



# REGISTRAR'S

# BASIC GUIDE

AMERICAN ASSOCIATION OF COLLEGIATE  
REGISTRARS AND ADMISSIONS OFFICERS



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# Preface

*“...the door to my office shall ever swing inward to students seeking advice and encouragement.”*

—J. Douglas Conner, AACRAO’s first Executive Director, 1966

The registrar’s office is an integral part of a student’s education. A registrar should see themselves as a peer of academics and a partner in the delivery of educational programs. As the steward of the academic record and the keeper of institutional data, the registrar is in a unique role at the institution. An institution needs good data to advance its initiatives. The registrar, who sits at the crossroads between student service and academic programing, is distinctly suited to use the data at hand to help shape discussions and decisions in the context of desired educational outcomes for the institution and students alike. While serving and advancing higher education by safeguarding the academic integrity of the institution, there are broad professional principles of good practice, management, and conduct that should be followed. When too many of these principles are not being followed, those served by the registrar’s office (*i.e.* students) are the ones that bear the consequences of a disengaged office. The registrar must be both reasoned and nimble to ensure the integrity of degrees and maintain the ability to accurately advise students about degree requirements.

What you will find in the *Registrar’s Basic Guide* provides a brief overview of the most pertinent aspects of a registrar’s duties. Although this guide discusses functions often performed by registrar’s offices, institutions

organize such functions in different ways; a registrar may only perform some of the duties discussed and may perform additional duties not mentioned. Think of this publication as a study guide. It is meant to facilitate learning in a number of areas of importance to the registrar. You will not find definitive answers to all of the topics covered, but instead an instrument for ongoing self-analysis. This guide can become especially useful when paired with AACRAO's *Professional Development Guidelines for Registrars: Self-Assessment*. If reading through these chapters should highlight a knowledge gap (or gap in office procedures), the corresponding section in the *Self-Assessment* will provide direction for further study. Also included in this guide is a Further Reading section at the end of each chapter that will direct the reader to additional resources and information to inspire reflection and advancement. The *Registrar's Basic Guide* will provide practical and useful information for professionals working at any experience level from beginner to seasoned registrar. It provides a comprehensive overview of the registrar's responsibilities for new professionals, and affords a seasoned professional the chance to examine their current procedures and revitalize routines.

The registrar's office serves as a bureau of information for students, faculty and staff, parents, prospective students, and visitors on almost any question. While the challenges of serving as a registrar are many, the rewards are great. This guide will be the first stepping stone to fostering personal and professional growth and creating a successful office that can support the needs of the institution and its students.

## About the Authors

### **DENNIS GEYER**

Dennis Geyer retired from his position as University Registrar at California State University, Sacramento in September 2017, after more than 40 years in the profession. Having worked at institutions ranging from community colleges to large public universities, Dennis has had the opportunity to experience nearly all the angles of the profession. He has seen his universities through advances in everything from their first implementation of online registration to helping to create an interactive progress-to-degree support system for students. Dennis is a recipient of AACRAO's 2018 Distinguished Service Award and has been an active committee member and frequent meeting presenter for his entire career. As a new registrar, Dennis was given the advice to “Listen—Ask—Listen and Learn” and he urges all novice registrars to do the same.

### **KIMRA SCHIPPOREIT**

Kimra Schipporeit is the Director of Records and Registration at the University of Nebraska Kearney. During her tenure at UNK, she has survived three SIS implementations, two degree audit implementations, four general education curriculum overhauls, as well as a change to the grading system. At UNK, she currently serves on the Faculty Senate Curriculum Commit-

tee, the General Education council, the Enrollment Management Council and the Graduation Task Force.

Kimra is past chair of AACRAO's Professional Development and Awards committees and has served on the Program committee. She wrote a chapter for *The Registrar's Guide*, edited previous versions of the *Registrar's Self-Audit*, and helped create the Registrar 101 and 201 workshops. In 2008, she received the AACRAO Founders Award for Leadership. She has also served on AACRAO's Nominations and Elections committee and is currently a member of the State and Regional Relations committee.

### **LORA SPAULDING**

Lora Spaulding is the Assistant Registrar of Registration and Athletic Certification at the University of Notre Dame in Indiana. There she oversees registration, athletic certifications, class schedules, FERPA and FERPA training, and the co-exchange program with Saint Mary's College (a cooperative program permitting students to take courses at the neighboring institution). An active AACRAO member for decades, Lora served as Chair of the Program Committee in 2003 where she worked diligently to curate the offerings of that year's Annual Meeting. She is also the recipient of Indiana ACRAO's Distinguished Service Award.

### **DANIEL WEBER**

Dan Weber is the University Registrar at Northeastern Illinois University and oversees registration, undergraduate records, graduate records, degree audit, transfer articulation, veterans services, and the enrollment services center. Before joining NEIU, Dan served as assistant registrar, associate registrar and registrar at another Chicago university, and has also worked in admissions positions at four different Illinois universities. Dan is past president of the Illinois ACRAO, past chair of AACRAO's Federal Compliance Committee, and is a co-author of AACRAO's 2016 *Academic Record and Transcript Guide*.