AACRAO

Advancing Global Higher Education

Registrar Staffing

Results of the AACRAO January 2019 60-Second Survey

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Introduction

The registrar staffing surveys have proven to be of particular interest to our members over the years. There were 1,101 unduplicated institutional responses to the survey (Appendix A). This month's survey is a refinement of the April 2015 survey and report on the same topic. Similar to the 2015 survey, there was an attempt to differentiate staffing numbers by the scope of the work undertaken by the registrar's office, or institutional equivalent, and whether or not the registrar's office served only undergraduate or graduate students or both populations.

The survey is designed to highlight staffing numbers by institutional size, population served, and whether or not the office is responsible for processes normally considered outside the traditional registrar's office (e.g. admissions, recruitment, etc.). However, the data presented in this report is not intended to serve as a metric for staff right-sizing; additional data is needed for a direct comparison among institutions. There are too many permutations of the breadth and depth of unit responsibilities, degree of business process complexities, and use of technology to make direct comparisons based simply on the data gathered in this survey. The data in Appendix C includes the additional comments from respondents and further supports the assertion that registrar's offices are not identical in the services they provide, and, as such, the size and configuration of staff will vary considerably.

Included below is the survey introduction and first three questions that were used to disaggregate the data into the categories mentioned above.

Survey Introduction

We recognize that not all institutions have a stand-alone Registrar's Office and that the functions of a Registrar's Office vary by type of institution, country and other factors. We also recognize that the level of decentralization of processes varies. This survey is designed to capture the number of staff across the institution responsible for student registration and records related functions as well as provide a snapshot as to the level of decentralization of key functions.

What is the name of the department that houses the position of the registrar?

- ○ Office of the Registrar/Registrar's Office
- ○ Office of Registration
- ○ Office of Student Records
- ○ Office of Academic Services
- ○ Other. Please enter the name of the office. _____

Please indicate if this office is responsible for one or both of the following.

This question is designed to help differentiate offices that are responsible solely for registration and records related functions from those who have a broader base of responsibility (e.g., a community college Office of Enrollment Services, Canadian registrars)

- ☐ Registration and records related functions
- ☐ Admissions related functions

What population of students is served by the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}?

- ○ Undergraduate only

- Graduate and or professional only
- Both undergraduate and graduate

The table below includes the count of institutions by population served and functions provided. The remainder of the report will differentiate the data by these categories plus institutional size if/when the data supports a meaningful difference in results.

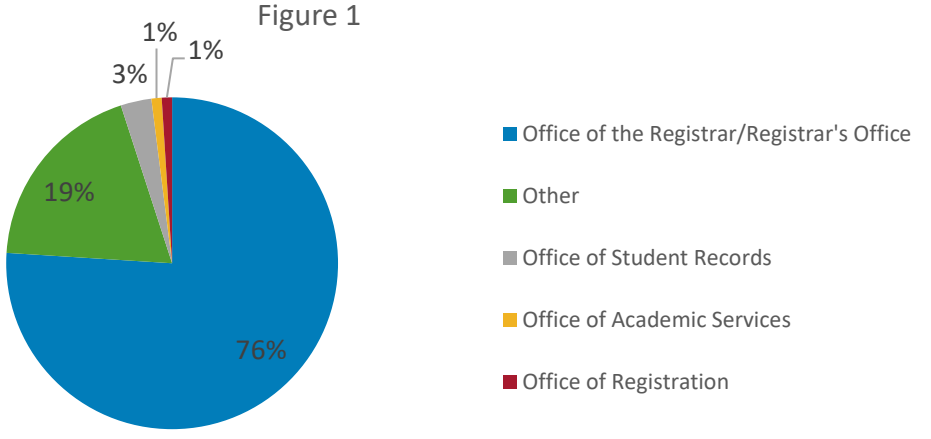
Population Served and Functions Supported by the Registrar's Office or Institutional Equivalent	Count
Both undergraduate and graduate	**731**
Registration and records related functions only	648
Both Registration and Records Related functions and Admissions functions	83
Undergraduate only	**296**
Registration and records related functions only	209
Both Registration and Records Related functions and Admissions functions	87
Graduate and or professional only	**74**
Registration and records related functions only	64
Both Registration and Records Related functions and Admissions functions	10

Since a higher than expected number of respondents selected "10 or more" full-time employees, a one question follow-up survey was emailed to all who selected that response. This question supported the ability to enter an exact number rather than pick from a range of numbers.

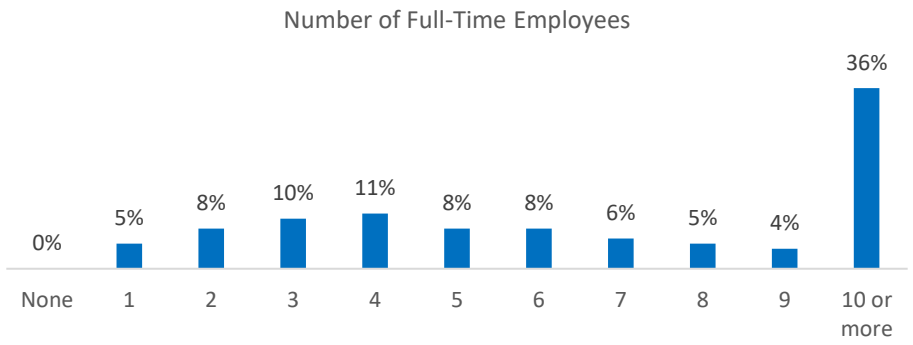
Aggregate Results

Most institutions have an office called either "Office of the Registrar" or "Registrar's Office" (Figure 1). Appendix D contains the list of other department names.

Figure 1

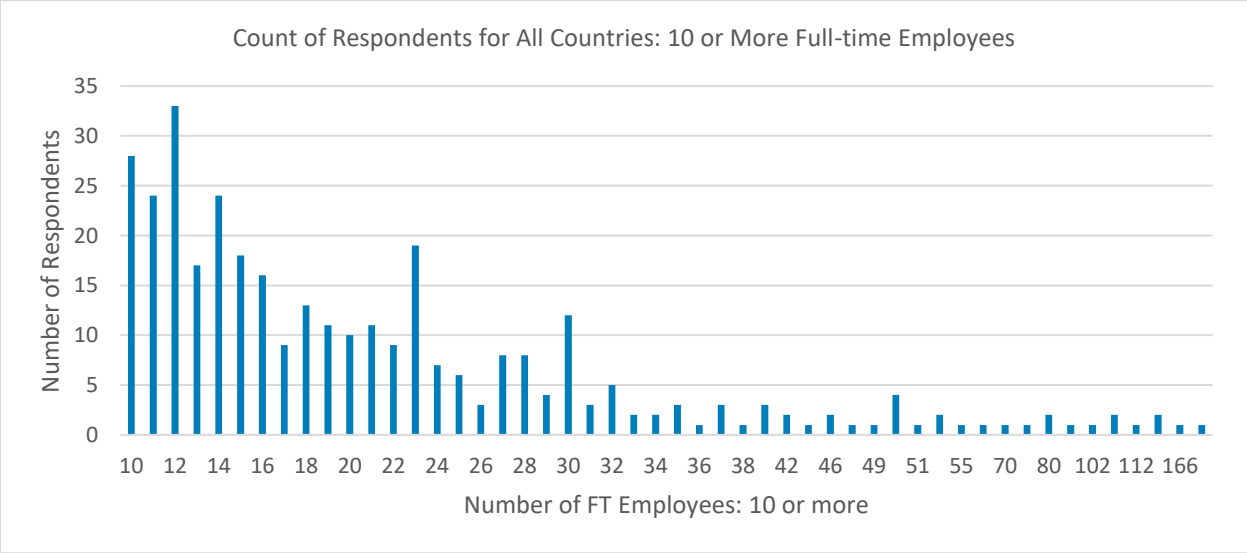


The chart below is what prompted the need for a follow-up one question survey about the number of full-time employees at or over 10. Of the 397 who initially responded to the 60-Second Survey that they had 10 or more full-time employees, 342 responded to the second one-question survey. Several corrected their response to be less than 10 employees.



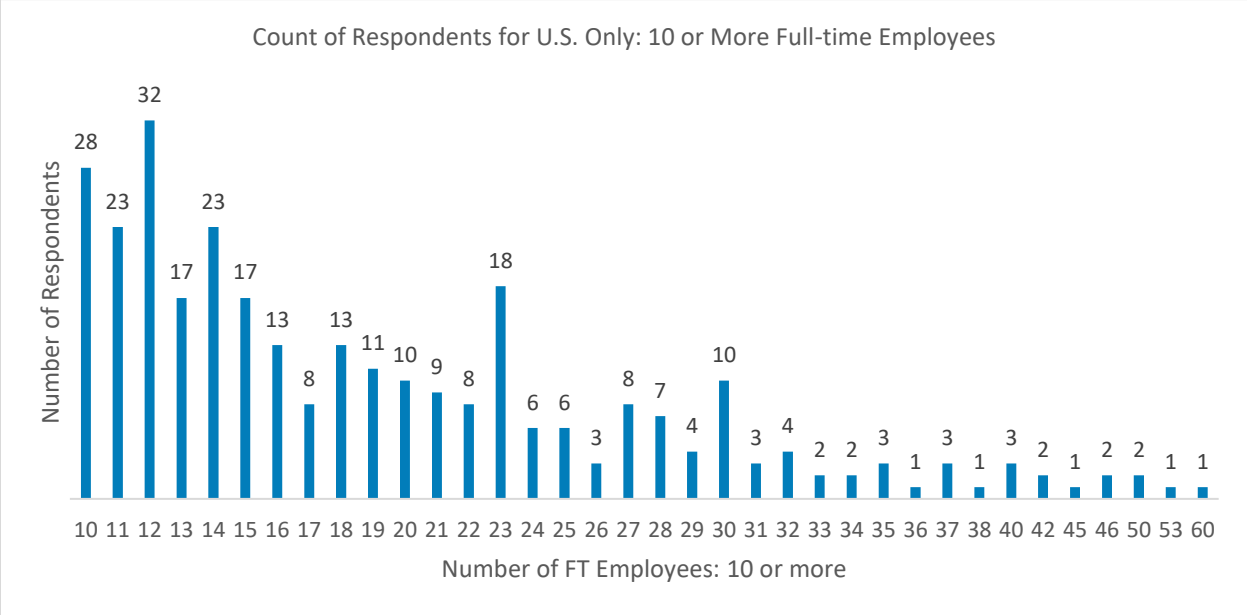
The data below on 10 or more full-time employees highlights the degree of variability in staffing from institution to institution. For example, for the 93 institutions with 20,000 or more students, the standard deviation in staffing size is 29, which limits the value of the average included in the table.

10 or More Employees by Institution Size: All Countries					
	Average	Min	Max	Std. Dev.	Count
Under 1,000	19	16	21	4	2
1,000 - 2,499	16	10	32	6	14
2,500 - 4,999	14	10	42	6	44
5,000 - 9,999	15	10	47	6	92
10,000 - 19,999	24	10	120	18	95
20,000+	36	10	170	29	93



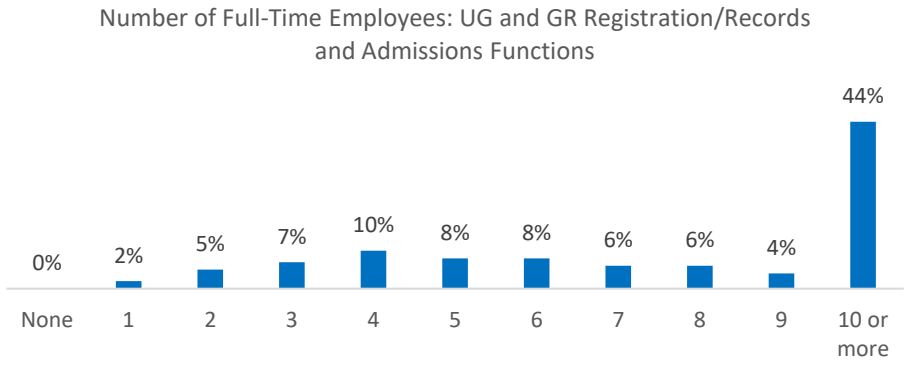
With the understanding that the U.S. model for a registrar's office is different from the Canadian model and those in other countries, the table below highlights the same data for just U.S. institutions with 10 or more full-time employees (n=305). The standard deviation is still large enough to warrant a highly conservative interpretation of the data. Appendix E contains this data by institution size, and these charts further highlight the lack of any tendency in staffing size to be based on institution size.

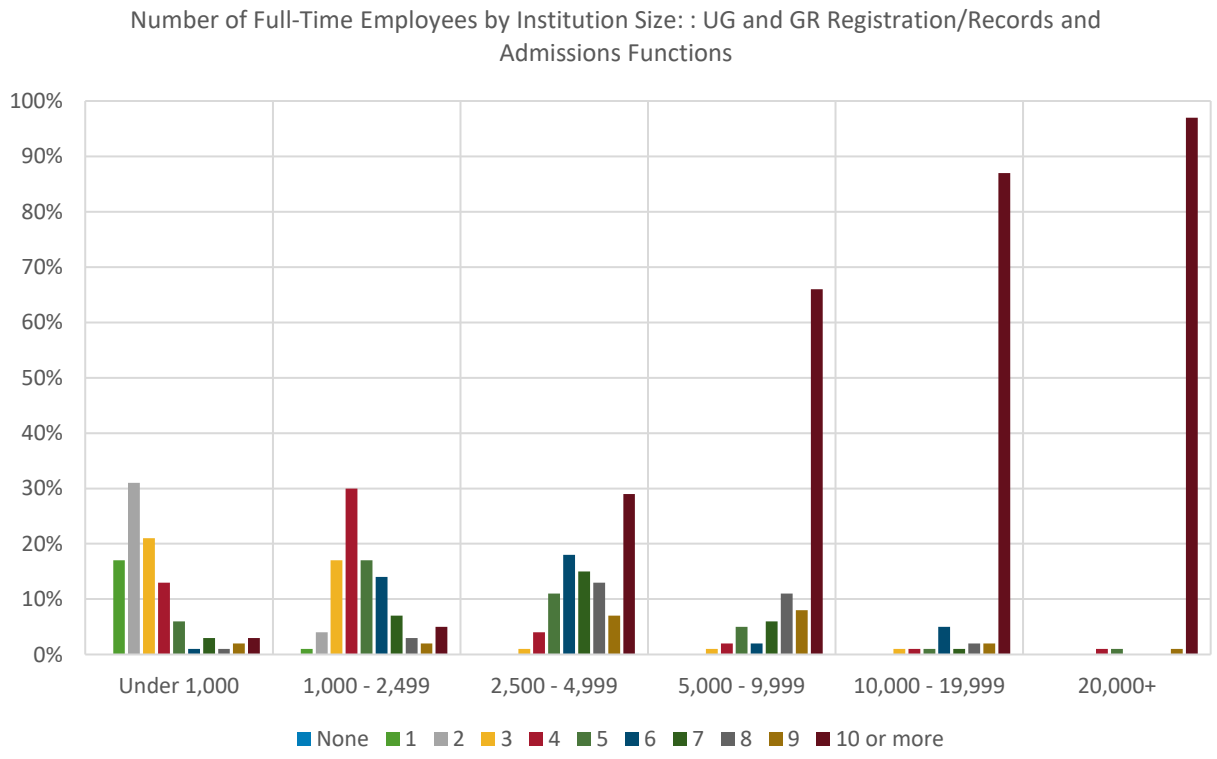
10 or More Employees by Institution Size: U.S. Only					
	Average	Min	Max	Std. Dev.	Count
Under 1,000	21	21	21	N/A	1
1,000 - 2,499	14	10	23	4	8
2,500 - 4,999	13	10	42	5	40
5,000 - 9,999	14	10	33	5	90
10,000 - 19,999	20	10	45	7	85
20,000+	28	10	60	10	80



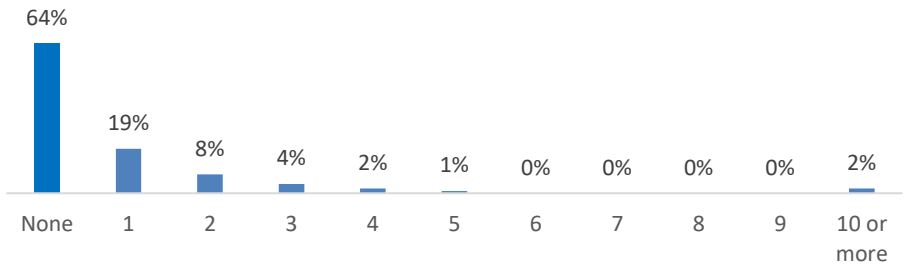
Serves Undergraduate (UG) and Graduate (GR) Students

After comparing institutions that support registration, records, and admissions functions with those that support only registration and records, the data indicates that the number of staff is essentially the same regardless of the functions supported. That is, adding admissions-related functions has a negligible impact on staffing. As such, the data is not disaggregated by this variable for registrar's offices, or institutional equivalent, which serve both undergraduate and graduate students.

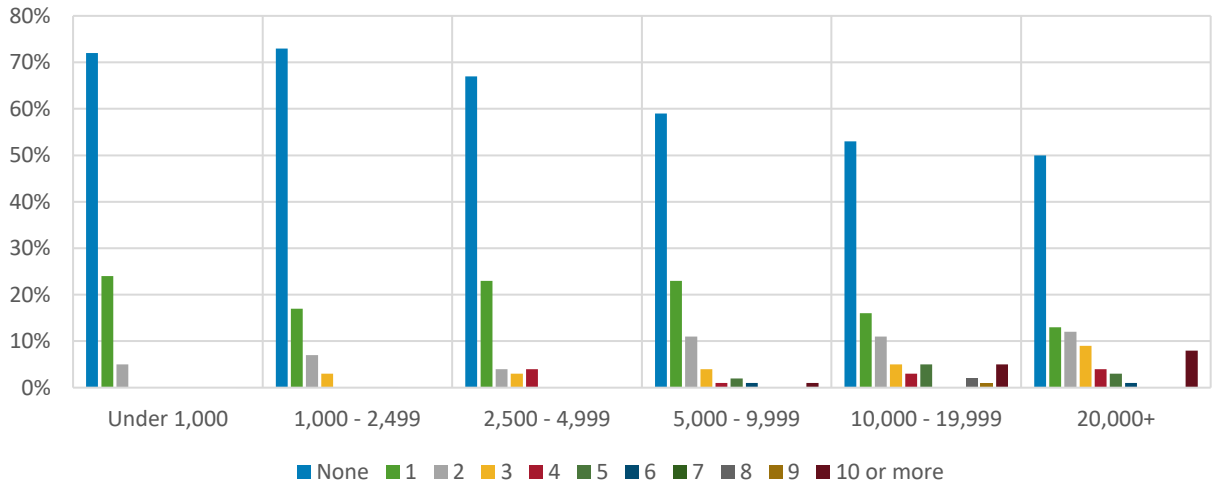




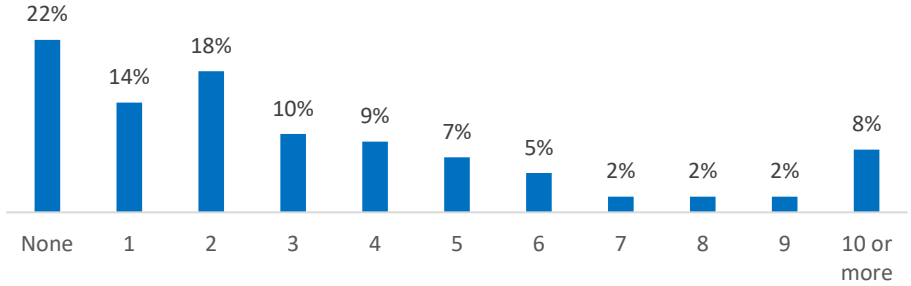
Number of Part-Time Employees: UG and GR Registration/Records and Admissions Functions



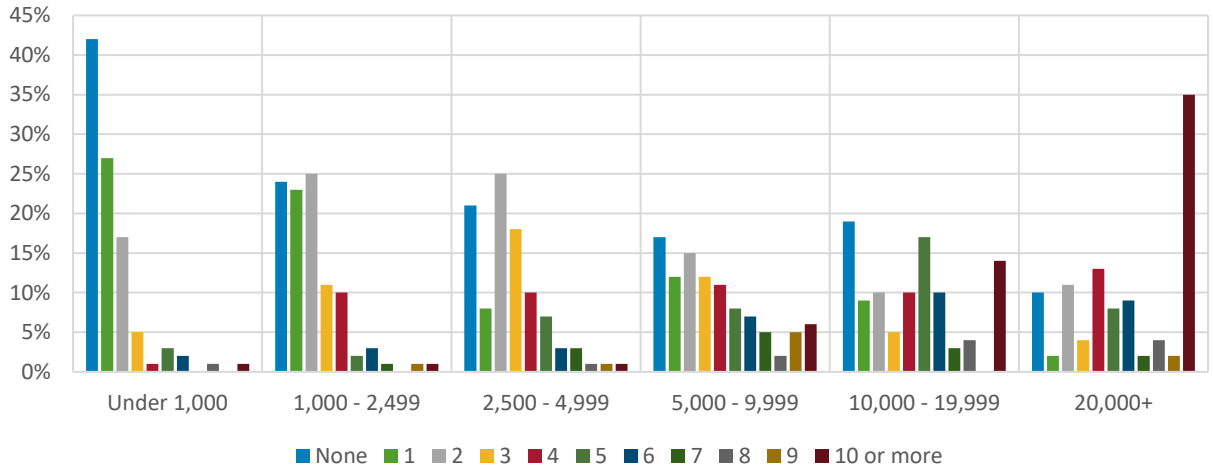
Number of Part-Time Employees by Institution Size: UG and GR Registration/Records and Admissions Functions



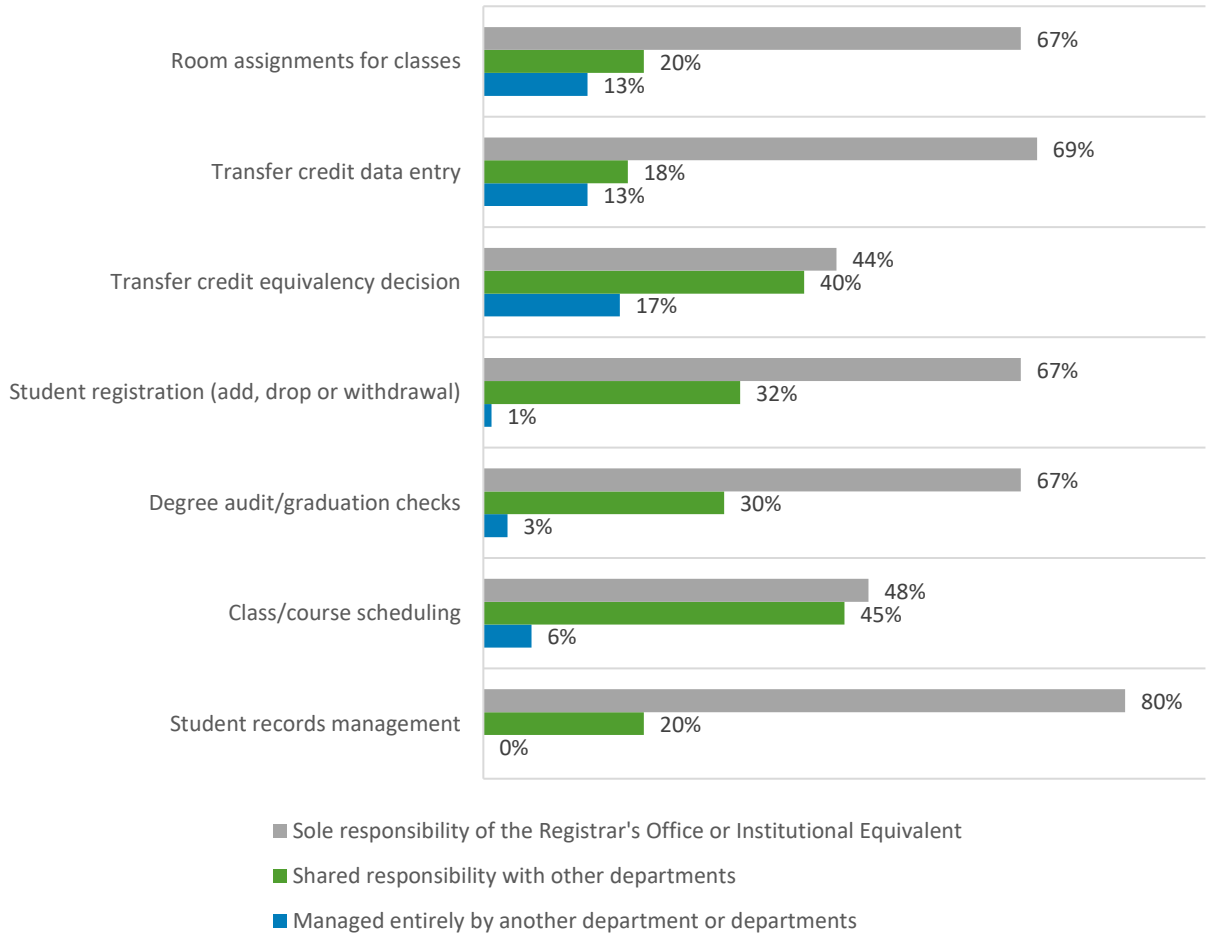
Number of Student Employees: UG and GR Registration/Records and Admissions Functions

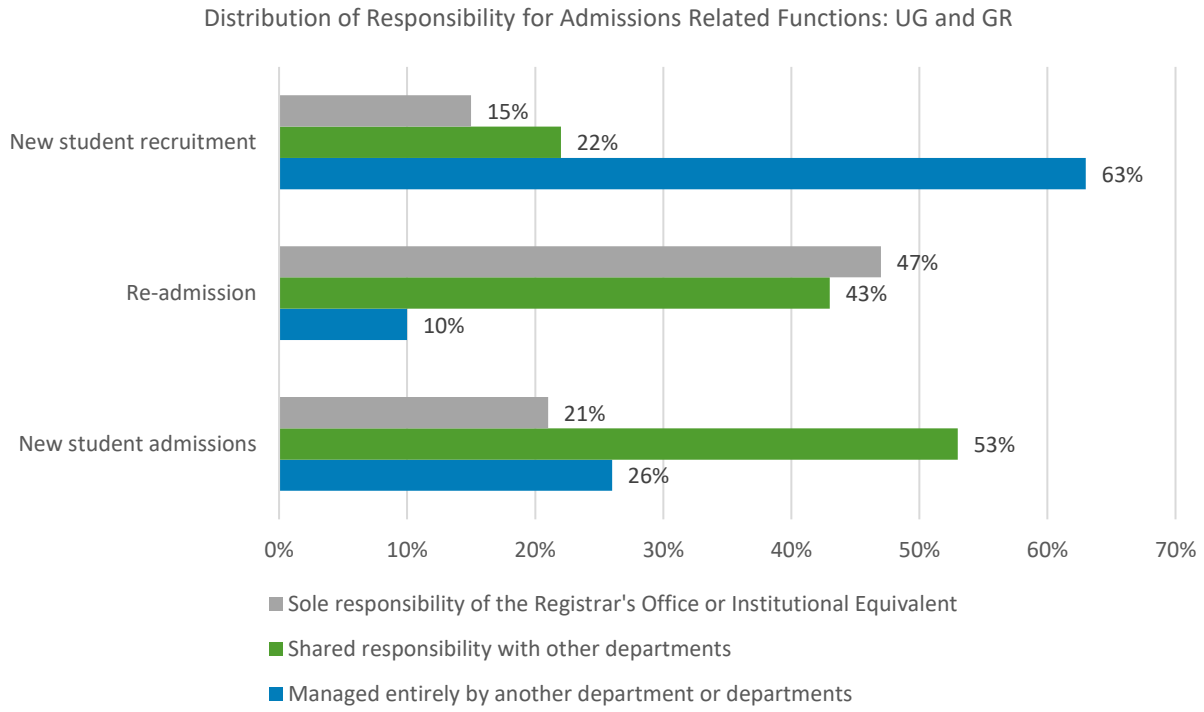


Number of Student Employees by Institution Size: UG and GR Registration/Records and Admissions Functions



Distribution of Responsibility for Registration and Records Functions: UG and GR





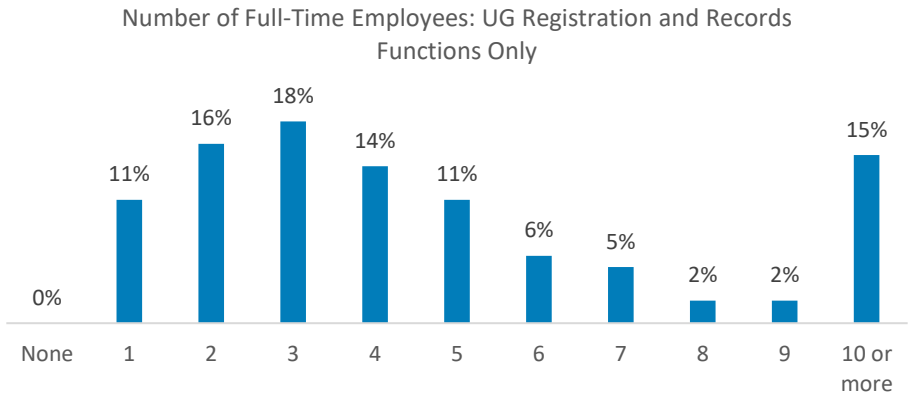
Ten or More Employees

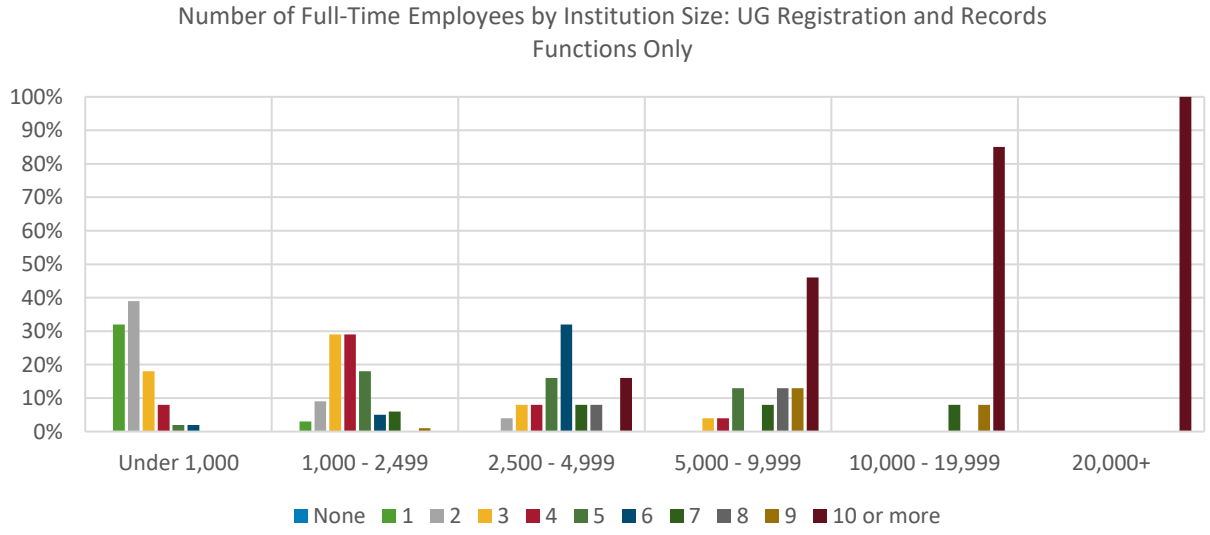
10 or More Employees: : UG and GR Registration/Records and Admissions Functions					
	Average	Min	Max	Std. Dev.	Count
Under 1,000	21	21	21	N/A	1
1,000 - 2,499	14	10	23	4	9
2,500 - 4,999	14	10	42	6	37
5,000 - 9,999	15	10	47	6	78
10,000 - 19,999	25	10	120	18	79
20,000+	36	14	170	29	85

Serves Undergraduate Students Only

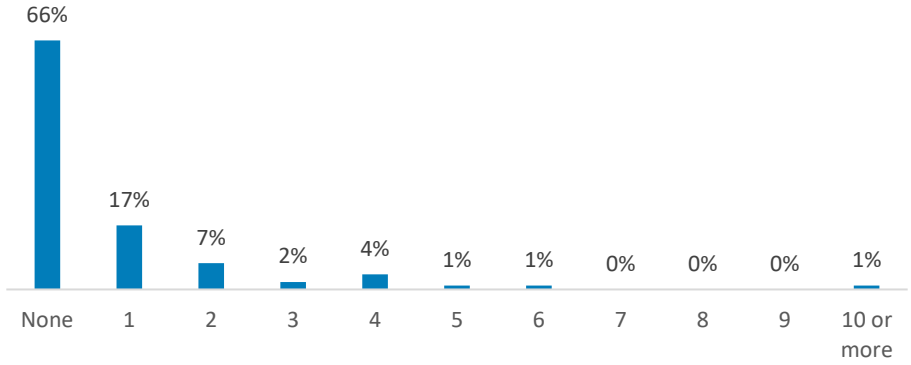
Among institutions that serve only undergraduate students, there is a meaningful difference in the number of full-time staff reported between those who support only registration and records related functions and those who also support admissions functions. As such, the data is shown separately for each sub-population.

UG Registration and Records Functions Only

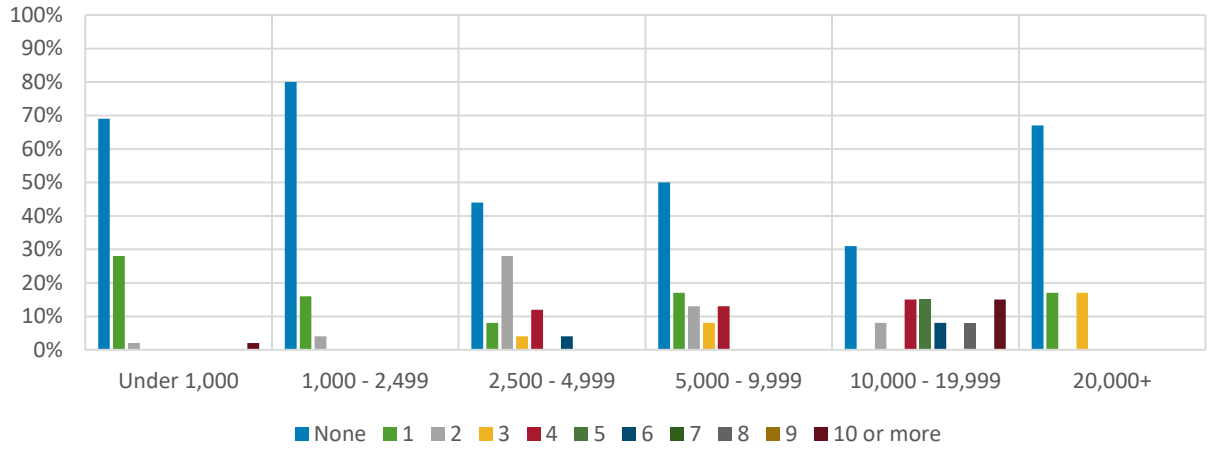




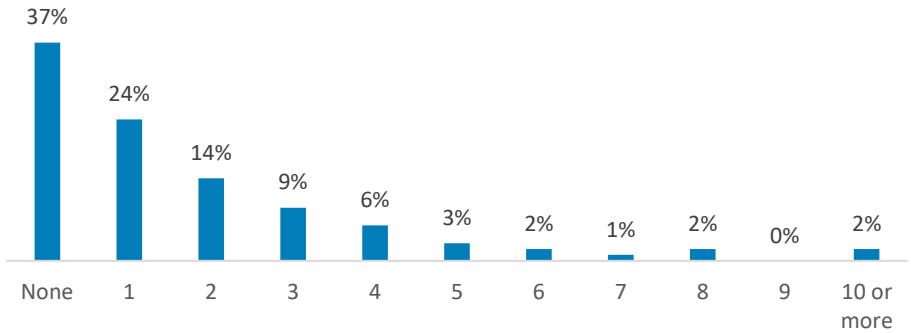
Number of Part-Time Employees: UG Registration and Records Functions Only

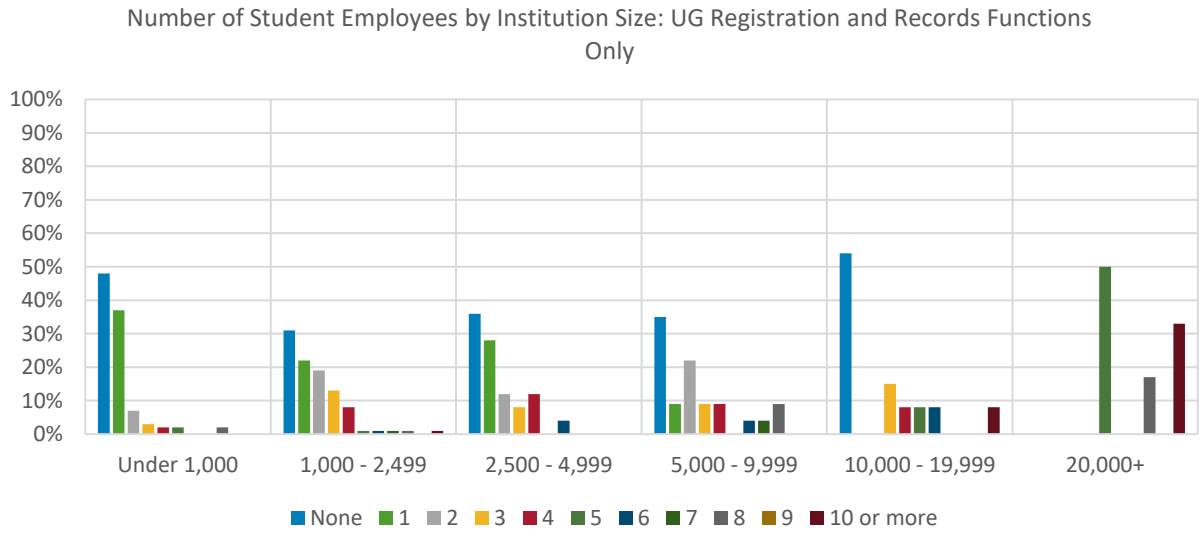


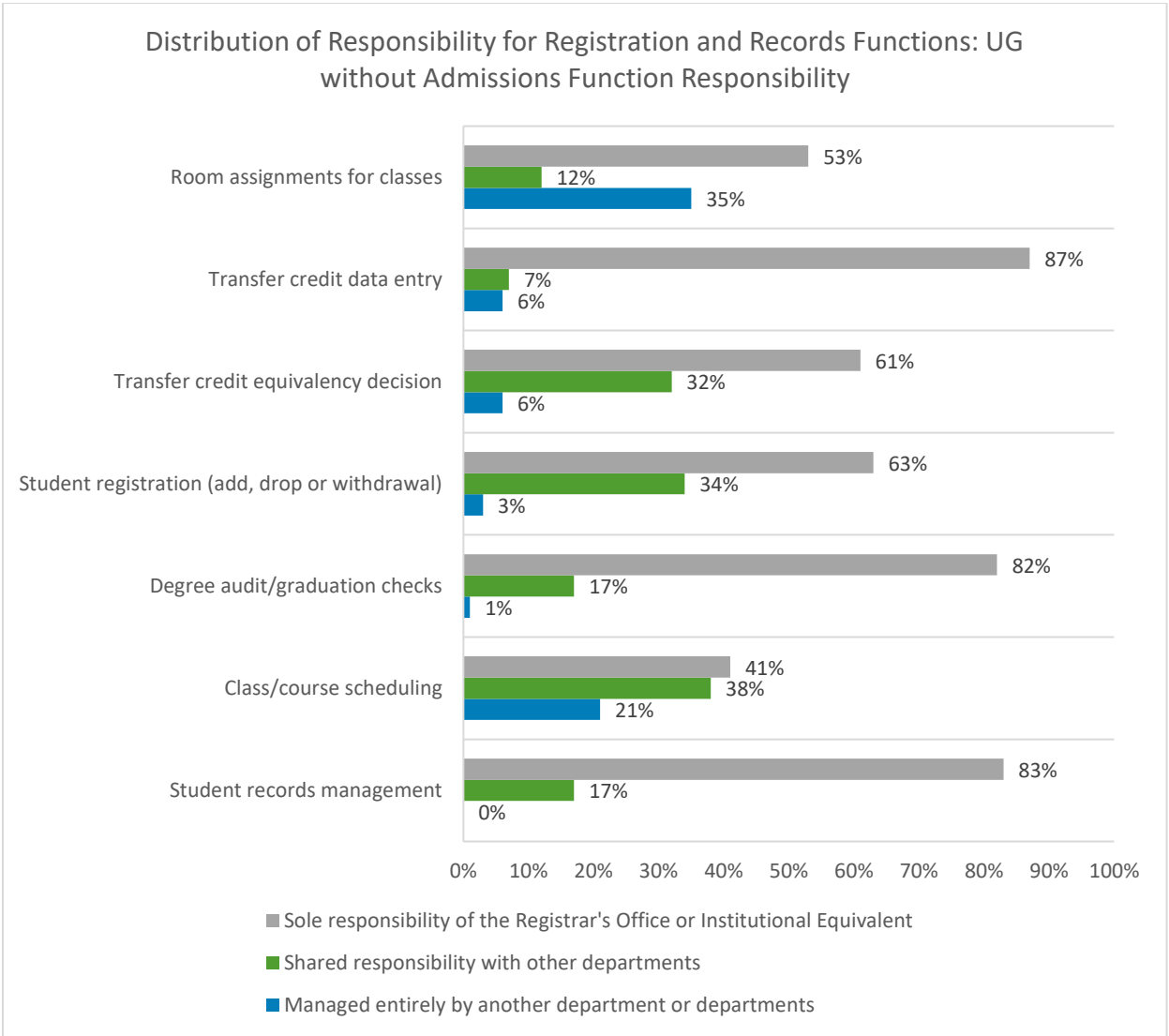
Number of Part-Time Employees by Institution Size: UG Registration and Records Functions Only



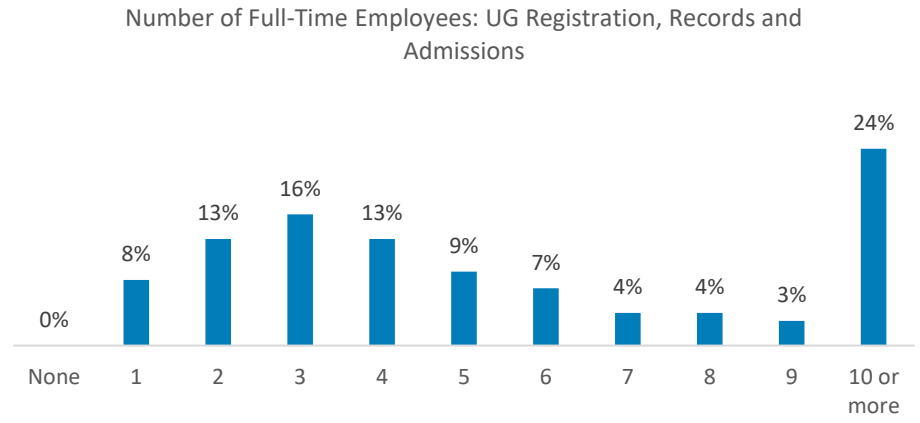
Number of Student Employees by Institution Size: UG Registration and Records Functions Only

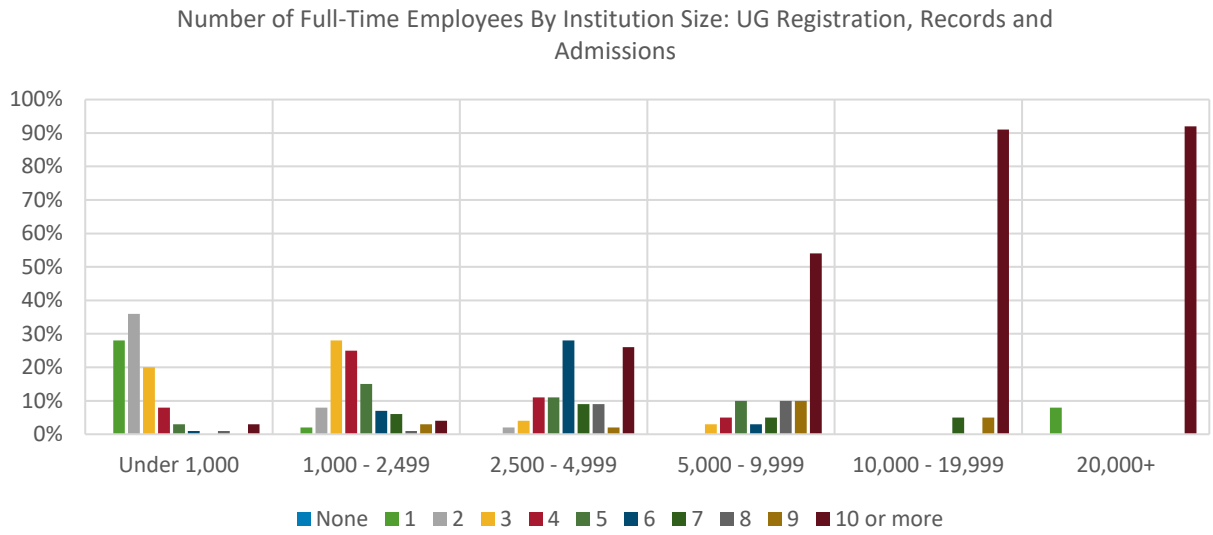


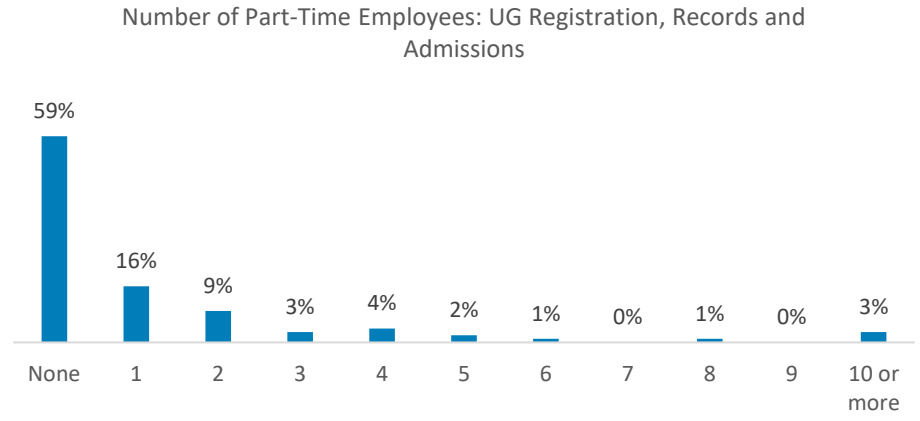

Number of Student Employees by Institution Size: UG Registration and Records Functions Only
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Under 1,000
1,000 - 2,499
2,500 - 4,999
5,000 - 9,999
10,000 - 19,999
20,000+
None
1
2
3
4
5
6
7
8
9
10 or more


Distribution of Responsibility for Registration and Records Functions: UG without Admissions Function Responsibility
Room assignments for classes
53%
12%
35%
Transfer credit data entry
87%
7%
6%
Transfer credit equivalency decision
61%
32%
6%
Student registration (add, drop or withdrawal)
63%
34%
3%
Degree audit/graduation checks
82%
17%
1%
Class/course scheduling
41%
38%
21%
Student records management
83%
17%
0%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Sole responsibility of the Registrar's Office or Institutional Equivalent
Shared responsibility with other departments
Managed entirely by another department or departments

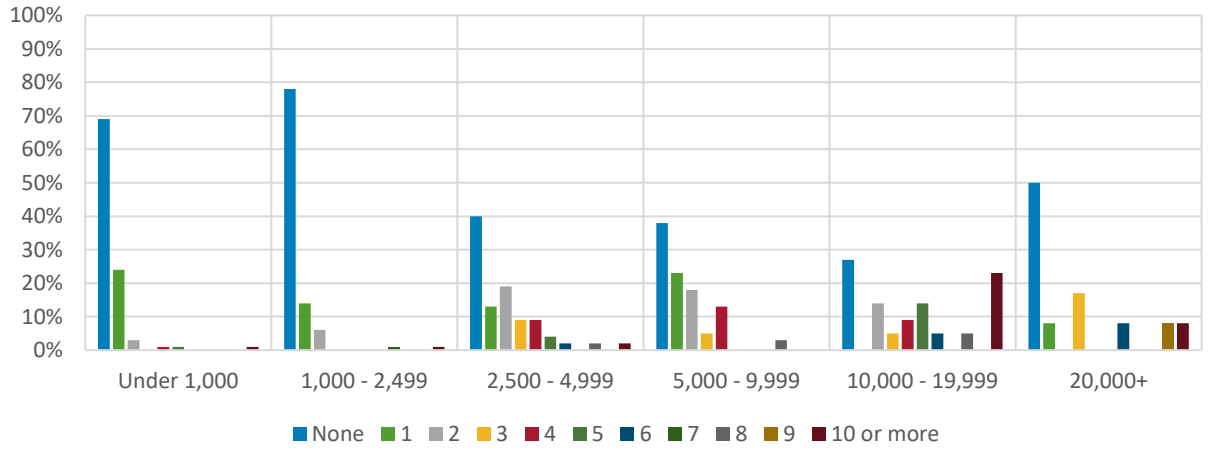
UG Registration, Records and Admissions Functions



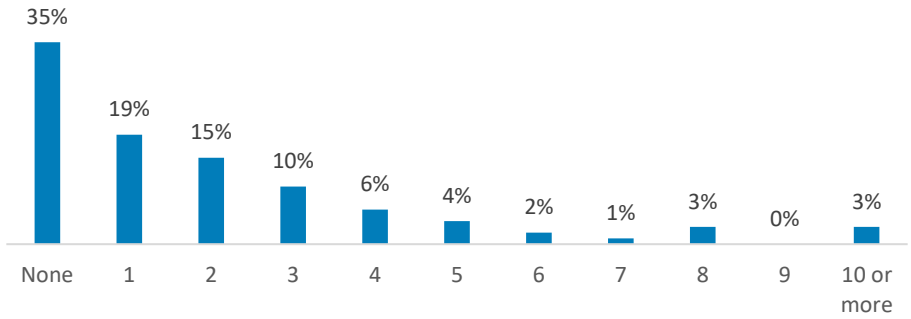




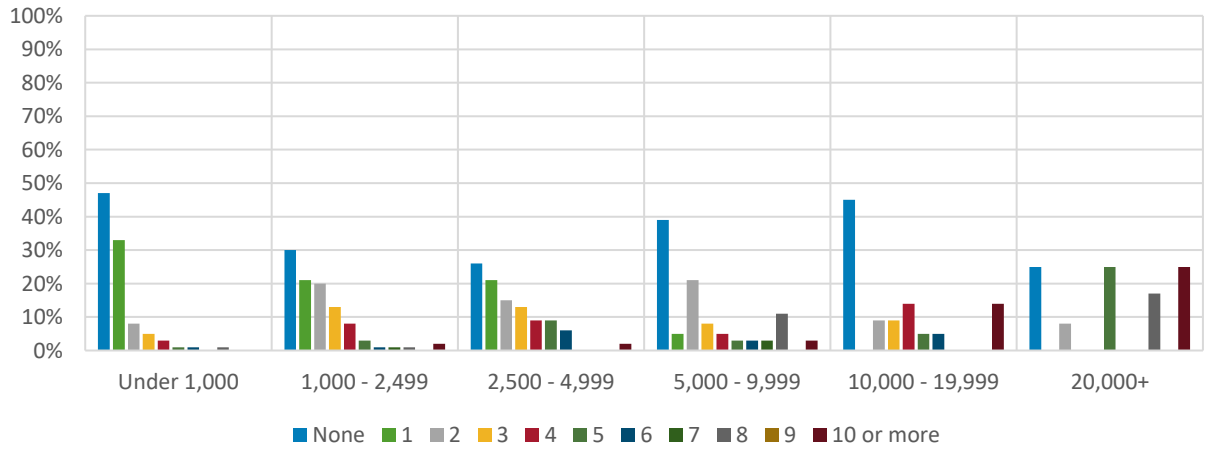
Number of Part-Time Employees By Institution Size: UG Registration, Records and Admissions



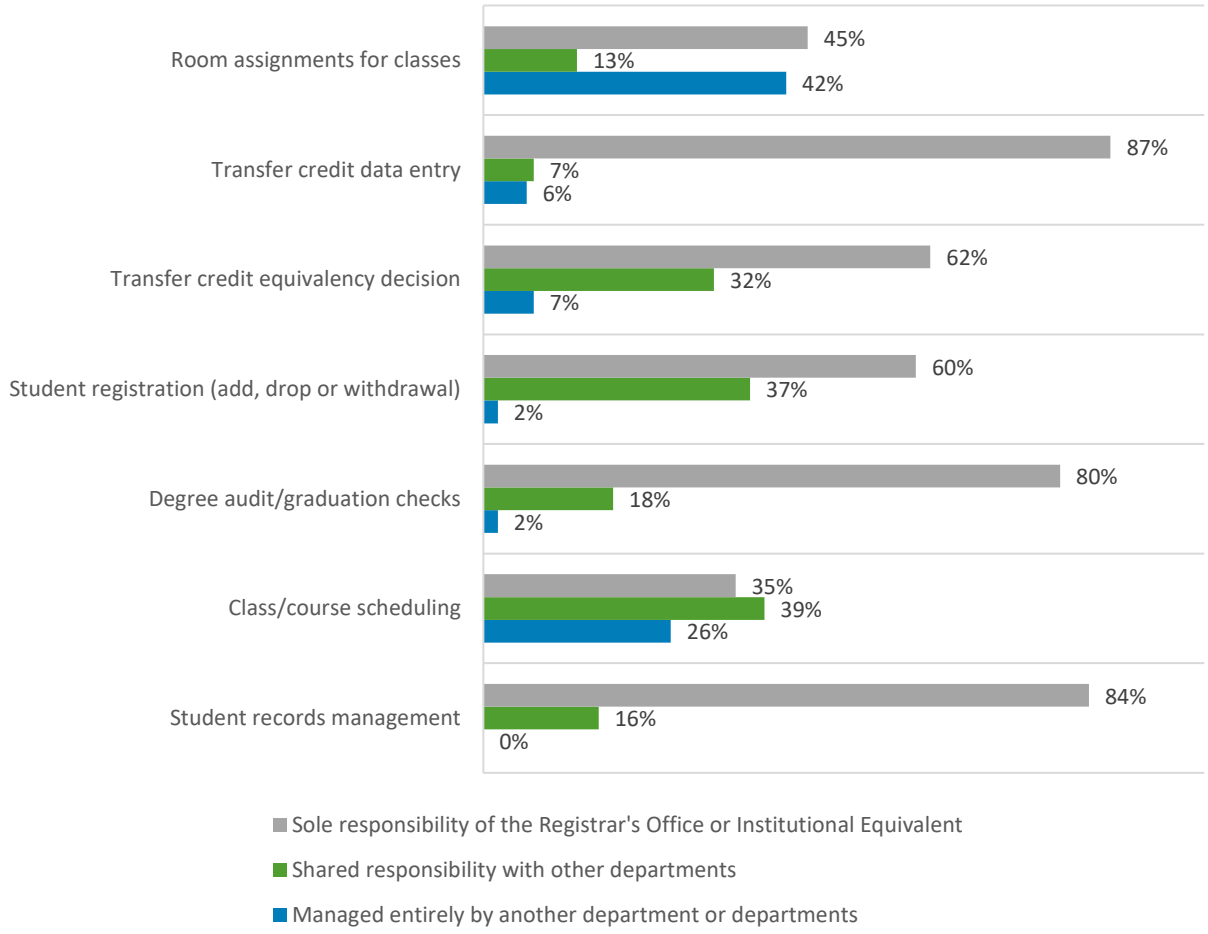
Number of Student Employees: UG Registration, Records and Admissions



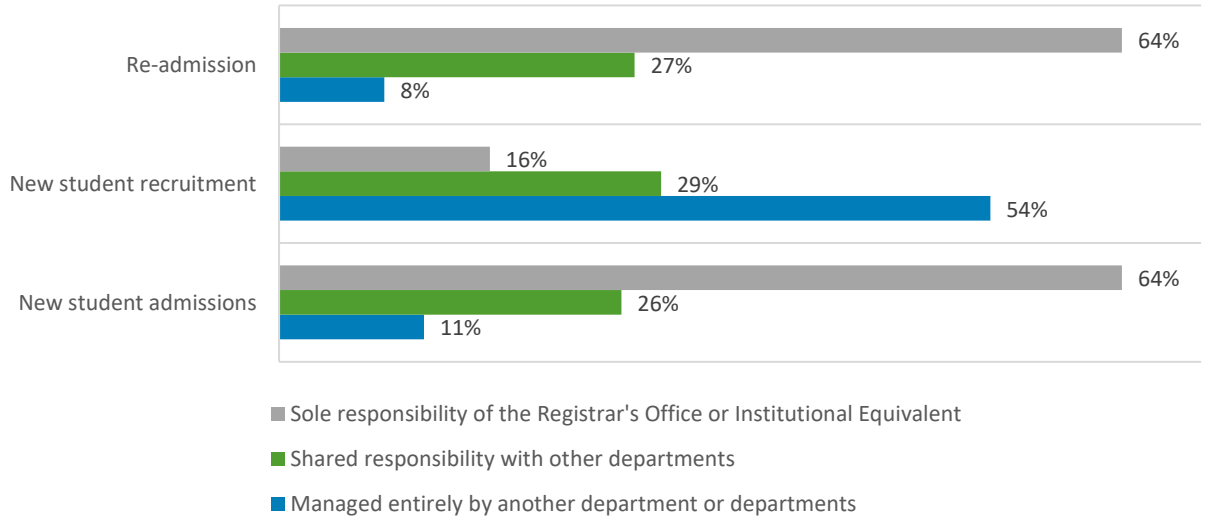
Number of Student Employees By Institution Size: UG Registration, Records and Admissions



Distribution of Responsibility for Registration and Records Functions: UG with Registration, Records and Admissions Function Responsibility



Distribution of Admissions Functions: UG with Registration, Records and Admissions Function Responsibility

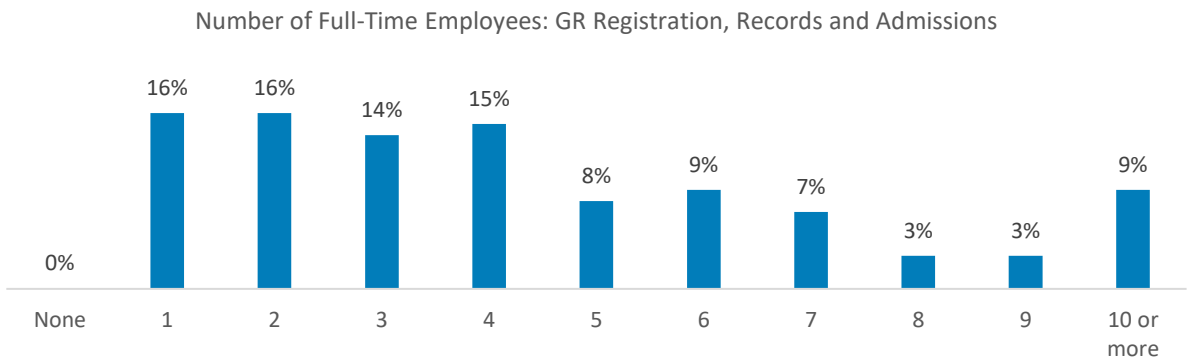


Ten or more Full-time Employees Undergraduate Registration, Records and Admissions

10 or More Employees: UG Registration/Records and Admissions Functions					
	Average	Min	Max	Std. Dev.	Count
Under 1,000	16	16	16	N/A	1
1,000 - 2,499	20	10	32	8	5
2,500 - 4,999	13	10	24	6	6
5,000 - 9,999	15	10	30	6	14
10,000 - 19,999	24	10	71	17	15
20,000+	42	18	112	33	7

Serves Graduate and/or Professional Students Only

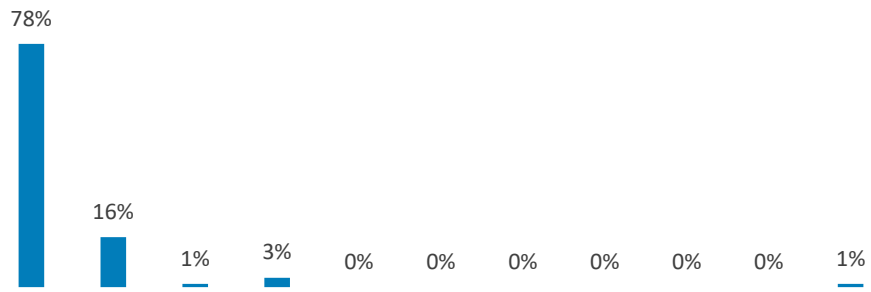
There are 74 institutions in this sub-sample. As such, the data has not been disaggregated by functional responsibly.



The data by institution size is displayed in a table format due to the comparatively small cell sizes.

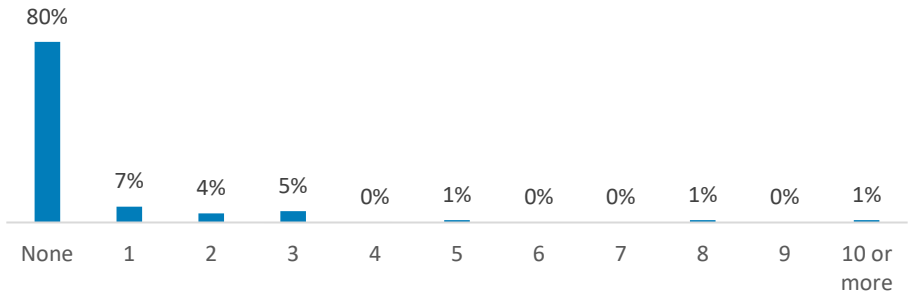
Number of Full-Time Employees By Institution Size: GR Registration, Records and Admissions												
	Under 1,000		1,000 - 2,499		2,500 - 4,999		5,000 - 9,999		10,000 - 19,999		20,000+	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
None	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
1	28%	11	0%	0	0%	0	0%	0	0%	0	0%	0
2	21%	8	8%	1	13%	1	33%	1	20%	1	0%	0
3	13%	5	15%	2	13%	1	0%	0	20%	1	20%	1
4	13%	5	23%	3	25%	2	33%	1	0%	0	0%	0
5	8%	3	15%	2	0%	0	0%	0	20%	1	0%	0
6	8%	3	15%	2	25%	2	0%	0	0%	0	0%	0
7	5%	2	8%	1	0%	0	0%	0	0%	0	40%	2
8	3%	1	0%	0	0%	0	0%	0	20%	1	0%	0
9	0%	0	15%	2	0%	0	0%	0	0%	0	0%	0
10 or more	3%	1	0%	0	25%	2	33%	1	20%	1	40%	2
	Total	39	Total	13	Total	8	Total	3	Total	5	Total	5

Number of Part-Time Employees: GR Registration, Records and Admissions



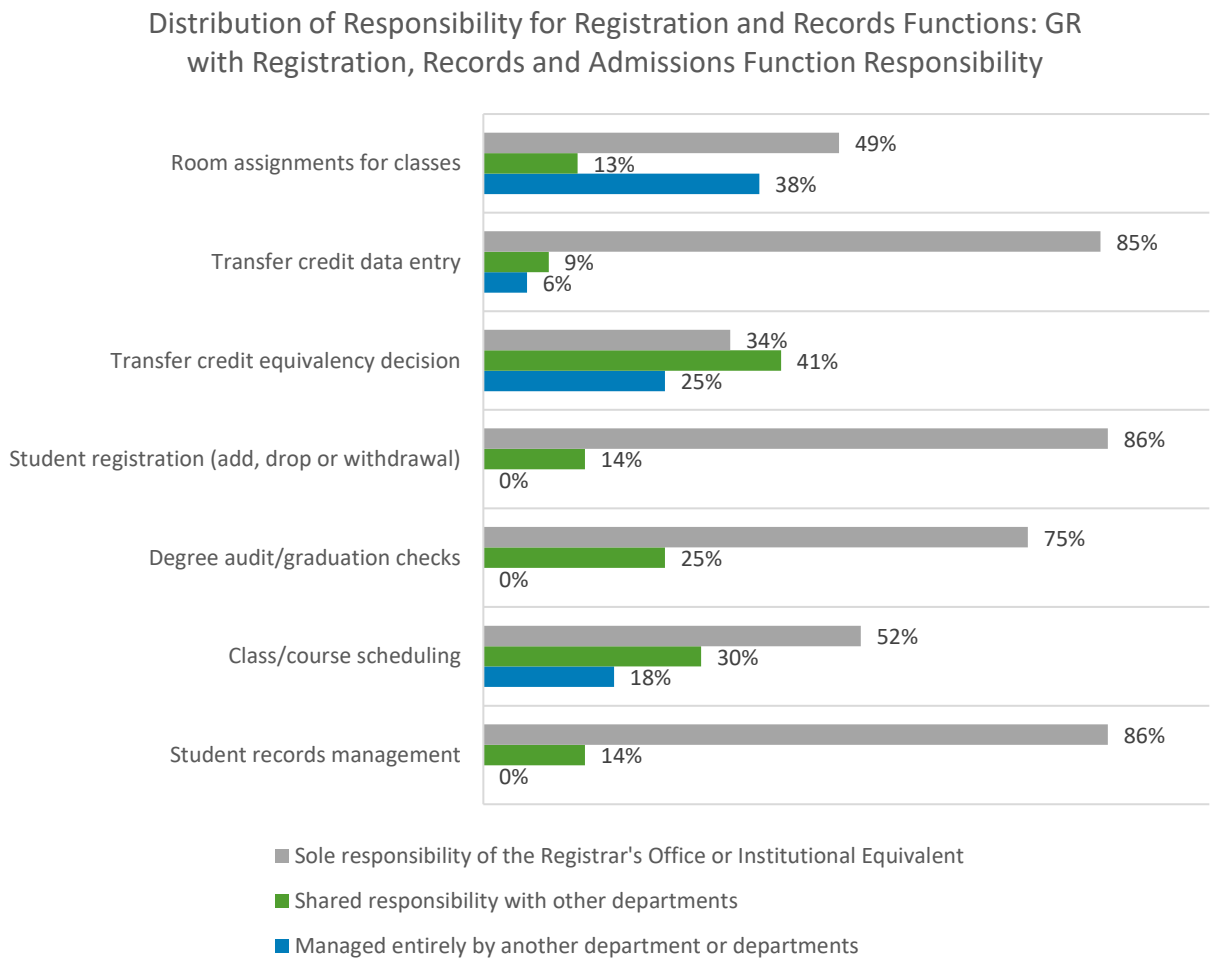
Number of Part-Time Employees By Institution Size: GR Registration, Records and Admissions												
	Under 1,000		1,000 - 2,499		2,500 - 4,999		5,000 - 9,999		10,000 - 19,999		20,000+	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
None	74%	28	85%	11	75%	6	67%	2	100%	5	80%	4
1	18%	7	15%	2	25%	2	33%	1	0%	0	0%	0
2	3%	1	0%	0	0%	0	0%	0	0%	0	0%	0
3	5%	2	0%	0	0%	0	0%	0	0%	0	0%	0
4	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
5	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
6	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
7	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
8	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
9	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
10 or more	0%	0	0%	0	0%	0	0%	0	0%	0	20%	1
Total	Total	38	Total	13	Total	8	Total	3	Total	5	Total	5

Number of Student Employees: GR Registration, Records and Admissions

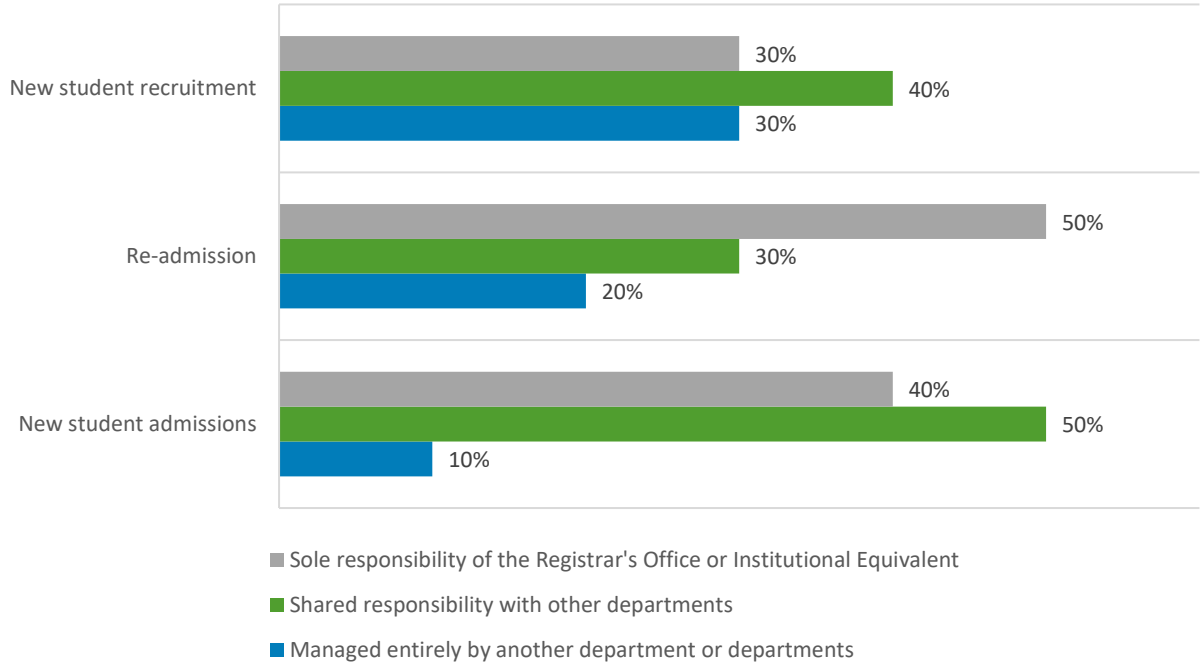


Number of Student Employees By Institution Size: GR Registration, Records and Admissions												
	Under 1,000		1,000 - 2,499		2,500 - 4,999		5,000 - 9,999		10,000 - 19,999		20,000+	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
None	85%	33	100%	13	75%	6	0%	0	80%	4	40%	2
1	5%	2	0%	0	13%	1	33%	1	20%	1	0%	0
2	3%	1	0%	0	0%	0	33%	1	0%	0	20%	1
3	5%	2	0%	0	0%	0	33%	1	0%	0	20%	1
4	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
5	0%	0	0%	0	13%	1	0%	0	0%	0	0%	0
6	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
7	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
8	3%	1	0%	0	0%	0	0%	0	0%	0	0%	0
9	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
10 or more	0%	0	0%	0	0%	0	0%	0	0%	0	20%	1
Total	Total	39	Total	13	Total	8	Total	3	Total	5	Total	5

Only three institutions with 10 or more full-time employees responded to the one question follow-up. The average number of employees in that group is 12.



Distribution of Admissions Functions: GR with Registration, Records and Admissions Function Responsibility (n=10)



Appendix A: AACRAO January 2019 60-Second Survey

Note: The question logic is not displayed. Not all questions will be proffered to all respondents.

January 2019 60 Second Survey: Registrar Office Staffing

We recognize that not all institutions have a stand-alone Registrar's Office and that the functions of a Registrar's Office vary by type of institution, country and other factors. We also recognize that the level of decentralization of processes varies. This survey is designed to capture the number of staff across the institution responsible for student registration and records related functions as well as provide a snapshot as to the level of decentralization of key functions.

What is the name of the department that houses the position of the registrar?

- ○ Office of the Registrar/Registrar's Office
- ○ Office of Registration
- ○ Office of Student Records
- ○ Office of Academic Services
- ○ Other. Please enter the name of the office. _____

Please indicate if this office is responsible for one or both of the following.

This question is designed to help differentiate offices that are responsible solely for registration and records related functions from those who have a broader base of responsibility (e.g., a community college Office of Enrollment Services, Canadian registrars)

- ☐ Registration and records related functions
- ☐ Admissions related functions

What population of students is served by the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}?

- ○ Undergraduate only
- ○ Graduate and or professional only
- ○ Both undergraduate and graduate

How many **full-time** employees are assigned to the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}?

- ○ None
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9
- ○ 10 or more

How many **part-time** employees are assigned to the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}?

- ○ None
- ○ 1
- ○ 2

- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 or more

How many **student** employees are assigned to the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}?

- None
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 or more

Please indicate if the following registration and records related functions are performed ONLY by staff by the ${Q2/ChoiceGroup/SelectedChoicesTextEntry} or if the function is wholly or partially decentralized to other departments in the institution (e.g., academic units, advisors, etc.)

	Sole responsibility of the ${Q2/ChoiceGroup/SelectedChoicesTextEntry}	Shared responsibility with other departments	Managed entirely by another department or departments
Student records management			
Class/course scheduling			
Degree audit/graduation checks			
Student registration (add, drop or withdrawal)			
Transfer credit equivalency decision			
Transfer credit data entry			
Room assignments for classes			

Please indicate if the following admissions related functions are performed ONLY by staff in the ${Q2/ChoiceGroup/SelectedChoicesTextEntry} or if the function is wholly or partially decentralized to other departments in the institution (e.g., academic units, advisors, etc.)

	Sole responsibility of the in${Q2/ChoiceGroup/SelectedChoicesTextEntry}	Shared responsibility with other departments	Managed entirely by another department or departments
New student admissions			
Re-admission			
New student recruitment			

Please add any additional comments about registrar function related staffing here.

_____

Thank you for completing this survey. Please use the arrow to submit your response.

One question follow-up survey to those who selected 10 or more FT employees.

AACRAO
Advancing Global Higher Education

Good Morning ${m://FirstName},

Thank you for completing the 60-Second survey. You indicated that your institution has 10 or more full-time employees in the registrar's office (or institutional equivalent). This is a one question follow-up for you share the exact number of full-time employees in that area. This information will enable us to provide a more detailed report on staffing.

Please follow this link to the question:
${l://SurveyLink?d=Full-time staff}

I appreciate your interest and efforts to help AACRAO conduct research of interest to our members.

Regards,
Wendy

Please indicate how many full-time employees are part of the office of the registrar (or institutional equivalent).

_____

Appendix B: Respondent Count by Population Served, Functions Provided by the Registrar's Office and Institutional Size

Population Served	Functions Provided
Both undergraduate and graduate	**731**
Registration and records related functions only	**648**
Under 1,000	75
1,000 - 2,499	167
2,500 - 4,999	122
5,000 - 9,999	114
10,000 - 19,999	86
20,000+	83
Not Applicable	1
Both Registration and Records Related functions and Admissions functions	**83**
Under 1,000	11
1,000 - 2,499	14
2,500 - 4,999	14
5,000 - 9,999	15
10,000 - 19,999	17
20,000+	12
Undergraduate only	**296**
Registration and records related functions only	**209**
Under 1,000	62
1,000 - 2,499	77
2,500 - 4,999	25
5,000 - 9,999	24
10,000 - 19,999	13
20,000+	6
Not Applicable	2
Both Registration and Records Related functions and Admissions functions	**87**
Under 1,000	13
1,000 - 2,499	20
2,500 - 4,999	22
5,000 - 9,999	15
10,000 - 19,999	9
20,000+	6
Not Applicable	2
Graduate and or professional only	**74**
Registration and records related functions only	**64**
Under 1,000	31

1,000 - 2,499	13
2,500 - 4,999	8
5,000 - 9,999	3
10,000 - 19,999	5
20,000+	4
Both Registration and Records Related functions and Admissions functions	**10**
Under 1,000	8
20,000+	1
Not Applicable	1
Grand Total	**1101**

Appendix C: Additional Comments about Staffing

The Enrollment Services Center also includes Student Accounts and Financial Aid. We are a one stop office.
Though this wasn't asked, we have staff members who telework, and are not located in the office itself.
The prior shared responsibilities are mainly with the schools for graduate and doctoral students. UG processes fall within SAS, with primary advising occurring with faculty. SAS also houses three system analysts within our office, and 7 UG academic counselors who work with new students through graduation.
Student worker is iffy as it depending on the semester. We sometimes will have a GA for 20 hours but not this past year which was very difficult to keep up with some central filing where we all had to pitch in.
While doing this survey I interpreted "other departments" to include units within Faculties. For example our professional faculties for law, business, and engineering do have some localized responsibilities.
Recently we divided the Records and Registration and Admissions teams into two separate offices. They were combine for about three years.
VA certifying official, academic planner for advisors
Even though many of the functions are shared with academic units the guidelines and oversight of these functions are with Enrolment Services.
A registrar's office should have at least six individuals in its department for the amount and type of responsibility it has. Registrar offices are understaffed.
Director of Enrollment/Registrar has the following staff: Coord. of Recruitment and a recruiter. Then a staff member that helps the director with registrar duties as well as admissions for the college.
Staff may sit on academic affairs committees for policy and academic programs
Commencement/academic ceremonies, production of yearly catalog, data steward for student data integrations, enrollment reporting, transcript and verification fulfillment
The Veteran's Certifying Official is also housed under the Registrar's Office.
It should be noted that our office is also responsible for Student Financial Support for Undergraduate/Graduate students and that our staffing totals 160+
One of our full-time is devoted solely to technology-related items and is not student-facing. This leaves 3 full-time, student-facing employees.
Our office also shares responsibility for curriculum management.
In addition our office handles veteran benefit reporting, graduation, and commencement
Academic Services also oversees our disability services, advising, tutoring, and writing center.
The Records & Registration Department is also responsible for Veteran student functions/reporting, international student functions/reporting, and One Stop student services/front desk functions
We also have technical folks assigned to substantial project management for registrar functions, retention duties also report to registrar
Student employees are work-study, maximum of 7 hours per week.
The graduate schools do their own transfer credit evaluation, and maintain some parts of the students records.

Veterans' affairs is also housed in our office, and we assist with athletic checks. While the departments/colleges submit to us what they plan to offer in future semesters, we do the complete entry and production of the class schedule. We are also responsible for maintaining the scribe for our degree audit software and producing the University catalog online, maintaining course inventory, some state reports, Texas Success Initiative compliance, organizing and working all commencement ceremonies and providing support for other offices within and outside of enrollment management area.
This office also has the responsibility for processing VA educational benefits.
XYZ College of Fine Arts has three schools within that I work closely with regarding all aspects of student's records from matriculation through graduation.
We are a dual office, both registrar and financial aid. Both full time staff members are financial aid as well as registrar.
Our Registrar's Office also oversees Student Fees, Financial Aid, Student Information Systems, Academic Advising, and Government Reporting. The recruitment function includes international as well as domestic.
Veterans Services is housed, here, and the FT staff person and 3 student workers are included in the overall Registrar's Office Staff.
Full-time here may be fractional, so two of our six have partial FTE. One is .95, the other .75 Also, there are more functions than you listed performed in our office (e.g., catalog, eligibility)
We are responsible for international student services, study abroad, veteran's benefits and internship coordination.
We oversee TAP, APTS and Excelsior grants
With the growth of our Dual Enrollment population, our DE Office assists us with registration of DE students.
Official records are maintained by the Office of the University Registrar.
We also oversee government reporting and Financial Aid. Full time employees are close to 100
Student waivers and appeals are performed in Records and Registration
Our registrar office is headed by the Senior Director of Registrar Services and Academic Support. Registrar services has 18 full-time employees under her; academic support has 4.
We manage the imaging operation (scanning, indexing, OCR) for undergrad and grad admissions, as well as for records and registration.
School of Law - Bar Certification, Veteran Certification, Accommodations for students
We also handle VA benefits in the Registrar's Office
We also coordinate commencement ceremonies and academic regalia ordering, and we are responsible for diploma production and mailing.
For "class scheduling", I answered "shared with other departments". The Office of the Registrar does not determine what classes are offered or when, but it is responsible entirely for creating and publishing this information.
Our admission activity is limited to GRADUATE admission data processing only, and our primary role is coordination of data standards and training. The UG admission office handles ALL UG application processing.
We do share some of those functions with *academic* departments, but not with other administrative offices.
We need more staff!

We implemented a one stop shop in 2018 which handles walk-in, phone, and email transaction by support staff classified as generalists. They escalate transactions to URO specialists which they cannot resolve.
There is a university registrar's office which is the largest. Then there is a law school registrar's office, a school of medicine registrar's office, and some others that operate fairly independently of the university registrar's office. I am with the medical school but tried to answer the questions from the perspective of the university registrar's office.
Enrollment Reporting to NSLDS, Calendar Development, Curr. Development,
There is only one person, the Registrar, which handles everything in the previous question. The Registrar's Office staff includes one person with part-time help of an assistant administrative assistant.
Area is under staffed average should be 20-25.
The Registrar position if also the AVP of Enrollment Management (I counted this as 1 FTE)
We are a community college so we only have undergraduate students
Full-time staff has been cut in half. Students now do work that staff should do. It is terrible
We find that we do need more PT employees and are contemplating another FT employee. We have a small school but the functions of the office are far reaching and encompass more than just registrar functions. We do not accept transfer credit on our campus so that evaluation process is exempt.
Work Closely with faculty on new process. Multi Measures working off High School transcripts and data input/enrollment.
Our office also manages Student Health Insurance, Student Orgs, VA, F1 Visa and ADA and Clearinghouse
Our office also serves the Veterans on our campus
The Center for Student Services also houses the Financial Aid Department
Our staff has 4 fulltime positions, two professional level positions and two administrative level positions (one student worker). The Registrar reports to the VPAA. In addition to the duties normally associated with registration and records, our registrar's office also handles certification of veterans, a significant amount of institutions research and reporting, and manages the dual credit program and community college articulation programs.
With the growth and expectations of technology, that too is now a shared endeavor.
We also process re-entry student admissions, athletic eligibility and have all catalog/bulletin publication related responsibilities.
I supervise the registration staff and the academic advisors. Recent data shows I need to hire 3 more advisors to have the recommended advisor/student ratio.
Our Registrar's Office also handles Veteran's Benefits and Clearinghouse Reporting.
In addition to the functions mentioned in a previous question, our office also handles International Student Tracking, Federal VA benefits certification, Athletic Certification, Course and Curriculum changes, and bulletin and transcript production.
Although I listed 3 full-time staff, due to financial issues, we're not sure if we'll be able to keep the 3rd position. Our 3rd full time staff retired at the end of 2018, and currently that 3rd position (for one semester) is shared with another office. 80% or more our work.
I would be very interested to hear if other Registrar's Offices serve as VA Certifying Officials?
Staffing has shifted due to technology (i.e., less in transcript production, more in transfer credit and degree audit) but the overall numbers have not declined.
Call center and emails also calls for staff time; there was no mention of technical or SIS support by staff?

Curriculum, Catalog Management, Schedule Build and Term Set-up, SIS Management/Testing/Implementation, Degree Audit Software/Programming, Reporting
Also Financial Aid and Student Accounts
There is always room for more employees to help process our transcripts and audit degrees.
The application module is managed by Student Recruitment but all supporting documents (transcripts) are received and documented by A&R.
Registrar area has a total of 11.5 staff out of a total Enrollment Services staff of 46.
The Registrar is a DSO for SEVIS; Our office coordinates Commencement and the fall graduation
We are a graduate, professional school dedicated to healthcare education and we have a robust IT department that develops many automated processes that assists in registration, graduation and other processes, therefore, reducing the need for additional staff members.
Veterans education benefits, student and faculty portal development and oversight,
In the previous question the "ONLY" is a bit strong, and we actually include a lot of talking to other folks and other office manage their parts of records, etc., but I think in the main it is fair to say the Registrar's Office manages these things I have indicated.
Greatly under staffed
We also fulfill the responsibilities of NCAA Compliance Coordinator and most Retention Coordinator related functions.
We have 4 administrators (of which I am one) and 6 clerk positions in my office. Our university has an enrollment of about 8,500.
It may be tough to capture, but I would like to see if the changing nature of employment in Registrar's offices could be captured. My office has really evolved over the last 10 years in moving personnel from data entry, front-line services to more professional data analysts, communications staff, and project managers. Thanks for all your valuable resources.
Transcripts, reciprocal agreements, graduation events
We also fully manage the catalog with is sometimes handled by other offices such as the Provost Office.
Our Registrar's Office is combined with the Office of Institutional Research, which has three full-time staff members.
We are also the PDSO and DSO for campus for SEVIS
Workload is shared in many instances with Western International or our School of Graduate and Postdoctoral Studies
Only 1 University Registrar and 1 Assistant Registrar handle Registrar functions in Academic Affairs
Registrar for undergraduate, graduate and two professional program.
Registrar also manages enrollment reporting to IPEDS and accrediting agencies, VA certifications and SEVIS reporting for international students.
Office needs more full-time members. Staff needs to be cross-trained.
Management and Production of Academic Catalog
Also responsible for the delivery of transcripts, student self-service functionality, athletic eligibility, curriculum updates for degree audit, degree planner, course requisites, etc.
Commencement Ceremony - Students
Our Registrar's Office also manages student benefits, so two FT staff members are assigned those tasks.
We also handle all reporting for the college, internal, state and federal. We also handle NSC reporting along with VA reporting and students.

We manage degree audit and are data stewards for our student information systems. We also manage our professional school records, registration and reporting. We manage official reporting for the University.
My personal opinion is that the Registrar should oversee all enrolment related functions (recruitment, admissions, student awards, student finance, records, registration, scheduling, and graduation).
In addition to doing transfer course articulation our office also updates/creates Transfer Guides with partner institutions. I wish you had asked about institution type and size! I also wished you would have asked about more job related duties and space to enter which office does them if not Registrar. This data could help us to make comparisons and argue for more staffing.
Requests to change or correct student data, including names, addresses, course schedules, enrollment statuses are all conducted by Registrar's Office staff.
My office is housed within Student Services on campus.
We also do International Student Advising and VA
The Registrar position is one person.
SUGGESTION: Student workers might be better represented in the number of hours of student help the office is allotted per week rather than asking how many student employees are working there. I have three employees but they total only 20 hours per week. I could have 5 student workers but still only have 20 hours per week.
The Financial Aid office also reports to the Registrar
We also manage Financial Aid and Awards, client services, university wide student communications and aspects of International
Records/Transcript Requests and Degree Verifications
Marked undergrad only since we do not have graduate level.
We perform preliminary credit evaluations for Admissions and Advisors BEFORE new students register.
The office of the Registrar handles all undergraduate and some graduate processes involving: Examinations, transfer credit, financial aid, enrolment, registration and academic records. There are about 50 people employed in the office.
In our department we are also responsible for imaging all documents in enrollment management; registration and financial aid
We also handle residency appeals.
Our Graduate School reviews and awards graduate degrees. We review and award all undergraduate degrees.
Athletic Eligibilities, VA Certifications, Education Verifications, I/R Functions
As a 100% transfer institution our office is responsible for creating and managing the degree audits, and for training those outside of our office (advisors, staff, students, etc.) to continually check for accuracy, monitor, and work together with us.
Student-facing service is decentralized on our campuses
1 part time student employee under work study program
We do not accept transfer credit, so these functions are not part of our operations.
We also house Course Evaluations, Scanning & Scoring, Veterans Affairs and Degree Progress Management
Registrar's Office staff also includes VA School Certifying Official and related functions.

Because we have a College of Medicine, the Registrar also participates in academic and career counseling, leads class meetings, manages clinical schedule and hospital site lotteries, and prepares all materials for and participates in academic review sessions.
We do have one person in our graduate program who handles room scheduling and registration for grad and adult students.
Current population: 800-900 students. Registrar staffed according to 300/per staff model
One full-time employee shared with financial aid.
Also responsible for IPEDS
As a BSN in Nursing program; all students are registered through graduation upon starting.
I am also the SCO for VA.
Athletic Academic Certification
We may be absorbing the degree audit/graduation certification process in the near future.
Our office is also responsible for summer and winter terms, year-round marketing for courses, faculty contracts for summer/winter, and many other non-standard registrarial functions.
We're a graduate institution only, so that's why no undergrad. In these staffing surveys, I think it is VERY important to determine if Registrar Office must provide functional expertise for development/customization of the SIS. We do. This is a significant driver of labor cost.
A faculty member with authority over the faculty contracts coordinates class times and locations. Records then creates the class sections in Banner and manages registration.
As a large decentralized institution we have an Office of the University Registrar and Registrars scattered throughout our individual schools and colleges.
We also assess tuition and approve refunds, create an annual catalog, manage 6 commencement ceremonies annually, support all veteran services and funding, serve as secretarial support for Faculty Senate and all curriculum items.
We have an Answer Center that "fields" student questions and provides support on the front lines. I did not address those staff in this survey.
2 FTE registrar staff that concentrate entirely on technical and software issues; 1 FTE that maintains 5 University Academic Calendars, does all ad-hoc reporting and registration of non-degree students
The Registrar is also the Financial Aid Officer.
There are seven separately accredited colleges of the DCCCD. The offices vary in size and responsibilities. For example, at one of the colleges Degree Audit reports to Advising. I tried to provide an overall average of how the colleges operate
Would be interested in hearing whether scope includes course evaluation, catalog compilation (beyond just courses), consortium (cross-institution registration).
Times are tough. We were a staff of 5, we are now down to 3 with no reduction of the college community's (sometimes ridiculous) expectations of the office. :-(
Registrar functions are combined with Financial Aid/Advisement Office.
Staff in the registrar's office has been reduced by 50% since 2009 through layoffs and position eliminations.
The Registrar's Office also handles Disability Services, Tutoring, Eligibility, and VA Certifications
Responsibilities continue to expand but staffing does not.
The Registrar resides in the Office of Student Records but oversees both this office and the Office of Student Registration Services. Each office has distinct responsibilities.
We also have the responsibility for international students, athletics eligibility, and veteran eligibility

Answers reflect the fact that Admissions, Records, and Academic Scheduling departments are separate offices that report to the Registrar.
Two of the 5 full time staff are technical staff.
At *ABC*, the RO also includes program advising, course file, systems, part-time studies liaison, apprentice services,
We are combined office with Financial Aid
Proctors for exams are under Registrar's Office and are less than part-time temporary employees.
Review for state residency qualifications, student petitions, academic standing, commencement
Quite a lot of technical and data responsibilities lie in our office, and that was not captured in the survey. I'd say about 1/3 of our staff are primarily technical or data people, and most others have some responsibilities in those arenas.
Institutional Research and reporting is also a function of the Office of the Registrar.
We also review and recommend students to meet state teacher certification requirements.
Our student employees are event staff for the large facilities managed by our unit.
We have multiple student employees; but the coverage is equivalent to one 30 hour per week employee.
We also house: Academic Advisement, Student Success and Retention Management, Curriculum Management and Catalog Production, Tuition and Fees Charges and Refunds, Academic Statistics and Analyses
There are more than eight schools with more than 100+ programs of study, both degree and continuing education, with more than 60 'student services/registrar' personnel working those actions. NONE of them are University level registrar staff; I have no control over them and all actions go through leadership channels.
We also process faculty evaluation materials and catalog production
Programs with specific certifications require additional workload beyond degree audits.
International recordkeeping in SEVIS, VA Benefits
We also advise students regarding course choices.
Functional support for Registrar's Office is staffed within Academic Affairs, not directly within Registrar's Office.
We are grossly understaffed for the enrollment numbers we have.
Our office is a one-stop shop which integrates student accounts, financial aid and student records & registration into one office known as the Student Records & Financial Services Center. Of the 14 employees in this office, 2 full-time and 2 part-time employees are responsible for all the student records and registration functions. The remaining employees deal with student accounts and financial aid.
WE NEED MORE FULL TIME PEOPLE!
State Reporting, Transcript and Enrollment Verification Ordering, Phone Center, Communications
Registrar also oversees, Health Technology Admissions, International Student processing, CCP processing and the Banner Student Records System
The Registrar's Office also receives, processes, and submit certifications for students receiving veteran's benefits.
Admissions, registration, and advising are housed together. Advisors can register students as well as change their majors in Banner Database.
Advising functions are also assigned to this office

The Registrar's office is housed under the division of Academic Affairs
We are everyone's 1st stop with questions!
Distributed model of work: departments do initial work in scheduling and some transfer credit; permission to functions is on a timeline, with Registrar having only access after set periods of time.
We also process applications for readmission.
We also administer all examinations with our staff and proctors only. No assistance from other offices.
NCAA Compliance and Veteran Affairs are also under the Office of the University Registrar at our institution.
Our offices also manage academic appeals/any exception to bulletin policy
Our department will soon be incorporating the staff and duties of Graduation Services, which performs transfer credit evaluation and awarding of degrees/certificates. Since this change hasn't yet occurred, I didn't include it in my responses.
Catalog maintenance, curriculum management (once new courses and new requirements are approved), management of several pieces of software to support functions
Registrar is located with Office of Administrative Services - Modified One Stop Shop
THECB reports
The registrar is also the technical manager of the ERP student module.
My office is also responsible for the Academic and Business Calendar. University Catalog, Degree Works, Immunization and missing documents , Transient Students, Veterans Certification, Athletic Eligibility, Graduation and report generations
Lost a longtime Office of the Registrar 75% staff member last year to budget cuts. Still reeling.
A lot of our time is spent certifying Division I NCAA student-athletes and Veterans
We also handle other important areas such as record revision, residency for tuition purposes, student information system set up and management, etc. that are not covered here.
Collaborate closely with Academic Advising - staff of 6 professional advisors, director & 2 admins
Each professional school within the University also has a registrar and may have a registrar's office staff.
We also have athletic eligibility and graduation
We have a One Stop service model.
Works closely with NCAA Compliance Office and is in charge of the Commencement Ceremony.
We also handle staff FERPA training/compliance.
I oversee the Welcome and Testing Centers as well.
The Registrar's Office is also responsible for academic regalia; official statistics on students (custodian/reporting); undergraduate final exams management.
Our Registrar's Office is in charge too of our one-stop shop and the half of our total staff work there
Currently Advising is also housed in the Registrar's Office. A planned split will drop the Office FT staff to 4.
One staff member is shared with student accounting services (70% Reg - 30 % SAS)
We handle all transcript request, and all the functions with graduation ceremony.
Transcript Processing Services and Enrollment Verifications.
Academic Records serves the traditional undergraduates, Physician Assistant and Graduate (includes Master and PhD programs) Counseling programs. Then we have another office that serves all of our adult degree completion programs, all other graduate and doctoral programs.
We have an entire group that also manages Data through the SIS

The office of the registrar is staffed by only one person who also handles financial aid. The person is housed under the office of the VP for Academic Affairs, which has thus affected how the preceding questions were answered.
IPED's, SEVIS, PLANIFICATION AND STATISTIC DATA
Veterans Affairs, Foreign Students

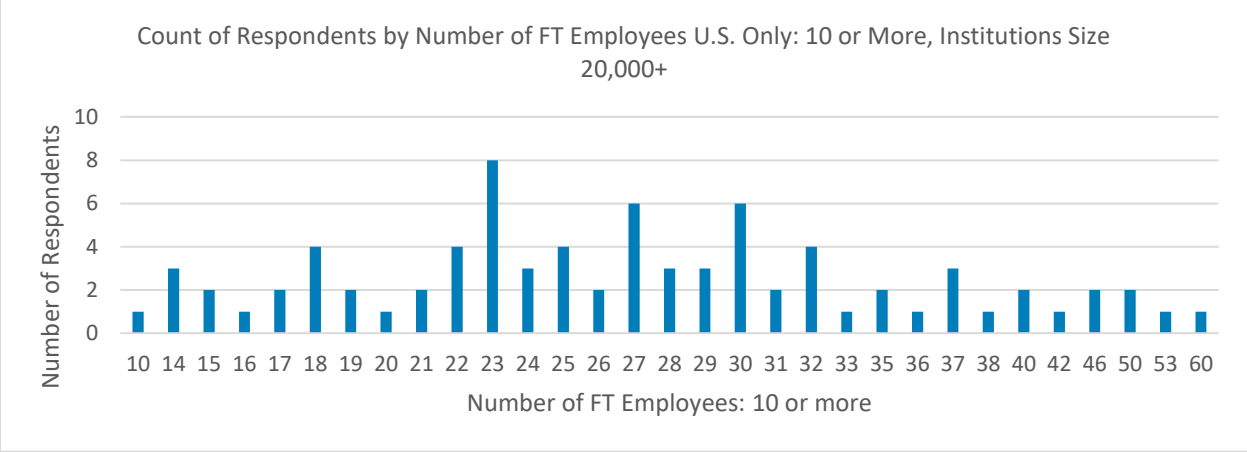
Appendix D: Other Unit Names for the Function of the Registrar

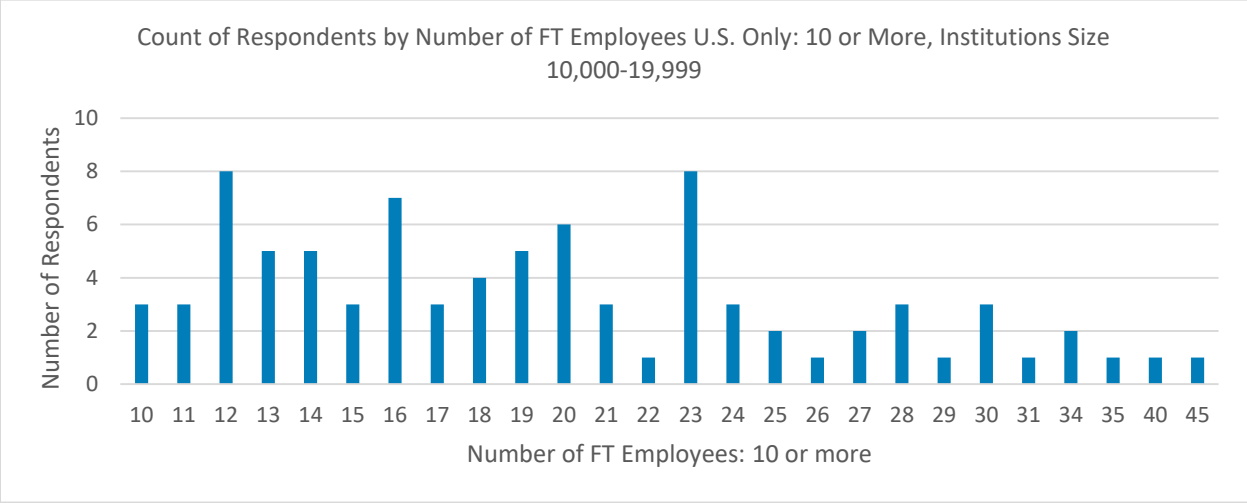
Office of the University Registrar	20
Enrollment Services	16
Office of Records and Registration	9
Records and Registration	8
Office of Records & Registration	6
Academic Records	4
Academic Records Office	4
Office of Academic Records	4
Office of Admissions and Records	4
Office of Registration and Records	4
Office of Student Services	4
Registration and Records	5
Student Services	4
University Registrar's Office	4
Academic Affairs	2
Admissions and Records	3
Admissions and Records Office	3
Enrollment Management	2
Enrolment Services	3
Office of Academic Affairs	3
Office of Enrollment Services	2
One Stop	2
Records office	3
Registration and Records Office	2
Student Affairs	3
Academic Advising and Registration	1
Academic Advising Resource Center/Registrar	1
Academic Affairs and Student Services	1
Academics	1
Admission and Registrar's Office	1
Admissions & Records	1
Admissions & Registration	1
Admissions & Registration Office	1
Admissions and Registration	1
Admissions, Records & Registrar	1
Admissions, Records and Registration Office	1
Admissions, Records, & Registration Office	1
Admissions, Registration & Records	1
Admissions, Registration & Records Office	1
Advising & Registration Center	1
Associate Vice President Student Services & Registrar	1

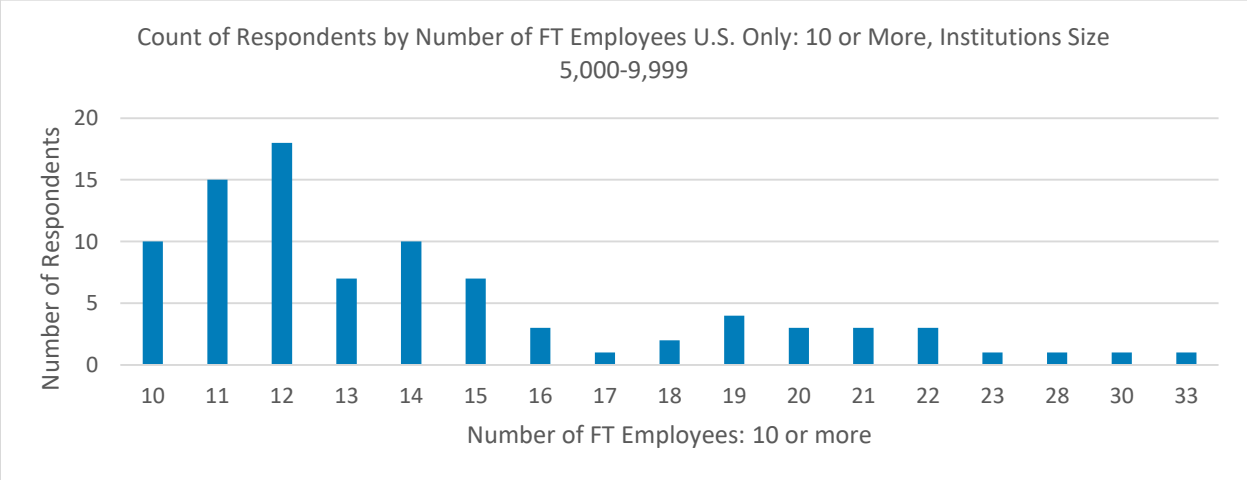
XYZ University has one main Registrar at the Registrar's Office. Individual schools and colleges like mine house the Registrar in Student Records.	1
Center for Student Services	1
Dean of Students	1
Direccion de Servicios Escolares	1
Director of Enrollment/Registrar	1
Director of Registration and Records/Registrar	1
Education Services	1
Enrollment Center	1
Enrollment Service: Office of the Registrar	1
Enrollment Services Center	1
Enrollment Services Office	1
Enrolment Services & University Registrar	1
Essentially our version of the One Stop Shop - no distinguishing name for any of the siloes falling within that One Stop	1
Graduate School Administration	1
Center for Admissions, Records, Financial Aid and Graduation	1
Law School Office of Academic Services	1
Office of Academic Records & Registration	1
Office of Academic Records/Enrollment Services	1
Office of Academic Success and Records	1
Office of Admissions & Records	1
Office of Admissions and Registrar	1
Office of Admissions and Student Records	1
Office of Admissions, Records and Retention	1
Office of Admissions/Records	1
Office of Budget & Records	1
Office of Enrollment Management	1
Office of Enrollment Services	1
Office of Financial Aid and Student Records	1
Office of Financial Services and the Registrar	1
Office of Records and Intuitional Research	1
Office of Registration & Records	1
Office of Registration and Student Records	1
Office of Research Planning and Assessment	1
Office of Student Affairs	1
Office of Student Finance & Records	1
Office of Student Records and Registration	1
Office of the Registrar & Student Records	1
Office of the Registrar and Institutional Research	1
Office of the University Registrar (OUR)	1
Office of the University Registrar in the Division of Enrollment Management	1
Office of University Records	1
Office of Vice President for Academic Affairs and Dean	1

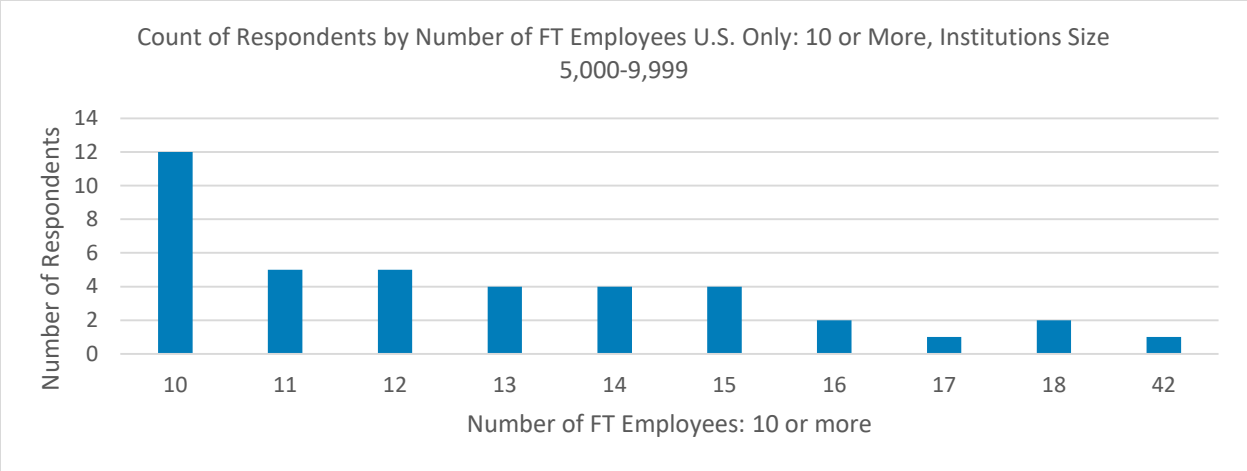
Office Records and Registration	1
Records	1
Records & Registration Department	1
Records and Advisement	1
Records and Registration Office	1
Registrar and Enrolment Services	1
Registrar office; no registrar-senior director of registrar services and academic support	1
Registrar Services	1
Registrar/Financial Aid	1
Registrar/Student Services Office	1
Registration & Records	1
Registration and Student Records	1
Registration and Student Records Office	1
Registration Services	1
SEM - Strategic Enrolment Management	1
Student Academic Services	1
Student Administrative Services	1
Student Affairs Office	1
Student Commons	1
Student Development	1
Student Records & Registration	1
Student Records and Financial Services Center	1
The Office of Registration and Records	1
University Registrar Services	1

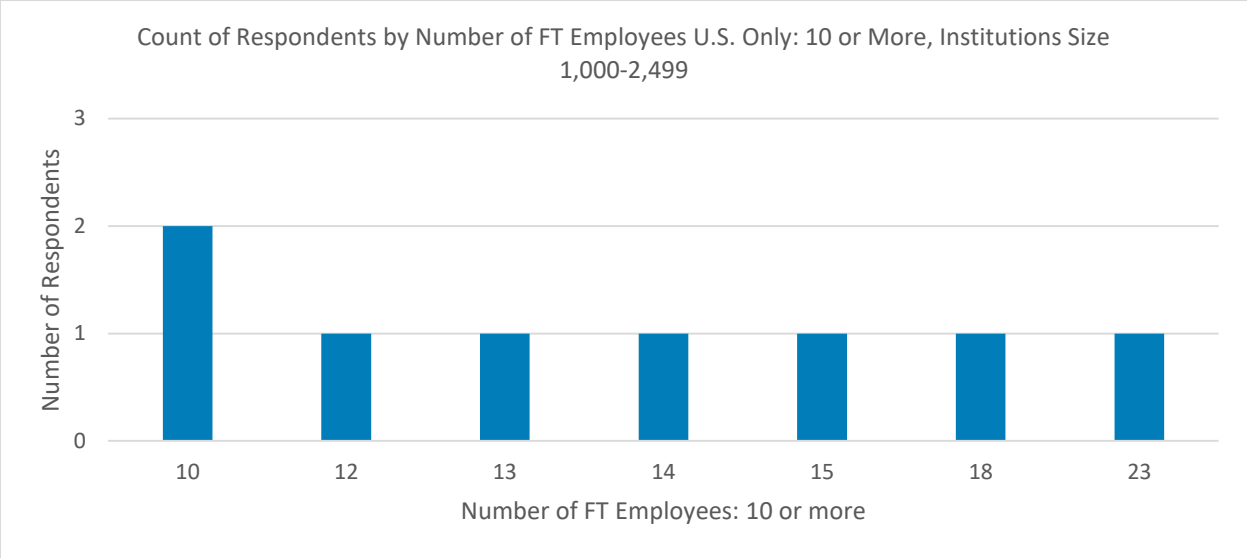
Appendix E: U.S. Only: Ten or more employees by institution size.








Count of Respondents by Number of FT Employees U.S. Only: 10 or More, Institutions Size 5,000-9,999
Number of Respondents
14
12
10
8
6
4
2
0
10
11
12
13
14
15
16
17
18
42
Number of FT Employees: 10 or more


Count of Respondents by Number of FT Employees U.S. Only: 10 or More, Institutions Size 1,000-2,499
Number of Respondents
3
2
1
0
10
12
13
14
15
18
23
Number of FT Employees: 10 or more