



AACRAO

Advancing Global Higher Education

Registrar Office Staffing

Summary Results of the AACRAO April 2015 60 Second Survey

April 2015

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Introduction and Executive Summary

The April 2015 AACRAO *60 Second Survey* asked respondents to identify the size, composition, name and level of decentralization for the Office of the Registrar (Appendix A). This survey is an update to the similar survey from 2007¹. As with other 60 Second Surveys, the survey was distributed through the FluidSurveys² platform to all AACRAO members. Responses were received from 1,721 individuals. Some institutions had multiple responses and other responses were incomplete. Where multiple responses were received, data were reviewed and one institutional response was created or maintained. Incomplete responses were also reviewed. Cleaned data resulted in 1,389 unique institutional responses. Respondents represented 21 countries, commonwealths or territories, all 50 states plus the District of Columbia, Puerto Rico, Guam and 9 Canadian provinces as well as a variety of institutional types, control and sizes (Appendix B through E).

Given that there are many institutional permutations of how the registrar functions are staffed and distributed across institutions, this survey attempted to differentiate between a “traditional” registrar’s office and offices that support additional functions. Figures 1 and 2 include information from the survey intended to define these differences for the respondents.

Figure 1: Survey Introduction

This is a brief survey asking members to report on the number of staff associated with traditionally registrar related functions (e.g., student records, registration, class scheduling, etc.). We recognize that not all institutions have a stand-alone "Registrar's Office" so this survey attempts to capture the number of staff across the institution responsible for registrar related functions regardless of the name of the office. We are also aware that Canadian members and other member countries define the role of the Registrar's Office differently than most U.S. institutions. Where we know this difference exists, we will differentiate the responses in the report. For this survey, traditional registrar functions are defined in U.S. context which includes student records, registration, class scheduling etc. but not typically bursar, financial aid, or admissions.

The first question asked respondents to indicate whether their institution had a traditionally named registrar’s office (Figure 2). Those who indicated “no” were directed to a different set of

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¹ http://aacrao-web.s3.amazonaws.com/migrated/registrarssurvey2.pdf_51caedbecf04b9.61419032.pdf

² <http://fluidsurveys.com/home-1/>

staffing questions from those who answered “yes” and were provided the opportunity to list the name of the office responsible for registrar related functions. All were asked to indicate if any of the registrar functions are decentralized and if so to indicate approximately how many decentralized staff support registrar functions. In addition they were asked to indicate what registrar related functions are decentralized.

Figure 2: Survey Question #1

Does your institution have an office called "Registrar's Office", "Office of the Registrar" or other similar name?
 The intent of this question is to differentiate between offices with a focus on traditional registrar functions from those with multiple responsibilities (e.g., "Enrollment Services", "Admissions and Registration" etc.)

Yes
 No

Slightly more than 9 out of 10 U.S. and Canadian institutions indicated that their institution has a “traditional” registrar’s office (Table 1). However, as stated in the survey introduction, it is understood that most often the functions of Canadian registrar’s office are wider in scope than U.S. institutions. The results are differentiated by country to help account for these differences. All 20 of the respondents from other countries reported having a “traditional” registrar’s office.

Table 1: Respondents Reporting having an office called "Registrar's Office", "Office of the Registrar" or other similar name

	Count	Percentage
United States	1323	
Yes	1209	91%
No	114	9%
Canada	46	
Yes	43	93%
No	3	7%
Outside U.S. or Canada	20	
Yes	20	100%
Grand Total	1389	

Results

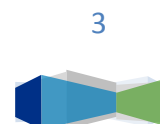
The data are comprehensive and create an opportunity for highly disaggregated results. However, the results included in this brief report are an attempt highlight the aggregate answers to the most frequent questions AACRAO receives about staffing size. The majority of the aggregate results are separated into three country groups; U.S. institutions, Canadian institutions, and Outside of U.S. and Canada institutions. Further disaggregation of the data may yield interesting results not captured here and/or results more tailored to a specific institutional size, type, control and location.

When viewing the results in this report it is important to consider both the standard deviations and the sample sizes. One standard deviation above or below the average captures 68% of the sample population. Many of the standard deviations are large compared to the average. The larger the standard deviation as compared to the average, the wider the distribution of reported institutional staffing sizes. In addition, some sample sizes are very small, just a few of institutions. As such, generalizations about staffing size should be limited for results.

In the aggregate, the average number of full-time professional (salaried or hourly) staff employed in a registrar or related office is 10 (n=1263, SD 12). Table 2 reports the average number of full-time professional employees by country for all respondents. Seven small institutions reported zero full-time professional employees and only one part-time professional employee. Zeros were removed from the analysis because it is unknown if those who left a response blank intended it to mean “zero” or if it was a skipped question. The analysis needed to treat both blanks and zeros the same for the averages and standard deviations.

Table 2: Average Number of Full-Time Professional Employees by Country

Country	Average Number	High Number	Std. Dev.	Number of Respondents
United States	9	75	9	1201
Canada	41	150	31	43
Outside U.S. or Canada	10	32	8	18



Staffing for “Traditional” Offices of the Registrar

Tables 3, 4 and 5 summarize the number of full-time professional staff by institutional size, type, and control for institutions reporting having an office called "Registrar's Office", "Office of the Registrar" or other similar name. The AACRAO member institution size, type and control categories used in this report are based on the following definitions and sources. The enrollment value used to delineate the institution size category is defined as full-time enrollment plus 1/3 of part-time enrollment and is based on the enrollments reported by the institution to the U.S. Department of Education National Center for Education Statistics (NCES). Institution type and control values are also defined by and verified through NCES criteria.

Table 3: Full-time Staff for U.S. Institutions with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	9	75	9	1196
Under 1,000	2	15	2	254
1,000 - 2,499	4	24	2	308
2,500 - 4,999	7	26	4	214
5,000 - 9,999	10	35	6	184
10,000 - 19,999	18	68	10	133
20,000+	27	75	14	103
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	9	75	9	1196
2-year Lower Division Only	6	31	5	189
Undergraduate	4	26	3	166
Undergraduate, Graduate and/or Professional	11	75	10	758
Graduate and/or Professional	3	18	3	80
Other	2	3	1	3
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	9	75	9	1196
Private, not for profit	6	75	7	644
Private, proprietary	7	75	12	51
Public	12	68	11	501



Table 4: Full-time Staff for Canadian Institutions with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	41	150	31	43
Under 1,000	16	19	5	2
1,000 - 2,499	18	24	7	3
2,500 - 4,999	19	35	12	4
5,000 - 9,999	31	50	15	8
10,000 - 19,999	49	75	21	8
20,000+	53	150	39	18
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	41	150	31	43
2-year Lower Division Only	23	24	1	2
Undergraduate	40	75	23	16
Undergraduate, Graduate and/or Professional	43	150	36	25
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	41	150	31	43
Private, not for profit	43	75	46	2
Private, proprietary	12	-	-	1
Public	42	150	31	40



Table 5: Full-time Professional Staff for Institutions Outside of the U.S. and Canada with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	32	8	18
Under 1,000	5	6	2	8
1,000 - 2,499	5	8	3	3
2,500 - 4,999	13	20	5	4
5,000 - 9,999	25	32	10	2
10,000 - 19,999	19	19	-	1
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	32	8	18
2-year Lower Division Only	8	-	-	1
Undergraduate	6	13	3	9
Undergraduate, Graduate and/or Professional	17	32	10	6
Graduate and/or Professional	6	6	1	2
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	32	8	18
Private, not for profit	8	19	6	11
Private, proprietary	5	-	-	1
Public	13	32	11	6

Tables 6-8 summarize the number of part-time professional staff by institutional size, type, and control for institutions reporting having an office called "Registrar's Office", "Office of the Registrar" or other similar name. Table 9 lists the number of students and/or other part-time non-regular employees by institution size for the same.



Table 6: Number of Part-time Professional Staff for U.S. Institutions with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	2	29	3	412
Under 1,000	1	4	1	74
1,000 - 2,499	1	6	1	89
2,500 - 4,999	2	23	3	68
5,000 - 9,999	2	9	2	72
10,000 - 19,999	5	29	6	60
20,000+	3	25	5	49
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	2	29	3	412
2-year Lower Division Only	3	29	5	77
Graduate and/or Professional	1	4	1	25
Other	1	1	0	3
Undergraduate	1	9	1	49
Undergraduate, Graduate and/or Professional	2	25	3	258
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	2	29	3	412
Private, not for profit	2	23	2	216
Private, proprietary	2	9	3	13
Public	3	29	4	183



Table 7: Number of Part-time Professional Staff for Canadian Institutions with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	75	16	32
Under 1,000	3	3	-	1
1,000 - 2,499	5	5	-	1
2,500 - 4,999	4	8	4	3
5,000 - 9,999	3	6	2	8
10,000 - 19,999	7	15	6	4
20,000+	17	75	21	15
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	75	16	32
2-year Lower Division Only	5	5	-	1
Undergraduate	17	75	24	12
Undergraduate, Graduate and/or Professional	6	20	5	19
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	10	75	16	32
Private, not for profit	26	-	-	1
Public	10	75	16	31



Table 8: Number of Part-time Professional for Institutions Outside of the U.S. and Canada with a “Traditional” Office of the Registrar

Size	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	11	28	12	4
Under 1,000	1	-	-	1
1,000 - 2,499	12	12	-	1
5,000 - 9,999	4	-	-	1
20,000+	28	28	-	1
Type	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	11	28	12	4
2-year Lower Division Only	12	12	-	1
Undergraduate, Graduate and/or Professional	11	28	15	3
Control	Average Number	High Number	Std. Dev.	Number of Respondents
Overall	11	28	12	4
Private, not for profit	11	28	15	3
Public	12	-	-	1



Table 9: Number of Students and/or Other Part-Time Temporary Staff by Institutional Size for Institutions with a Traditional Office of the Registrar

	Average Number	High Number	Std. Dev.	Number of Respondents
United States	4	69	5	734
Under 1,000	2	8	1	90
1,000 - 2,499	2	12	1	176
2,500 - 4,999	3	14	2	143
5,000 - 9,999	4	25	4	140
10,000 - 19,999	7	60	7	100
20,000+	8	69	10	85
Canada	11	50	12	22
Under 1,000	11	-	-	1
1,000 - 2,499	4	-	-	1
2,500 - 4,999	5	8	2	3
5,000 - 9,999	5	10	4	4
10,000 - 19,999	13	30	15	3
20,000+	16	50	15	10
Outside U.S. or Canada	5	12	4	13
Under 1,000	2	4	1	4
1,000 - 2,499	7	12	7	2
2,500 - 4,999	5	10	4	4
5,000 - 9,999	5	6	1	2
10,000 - 19,999	10	-	-	1



Staffing for Institutions Without an office called "Registrar's Office", "Office of the Registrar" or other similar name

The sample sizes were small for this sub-population of respondents. Disaggregating the data further than represented in Tables 10 and 11 would not have added meaningful results to this report. These respondents were asked to provide the name of the office that provides most registrar related functions (Appendix F) and to list the responsibilities of that office (Appendix G). Some combination of admissions, records and registration or enrollment services were the most reported terms included in office names.

The survey further attempted to differentiate the staffing by identifying those offices that cross-train employees to perform multiple responsibilities including those not traditionally associated with the registrar's office from those offices where the staff specialized in primarily registrar related functions (Table 10 and 11).

Table 10: Number of Full-time/Part-time Professional Staff and Student/Part-time Temporary Staff for Institutions without a Traditional Registrar's Office Who Use Cross-Trained Staff to Support Multiple Functions (e.g., admissions, records, etc.)

	Average # Full-time Professional	Average # Part-time Professional	Average # Students and/or Part-time Temporary Staff
United States	11	4	4
Under 1,000	4	2	2
1,000 - 2,499	6	2	2
2,500 - 4,999	10	4	4
5,000 - 9,999	12	5	6
10,000 - 19,999	25	7	8
20,000+	43	3	6
Canada	28		23
Under 1,000	6		6
20,000+	50		40



Table 11: Number of Full-time/Part-time Professional Staff and Student/Part-time Temporary Staff Primarily Responsible for Registrar Related Functions for Institutions without a Traditional Registrar’s Office and Who Do Not Have Cross-Train Staff

	Average # Full-time Professional	Average # Part-time Professional	Average # Student/Part-time Temporary
United States	6	6	5
Under 1,000	3	1	4
1,000 - 2,499	5		1
2,500 - 4,999	5	1	12
5,000 - 9,999	8	6	4
10,000 - 19,999	15	16	3
Canada	13		1
10,000 - 19,999	13		1

Decentralized Registrar Functions

Decentralization of registrar related functions does not appear to impact one way or the other the number of staff in the registrar’s office. The reported staff numbers were not noticeably different from those who do not decentralize functions. Table 12 summarizes the approximate number reported for the decentralized employees who also provide some registrar related functions.

Table 12: Approximate Number of Full-time (FT) and/or Part-time (PT) Decentralized Staff who Support Registrar Functions

	United States	Canada	Outside U.S. or Canada
Average FT Number	21	30	17
High FT Number	400	200	120
Std. Dev. Full-time	40	51	35
# Respondents Full-time	576	23	11
Average PT Number	13	19	5
High PT Number	312	41	12
Std. Dev. Part-time	31	20	5
# Respondents Part-time	142	5	4



Roughly half of all institutions reported some decentralization of registrar related functionality (Table 13). Similar percentages were reported for all of the functions listed in the survey (Table 14). Several respondents selected “other” as a response to the functions question and provided a list of other decentralized responsibilities. These have been summarized in Appendix H.

Table 13: Count of Institutions With Decentralized Registrar Related Functions by Type as a Percentage of All Respondents by Institutional Type, Size and Country

Country	Institution Type	#	%
United States	2-year Lower Division Only	165	63%
	Undergraduate	61	34%
	Undergraduate, Graduate and/or Professional	388	49%
	Graduate and/or Professional	25	28%
Canada	2-year Lower Division Only	1	50%
	Undergraduate	6	38%
	Undergraduate, Graduate and/or Professional	15	56%
Outside U.S. or Canada	2-year Lower Division Only	1	100%
	Undergraduate	5	56%
	Undergraduate, Graduate and/or Professional	5	63%
	Graduate and/or Professional	1	50%
Country	Size	#	%
United States	Under 1,000	87	31%
	1,000 - 2,499	140	42%
	2,500 - 4,999	133	54%
	5,000 - 9,999	122	60%
	10,000 - 19,999	90	60%
	20,000+	67	63%



Table 13: Continued

Country	Size	#	%
Canada	Under 1,000	1	33%
	1,000 - 2,499	2	67%
	5,000 - 9,999	6	75%
	10,000 - 19,999	3	33%
	20,000+	10	53%
Outside U.S. or Canada	Under 1,000	5	56%
	1,000 - 2,499	2	67%
	2,500 - 4,999	3	75%
	5,000 - 9,999	1	50%
	10,000 - 19,999	1	100%

Table 14: Decentralized Functions by Country (Percentage of Respondents as a Percentage of those with Decentralized Functions)

Function	United States		Canada		Outside U.S. Or Canada	
	#	%	#	%	#	%
Adding a Class	343	54%	11	50%	5	42%
Dropping a Class	309	48%	10	45%	4	33%
Withdrawing a Class	198	31%	7	32%	2	17%
Processing Schedule Overrides	336	53%	11	50%	4	33%
Developing or Editing the Schedule of Classes	408	64%	10	45%	8	67%
Developing or Editing the Catalog	350	55%	6	27%	8	67%
Performing Graduation Checks	223	35%	8	36%	3	25%
Determining Transfer Course Equivalency	283	44%	12	55%	6	50%
Other	136	21%	8	36%	2	17%



Questions regarding this or other AACRAO research should be directed to Wendy Kilgore, AACRAO Director of Research and Managing Consultant at wendyk@aacrao.org.

Appendix A: Survey Instrument

AACRAO 60 Second Survey - Registrar Staffing Size³

Introduction

This is a brief survey asking members to report on the number of staff associated with traditionally registrar related functions (e.g., student records, registration, class scheduling, etc.). We recognize that not all institutions have a stand-alone "Registrar's Office" so this survey attempts to capture the number of staff across the institution responsible for registrar related functions regardless of the name of the office. We are also aware that Canadian members and other member countries define the role of the Registrar's Office differently than most U.S. institutions. Where we know this difference exists, we will differentiate the responses in the report. For this survey, traditional registrar functions are defined in U.S. context which includes student records, registration, class scheduling etc. but not typically bursar, financial aid, or admissions.

Does your institution have an office called "Registrar's Office", "Office of the Registrar" or other similar name?

The intent of this question is to differentiate between offices with a focus on traditional registrar functions from those with multiple responsibilities (e.g., "Enrollment Services", "Admissions and Registration" etc.)

- Yes
- No

How many full-time professional staff are employed in the Registrar's Office (salaried or hourly)?

How many part-time professional staff are employed in the Registrar's Office (salaried or hourly)?

Are students and/or other part-time staff regularly employed in the Registrar's Office? "Regularly employed" is intended to mean year-round employment not just seasonal.

- Yes
- No

³ Looping indicators are not shown.



How many students or other part-time staff are regularly employed in the Registrar's Office?

What is the name of the office responsible for most registrar related functions?

Are employees in this office cross-trained to support registrar related functions and other functions on a regular basis (for example - admissions, recruitment, financial aid, etc.)?

- Yes
- No

How many full-time professional staff are employed in this office (salaried or hourly)?

How many part-time professional staff are employed in this office (salaried or hourly)?

Are students and/or other part-time staff regularly employed in this office?

- Yes
- No

How many students and/or part-time staff are regularly employed in this office?

"Regularly employed" is intended to mean year-round employment not just seasonal.

How many of the full-time professional staff are primarily responsible for registrar related functions in this office (salaried or hourly)?

How many part-time professional staff are primarily responsible for registrar related functions in this office (salaried or hourly)?

Are students and/or other part-time staff regularly employed in this office to primarily support registrar functions?

- Yes
- No



How many of the students and/or part-time staff are primarily responsible for registrar related functions in this office?

Please list the functions this office is responsible for.

Are any functions traditionally identified as registrar functions either partially or completely decentralized to other staff and offices within the institution?

(e.g., class scheduling, registration, overrides, etc.)

- Yes
- No

What registrar related functions are supported by staff in other offices?

Please check all that apply.

- Adding a class to a student's schedule
- Dropping a class from a student's schedule
- Withdrawing a student from a class
- Processing overrides for a student's schedule
- Developing or editing the schedule of classes
- Developing or editing the catalog
- Performing student graduation checks
- Determining transfer course equivalency
- Other, please specify... _____
- Other, please specify... _____

Approximately how many additional full-time professional staff help support the decentralized registrar functions?

Approximately how many additional part-time professional staff help support decentralized registrar functions?

Additional comments.



Appendix B: Count of Respondent by Country, Commonwealth, or Territory and State or Province, if applicable

Country, Commonwealth or Territory and State or Province	Count
Armenia	1
Bolivia	1
Bulgaria	1
Canada	46
AB	10
BC	9
MB	2
NB	1
NL	2
NS	1
ON	18
QC	2
SK	1
China	1
Cote d'Ivoire	1
Egypt	1
Greece	1
Grenada	1
Italy	1
Jamaica	1
Lebanon	1
Mexico	1
Netherlands Antilles	1
Northern Marianas	1
Peru	1
Qatar	1
Switzerland	1
Trinidad and Tobago	1
United Arab Emirates	2
United States	1323
AK	2
AL	15
AR	11
AZ	17
CA	93
CO	29
CT	15
DE	3
District of Columbia	10
FL	36
GA	30
Guam	1
HI	3
IA	21
ID	9



IL	69
IN	38
KS	31
KY	15
LA	11
MA	52
MD	30
ME	9
MI	44
MN	30
MO	34
MS	5
MT	11
NC	36
ND	8
NE	15
NH	6
NJ	29
NM	6
NV	7
NY	108
OH	58
OK	15
OR	26
PA	82
Puerto Rico	7
RI	7
SC	22
SD	5
TN	32
TX	63
UT	10
VA	33
VT	8
WA	24
WI	26
WV	14
WY	2
Grand Total	1389



Appendix C: Count of Respondent by Institution Type

	Count
United States	1323
2-year Lower Division Only	262
Undergraduate	178
Undergraduate, Graduate and/or Professional	791
Graduate and/or Professional	89
Other	3
Canada	46
2-year Lower Division Only	2
Undergraduate	16
Undergraduate, Graduate and/or Professional	27
Graduate and/or Professional	1
Outside U.S. or Canada	20
2-year Lower Division Only	1
Undergraduate	9
Undergraduate, Graduate and/or Professional	8
Graduate and/or Professional	2
Grand Total	1389



Appendix D: Count of Respondent by Institution Size

	Count
United States	1323
Under 1,000	281
1,000 - 2,499	333
2,500 - 4,999	248
5,000 - 9,999	204
10,000 - 19,999	151
20,000+	106
Canada	46
Under 1,000	3
1,000 - 2,499	3
2,500 - 4,999	4
5,000 - 9,999	8
10,000 - 19,999	9
20,000+	19
Outside U.S. or Canada	20
Under 1,000	9
1,000 - 2,499	3
2,500 - 4,999	4
5,000 - 9,999	2
10,000 - 19,999	1
20,000+	1
Grand Total	1389



Appendix E: Count of Respondent by Institution Control

	Count
United States	1323
Private, not for profit	671
Private, proprietary	57
Public	595
Canada	46
Private, not for profit	4
Private, proprietary	1
Public	41
Outside U.S. or Canada	20
Private, not for profit	13
Private, proprietary	1
Public	6
Grand Total	1389



Appendix F: Unduplicated Name of Office Responsible for Register Related Functions

Academic Affairs and Registrar Services (AARS)
Academic Programs Office
Administration
Admissions & Records Operations
Admissions and Enrollment Services
Admissions and Records
Admissions and Records are housed together.
Admissions and Records Office
Admissions and Registration
Admissions and Student Records
Admissions Office
Admissions, Records & Enrollment Development
Admissions, Records & Registration - all one office but duties delegated
Admissions, Records and Enrollment Services
Admissions, Registration & Records
Admissions, Registration and Records
Admissions/Registrar's Office
Centralized Student Assistance Office
Currently called Enrollment Office, being changed to Records and Registration.
Dean of Enrollment Services
Dean of Students
Director of Admissions/Financial Aid
Enrollment and Records Administrator
Enrollment and Student Financial Services
Enrollment Management
Enrollment management team
Enrollment Services
Enrollment Services (has a designated Registrar unit within)
Enrollment Services (we have a Registrar position)
Enrollment Services Office
Enrolment Services
Financial Aid and Student Records
Office of Admissions and Registrar
Office of Admissions and Registration
Office of Admissions and Student Records
Office of Admissions and the Registrar
Office of Educational Services
Office of Enrollments
Office of Enrolment Services
Office of the Registrar
Office of the Registrar and Institutional Research
Records and Registration
Records Office
Registrar/Office of Admissions and Records



Registration and Enrollment Services
Registration and Records
Registration, Records & Evaluations
Rhodes Express
Student Academic & Financial Services
Student Academic Services
Student Affairs Office or sometimes Admissions Office
Student Enrollment Services
Student Financial Services
Student Records
Student Records and Academic Information
Student Resource Center
Student Services
Student Services (Registrar Team)
The Office of Enrollment Services
Warrior Hub
Welcome Center



Appendix G: Reported Functions Associated with Institutions without a “Traditional” Office of the Registrar*

*The data below is in its raw format. Only information which identifies a specific institutions has been changed.

Enrollment Services - Registrar, Admissions, Financial Aid, Enrollment Advising, Counseling, Career Services, Disability Services, and Intake Services (counter/phones)

Registration Enrollment Scheduling Filing Status Changes Verification Paperwork Reports Transcripts Student Portal Help Desk Take Payments Loan Management Healthcare referrals, transportation, housing assistance

Registration help; VA monitoring; Transfer articulation; Bulletin production; transcript production; graduation check out; schedule production

Graduation, appeals, academic standings, grade processing, records processing, scanning, reports, evaluation.

Admissions, registration, records, graduation applications

Admissions, records, registration

Registration Grade posting and grade changes Residency Determination Processing applications for admission Transcript processing Enrollment verification Degree audits Veterans certification Selling parking permits :

Admission applications, transcripts incoming and outgoing, transcript evaluation, graduation, enrollment verification, withdrawals, registration.

Registration, graduation, transfer credit evaluations, appeals, grading, system functional support, academic scheduling, student front line support, telephones, advising support (degree audit, planner)

Freshmen, Transfer, International and Veteran admissions and evaluation. Records, registration, schedule of classes, graduation

Document management, Admission document collection & review, transfer credit evaluation, record maintenance, registration, drops, degree conferrals, transcript & diploma fulfillment, etc.

Transcript processing Graduation/commencement Grades Administrative withdrawal related to attendance/R2T4 Scheduling/room assignments Maintaining student records Curriculum matters



Admitting students, Transcripts, VA, Graduation, Degree Checks, Records, Grades, High School Concurrent Enrollment, NSC reporting, and other admission and registration functions. Recruitment, Admissions, Registration, Transcript Evaluation, Degree Audits, Commencement, Grade Processing, Student Records, Cashiering. Outgoing Transcripts

Processing admission applications, registration oversight, student record maintenance, Cashier's Office, Veterans School Certifying Official

Registrar, Academic Advising, Institutional Research

Admissions application processing, registration, records, transcripts, grading, coding and reporting

Grades, graduation, transcripts, reports, admissions,

Admissions- admitting students who have applied including our dual enrollment and caviat students Residency- using documents to determine residency for tuition purposes Registration- adding/dropping/withdrawing students from classes; verifying prerequisites Tuition- our office does the data entry for entering tuition amounts based on class Cashier- taking payments for tuition (we also enter the fees for tuition) and fines including cash, credit card, debit card, check, money order Records- responsible for maintaining records of transcripts, ACT/SAT scores, releases of information, change of major forms, and all other documents received from the student for admissions/residency/registration purposes Class scheduling- building the class schedule Curriculum- this office is responsible for publishing the online and printed catalog each year; we also maintain the curriculum database of new/retired/transferred coursework; Transcript Evaluation/Articulation- our office receives, reviews, and awards credit based on transfer work/test scores Degree Verification- our office verifies graduation applicants and confers degrees Degree Works- our office is responsible for the maintenance and training in the use of our degree audit system

Graduation transcripts- outgoing transcript evaluation graduation residency student update information forms

Transfer evaluations Graduation evaluations Grades and grade rosters (midterms, finals, grade changes) Enrollment changes (reinstatements, withdrawals) Transcripts (incoming and outgoing) Application processing Prerequisite processing Program changes Commencement planning and coordination PeopleSoft Student Records and Degree Audit management and maintenance (Business Analyst reports to Registrar) Create and run queries and reports for other departments Run, verify and submit Enrollment and Degree Verifications to the National Student Clearinghouse

Enrollment, international students, graduation, registration, grades, transcripts, state reporting, verifications,



All aspects of admissions, registration and records retention (except recruiting) to include admissions applications, residency determinations, collection of prior college transcripts and CPL documentation, assessment testing, maintain the registration functions of the computer system, assist students with course registration, transfer credits, outgoing transcripts, and records retention.

Recruitment Admissions New Student Orientation Registration Transcripts Commencement Academic Standing

Processing transcript requests, enrollment & degree verifications, articulation and posting of transfer credit, coordination of the schedule of classes, planning & execution of registration, scheduling of classrooms for classes, processing of grades, planning & execution of commencement ceremonies, maintenance of all student records

Admissions Registrar Degree Audit Graduation

Financial Aid, Student Accounts, and Registrar

All aspects of registration and class schedules as well as all billing

Admissions, Registration, Veterans Services, Transcripts, Schedule changes (both administrative and student), classroom assignments, International student admission

Registration- credit and CE, records, incoming transfer eval, outgoing transcripts, graduation (app eval, advising, clearing students for grad, degree posting, ordering diplomas, ceremony-shared w/ another office), college call center,

Admission of students to college; residency determination; tuition exemptions and waivers; state and federal student reporting; enrollment certification; international student admission; recruitment; entry of course schedule into ERP; entry of curriculum changes into ERP; degree audit maintenance; graduation processing; transcript request processing; registration; certification of athletic eligibility.

Admissions, residency, transcripts, graduation, registration, financial aid.
Admissions and Records.

Graduation awarding, President & Deans Listing, Early Alert Notification, Clearinghouse, Registration, Withdrawals, Audits, Amnesty, Scan & Indexing , maintaining records in accordance with state guidelines, processing transfer credits from other institutions, online Web maintenance of records & registration, plus graduation delivery information. That's some, ETC....



The Dean of Students oversees Admissions, Housing, Financial Aid, Student Support, Student Activities and Student Success, as well as being the Registrar. The Assistant Registrar/Transfer Coordinator does all credit evaluations, works with transfer institutions, manages the advising module on the computer system, and acts as an academic advisor.

Responsible for registering students. class schedules, academic calendars, transcript, reports. Also, course schedules, transfer courses, grades, name and address changes.

Admissions, registration, graduation, sending transcripts, incoming transcript articulation, residency determinations, degree audits, high school students, international students, various student information systems functions, catalog updates, some aspects of academic side (curriculum & articulation, general education, etc.).

Registrar Functions - Scheduling, Transcripts, Degree Audits, Records Management, etc.
Admissions Functions - Application Processing, Residency, Safety and Security, Transcript evaluation
Recruitment is a separate office.

Financial Aid Records and Registration Billing and Payment Student Employment

Admissions, Residency Classification, Orientation, Math-English-ESL Assessment, Prerequisite Clearance, Registration, Official Transcripts, Enrollment Verifications, Grades, Grade Changes, Records, Transfer credit evaluation, graduation (associate degrees, certificates and general education transfer requirements) , and commencement.

Admission application processing, Academic Calendar, Initial Course Schedule rolling, Banner setup for Registration, Records Functions and Graduation.

Admissions, Advising, Financial Aid, Registration, Registrar, Student Records, Transfer and Articulation

Academic counseling Academic Probation Course registration (including study abroad)
Placement Testing (including summer orientation) Transfer credit evaluation & posting of credit
Articulation agreements Grade Changes Major Changes Attendance Processing (for determining enrollment) Withdrawal Processing Master Schedule Creation (course projections) Transcript Processing Enrollment Verification Enrollment Reporting AD Hoc reporting for Student Academic Services Academic Classroom scheduling & ad hoc requests VA Certification Student ID replacement generation Course/Term Withdrawal processing Leave of Absence Requests Satisfactory Academic Progress (academic counselors assigned when student on warning) Academic Counselor assignments Departmental Challenge Exam Residential Hall Program (registration initiatives) Graduation Processing Re-admittance Requests (returning to university) Campus Transfers (moving between university campuses) Degree Audit Configuration (DegreeWorks) SIS (Banner) table maintenance (new courses, new programs, new majors, etc.) Student Handbook ownership all student and degree record updates



Catalog, handbook, curriculum, academic policy, VA, SEVIS, master schedule creations, academic planners, attendance, grade changes, major and program changes, assigning classrooms, transfer Credit evaluations, graduation evaluation, ratios, readmits and campus transfers, International and Study Abroad, withdraws, add/drop.

Admissions, enrollment services, student records, registration, class scheduling, etc.

Admissions, records, registration, all incoming and outgoing transcripts, verifications, sports eligibility, dual credit, graduation.

Registration, Admissions, Financial Aid, Advising

We are the primary academic recruitment and admission office as well as the key registration facilitator for two campuses. We are the central repository of prospective, current, and former student academic records (domestic and international). Primary functions include academic recruitment, Visitors Center, campus visits, Preview Day, international student services, admission processing, dual credit registration, transfer transcript evaluation, class rosters, maintain course catalog, student drops/withdrawals, issuing transcripts, commencement, certifying graduates, and state reporting as well as contribute to the overall retention efforts of the college.

All functions associated with admission, registration, and graduation.

Admissions/Registration/Billing/Accounts Receivable (Student and Institutional)/oversight of Banner Student Module, degree and transcript evaluation/Student Records/Frontline, phone, email customer service/XYZ Peer Associates oversight/Veterans Services

General admissions, international admissions, dual enrollment, registration, transfer credit evaluation, outgoing transcript processing, degree audits, commencement ceremony, Banner Student upgrade testing and implementation of new functionality.

Student recruitment, enrollment, registration, graduation, transcripts, enrollment verification, room reservations

Recruitment Admissions Registrar Graduation -all functions

Records, registration, transcript requests, transfer credit, veteran and military, international students, degree audits, application input/ data entry, selective admissions, front desk and phone coverage.



ABC Inst. is a Canadian university. Enrolment Services includes: exam and class scheduling, registration, academic records management, diploma production and part of convocation, one-stop services (includes admissions, registration, student accounts front line services), determination of tuition fee status (i.e. rate of payment - in or out of province/country), ID card, SEM planning, yearly enrolment target-setting with the deans, enrolment reporting to government and other third parties, establishing the academic calendar of dates, editing and publication of the online catalog, student recruitment, graduate and undergraduate admissions, transfer credit assessment, international exchange and study away services, campus tour program, project and change management, management of admission systems, production schedule, ad hoc reporting.

Receptionist and Data Reporting positions shared with Admissions & Financial Aid

Registration and change of schedule services Student fee assessment Withdrawals Degree audits Academic records Grades Course waivers and substitutions Transcripts Degree and enrollment verification Applications for graduation FERPA

Admissions/Records/Registration/Recruitment

admissions, records, verifications, transcripts, registration, graduation, degree petitions, csu/igetc certifications, transfer degrees verifications, applications, apportionment reporting, grades, grade changes, training new faculty on portal, student portal help, processing tuition assistance, instructional service agreement enrollments, and.....? 60 second survey,...

Admissions, Registration, Financial Aid, Advising, Testing, Student Activities

Application process VA Sending and receiving transcripts graduation analyst registration overrides transcript analyst calendars reports

Student Registration; transcripts; Classroom Scheduling; Publishing Catalog, Planner and other documents; planning and executing commencement; GI Bill; Enrollment Verification; Graduation audits; transfer credit requests; maintaining student records; supporting orientation and Convocation.

Application processing, transcript entry, articulation, counseling, class schedule, end of term processing, catalog.

Again, Admissions and Records are combined so we do the following: Recruitment, Orientation, registration, graduation, grade reporting, transcripts.

Processing admission application for degree, non-degree, continuing education, *ABC Senior Academy*, adult basic education, dual enrolled HS students, and special programs (Law Academy, Educator Preparation programs, etc.). Transfer Credit evaluations: evaluate and post transfer credits HS transcript evaluations: evaluate and post test scores, type diploma earned/graduation date, foreign language met. Test scores: receipt and data entry for SAT,



ACT, CLEP, AP, etc. GRADES: missing grades, incomplete grades, change-of-grades Graduation clearance: preliminary review, final review, posting degree/certificates earned. Verification of enrollment and degrees earned. National Student Clearinghouse: monthly reports, error resolution, cleanup of individual student details. Residency: enforcement of state guidelines regarding in-state residency billing rate. Transcript orders: receipt incoming; send out-going transcript orders. FERPA: enforcement/compliance with public directory information and release of information requests. MILITARY/Solomon Act: respond to Solomon Act data report inquiries. Student Database: clean-up all data errors in custom student database shared with several departments. Scanning/Document Management: scan all documents into imaging software for backup Records Disposition and retention: compliance with state rules regarding retention of documents. Legal Subpoenas: responsible for document preparation/transmittal for subpoena requests. Degree Audits: build degree audits in student database that is used to clear students for graduation and for advising. External Credit: evaluate credits from transfer per state rules and/or local articulation agreements. Honor Society/Athletics: responsible for certifying clubs and teams for certification with 3rd party agencies. Transient visiting students: admit and register students from home institutions who visit school for credits.

Student Scheduling, Registration, transcripts, retention, data collection

Registration, classroom scheduling, grading, FERPA, Veterans Affairs, Transfer Articulation, degree audit corrections and generations, ad hoc reports for campus, diploma ordering, enrollment verifications

Graduation processing, transfer/prior learning credit processes, registration activities, acceptance letters, processing Applications for Admissions, enrollment verifications, transcript production, open/close terms in the student information system, cleaning/submitting SURDS, maintaining student records, staff FERPA training, maintain degree audit software, train staff/faculty in student information system

Registration, Course Construction, Transcript Evaluation, Awarding Credentials, Student Coding, Drop for Non Payment, State and Federal Reporting, Admissions

Clerical duties related to Bursar, Registrar and Financial Aid offices. Other student services duties related to Campus Safety, Student Affairs and any other departments where direct contact with a large number of students is required.

Residency Academic records (grade changes, course exchange, reinstatement, etc.) State reporting Credit by exam National clearing house Loan deferment Academic & student support Registration

Admissions, residency, registration, verification of enrollment/deferments, transcript processing, posting incoming transcripts, grade posting/changes, posting credit for prior learning, maintain FERPA releases, graduation.



All processing related to the admission of students, maintaining the online application for admission, corresponding with students about admission requirements missing, accepting students who meet admission requirements and sending acceptance letters, setting up terms for registration in SIS system, assist students with registration issues, produce and send transcripts and verify enrollment and degrees. We record and process term grades, process grade changes, late withdrawals, academic forgiveness appeals, residency appeals, assist faculty with enrollment issues. Evaluate students who apply to graduate, award degrees for those who meet graduation requirements, produce the graduation program.

Admissions Application Enrollment Transcripts Verifications Evaluations Graduation Veterans Admission and Records

Admissions, registration, international student admissions and 1-20 processing, transfer evaluations, graduation evaluation and awarding, certificate evaluation and awarding, enrollment verifications, official transcript processing, grade corrections, athletic eligibility, prerequisite equivalency clearance, outreach, subpoenas, faculty roster submissions, catalog editing and production.

Admissions, Recruitment, Evaluations, retention, group advising, registration, records.

Admissions, Student Records, Registration, Grades, Attendance, Graduation, Dual Enrollment, on and on and on

All admissions and recruitment activities; grades; deferments and other enrollment certifications; class and exam schedules.

admissions, course transfer, academic team actions, maintain academic files, transcripts official and unofficial, verification of enrollment, student ID, student accounting, mailing out application packets, academic catalog, graduation, certifying petitions to graduate. financial aid- packaging and verifying students for title iv and state funding, work study, maintaining financial aid files, reconciliation of funds, financial needs analysis, processing ISIR, working of DOE software, FSIAP reports, private scholarships both merit and need based

Admissions, testing, registration, records, transcripts, recruiting, retention, catalog, new student orientation, graduation, transcript evaluations.

STUDENTS Course Registration Confirmation of Enrollment DARS/Degree Works/Grades/GPA Manage Contact Info Declare Major/Minor Graduation Requirements Enrollment Verification Final Exam Schedule Forms FACULTY/STAFF Grade Submission Records/ Self Service Access Forms FERPA DegreeWorks SERVICES ID Cards Diplomas Transcripts Verify Degree/Enrollment

Graduation transcript evaluation incoming/outgoing transcripts enrollment verification grades application processing snail mail communications international student applications



Transcript evaluation, outgoing transcript processing, course transfer articulation, verifications, registration for undergraduates and community education, admissions, scheduling, catalog maintenance, degree audits, money collection (cashiering), schedule appointments for advising, data reporting, academic decision support on curriculum committee and instructional council, first contact with anybody that comes to the campus, as well as the various college committees.

Hub of Academic Support/Services, Academic Assessment Process Management, Direct the curricular change process; review, revise, compile, and publish the Academic Program Course Catalog annually, Provides Basic Statistics / Data for Department Decision Support (informal), Committee Service, Collaborates with Software Engineering Branch in the Development and Use of Academic Support Technology Applications, Help Manage Academic Facilities, Graduate support

Registration and records, front line customer service, transfer credit, class scheduling and graduation services.

Admissions, residency determination for tuition purposes, incoming transcripts, verification of enrollment, graduation certification, grades, transcript, National Student Clearinghouse enrollment/degree data submittal, VA certification, End-of-term process, SEVIS for international student, registration (e.g. add/drop, credit-no credit, independent study, credit by examination).

Academic Records (transcripts, verifications, licensure, change of status, etc.), Financial Aid, Student Financial Services (billing, military tuition assistance processing), Course catalog, minimal registration & course scheduling, commencement, transfer credit, residency, grade changes

Admissions, transcripts, registration, records, class schedule, catalog, transfer articulation, graduation, degree audit, commencement, course fees, data reporting, functional system analysis, residency, front line customer service for counter and email.

Processing admission for incoming students, evaluating transfer credit, maintaining student records, international student advisement, VA student advisement, enrollment, graduation

Registrar's functions Student Accounts functions Institutional research Academic Affairs Student Information System support

Marketing, recruiting, admissions & enrollment, and registrar functions

Admissions, course scheduling, registration, state reporting, Federal reporting, student schedule changes, grades, graduate certification, etc.

Admissions, Registration, Degree Audits, Residency, International Students, Athletic Compliance, Commencement



Processing admissions applications, graduation applications, transcript evaluation, registration, enrollment verification, selective entry admissions, prerequisite checking, grades, and transcript requests.

Grade progression, letter of permission, convocation, tuition appeals, marks processing, transfer credits, course scheduling

Registrar, Financial Aid, Admissions Processing

Registration Graduation Financial Aid Curriculum DARS Term Course Scheduling Maintain Student Record

Admissions, marketing, retention, student services, financial aid, registration, course scheduling, scholarship committees, student record management, advising coordination, class scheduling, academic year planning, government reporting (ipeds, nslds), graduation, processing student requests (transcripts, enrollment status', state board of medicine applications), issuing tuition and fees, collecting tuition and fees, distributing financial aid, tracking student data (retention/grad rates), catalog editing and publication, etc.

Registrar's functions of the office include registration, class scheduling, student academic records maintenance, preparation of statistics, certification of transfer credits from outside the university, verification of completion of degree requirements, and coordination of the graduation ceremony as well as informing students of their academic rights and responsibilities. (The office itself has many other functions including admissions and finances.)



Appendix H: Sample of Other Reported Decentralized Functions

Academic departments enter and maintain faculty advisor assignments
Academic advising for degree progress and course registration²²
Academic calendar creation
Academic Standing
Advising
Advisors can grant petitions/overloads and students can register online
All Registrar functions of Continuing Education function within that department
Any form of institutional reporting (including IPEDS)
Applying substitutions
Approving course overload authorizations
Approving courses, majors, minors and certificates
Approving policy exceptions
Approving SAP appeals;
Assistance with grade collection
Assoc. Dean's Office handles grade collection/transcript review for Dental School
Athletic Eligibility
Bulletin Production
Catalog function is shared by the clinical education department within the medical school
Certification of veterans for educational benefits
Change advisor or degree/program/major
Classroom Assignments
Clearinghouse Enrollment Files
Clinical scheduling
Collegiate registrar offices
Commencement
Commencement Planning, VA Benefits, Academic Probation, College Withdrawals
Commencement, Classroom assignments,
Complete withdraw process
Completion of deferral forms and enrollment verifications
Continuing Education Registration
Convocation Ceremony
Creating Student Record in SIS
Curriculum approval and management
Data Entry--conferral of the degree in the system
Data Entry--name/address/phone number & curriculum changes or corrections to the major, minor, concentration
Degree Audit Coding
Degree audit exceptions
Degree audit, work with study abroad office for transfer work, approve transfer work prior to starting at the college
Degree Checkout/DegreeWorks Audits



Degree verifications
 Degree/major changes
 Determining student progression
 Developing articulation agreements
 Developing final exam schedule
 Document Imaging of student records
 Enrollment reporting
 Enrollment Verification
 Enrollments & other status changes
 Entering data to assist record keeping
 Entering the course schedule each semester is done by departments
 Evaluating and entering transfer credit onto the student's record.
 Examination Services
 Faculty advisors and administrators in the departments assist will all of the above listed functions
 FERPA waivers and compliance
 Grade changes, residency appeals, release of information, student information updates
 Grade entry
 Graduate and Continuing Studies (Adult program) Schedule creation and registration is handled in our Graduate Office by 2 FT professional and 1 Student.
 Graduate school functions
 Graduate School performs their own graduation checks; Registrar does undergrad
 Graduation Ceremony
 Graduation planning
 Immunization process
 Incoming and outgoing transcript processing, tuition appeals, placing and removing of student holds
 Incoming transfer students' transcripts are reviewed by the associate dean for course equivalency
 Initial registration each term
 Institutional Reporting
 Intercollegiate athletics eligibility
 International admissions - limited access to enter student information and courses
 International transcript evaluations
 Issuing transcripts, enrollment certifications, etc.
 Issuing Transcripts; only in our law school
 IT support for Registrar functions (e.g., tuition table set-up, ad hoc reporting); front counter customer service handled by staff in our One-Stop Center
 Law school registration, grading, bar forms. All other functions (matriculation, transcripts, certification, diplomas, etc.) remain with the University Registrar
 Low Academic Performance dismissals
 Main Registrar's Office serves the traditional undergraduate program. There are two other Registrar units -- i.e. School of Business, Continuing Education (UG and GR).2
 Maintaining degree requirements in degree audit system



Major changes

Many of our graduate and professional schools have a registrar that handles tasks similar to that of the Registrar's Office

Medical school is involved in course selection/assignments but not registration

Medical School Registrar is separate from main Rowan OUR - scheduling is done by clinical education department

Medical/Clinical Education for Medical handles grade collection and registration for Phase 3 Electives

Miscellaneous enrollment reporting handled by Office of Institutional Research & Planning

Name and address changes

NCAA academic eligibility

NCAA and veteran processing

New student registration

New student schedules

Our adult program has transfer evaluators working in our office but employed by our partner, Hobsons

Our Graduate school of Biomedical sciences handles registrar functions for their students

Preparation of Transcripts

Preparing check sheets to track program requirements

Print Official Transcripts

Processing some administrative forms, change of address, etc.

Processing transcripts and degree verifications

Processing Transcripts, report cards, Degrees, diplomas, awards

Program Changes

Records maintenance

Registration of non-credit courses

Report requests

Residency Determination

Room scheduling

Scheduling and managing exams

Section creation and maintenance

Setting schedules and managing enrollment for clinical students at diffuse hospital programs

SEVIS and other international student items

Some classroom assignments

Student "how to" questions about registration

Student status change decisions; processing occurs in Registrar's Office

Substitutions and Waivers

Transcript ordering, enrollment verifications

Transfer Assessment

Transfer credit evaluation reports to Admissions

Transfer student admission decisions; transfer credit assessment decisions

Unregistering students prior to start of semester

VA Certification

Withdrawing from the university

