



Below is the update from the Office of the Registrar for April 12, 2016. If you have any questions, please contact the person or unit associated with the update.

Contents:

- Staff Spotlight #3: Rebecca Jones
- FRIDAY: Training Session—FERPA for Faculty and Staff, 4/15

Staff Spotlight #3: Rebecca Jones



A true Forever Buff, Rebecca came to CU-Boulder as an undergraduate and never left. After graduating in 2010, she joined the Office of the Registrar first as a temporary employee, then as our withdrawal coordinator, and now as our manager of Client Support Services. Rebecca is a strong proponent of personal growth and professional development, and is currently closing in on her second CU-Boulder degree.

About Rebecca

Hometown: Denver, Colorado

Education: B.A. in English, minor in German studies, CU-Boulder, 2010; M.A. in English literature, CU-Boulder (in progress).

Where might faculty & staff have seen you before? As manager of the customer service unit for the office, I'm sometimes at the Office of the Registrar front desk helping faculty, staff and students. You may also have seen me at registrar meetings (e.g., AARONS), meet-and-greets and town halls. I'm currently pursuing a master's degree, so I'm often heading to class. If you happen to visit Regent Administrative Center on Halloween, you may have encountered a vaguely familiar zombie, disco ball, yip-yip Martian or penguin.

What motivated you to apply for this position? I believe in the importance of education and truly enjoy helping our students, faculty and staff. This role provides me with a great opportunity to contribute meaningfully to the educational mission, and the Office of the Registrar provides a supportive environment for learning new skills and finding better approaches to serving the campus. I was previously the withdrawal coordinator, which allowed me to help students who were often in difficult situations. As manager of Client Support Services, I am still supporting students as well as campus faculty and staff, but with a broader focus on the services we offer.

How have your graduate studies affected how you approach your work? Graduate coursework constantly pushes my analytical, communication and writing skills, and the content of English literature classes has greatly expanded my understanding of the world around me. I really appreciate my professors' thoughtful feedback and guidance, which has facilitated growth in my critical thinking and communications. Although this growth process will continue, graduate school provided the spark that started the process.

What do you hope to accomplish this year? For 2016, I'm working toward building more efficient processes for our Client Support Services area. Our office has already started this process through collaboration with our internal IT unit, and I'd like to work with other campus departments as well to continue providing exceptional service. We have an

excellent team within Client Support Services, so I'm looking forward to collaborating internally to bring about positive and meaningful change in response to the changing expectations for higher ed.

FRIDAY: Training Session—FERPA for Faculty and Staff ([Rebecca Jones](#))
Friday, April 15, 1 to 3 p.m., UMC 247

The Office of the Registrar is hosting a training session on FERPA, the federal law that protects student education records. To help faculty and staff at CU-Boulder understand how university personnel can and cannot store, use and share student information, this session will provide a short overview of FERPA followed by Q&A. Registrar Kristi Wold-McCormick and Associate Registrar Susan Dorsey will apply their knowledge of FERPA to your specific situations.

Please [submit your questions](#) ahead of time regarding unusual student data requests or nuanced situations, and your presenters will bring researched answers. Questions during the session are also welcome.

Please RSVP to [Rebecca Jones](#). CU-SIS access is not required.

[Subscribe](#) or [unsubscribe](#) from regbrownbag. Browse past issues in the [Registrar Network Archive](#).