

# REGISTRAR'S OFFICE REVIEW



The work of the registrar touches every student and nearly every corner of a college or university. Much has changed in this work over the last 20 years, as information systems and Internet-based services have replaced paper files and in-person service. The effective functioning of the Registrar's Office is critical to the life of a college or university. The leadership role of the registrar, ensuring the integrity of student records and interpreting and enforcing academic policies, is equally vital to student success and academic vitality.

The **Registrar's Office Review** provides institutional leadership with a "health check" on this critical work. AACRAO is uniquely positioned to provide this service, having literally "written the book" many times over, to establish and document the standards of this work. AACRAO Consulting brings experience and firsthand knowledge of leading practices in staffing, technology, policy, FERPA and service to our client institutions.

Whether you simply want to improve an already strong Registrar's Office or you are in the midst of major changes, the **Registrar's Office Review** will deliver a thorough, insightful assessment of this work at your institution.

## What is the intended outcome?

The goal of the **Registrar's Office Review** is to provide you with a review of your office against standards established in the *Registrar's Office Handbook* and any current issues in the field (i.e., new regulations or technologies). It examines the role of the registrar within the context of the institution to establish the extent to which the office is able to act as an adviser to academic affairs and provide outstanding service to students, faculty and alumni.

While each consultation is tailored to the unique character, complexity and size of the institution, some typical deliverables include:

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- Review of and recommendations for existing business processes including registration procedures, academic calendar, policies and procedures, schedule of classes and classroom utilization, academic records management, retention and destruction, graduation processes, etc.
- Review and assess related policies and the influence of policy on processes and practice
- Provide recommendations for improving customer service to internal and external stakeholders
- Evaluate the use of electronic/virtual services for students and internal constituents in comparison with industry-leading practices
- Assess the use of and access to data for reporting purposes
- Evaluate the use of technology to support related internal business processes
- Evaluate the processes for complying with and reporting on federal, state/provincial or other regulations
- Evaluate staffing patterns, roles, job descriptions, staff size, professional development and training

### Who typically contracts with AACRAO Consulting for a Registrar's Office Review?

- Institutions in transition between registrars
- Institutions that have rapidly grown or changed to assess staffing and efficiency needs

### What does a consultation look like?

Prior to coming onsite, AACRAO consultants review information you already have on hand, such as organizational charts, job descriptions, technology descriptions, business process guides, reports and policies.

Most **Registrar's Office Review** consultations last two to three days onsite. This is adjusted to meet the scope of your project and the size of your operation. During the onsite portion of the project, we interview staff and key institutional partners to gather multiple perspectives on the current business processes and performance to assess how well they meet expectations and needs.

At the conclusion of the site visit, we will provide you with a brief, initial assessment of our observations and recommendations. This will be followed by a narrative report with specific, actionable recommendations for your implementation. AACRAO Consulting is also available after the initial review to provide any additional implementation assistance you may need.