelerated master's (BAM) programs.

## ***Online tuition classification training videos***

The Tuition Classification team developed and updated tools to help students better understand tuition classification at CU Boulder and in Colorado. The team published instructional videos that outline guidelines, eligibility and the petition process for graduate, adult, dependent and emancipated students. An online petition process is being developed to make the process more efficient and to align with the campus paperless initiative.

## ***Innovation***

We continuously and proactively seek to improve through creative solutions and efficiencies.

## ***Class search***

In partnership with OIT and UIS, Office of the Registrar staff began leading phase 3 development of the class search tool. This phase consists of functional enhancements to class search based on user feedback, including conditional filtering, class location, class location filter, nightly rebuild automation, combined career filter and add consent information to class details. Future release features include exclusion of time blocks, faculty profile information and enhanced course and faculty FCQ displays. Testing is underway to launch a comprehensive registration experience for students for fall 2020.

## ***Web grading integration with Canvas***

Several efforts were made by the Office of the Registrar to improve grade reporting for faculty during the 2018–19 academic year. The Canvas integration allows instructors to effectively "push" their grades from the learning management system into the web grading system, thus reducing complexity and enhancing the platforms offered to instructors for grading.

## **New OnBase forms**

As part of the transition to online forms, the technology team has developed automated workflows and custom data integrations to improve the student experience through contextually aware transactions. For example, the grade replacement form presents students with a selection list of their currently enrolled classes in lieu of data entry, reducing inherent mistakes of incorrect submission data while streamlining the user experience. Forms are also set up to enhance administrative efficiency, such as built-in GPA lookup in the Bachelor's-Accelerated Master's (BAM) program intent application, and text that appears dynamically to inform students if they do not meet minimal requirements at the beginning of the process. To close the loop on associated business processes, most new forms also go on to update the student record in CU-SIS upon completion of the workflow, using custom automation scripts in place of manual data entry.

## **Electronic data exchange (EDX)**

CU Boulder's Office of the Registrar has led a grassroots pilot to exchange XML transcripts between state institutions of higher learning. The project goal is for the Colorado Community College System to send XML transcripts by June 2020 and for four-year institutions to consume the XML transcripts and to load XML data into downstream student systems. This will save staff time entering course data, reduce human error, automate the articulation of transfer credit, minimize transcript fraud and improve the student transfer experience by expediting transfer credit evaluation decisions.

## **Adaptability**

We are responsive to change as a means to better the campus community and improve the educational experience.

## **Curriculum calendar**

To align curricular offerings with business processes, the academic calendar and the academic catalog, the Office of the Registrar implemented a campuswide curriculum update calendar. This allows for consistency with course and program proposals and for timely updates for the annual catalog publication cycle. The calendar also aligns the current curriculum and degree audits.

## **Curriculum inventory management (CIM) for courses and programs**

In partnership with colleges and schools, the Office of the Registrar launched CIM for courses in fall 2018. The new online form and workflows improved the process for departments to submit requests for new academic courses and subject codes, and to deactivate courses and codes no longer in use. Work continues with campus partners to implement CIM for programs, which will streamline review and approval for proposals and changes to degrees, majors, certificates, minors, subplans and micro-credentials.

## **Paperless office**

To align with the Paperless Campus program—designed to reduce and remove paper documents stored within each department—the Office of the Registrar reviewed business processes to transition traditionally paper processes to electronic workflows. The objectives have been to increase efficiency and cost savings, reduce the risk of noncompliance (automated records retention), improve document security and accessibility, and provide the ability to route documents to multiple recipients.

## **JumpForward**

In hopes of streamlining the NCAA academic certification process and cutting back on manual data entry, the Office of the Registrar worked with JumpForward to automate the sending of certain student athlete information from Campus Solutions to JumpForward in a weekly batch process. JumpForward is instrumental in recording academic, financial aid, and athletic certification. Team rosters are verified through the squad lists generated via JumpForward, signed by all pertinent university officials, and sent to the Pac-12.

### **Degree audit and NCAA**

Through both independent and collaborative efforts, the degree audit team and athletic eligibility staff are working together to provide concise messaging to student athletes regarding athletic eligibility rules and how they are applied to degree audits for all majors.

### **National Student Clearinghouse (NSC) reporting enhancements**

In partnership with the other CU campuses and UIS, enhancements were made to the NSC Enrollment Reporting file, which include allowing campuses to generate a “graduates only” file to resolve degree verification errors. This involved storing previous term enrollment information to accurately report the program enrollment status effective date term over term. Additionally, each campus can now produce enrollment files according to its own schedule as opposed to waiting for all campuses with inconsistent start and end dates. Campuses no longer have to wait to report the next term enrollments.

### **Grade replacement policy**

CU Boulder implemented a new grade replacement policy that enables degree-seeking undergraduate and graduate students to retake a course in which they earned a low grade in an attempt to improve their cumulative GPA. The Office of the Registrar was asked to develop an interim and a long-term solution to automate the process for students to invoke grade replacement and for an eligibility check after final grades to process grade replacement in student records.

### **Collaboration**

Partner with stakeholders to understand and build upon our collective knowledge, ideas and innovations.

### **Intra-university transfer**

Working with the Provost’s Office and University Exploration & Advising Center (UEAC), the Office of the Registrar began discussion and design on a single online form that supports the distinct needs of all colleges in processing students’ intra-university transfers. The office completed a proof-of-concept in June 2019—delivering a new solution for A&S students changing majors and minors—in preparation for launching the new streamlined IUT form in January 2020. The new IUT form development effort supports a Financial Futures initiative and caters to an emerging need as the first round of the new Program in Exploratory Studies students begin entering degree-awarding programs in other colleges and schools at CU Boulder.

### **Law school business needs in Campus Solutions**

To capture special requirements of the law school, the CU-SIS team worked with the law registrar to incorporate some of their processes into Campus Solutions, which will enable law students to have the appropriate information on their official CU Boulder transcripts. This includes creating a law career unofficial transcript for students to access in self-service, posting law class rank back to pre-’88, posting the Order of the Coif for all previous terms, creating a Public Service Pledge honor for posting with degrees (and posted on previous terms), as applicable.

### **MS-EE on Coursera**

In partnership with Coursera, CU Boulder launched its first fully online MOOC-based MS degree in electrical engineering in fall 2019. The year leading up to the launch, the Office of the Registrar collaborated closely with the offices of the Provost, Information Technology, UIS, the Graduate School, the Bursar and the electrical engineering department on creative solutions and design. The program launched with three 75-student online courses with a rapid expansion goal and no enrollment limits. To support this program and those to follow, a new campus, career and program, as well as numerous integrations and business processes, were developed.

### ***Micro-credentials and badges***

In collaboration with pilot programs and a badging vendor, Credly, the Office of the Registrar has led the campus effort to implement a micro-credential program. Micro-credentials are short programs that allow students to gain industry-relevant skills or other competencies. Micro-credential programs may be noncredit, credit-based or a hybrid. Badges are a digital credential that may be displayed to demonstrate that the achievement was earned or completed through a micro-credential program.

### ***Salesforce Marketing Cloud***

With Oracle's CRM product phasing out of development, the Office of the Registrar supported a CU systemwide effort to transition the department's e-communications to Salesforce as the centrally hosted e-memo solution. This effort decommissioned the old system and aligned with several initiatives led by the CU eComm teams. In support of Strategic Messaging Alliance priorities, the communication team evaluated the Office of the Registrar's existing points of contact with students to reduce email oversaturation and use improved channels of communication. By February 2019, registrar team members were trained on the new system and transitioned ahead of the extended deadline.

## **By the numbers**

### ***2019 fiscal year***

- **31,536** Transcripts issued (79% electronic PDF)
- **9,203** Degrees awarded\*
- **1,056** Certificates awarded\*
- **110** Licensures awarded\*
- **55,689** Student degrees and enrollments verified through National Student Clearinghouse
- **36,854** Student records scanned into imaging system
- **407** Student-athletes certified for academic eligibility\*\*
- **2,083** Course catalog proposals and changes
- **6,348** Final exams scheduled
- **17,578** Classes offered
- **4,149** Class section changes
- **15,377** Academic events scheduled (exams, review sessions, guest lectures, etc.)
- **3,326** Tuition classification petitions reviewed
- **854** Degree audits maintained (excluded Arts and Sciences)
- **2,119** Withdrawals and leave of absences processed
- **33,342** ERS interactions with students logged (phone, walk-in and email)
- **223** Student data reports created and/or maintained
- **17,888** Student forms submitted via OnBase
- **138** Student e-memo communications

\* **2,467** certified electronic diploma, certificate and licensure student downloads

\*\* Academic eligibility based on NCAA bylaws and requirements; certified for 407 student-athletes throughout the 2018–19 academic year

# Contact information

## ***Website***

[www.colorado.edu/registrar](http://www.colorado.edu/registrar)

## ***Mailing address***

Office of the Registrar  
University of Colorado Boulder  
20 UCB  
Boulder, CO 80309-0020

## ***Campus locations***

### ***Main Office***

Regent Administrative Center  
2055 Regent Drive, Room 101  
Boulder, CO 80309-0020

### ***East Campus Office (Technology, Communications and Reporting units)***

Administrative and Research Center  
3100 Marine St., 1st Floor  
Boulder, CO 80303

## ***Contact us***

303-492-6970  
[registrar@colorado.edu](mailto:registrar@colorado.edu)

## ***Office hours***

**Fall and spring:** Monday–Friday, 9 a.m.–5 p.m. Mountain Time

**Summer:** 9 a.m.–4:30 p.m. Mountain Time

# Unit overviews

## ***Academic Scheduling***

The Academic Scheduling team trains and supports academic departments in the creation and maintenance of the class schedule each semester. This unit also maintains the academic course inventory and assists departments with additions and updates to the course catalog. Academic Scheduling also creates the final exam schedule each semester, oversees distance education and computer lab scheduling, and makes classroom reservations for academic purposes.

## ***Tuition Classification***

The Tuition Classification officers (TCOs) evaluate residency petitions for incoming students in cooperation with the Office of Admission. Continuing students requesting to change their initial residency classification are informed of legal requirements, qualifying factors and petition processes specific to their status. In addition to making tuition classification determinations, TCOs review military and other residency exceptions as identified by state tuition classification statutes.

## ***Athletic Eligibility***

The assistant registrar of eligibility and degree services is the certifying official of academic eligibility status for CU Boulder student-athletes to the Pac-12 Conference and the NCAA. The assistant registrar works with campus advisors, Athletic Academic Services and Athletic Compliance to develop a comprehensive process for the review of student-athlete academic performance and the application of appropriate university, Pac-12 and NCAA rules.

## ***Degree Audit***

The Degree Audit team builds and maintains degree audit reports with the requirements for each degree, additional major, minor and certificate annually. This unit also maintains course policies within the degree audit system that are degree applicable, such as repeat policies (which occurrence retains credit), course repeatability, and equivalent courses.

## ***Graduation and Degree Services***

The Graduation and Degree Services team works with deans' offices to identify degree and certificate candidates each semester. This unit is responsible for posting degrees, producing and distributing diplomas, and producing the university commencement program.

## ***Imaging Operations***

The document imaging team scans, imports and maintains student record documents for archival and record-keeping purposes. This unit is also responsible for oversight of document retention and disposal, based on campus policy. It provides document access to school officials as needed to fulfill their job duties, while restricting access to protected data.

## ***Communications***

The Communications team provides clear, relevant and actionable communications to the campus community on behalf of the Office of the Registrar, leveraging various communication channels, including e-memos, portal notifications, website, internal and campuswide newsletters, and the campus events calendar. This team leads the strategy, development and review of departmental outreach in partnership with internal stakeholders and campus communicators. It is responsible for reviewing digital accessibility, branding and user experiences for the office. The team also works with campus academic and business units to annually revise and publish the CU Boulder Catalog. The catalog constitutes an official record of academic programs and curricular requirements; colleges, schools and departments; campus policies; faculty listings; program learning outcomes; and plans of study.

## ***Client Services***

Client Services is the primary customer service and support team for the Office of the Registrar, assisting students, alumni, faculty, staff and parents. It also reviews and maintains academic records according to university and system policies related to enrollment requests, verifications, withdrawals, student data privacy and transcripts. This team is responsible for posting final grades, including grades from Education Abroad and credit by exam. Client services provides regular training sessions about the Family Educational Rights and Privacy Act (FERPA), web grading and Campus Solutions registration training for staff.

## ***CU-SIS Development***

CU-SIS Development manages development of student records components in the student information system (Campus Solutions) as well as testing of system fixes and updates, enrollment and degree reporting to NSC, student records batch processing and term setup, and system access and security. The team works with both internal and external stakeholders on gathering functional

requirements for enhancements and researching existing functionality to support campus programs and initiatives.

## **Technology**

The Technology team partners with the university community to serve the needs of campus stakeholders. The team enables efficient operations through the agile design, development and support of custom applications, forms and workflows. It improves productivity through automation, developing robots to update student data in Campus Solutions. It also provides a positive end user experience by developing forms and applications that are user friendly and accessible, through practical data integrations and sound programming practices.

## **Reporting**

The student records reporting team delivers operational data reporting solutions primarily through IBM Cognos Business Intelligence (CU-Data), using the Central Information Warehouse (CIW) as the data source, while PeopleSoft Query is reserved for real-time data needs and runs off the live transactional database in CU-SIS. In addition to providing reports for departmental stakeholders within the Office of the Registrar, the reporting team serves over 50 departments campuswide, netting about 500 reports maintained in production. Beyond operational reporting, the team also provides recommendations on enhancements to the data warehouse, is involved in custom data integrations and develops SQL for loading data into OnBase forms.

