

Below is the update from the Office of the Registrar for December 14, 2015. If you have questions, please contact the person or unit associated with the update. Thank you!

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## Reminder: Security Passphrase Implementation (Office of the Registrar)

Remember, if a student requests personal data from your office over the phone or in person without photo ID, then the student must first verify their identity by correctly stating their established security passphrase.

View <u>Security Passphrase Business Practices</u> to review the purpose of the new requirement; business practices for requesting and confirming security passphrases; and recommended responses when a student's passphrase has not been established, is stated incorrectly or contains inappropriate language.

If you have questions, contact the Office of the Registrar.

# Changes to Tuition Classification Support (Susan Dorsey)

We have changed how we handle walk-in Tuition Classification questions. Many students who walk in seeking assistance have very basic questions that are covered on our website and in our video, brochures and Tuition Classification 101 classes.

Thus, to better serve students, we are now referring these walk-in customers to web and print resources, to the main phone line and/or to email. This allows us to process petitions faster and also helps students understand the laws and petitioning process more clearly.

Please refer students or parents to <u>tuitclass@colorado.edu</u>, 303-492-6970 or to our <u>In-State Tuition</u> page, where they can sign up for a Tuition Classification 101 or 501 class. The deadline to submit Spring 2016 petitions has passed, so we've suspended classes until early January.

#### Retiring Tuition Classification Phone Number (Susan Dorsey)

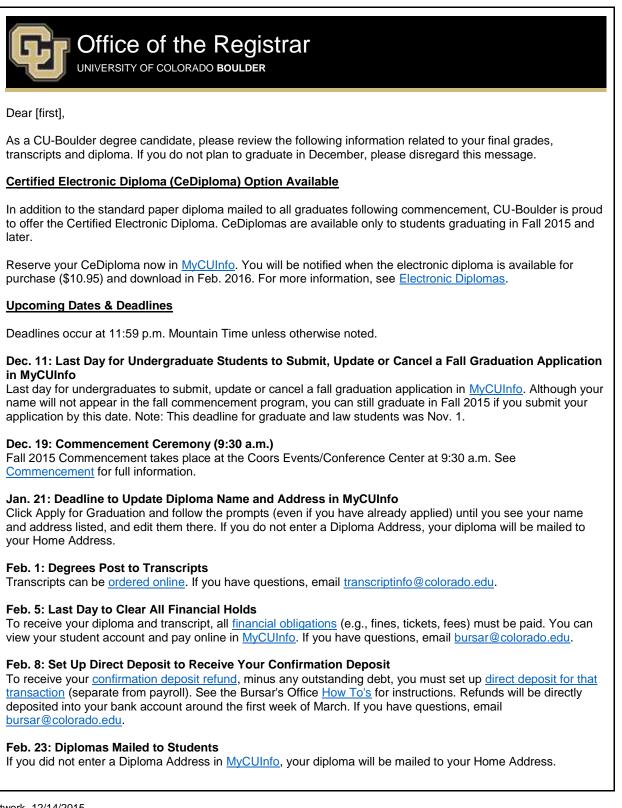
We are retiring the Tuition Classification phone number, 303-492-0907, in favor of taking all customer support calls through the main phone number, 303-492-6970. The process of removing the old number from publications is already in progress.

If your website or printed materials reference that phone number, please update it to 303-492-6970. You may also want to check if your phone tree offers an option to connect to the Tuition Classification phone number. If so, please change the number to 2-6970.

To ensure no calls are lost, we will continue forwarding the old line to our main number for the foreseeable future.

## Registrar's E-memo (Crystal Eilerman)

The following e-memo was sent on Thursday, Dec. 10, to all students (undergraduate, graduate and law) who've applied to graduate in December.



The Office of the Registrar congratulates you on your academic achievement! If you have questions about your graduation requirements, please contact your department or advisor.

Regards,

Office of the Registrar

20 UCB Boulder, CO 80309 <u>Map: Regent Administrative Center Room 101</u> Follow us <u>@CUBoulder</u>

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