Office of the Registrar Policies & Procedures

January 2017

Be Boulder.

Office of the Registrar
UNIVERSITY OF COLORADO BOULDER

Regent Admin. Center 101, 20 UCB
303-492-6970
registrar@colorado.edu
www.colorado.edu/registrar

Table of Contents

Section 1 | Service Level Agreements (SLAs)

Service	Processing Time	Notes
Classroom change requests	2 business days	*
Specific room, large room and summer special program requests	10 business days	* If received by the posted deadline
Class revisions, add a class, cancel a class, modify an existing class, change restrictions	2 business days	*
Data requests (advisor assignments, BAMA changes, batch prereg of small populations, etc.)	3–5 business days	*
Degree Audit Online Assistance Requests (OAR)	5 business days *response* time	*
CU-SIS Access requests	10 business days	*
Emails to registrar@colorado.edu and other general mailboxes (i.e., certificates, COF, diplomas, IUT, transcriptinfo, tuitclass, withdraw)	1–2 business days *response* time	
Intra-University Transfers (IUT)	3–5 business days	*† Submit using the current official IUT spreadsheet to IUT@colorado.edu
Certificates	3–5 business days to post certificates completed in a prior term. Certificates completed in the current term are held and processed *after degrees have posted for the term*.	*† Submit using the official certificates spreadsheet to certificates@colorado.edu
New plans, subplans, SIs and student group requests	15 business days	*
Pre-census drop/add forms – Special Action Forms (SAF) and Change of Record (COR) forms	3–5 business days	*† Batches must be received by the Wednesday of census week to be entered by census. Individual forms can be processed same-day if received by noon on census.
Post-census drop/add forms – Special Action Forms (SAF) and Change of Record (COR) forms	3–5 business days	*†
Study Abroad transcript processing	5 business days	*

NOTE: During peak times or extraordinary circumstances, processing times may be extended; however, we will make every effort to meet these SLAs and will notify you of any expected delays. Submitting requests early, especially near census and other deadlines, helps us meet posted SLAs.

* *Processing times increase for inaccurate or incomplete requests.*

† *Processing times may increase if a student's record contains a hold.*

Section 2 | Training & Support

The Office of the Registrar works to build strong partnerships with academic and administrative offices on the Boulder campus. Through such relationships we all benefit from more efficient and accurate processes that provide the highest level of support to our students and other stakeholders.

To support these partnerships, the Office of the Registrar shares information via the Registrar Network email list, leads campus Town Hall meetings, schedules meet-and-greets with academic and administrative offices, shares information via liaison lists and provides direct support as needed. Any campus office can contact us during business hours:

Phone:	303-492-6970
Email:	registrar@colorado.edu
LiveChat:	www.colorado.edu/registrar
Hours:	Mon–Fri, 9 a.m. to 5 p.m. (fall/spring) Mon–Fri, 9 a.m. to 4:30 p.m. (summer)

The Office of the Registrar sends out an updated copy of this Policies and Procedures guide each fall and spring semester. This guide contains information designed both as a reference for experienced campus admins and as initial training for new hires.

The Office of the Registrar also provides live training sessions to campus staff on many of the items covered in this guide. Each fall and spring semester we offer a training session on basic registration procedures for new campus admins using live demonstrations in the student registration and records system, CU-SIS. FERPA and web grading sessions are generally scheduled twice each academic year, and training on other topics is scheduled as needed. All sessions are announced in the Registrar Network.

Student Referrals

When referring students to academic offices, the Office of the Registrar will say, “You must contact your dept/school/college to see if X is a possibility.” We do not say, “The dept/college/school *can* or *will* do X for you,” since the rules in each college/school/program are different. Of course, even if we use the language above, students may still tell the academic office, “The registrar’s office said you *would* do X for me.” We are happy to discuss these situations immediately to clear up any confusion.

As the Office of the Registrar processes transactions for nine different colleges, schools and programs, each with different policies that periodically change, we may not always know the current policies. We refer students to academic offices with the prescribed language above to avoid confusion and misinformation regarding these many different policies and procedures. Some examples:

- GPA for probation/suspension
- Good academic standing requirements
- Degree requirements
- Transfer credit equivalencies
- Change of record petition requirements
- Signatures required for concurrent registration

- Dean’s list requirements
- Course cutbacks/repeat rules in Degree Audit
- Pass/fail hours
- In-residence credit
- Holds placed by other academic or administrative offices

Section 3 | FERPA & Student Privacy

FERPA Overview

The protection of student privacy is everyone's responsibility. The Family Education Rights and Privacy Act (FERPA) and CU Boulder have set forth guidelines related to the disclosure of and access to student education records maintained by the university. At CU Boulder, FERPA protections go into effect for incoming students on the first day of classes.

Education Records

Any record that directly relates to a student and is maintained by the institution (regardless of storage medium) is classified as an education record. Education records include two types of information:

1. **Directory information** may generally be disclosed to a third party without the written consent of the student, as long as the student hasn't established full or limited privacy. This information includes student name, campus email address, majors, minors and participation in officially recognized activities/sports.

2. **Non-directory information** is personally identifiable information that may not be disclosed to anyone, including parents, without student consent. School officials, including faculty and staff, may not access non-directory information unless they have a legitimate educational need. This information includes SSNs, grades and financial information. As a general rule, any educational information stored or maintained by campus officials that is not listed on our Directory Information webpage may be considered non-directory.

Letters of Recommendation

Any disclosure of non-directory student information (e.g., class performance, grades, abilities, background) to a third party, including in letters of recommendation or reference calls, requires prior written consent from the student. For full details and a student release form, see Student Recommendations: Written and Oral.

Requests to Review and Inspect

One of students' rights under FERPA is to be allowed to review and inspect their education records. If a student makes such a request to your department, please contact the Office of the Registrar. We will help you ensure that the student submits an official, specific request and provide guidance to your office for the release process. Note that this right under FERPA provides for review access only; students do not have a right to receive copies of their records.

Data Retention

Because of the FERPA right to review and inspect, as well as the possibility of subpoenas or open records requests, university record-holders should follow data retention schedules. If you keep a student record, you may be legally required to share it; whereas removing records according to proper retention schedules protects record-holders from onerous records requests and is good business practice.

The CU Boulder Records Retention Schedule leaves it up to departments to determine the appropriate retention schedule for academic items such as exams and papers. Each department should have a written retention policy and should collect student files from faculty before they leave. We generally recommend retaining grade books in case of a grade challenge, but disposing of all other academic items after 2–4 years.

FERPA Training Opportunities

Campus officials with access to student information should know and understand FERPA. Various training opportunities are available to campus employees.

Skillsoft

Anyone requesting access to CU-SIS must complete **CU: FERPA** with a minimum score of 80 percent before access will be granted. Thus, all staff, advisors, faculty, student employees or anyone else needing access to CU-SIS should complete this training in Skillsoft:

> MyCUInfo > CU Resources tab > Training > Start SkillSoft > University of Colorado-Boulder > CU-SIS > CU: FERPA

Although faculty are not currently required to take FERPA training unless they request CU-SIS access, we strongly recommend that they do to avoid accidentally violating FERPA. We hope you will strongly encourage grading faculty in your department to take the new **FERPA for Faculty** course in Skillsoft:

> MyCUInfo > CU Resources tab > Training > Start SkillSoft > University of Colorado-Boulder > Faculty > CU: FERPA for Faculty

Live Training Sessions

The Office of the Registrar offers interactive, in-person training sessions on FERPA each fall and spring semester. These are lively, interactive discussions that not only cover the basics of the law but encourage attendees to test their knowledge of FERPA in real-world situations. Upcoming sessions are announced in the Registrar Network email list.

Security Passphrase

To protect student data, CU Boulder officials must not release records to a student without verifying the student's identity. Any student who wants to discuss their education record with CU without presenting a photo ID must accurately provide their security passphrase.

If a student who contacts you to discuss their record has not set their passphrase and cannot present photo ID, you can refer them to Set Your Security Passphrase or talk them through the following process to set it in real time.

1. Log in to MyCUInfo.
2. Click to expand the **Profile and Settings** menu.
3. Under **Account Settings**, click **Privacy Settings**.
4. If your passphrase is already set, you'll see it in the security passphrase field. If the field is empty, enter a valid passphrase and click **Save**.

You can view the student's passphrase in CU-SIS as soon as they set it, allowing them to immediately confirm their identity to you. If the student doesn't have access to the internet at that moment, tell them to call back after setting their security passphrase, because you cannot confirm their identity without the passphrase (or photo ID in person) and thus cannot discuss their protected information.

Verify the Security Passphrase

University employees can view the passphrase through Campus Solutions or the MyCUInfo Faculty Center (under **Faculty Toolkit**, click **Go to Faculty Center**).

NOTE: If a student contacts you using his or her @colorado.edu email address, a security passphrase is not required (see Sending Student Data Electronically).

Prior to the start of each term, please review the Security Passphrase Business Practices, which explain:

- the purpose of this requirement,
- business practices for requesting and verifying security passphrases, and
- recommended responses when a student's passphrase has not been established, is stated incorrectly or contains inappropriate language.

Third-Party Access

Students should never share their security passphrase with **anyone**. If a third party (e.g., a parent, grandparent or sponsor) is attempting to use a student's passphrase, tell them they should have the student set up FERPA Consent to Release or CU Guest Access for them instead.

FERPA Consent to Release

FERPA Consent to Release allows a parent or authorized third party to contact the university on behalf of the student to discuss or request educational or financial records. Students establish consent via MyCUInfo and create a unique password for each individual or organization. University faculty and staff can verify FERPA consent by confirming the name and password of the authorized third party in Campus Solutions before providing FERPA-protected information.

This replaces the Student Permission Form, which was discontinued in May 2016. The associated R02 indicator has been removed from currently active students, but will stay on inactive students' records unless or until they return to CU.

See Verifying FERPA Consent to Release, faculty and staff FAQs or FERPA Consent FAQs to learn more.

CU Guest Access

CU Guest Access is a read-only, online option for guests to view specific aspects of a student's education record. Students establish a guest account for a parent or third party via MyCUInfo and select which components of their record to share. These components resemble what faculty and staff see in Campus Solutions' Student Services Center component (admin view).

Guests cannot complete any transactions on behalf of the student, and CU Guest Access does not authorize the university to release or discuss non-directory information about the student with the guest. Student record information can only be accessed by a parent or third party if the student has filed a FERPA Consent to Release.

If a guest calls with questions about a student's education record and FERPA Consent to Release cannot be verified, please direct them to contact their student.

If guests have questions about the CU Guest Access online system, they can consult the Student Records Privacy & Access Guide for step-by-step instructions or contact their student.

Read through the faculty and staff FAQs or the CU Guest Access FAQs to learn more.

Full Privacy

FERPA allows students to restrict their directory information from being released by CU Boulder, an option known as *full privacy*. The university must adhere to full privacy requests by not revealing any student information – even that the student has applied to or attended CU – to anyone without positive identification.

In the absence of positive identification, the only response you can give about a student whose record has the **PRIVATE** flag is, "We have no information on this person."

You can only release information about a student on full privacy if:

- the student provides their correct security passphrase; OR
- the parent or other third party provides their correct FERPA Consent to Release password; OR
- the student or third party shows their valid photo ID in person.

Note that you **may only** ask for the passphrase or password if you can do so without revealing that you have found that student's record. We recommend asking for the student's password/phrase at the same time you ask for their SID or name – **before** you look up the student's record.

If the individual cannot come to campus and no longer has access to MyCUInfo, you can only respond to their request with, "We have no information on this person." We recommend that you refer them to the Office of the Registrar.

To request full privacy, students must submit the FERPA Non-Disclosure of Directory Information Request Form to the Office of the Registrar.

Questions?

Learn more about student record privacy settings. Contact the Office of the Registrar with specific questions or unusual scenarios.

Section 4 | Student Information System

The campus student information system, CU Student Integrated Systems (CU-SIS; pronounced “see you sis”), allows the university to store, manage, protect and use student data in support of the academic mission. University Information Systems (UIS) centrally manages CU-SIS for all four CU campuses.

CU-SIS is not a single application, but rather a suite of tools and applications that perform functions related to student administration, faculty workload and course management, among others, and includes the following applications:

- **Campus Solutions (CS)** – Database of Admissions, Campus Community, Financial Aid, Student Financials (including Nelnet) and Student Records information
- **Central Information Warehouse (CIW)** – Centralized data repository for information sourced from administrative systems
- **CU Reporting System (Cognos)** – Offers standardized reports to assist with analysis and presentation of data from CIW
- **Customer Relationship Management (CRM)**
- **Document Management** – Database of imaged documents; currently transitioning from Singularity to OnBase
- **Degree Audit and Transfer Credit (DATC, formerly DARS)**
- **Enterprise Portal (EP)** – Main point of entry for self-service applications for students, faculty and staff at any CU campus; includes MyCUInfo and MyCUBoulder
- **International Student and Scholar Management (ISSM)**
- **Online Admissions Offering (OAO)**

CU-SIS Access

New CU Boulder employees who need access to any CU-SIS component must complete the required training and then submit a request to the CU-SIS Campus Security Coordinator using the appropriate method (see the How to Request Access chart).

Current CU-SIS access request forms are ONLY available through UIS’s Request Access webpage. Under the **CU Student Integrated Systems (CU-SIS) and ISSM** heading, click **Request CU-SIS Access**.

All new users must have completed the required **CU: Introduction to CU-SIS - Campus Solutions** Skillsoft course with a minimum score of 70 percent and the **CU: FERPA** course with a minimum score of 80 percent.

See our CU-SIS Access webpage for more information on these requirements.

Section 5 | Registration

Students are notified of their enrollment windows each semester. Windows are assigned based on the number of credit hours students have. Students can register for, add and drop classes in MyCUInfo until relevant deadlines pass, at which time they need to get approvals for schedule changes.

Academic Calendar

The Office of the Registrar maintains the fall and spring academic calendar, which shows registration and add/drop periods, term and session start/end dates, important deadlines, holidays and much more. This calendar is posted on our website in PDF format and as a dynamic feed from the campus Events Calendar.

Continuing Education maintains the Summer Session academic calendar.

Add/Drop Scenarios

Withdrawal: Students who drop all Main Campus classes in a given term or who never register for fall/spring are considered *withdrawn* from CU. Students who withdraw must follow the withdrawal procedures. This includes students who only had one class, as well as those who only registered for online classes if any of them were Main Campus classes.

Dropping classes: Students who drop one or more classes but remain enrolled in at least one Main Campus class in a given term are NOT considered withdrawn. Students may drop a class in MyCUInfo until the 10-week deadline. After the 10-week deadline, students must contact their college/school/program to request approval. If approved, an SAF with the dean's signature must be submitted to the Office of the Registrar for processing.

Honor Code violations and class drops: If a student drops a class while under Honor Code violation review for that class and is found guilty, that class may be re-added to the student's record with a grade of F. If the student wants to re-enroll to try to complete the course for a higher grade, this option is available at the discretion of the faculty.

Main Campus online classes: These classes follow Main Campus add/drop deadlines.

Portal down / Campus Solutions available: To level the playing field between on- and off-campus students who have varying degrees of access to advisors or departments, the Council of Associate Deans (CADs) decided to support a campuswide policy to not provide class add services on campus in the event of a MyCUInfo outage. CADs modified this policy in June 2013 to say that if MyCUInfo is down while Campus Solutions remains available, students must not be administratively added for the first two hours. If the downtime exceeds two hours, the Office of the Registrar will notify departments to begin adding students into classes when requested. *This policy only applies to adding classes. Drops may always be processed.*

Section 6 | Forms

The **Special Action Form (SAF)** is used for current and future-term student record changes that academic offices cannot handle themselves. See example below:

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

University of Colorado
SPECIAL ACTION FORM

STUDENT NAME (LAST) (FIRST) (MI)

STUDENT NUMBER STUDENT COLLEGE

TERM
❑ Spring
❑ Summer
❑ Fall

YEAR

ACTIONS
❑ ADD (indicate appropriate override)
❑ DROP (REQUIRED: LAST DATE OF ATTENDANCE ____/____/____, OR ❑ NEVER ATTENDED)
❑ COURSE CHANGE (use box below)
❑ CREDIT HOUR CHANGE
❑ EXPUNGE

OVERRIDES
❑ CLOSED CLASS
❑ CLASS PERMISSION
❑ WAIT LIST
❑ OTHER ________________
❑ UNIT LOAD
❑ TIME CONFLICT
❑ REQUISITES

GRADING OPTIONS
❑ NO CREDIT
❑ PASS/FAIL
❑ LETTER GRADE

CAMPUS
❑ MAIN CAMPUS
❑ CONTINUING ED

COURSE: SUBJECT ABBR COURSE NO. SECTION NO. LAB SEC. REC. SEC. CREDIT HOURS

COURSE CHANGES WHEN DROPPING AND ADDING TOGETHER
❑ SECTION CHANGE ❑ DROP BACK ❑ DROP FORWARD ❑ COMBINED COURSE

DROP: SUBJECT ABBR COURSE NO. SECTION NO. LAB SEC. REC. SEC.

ADD: SUBJECT ABBR COURSE NO. SECTION NO. LAB SEC. REC. SEC.

INSTRUCTIONS: Please print using a ball-point pen. This form is for changes to a student's enrollment record for the current term. All academic departments must fill in the information before issuing this form to the student. Please see back of form for instructions regarding required signatures. Original copy must be forwarded to the Office of the Registrar, Regent 101, 20 UCB, Boulder, CO 80309.

APPROVAL SIGNATURES REQUIRED

INSTRUCTOR/DEPARTMENT PRINTED NAME

INSTRUCTOR/DEPARTMENT SIGNATURE DATE

DEAN'S SIGNATURE DATE

Comments/Reason for change: ________________

REGISTRAR COPY

Rev. 12/13

The **Change of Record Form (COR)** is for past-term student record changes and for current-term class adds after grade rosters have been created (because the request must include a final grade). See example below:

Office of the Registrar
University of Colorado **Boulder**

University of Colorado
CHANGE OF RECORD FORM

STUDENT NAME (LAST) (FIRST) (MI)

TERM
❑ SPRING ❑ SUMMER ❑ FALL YEAR

STUDENT NUMBER

STUDENT COLLEGE ❑ MAIN CAMPUS

SUBJECT ABBR. ❑ CONTINUING ED

COURSE NO. SECTION NO.

LAB SEC. REC. SEC.

❑ CHANGE THE OFFICIAL GRADE
FROM ______ TO ______

❑ CHANGE THE ATTEMPTED HOURS
FROM ______ TO ______

❑ RETROACTIVE ADD WITH GRADE
TO ______ FOR ______ HOURS

❑ RETROACTIVE DROP
(REQUIRED: LAST DATE OF ATTENDANCE ____/____/____ OR ❑ NEVER ATTENDED)

❑ EXPUNGE

INSTRUCTIONS: Please print using a ball-point pen. This form is for changes to a student's enrollment record in a previous term only. For changes in the current term, please use the SPECIAL ACTION FORM. This form must be submitted intact (3 copies) by the instructor to the Dean of the student's college or school. The Dean will sign form, retain copies, and forward original to the Office of the Registrar, Regent 105, 20 UCB, Boulder, CO 80309.

APPROVAL SIGNATURES REQUIRED

INSTRUCTOR/DEPARTMENT PRINTED NAME

INSTRUCTOR/DEPARTMENT DATE

DEAN'S SIGNATURE DATE

Comments/Reason for change: ________________

REGISTRAR COPY

Rev. 11/12

Supplies of these forms are available from the Office of the Registrar. These must be kept secure.

General Guidelines

- The Office of the Registrar only accepts the original (white) copy of the SAF/COR or a copy from the dean's office with a fresh signature and date, along with a brief explanation of the situation.

- Contact our office if a transaction was not processed so we can research it. Possible reasons:
    1. Form was lost in the mail, misplaced or not submitted.
    2. Student has a financial hold. Our office works with the Bursar's Office to have these holds temporarily lifted when appropriate.
    3. Student has an Admissions hold that prevents class adds. The Office of the Registrar cannot override Admissions holds UNLESS a request to add a class is submitted by SAF to our office.
    4. Form was returned to the originating dean's office/department due to an error or missing information. **Common reasons**:
        - Course isn't offered for the indicated term
        - Class isn't on the student's schedule
        - Section number isn't indicated for a multi-section class
        - Student has a disciplinary hold
        - Student has an academic hold – however, a temporary override will be set and the transaction processed
        - Required signatures are missing
        - Credit hours listed fall outside the range

- If a form is missing, we must receive a new form or a copy of the original form with the error noted. This can be mailed, hand delivered or faxed to our office. DO NOT email forms with student information, as email is not a secure means of transmitting sensitive student data.

- Contact our office if you find a data entry error and we will correct the problem immediately.

- CORs are NOT accepted from the student.

- We can accept SAFs delivered by students; however, a blank or incomplete SAF must **not** be given to the student. The department or instructor must complete and sign the SAF, then mail/deliver the form to our office or give to the student to deliver.

Inaccurate or Incomplete Forms

If the Office of the Registrar cannot process an SAF or COR due to missing or incorrect information, we will call or email the academic unit for clarification, unless the form is missing a signature or has many errors, in which case it will be returned. Examples of common issues are listed above (see #4, **Common Reasons**).

In each case, we will determine whether the department or the dean's office can best resolve the issue. Returned forms have an attached Correction Request Form that notes:

- Nature of the problem
- What is needed to resolve
- Date mailed
- Where to return

Our office logs each form returned to the academic unit and retains a copy of the Correction Request Form for tracking purposes. Academic units are asked to return the form within one week, as we often receive calls from students or department personnel asking why we didn't process the form.

Official Signatures

The Office of the Registrar validates dean's signatures against the signature stamp document on record. We cannot validate signatures for which no official signature stamp exists. If your college/school/program needs a signature stamp for a new signing authority, please email registrar@colorado.edu.

The chart below shows signature requirements for record changes submitted on an SAF (a dean's signature is *always* required for a COR). When the department or instructor has signatory authority, the department program assistant should have access to make this change in Campus Solutions. When the student's dean's signature is required, the request must go to the Office of the Registrar for processing.

Action	Required Signature
Drop after 10-week deadline	Dean of student's primary program
Change grading basis after the drop deadline	Dean of student's primary program
Swap – Drop Back – Drop Forward	Department or instructor
Override unit load	Dean of student's primary program
Credit hour change	Department or instructor
Override same course	Department or instructor
Override closed course	Department or instructor
Override class permission or controlled enrollment	Department or instructor
Override restrictions, prerequisites or corequisites	Department or instructor
Override time conflict	Department or instructor
Override waitlist	Department or instructor
Late credit hour change	Department or instructor
No-record drop (or expunge)	Dean of student's primary program

Section 7 | Intra-University Transfers (IUTs)

Processed by the Office of the Registrar

Fall/Spring IUTs

- Colleges/schools/programs must send IUT requests using the official IUT spreadsheet via the Large File Transfer system to IUT@colorado.edu (not to individual staff members or any other Office of the Registrar email account). If you do not have this spreadsheet, send an email to IUT@colorado.edu to request it.

- **The deadline** to have the Office of the Registrar process current-term IUTs is **4:59 p.m. on the Wednesday before census date**.

- IUT processing takes a long time, so **please submit IUTs well ahead of the deadline** whenever possible. Please do not collect IUTs before submitting; instead please submit them daily or every couple days *before* a large number accumulates.

- If a spreadsheet request is inaccurate or incomplete, it will be returned for correction.

Summer IUTs

- Same as fall/spring above, except **the deadline** is **4:59 p.m. the day before summer census date.**

Processed by Academic Offices

- Colleges/schools/programs that process IUTs internally must complete current-term IUTs by **5 p.m. on the drop deadline**.

- For summer IUTs, if you are processing the IUT during the summer semester, be sure to **effective-date the new program using the first day of Maymester for that specific term**. Summer IUTs should be completed as of the B session drop/add deadline.

Section 8 | Certificates

Academic certificates completed since Fall 2013 appear in the top block of the transcript (like a degree) and have a program/plan stack in Campus Solutions. Certificates completed prior to Fall 2013 appear within the term as transcript text and do not have a program/plan stack in CS.

To submit completed certificates for posting, the certificate liaison must fill out **all** fields in the official certificate notification spreadsheet and send it to certificates@colorado.edu. If you do not have this spreadsheet, send an email to certificates@colorado.edu to request it.

The Office of the Registrar processes certificates completed in previous terms within 3–5 business days and must wait to process those completed in the current term until after degrees post, although submissions are accepted at any time. Also, degrees must post for students in degree programs before certificates are posted, so certificates may be held until students complete their degrees.

Only officially approved academic certificates are posted to the student record. Any requests to post unofficial, unapproved certificates will be reported to the Associate Vice Chancellor for Undergraduate Education or the Graduate School Dean. If you are unsure about the approval status of a certificate program, email certificates@colorado.edu for verification. To get approval for a new certificate program, contact the Associate Vice Chancellor for Undergraduate Education or the Graduate School Dean.

NOTE: *This process is expected to change in 2017; departments will notify the Office of the Registrar at the time a student declares a certificate, rather than completes it.*

Section 9 | Intercampus Enrollment

Intercampus enrollment (formerly known as concurrent registration) enables CU Boulder students to take a degree-required course on another CU campus if they are unable to take the course at CU Boulder. Students must take at least one class at Boulder during the same term that they are registered on another CU campus.

Home campus: A CU Boulder student's home campus is Boulder.

Host campus: The other University of Colorado campus where the student is taking concurrent course work.

Undergraduate Intercampus Enrollment

1. Students must read and complete the Intercampus Enrollment Form and Policy obtained from the home campus registrar's office.
    - The student's academic dean must sign the form to confirm that the student needs the course to complete their program and has met any prerequisites.
    - Undergrads enrolling in graduate classes must also obtain a signature from the Graduate School dean's office.
2. The student must submit the form to the home campus registrar's office on or after April 1 for fall semester and Oct. 1 for spring semester.
3. If space if available in the class, the registrar's office will complete intercampus enrollment requests *after* students at the host campus have had the chance to enroll. This occurs sometime in April for fall semester and in November for spring.

Adding/Dropping

1. Before the add/drop deadline, a student may add or drop a concurrently enrolled class at the home campus registrar's office.
2. After the deadline, a student must secure a host campus class add form, obtain the appropriate signatures and turn in the form to the home campus registrar's office.
    - For intercampus classes dropped after the deadline: A W grade will appear on the transcript, and the student will be assessed tuition and fees for the class.

Graduate Intercampus Enrollment

Same as above, except:

- Students in certain graduate programs are exempt from registering at their home campus. Check with the Office of the Registrar for exceptions to the home-campus registration requirement and limitation on credit hours at the host campus.
- Graduate students may also participate in the Reciprocal Exchange Program, which allows CU Boulder graduate students to enroll at colleges and universities outside of the CU system. For more information, see the Registration Programs webpage.

Intercampus Registration

A student who wants to take classes at another CU campus without using intercampus enrollment must apply for admission to that campus, follow its registration procedures and check with their academic dean's office for approval.

Students in the College of Arts and Sciences may not register at the Denver or Colorado Springs campuses except in summer. Tuition must be paid to the other campus and is not included in CU Boulder financial aid without special arrangement and approval.

Section 10 | Withdrawals

New Students

Not Matriculated

- **Before term begins –** Student must notify Admissions, which will process the cancellation on the application side and notify the Office of the Registrar and other offices.

Matriculated

- **Before term begins –** All cancellations and rescinds are processed as follows: Student must notify Admissions as well as other offices, including Housing, their RAP advisor, Financial Aid, etc. Admissions sends out a notification to an email list that includes many of these offices, and the Office of the Registrar processes the cancellation.

  Fees and refunds:

  - Student is not charged the New Student Fee.
  - Deposit is not refunded unless term change was approved.

- **After term begins –** Student must notify the Office of the Registrar, which will process the cancellation and notify other offices.

  Fees and refunds:

  - If the student withdraws by the drop deadline, the New Student Fee is not charged. After the drop deadline, the new student fee and tuition are assessed with the B, C, D or E rebate.
  - Deposit is not refunded.

Continuing Students

Continuing students should use the online withdrawal form to submit a withdrawal request.

Leave of Absence

Students may choose to receive certain campus benefits while taking a leave of absence. See details at Leave of Absence. Graduate students who withdraw without completing a Graduate Leave of Absence Application are required to reapply to the university.

Special Situations

Retroactive Withdrawals and Expunges

- **University error: failed to process withdrawal and student failed classes due to non-attendance:** University personnel should send documentation of the error to the Office of the Registrar.
  - If the Office of the Registrar made the error, we will purge the student record (expunge the classes) and notify the dean's office.

    - If the error occurred in the academic unit, the student's dean's office must request an expunge on college letterhead to the Office of the Registrar. All courses for the term are purged from the student's record. The Office of the Registrar notifies the Bursar's Office to update the student's bill, and eligible COF hours are reinstated.

- **Student error: failed to notify the university, failed all classes due to non-attendance and requests retroactive withdrawal:** The request for a retroactive withdrawal should be sent to the student's dean's office, which will determine the validity of the withdrawal request. The student's dean's office solely approves or denies the request and, if approved, notifies the student and sends a letter on college letterhead to the Office of the Registrar, where all grades are changed to W grades. Any refunds must be approved through the tuition dispute process.

Medical Withdrawals

- The University of Colorado does not have a special medical withdrawal process. The reason for withdrawing is not indicated or differentiated on the academic record or transcript, no exceptions are made to the withdrawal calendar and withdrawals submitted for medical reasons are subject to university policy and deadlines. If a student submits their withdrawal form after the drop deadline, they will receive a W grade for each in-progress class. Students may withdraw by filling out the standard withdrawal form and indicating "medical" in the reason section of the form.

- Students withdrawing for medical reasons may submit the tuition dispute documentation to the Bursar's Office. Often this involves working with Victim's Assistance, Wardenburg, the Dean of Students, Student Affairs, their dean's office or personal medical providers. Wardenburg may mandate a withdrawal, which overrides the dean's signature requirement and notifies the student's dean's office.

- **Past-term medical withdrawal for enrolled student:** A retroactive withdrawal for medical reasons must be submitted to the student's dean's office. Supporting documentation (sources may include Victim's Assistance, Wardenburg, the Dean of Students, Student Affairs or personal medical providers) must be submitted to the student's dean's office, which then approves or denies the retroactive withdrawal. If the retroactive withdrawal is approved, the college/school/program sends a letter on college letterhead to the Office of Registrar for processing. Any refunds must be approved through the tuition dispute process.

Parent Withdrawals

Parents may request a withdrawal for their student when for some reason the student is unable to personally submit the withdrawal form. Documentation of the extenuating circumstance is required. In all cases, the parent must fill out a withdrawal form requesting that their child be withdrawn for the semester and sign/date it (they must NOT have/use their student's login credentials in ANY situation). If the student claims at a later date that they should not have been withdrawn, the Office of the Registrar will process a reinstatement.

Section 11 | Grading

Help Documents

Grading instructions, videos, FAQs and current calendars are available on the Faculty Grading webpage.

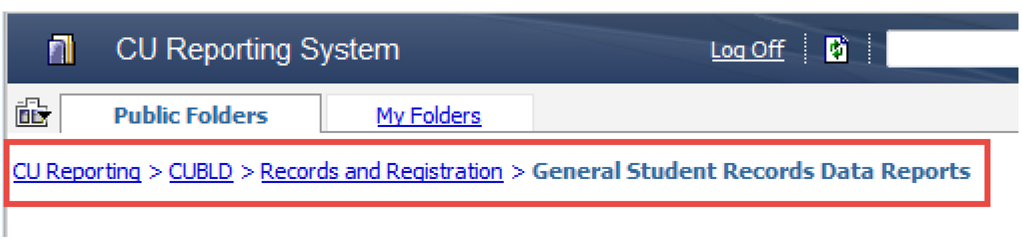
Grade Liaisons

Grade liaisons are representatives in departments who help faculty get their grades posted on time in collaboration with the Office of the Registrar. Grade liaisons:

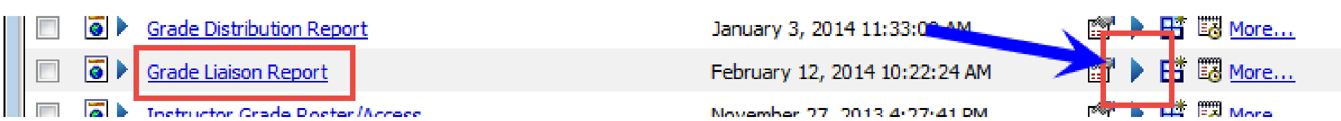
- Subscribe to the Grade Liaisons campus email list and keep up with notifications from the Office of the Registrar sent to that list (as well as to Registrar Network).
- Understand web grading procedures and deadlines well enough to support faculty when they need local assistance with web grading.
- Know how to get help from the Office of the Registrar when needed.
- Have read the help documents posted on the Faculty Grading webpage and refer faculty to them.
- Run the Grade Liaison Report in Cognos before grading deadlines each term to determine which faculty need local support or additional reminders.
- Help ensure the integrity of our institution by making sure faculty in their department post grades on time.

Grade Liaison Report

Grade liaisons should have access to run a report in Cognos of outstanding grade rosters that includes department, instructor, number of students and other useful information. To run the report, log in to Cognos and navigate to the General Student Records Data Reports folder:



and click the right arrow/triangle button:



NOTE: Cognos data is always 24 hours old.

Web Grading Notifications

Faculty receive e-memos from the Office of the Registrar before the grading deadline to remind them of help resources and deadlines for their specific classes. After the deadline, the Vice Provost for Undergraduate Education emails faculty with missing grades and may also contact deans and department heads to expedite posting of late grades. All grading-related e-memos to faculty are also shared with the grade liaisons list and appear in Registrar Network.

Past-Term Notifications

In addition, the Vice Provost for Undergraduate Education may contact deans, department heads and instructors to collect grades that are missing from past terms. Grade liaisons may not receive notice about these communications.

Late Grades

Late grades cause serious issues for students, academic units and administrative offices. During grading season the Office of the Registrar sends late-grade reports to grade liaisons with instructor, class and roster information.

Web grading does not close after the grading deadline. Instructors submit late grades in the web grading system via MyCUInfo. Instructions, videos, FAQs and current calendars are available on the Faculty Grading webpage.

Grade Roster Corrections

Once a grade roster is posted in the web grading system, any corrections must be submitted outside of web grading.

For individual corrections, instructors may submit a Change of Record Form with appropriate signatures.

For grade rosters with a calculation error that affects a large number of grades (e.g., more than 10), instructors should submit a corrected roster as an Excel spreadsheet using the Large File Transfer system IF the submission occurs within two weeks of the grading deadline.

After two weeks, to ensure that deans review late whole/partial-roster corrections, an individual COR must be submitted for each student (instructors may also use the grade-change workflow once it becomes available in mid-semester Spring 2017).

How to Submit a Corrected Grade Roster

To submit a corrected electronic grade roster, follow the steps on the Faculty Grading webpage.

WARNING: Grades must never be sent by email. Email is not a secure form of transmission, and grades are highly protected student data. Emailed grade rosters will not be accepted for any reason.

Student Added after Grade Roster Creation

Late adds will not be processed after grade rosters have been generated for the term UNLESS the request is submitted on a completed Change of Record Form and **includes the student's final grade**. Grade rosters are generally created 2–3 days before the first day of final exams. Check the academic calendar for current information.

CORs During Grade Processing

The Office of the Registrar will make every attempt to process all CORs before below 2.0/3.0 probation/suspension processing occurs. We can generally complete this task as long as departments don't hold forms until just before probation/suspension processing begins; however, we cannot guarantee that we will be able to process forms that arrive within three business days of this processing date.

Instructor Assignments

Before grading opens, academic units lose the ability to change the instructor assigned to a class. If the assigned instructor must be changed after this point, contact the Office of the Registrar.

Final Grade Cards

Final Grade Cards from the Graduate School submitted before the start of the term will be posted before census date *after* the term begins.

Section 12 | Commencement & Diplomas

The Office of the Registrar receives student graduation data from campus representatives, called graduation coordinators, and uses this information to submit the commencement program, post degrees and order diplomas.

Graduation Coordinators

Each college/school/program has one or more graduation coordinators who serve as primary contacts for submitting graduation information to the Office of the Registrar. Submitted data includes:

- Graduation confirmed/honors lists
- Retro-degree memos
- Post-degree additional majors (A&S)
- Candidate lists for the commencement program (ROTC, Education)
- Outstanding graduates for the commencement program
- Thesis titles (Graduate School)

Each graduation cycle, the Office of the Registrar shares the Graduation Coordinators Calendar, which includes such important dates as:

- Grad roster access begins
- Commencement program list due date
- Deadlines for students to apply online for graduation, or cancel or make changes to an existing graduation application
- Thesis titles due date for Ph.D. candidates
- Commencement program changes due date (approve or deny applications)
- List of outstanding graduates for the commencement program due date
- Graduation confirmed/honors lists due date
- Honors medals and diploma covers available for pickup
- Deadline for grad coordinators to make changes to grad roster
- Students can order transcripts with degrees posted
- Diplomas mailed from the printer

The Office of the Registrar schedules a meeting with the graduation coordinators at the end of each graduation cycle to discuss policies and practices and to implement and share new ideas.

Section 13 | Department Guide to Processing Late Adds

Departments can add classes in Campus Solutions until grade rosters are created. Departments determine their own business process for approvals; the Office of the Registrar is not involved.

This section describes how departments add classes **after census date**, which falls on the third Friday of the fall/spring term (see the Summer Session academic calendar for summer dates). Please become familiar with all of the following information before adding a class.

Finance and Admissions Holds

If the student account has a B02 hold, the Bursar's Office can temporarily lift the hold to allow the class to be added. Departments should send their department information and the reason for the temporary lift to bursar@colorado.edu from an official campus email address.

If the student has an Admissions hold, the Office of the Registrar can process the class add only during the student's first enrolled term; otherwise, the student must resolve the hold through the Office of Admissions.

To check for holds, click on the ⊘ symbol at the top of the page near the SID. Click on the hold code (e.g., B02) to see the details of the hold. For holds other than B02, if you see "no add activity," the student must clear the hold before the class can be added.

Room Capacity Limits

Enrollment numbers must not violate fire code. To check room capacity, navigate to Curriculum Management > Class Roster and enter the course information. Look under Room Capacity to see the room limit. Look next to Enrolled: to see how many students are currently enrolled. Then check for any withdrawn students in the roster, and subtract that number from the enrollment total.

If the enrolled minus withdrawn count is less than the room capacity, then you can process the class add. Do not exceed room capacity when enrolling.

College Opportunity Fund (COF)

Determining COF Eligibility

To determine if a late add is eligible for COF, verify ALL THREE requirements below. If all three requirements are met, process the late add as usual – no special COF processing is required.

1. **Is the *student* eligible for COF?** Both A and B must be true:
    A. The student is either a Resident or a Non-Resident who is paying resident tuition (see Residency Status below to learn how to find this information).
    B. The student is an undergraduate.

2. **Is the *course* eligible for COF?** The course must be a Main Campus, undergraduate course (not Continuing Education).

3. **Is the *reason* for the late add allowed?** At least one of the following must be true:

    - Student was purged from class waitlist but continued to attend the class
    - Section change – student moved from one section of the same course to another
    - Level change – instructor/advisor recommended that the student move to another level of the course
    - Class was not offered at the beginning of the semester
    - Class starts later in the semester
    - Class is independent study, internship, practicum or teaching assistantship
    - At your discretion: Circumstances beyond the student's control, such as an administrative error, etc.

    The following reasons for the late add DO NOT qualify for COF and thus require entry of the COFN code (see instructions below):

    - Neglected to register for the class earlier in the semester
    - Couldn't get into a class from the waitlist so added another class after the deadline
    - Thought they had added the class but failed to do so
    - Had a hold but failed to clear it in a timely manner; thus could not add the class earlier
    - Had a signed Special Action Form from the instructor but failed to turn it in earlier

If all the requirements for 1, 2 and 3 above are met, you may enroll the student in the class as usual. Otherwise, follow the instructions below.

Residency Status

To view a student's residency status, go to Campus Community > Student Services Ctr (AdminVw) and then click on the Term Summary Information link (select the term for which the student is requesting the late add) and look for the Residency Status.

If the student is a Non-Resident, then you must look at Campus Community > Personal Information > Identification > Residency Data. If the student has one of the following Tuition Residency Exceptions, then the student is COF-eligible:

- ASSET 3yr CO HS
- ASSET Pnd HS GRD
- Active Duty Permanent
- Canadian Military
- Colorado National Guard
- Dependents – 12 year
- Economic Incentive
- Hon. Dischgd Vet Pay In-State
- Hon. Disch. Deps. – 2 yr CO HS
- New Faculty State School
- Veteran Deps Choice Act

If the student's only Tuition Residency Exception isn't on this list (e.g., West Region Grad), then the student is *not* COF-eligible.

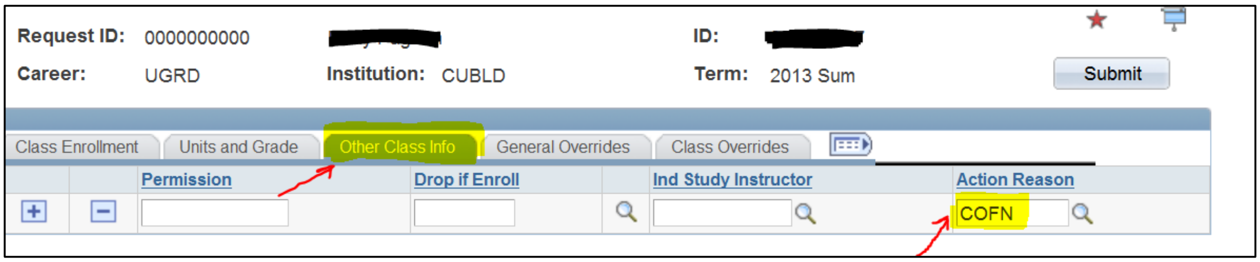
Processing COF-Ineligible Late Adds

If the **student** and **course** are eligible for COF but the late-add **reason** is not allowed, you must enter the COFN code when you enroll the student. If the **student** or the **course** is **not** eligible for COF (e.g., graduate student or Continuing Education course) process the late-add normally without adding a COFN code.

Entering the COFN Code

1. The only time you need to enter the COFN code is for a **late add** when the **student and course** are eligible for COF but the **reason** the class was added after census is not allowed.

2. In Quick Enroll under the Other Class Info tab, select the Action Reason COFN.



3. If you processed a class add that met all the requirements in item 1 above but forgot to enter the COFN code, please contact registrar@colorado.edu to have the Action Reason entered retroactively.

Additional Notes on COF

- After grade rosters are created, class adds are not eligible for COF. No exceptions are made for classes added after census for fall and spring.

- Each department determines whether to keep documentation related to the COF eligibility for a late class add.

- If for some reason a department cannot process the late add and must submit it to the Office of the Registrar, the department should first make sure the student, course and reason are eligible and then submit the SAF with a COF addendum attached. **The COF addendum must be signed by both the student and the department**, or it will be returned to the department.

- All decisions are final. There are no appeals for late adds that are not eligible for COF.

Additional Notes on Late Adds

Who Can Add What Classes?

- Departments can only add students into their own classes.

- Combined-Section Classes – Academic units have different policies related to add authority on combined-section classes. In some cases, one of the combined sections is a RAP, and thus the RAP should perform the add transaction. In some cases, only the sponsor should process the add for a combined-section class. Because of different policies, the authority for performing the add transaction is up to each department.

Grading Basis

- Before census, any grading basis available for that class may be selected when processing an add.
- After census, the grading basis may not be changed. Campus policy states that pass/fail and no credit options may not be elected after census date unless the student has the permission of their dean.

When to Use a Change of Record Form

- A COR is required after grade rosters are created and must contain a grade, because the student will not appear on the grade roster.

Handling Swaps & Section Changes

- Swap (or section change) simply means dropping one section of a class and immediately adding another section of the same class.
- Department admins do not have access to process drops after the drop deadline; thus, swaps must be processed by the Office of the Registrar. If a student comes to your department requesting a section change after the drop deadline, submit the request on an SAF to the Office of the Registrar.

NOTE: The swap option that is available to students in the Student Center is different from the swap described above. Students should avoid using the “Swap” button in the Student Center, as it does not accomplish what they want and causes other issues for them.