



THE UNIVERSITY OF ARIZONA

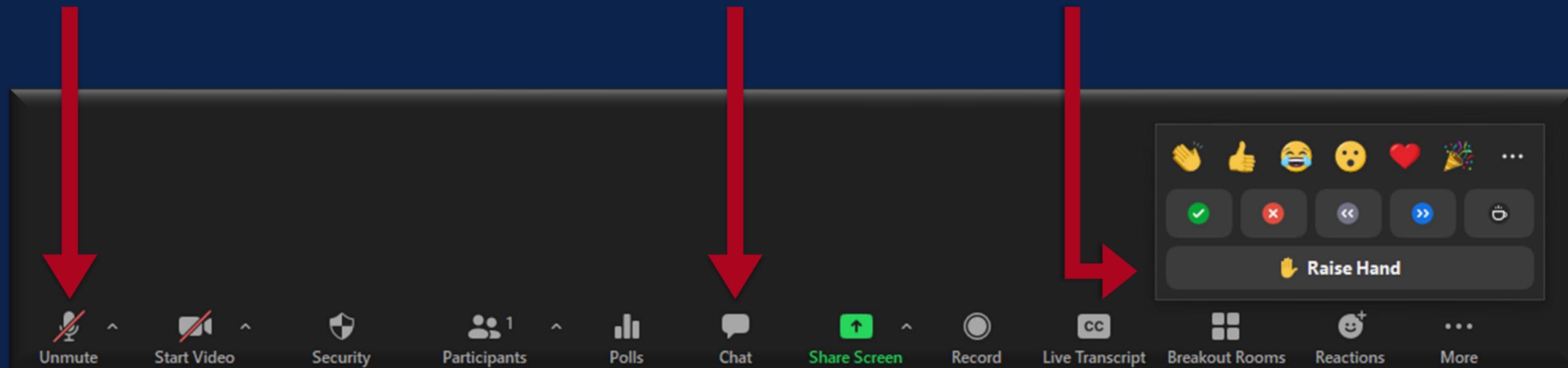
Office of the Registrar

ASK US ANYTHING SEPTEMBER 2022

September 20, 2022

Not speaking?
Please stay muted

Questions?
Use the chat or raise your hand



Office of the Registrar

AGENDA

Introductions

Office of the Registrar Overview

22-23 Policy & Project Roadmaps

Ask us Anything!



Office of the Registrar

The **Office of the Registrar** is responsible for the accuracy and integrity of the academic record.

Serving all students, faculty, academic units, and student support functions; the Office is charged with the implementation of academic and student policies and their alignment to state and federal regulations and accreditation standards.

The Office strives to be a leader and thought partner in creating efficient processes that are designed in a way that supports student success and service excellence.



Office of the Registrar



Alex Underwood
University Registrar



Abbie Sorg
Assistant Registrar,
Academic Catalog & Policy



Amanda Gluski
Associate Registrar,
Graduation, Records,
& Certifications



Cori Cashen
Senior Associate Registrar,
Catalog & Classes
Systems & Operations



Debbie Milora
Assistant Registrar,
Administration
Summer & Winter Sessions



Jaclyn Pryor
Assistant Registrar,
Room & Course Scheduling

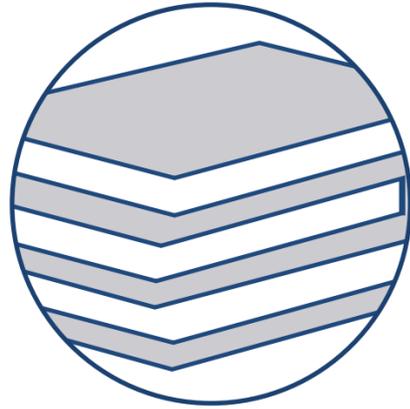


Michael Davenport
Associate Registrar,
Registration, Residency, &
Transcripts



Office of the Registrar

Departments & Units



Catalog & Classes

- Academic Catalog and Policy
- Room and Course Scheduling

Cori Cashen

Senior Associate Registrar

Abbie Sorg

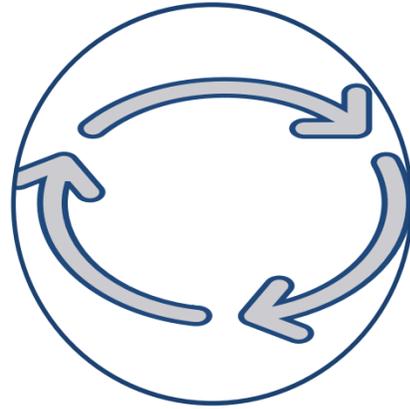
Assistant Registrar

Academic Catalog & Policy

Jaclyn Pryor

Assistant Registrar

Room & Course Scheduling



Systems & Operations Administration

- Systems and Operations
- Internal Administration
- Summer-Winter Sessions

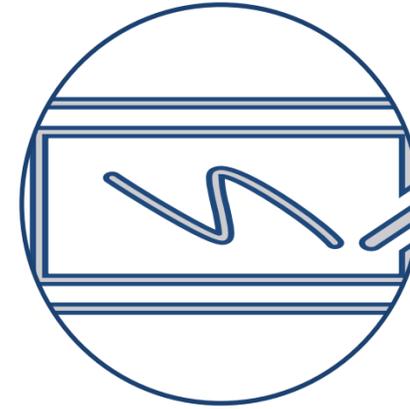
Cori Cashen

Senior Associate Registrar

Debbie Milora

Assistant Registrar

Administration – Summer/Winter

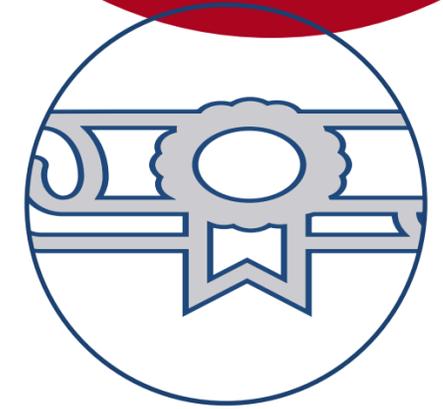


Registration, Residency & Transcripts

- Registration and Student Services
- Document Scanning and Archives
- Appeals and Petitions
- Residency Classification

Michael Davenport

Associate Registrar



Graduation, Records & Certifications

- Graduation Services
- Academic Services
- NCAA Compliance
- Military-Connected Benefits and Certifications

Amanda Gluski

Associate Registrar



Office of the Registrar

POLICY ROADMAP

We need your help!
Be on the lookout for
opportunities to
provide feedback on
policy changes.

ACADEMIC YEAR 2022/2023

- Course Repeat and GRO
- Course Withdrawal & Retroactive Withdrawal
- Undergraduate Academic Petitions
- Double Use of Courses (Double Dipping)
- Grade Appeal
- Grade Change procedure
- Leave of Absence
- Military Excused Absence
- Audit
- Academic amnesty programs
- Graduate Credit for Seniors
- General Education Foundations
- Full Time Status
- Grades & the Grading System
- Change of Major
- Community College Credit
- Defining or redefining:
 - Professional and Graduate programs
 - Developmental Courses
 - House Numbered Courses, Course Type, and Individual Studies Courses



Office of the Registrar

ACADEMIC YEAR 2022/2023

PROJECT ROADMAP

- **Support Students & Academic Enterprise**
- **Improve Training & Communications**
- **Enhance Academic operations**

Improved Training & Communication

FERPA Elevated Access Training

Department Scheduler Training

Department Enroller Training

New Tools to Support Students & Academic Enterprise

New Catalog & Curriculum Approval Tool

SURPASS eForms (Streamlining University Registrar Processes to Amplify Student Success)

Academic Operations enhancements

Reimagine Class Scheduling



Office of the Registrar



Office of the Registrar

SURPASS

eForms



- No longer an electronic ‘fill in the blank’ on free-standing, digitized paper forms, each **SURPASS eForm** is customized for the process to efficiently implement and support existing and changing academic policies and procedures.
- Improves service experience for all students, streamlines form approval processes and reduces staff time advising on how to navigate disparate form-handling procedures.
- Funding and support through the Office of the Provost and the Hispanic Serving Institution (HSI) Initiatives

*Streamlining
University
Registrar
Processes to
Amplify
Student
Success*





Our Office currently supports over **80 different forms/processes** outside of UAccess Student

- Fillable PDFs emailed
- Custom SASG webforms
- Microsoft Forms
- Qualtrics Forms/Surveys
- Trellis Change of Schedule

COVID-19 demonstrated need to fast-track our forms modernization plans

- Walking a piece of paper around campus was already antiquated and othering for non-main campus students - now impossible
- Opportunity to move beyond (SURPASS) recreating our paper processes as fillable PDFS
- Opportunity to improve/simplify process
- Brainstormed options with UITS colleagues & looked at peer institutions

Initial prioritization of the projects

- Impact to Student Experience
- Frequency and scale of use
- Forms that provide learning require support from GT
- Perceived complexity
- Method of current process
- Similarity to forms/processes used in OR/Honors/Graduate College
- Similarity to pre-existing GT eform template

Up 1st!

- Academic Eligibility Appeal Form
- Authorization for Release of Information (FERPA)
- Campus Change Form
- Change of Personal Information
- Complete Withdrawal Form
- UGRD Enrollment in GRAD Courses
- Residency Classification for Tuition Purposes (13 disparate forms)

*Streamlining
University
Registrar
Processes to
Amplify
Student
Success*



Winter 2022 Spring 2023 Registration Information

September 30

- Message to students!

October 1

- Schedule of Classes published!
- Shopping Carts available
- Registration periods published

October 7

- Transcripts must be submitted

October 17

- Registration Appointments assigned

October 20

- Registration emails to students
- Includes information on holds

October 31

- Registration begins!



Office of the Registrar

Questions
for the panel?

Ask Us
Anything!



Office of the Registrar



Office of the Registrar

T H A N K Y O U