



## AACRAO Registrars Survey: Salaries, Office Location, One-Stop Shops, and Office Functions

In September 2007, AACRAO conducted a survey of the Registrar's Offices\* at its member institutions on several topics, including functions performed by the office, office location, whether the Registrar's office functions within a one-stop shop, and office salaries.

These topics are taken up below.

A second report on this survey contains information about the size of the Registrar's staff and office at institutions of different sizes and about where the Registrar is situated in the reporting structure of the institution.

### *I. Salaries*

#### **U.S. Title IV-eligible institutions**

##### Salaries of Full-Time Staff (\$) at Title IV-eligible Institutions

Registrar Average	Registrar Range	Associate Average	Associate Range	Assist. Average	Assist. Range	Other Average	Other Range
64,794	16,000-150,000	51,224	15,000-93,000	39,566	20,000-75,000	30,341	15,000-100,000

##### Salaries of Full-Time Staff by Type of Institution (\$) at Title IV-eligible Institutions

Type of Institution	Registrar Average	Registrar Range	Associate Average	Associate Range	Assist. Average	Assist. Range	Other Average	Other Range
Private, for-profit, 2-yr	43,250	31,000-70,000	n/a	n/a	34,000	28,000-40,000	24,000	n/a
Private, for-profit, 4-yr+	69,333	40,000-150,000	46,593	24,000-75,000	38,333	20,000-75,000	33,154	15,000-40,000
Private, not-for-profit, 2-yr	44,605	30,235-55,000	n/a	n/a	27,239	20,954-35,000	28,500	27,000-30,000
Private, not-for-profit, 4-yr	60,774	16,000-125,000	51,273	15,000-72,000	35,976	20,000-61,000	30,038	16,000-100,000
Public 2-yr	59,824	25,000-107,000	45,524	30,000-69,000	40,720	26,000-75,000	30,633	20,000-77,638
Public 4-yr	98,353	48,000-150,000	59,787	35,000-93,000	45,515	29,000-71,500	29,843	20,000-51,012

**Salaries of Full-Time Staff by Size of Institution for U.S. Title IV-eligible institutions (\$)**

Size of Institution	Registrar Average	Registrar Range	Associate Average	Associate Range	Assist. Average	Assist. Range	Other Average	Other Range
Under 1,000	44,564	25,000-80,000	31,733	15,000-52,000	30,250	20,000-45,000	31,464	15,000-72,000
1,000-4,999	63,351	22,000-150,000	52,112	27,248-72,000	35,647	23,000-60,000	29,221	16,000-100,000
5,000-9,999	72,547	45,000-107,000	54,150	32,000-70,000	45,769	30,000-62,000	31,741	20,000-77,638
10,000-19,999	83,953	42,000-120,000	60,382	40,000-93,000	44,881	29,000-75,000	28,378	20,000-48,000
20,000 and above	100,165	50,000-150,000	70,115	51,000-83,000	51,574	41,885-75,000	36,044	25,000-51,012

**Salaries of Part-Time Staff at U.S. Title IV-Eligible Institutions**

The average salary of part-time staff other than Registrar or Associate/Assistant Registrar at U.S. Title IV-eligible institutions was \$15,176/year and \$12.29/hour. (These were reported separately; the annual figure is not based on this report’s calculation of hours worked.)

The average salary of Federal Work-Study Students was \$3,085/year and \$7.26/hour.

The average salary of other students was \$4,478/year and \$7.79/hour.

***II. Does the Registrar’s Office have more than one physical location for its staff?***

In response to the question as to whether the Registrar’s Office has multiple locations, of the U.S. Title IV-eligible institutions 88 respondents (18%) answered “yes.” Of the private, not-for-profit, 4-year schools, 36 institutions (15% of those who responded) answered that there is more than one location for its Registrar’s office staff. The comparable figures for public 2-year schools was 22 institutions (25% of respondents) and, for public 4-year schools, 27 institutions (26%).

Institution size seemed to be the most relevant factor concerning institutions’ having more than one location for its staff:

**Percentages of Responding Institutions With More than One Registrar’s Office Location, By Size:**

- Institutions with fewer than 1,000 students: 11%
- 1,000-4,999 students: 16%
- 5,000-9,999 students: 27%
- 10,000-19,999 students: 35%
- 20,000 or more students: 41%

Comments included:

- “Two locations, one for in-person services and one for back-office processing”
- “Registrar has an office and the Technical staff have an office (these two offices are right next to each other)”
- “Though the ‘Registrar’s Office’ is in one location, we do have an Assistant Registrar in each of our other venues (i.e., adult degree completion office, distance education).”
- “Multi-campus institution with two separate offices. Registrar has oversight of all offices.”

Of the respondents from non-Title IV institutions, 16 of 37 (43%) responded that they have more than one physical location for Registrar’s Office staff.

### ***III. Location of Main Registrar’s Office***

#### **U.S. Title IV-eligible institutions**

When asked where their main Registrar’s Office was located, given three choices, 261 respondents (60%) responded that the office is in the main administration building; 100 respondents (23%) in the main student services building; and 74 (17%) marked “Other.”

(Some institutions that said “Other” wrote, “Campus Center”; “Classroom Building”; “We do not have a main administration building. We are located in a building where the only other office is Financial Aid”; and “With the College of Arts & Sciences and the Undergraduate Admissions Office.”)

#### ***By Sector***

For private, not-for-profit, 4-year schools, 161 who responded to the question (67%) indicated the Registrar’s office is in the main administration building; 29 (12%) in the main student services building; 49 respondents (21%) marked “Other.”

For public 2-year schools, 43 respondents (49%) marked “main administration building”, 37 respondents (43%) marked “main student services building,” and 7 respondents (8%) marked “Other.”

For public 4-year schools, 44 respondents (45%) who answered that question have their Registrar’s office in the main administration building, 34 respondents (35%) in the main student services building; 20 respondents (20%) marked “Other.”

## ***IV. One-stop center for student services***

### **U.S. Title IV-eligible institutions**

Among all the U.S. Title IV-eligible respondents to this question, 26% (116 respondents) indicated their institution has a one-stop center for student services; 329 responded “no.” Those who marked “yes” comprised 22% (51 respondents) of the private, not-for-profit, 4-year schools; 50% (42 respondents) of public 2-year schools, and 16% (16 respondents) of public 4-year schools. Three of the seven private, not-for-profit 2-year schools indicated they have a one-stop center, as did four of the twelve private, for-profit 4-year schools. Neither of the two private, for-profit 2-year schools had a one-stop center.

#### *By Institution Size*

Those who responded “yes” to having a one-stop center for student services comprised the following percentages from institutions of different sizes:

- fewer than 1,000 students: 25% (23 respondents) answered “yes
- 1,000-4,999 students: 24% (53 of those respondents) have one-stop centers
- 5,000-9,999 students: 40% (or 23 respondents) have one-stop centers
- 10,000-19,999 students: 29% (or 13 respondents)
- 20,000 or more students: 15%

Of the non-Title IV eligible institutions, 43% (15 respondents) indicated their institution has one-stop center for student services; 57% (20 respondents) responded “no.” Of those that marked “yes,” 5 respondents (33%) were private institutions and 10 respondents (67%) were public institutions.

## ***V. Number and Type of Services Included in the One-Stop Centers***

### **U.S. Title IV-eligible institutions**

Of those 26 percent of respondents who answered “yes” to having a one-stop center for student services, 34 respondents (29%) indicated that their one-stops provide 6 or more services; 41 respondents (35%) indicated that their one-stops provide 4 or 5 services; and 41 respondents (35%) indicated 2 or 3 services.

In order of how often they were mentioned as services within a one-stop center, in addition to Registration the one-stop centers include the following services:

- Financial Aid (99 respondents)
- Admissions (77 respondents)
- Bursar’s Office (75 respondents)
- Advising (51 respondents)
- Student Affairs (44 respondents)

Career Development (35 respondents)  
Other (25 respondents)

Of the 329 respondents who answered “no” to having a one-stop center, the services most often in the same building as the main Registrar’s Office are:

Bursar’s Office (253)  
Financial Aid (241)  
Admissions (215)

Of the respondents that answered “no” to having a one-stop center, the services most often in a building relatively far from the main Registrar’s Office are:

Career Development (145)  
Student Affairs (129)  
Advising (120)

## ***VI. Number of Information Technology Staff Members Directly Assigned to the Registrar***

### **U.S. Title IV-eligible institutions**

The average number of Information Technology staff members directly assigned to the Registrar was 0.69. This ranged from 0 staff members to 22 staff members.

#### *By Institution Size*

Fewer than 1,000 students: average of 0.43 IT staff members were directly assigned to the Registrar.

1,000-4,999 students: 0.27 IT staff members.

5,000-9,999 students: 0.67 IT staff members.

10,000-19,999 students: 1.2 IT staff members.

20,000 or more students: 4.4 IT staff members.

## ***VII. Functions for which the Registrar’s Office is Responsible***

Functions for Which the Registrar’s Office is Responsible, at U.S. Title IV-eligible institutions

<b>Function</b>	<b>Number Who Answered Yes</b>
Probation/Suspension	277 (57% of survey respondents)
Advising	80 (17%)
Degree Audit	385 (79%)
Permanent Record Storage and Maintenance	423 (87%)
Academic Calendar Development	282 (58%)

Final Exam Scheduling	271 (56%)
Classroom Scheduling	287 (59%)
Facilities Scheduling for Events	95 (20%)
Master Curriculum Record of Approved Programs and Courses	272 (56%)
Coordinate Consortium Registration for your Institution	300 (62%)
Process Student Withdrawals	392 (81%)
Produce Official Transcripts	425 (88%)
Produce Unofficial Transcripts	390 (80%)
Certify Veterans Benefits	301 (62%)
Administer Course Evaluations	14 (3%)
Coordinate Catalog Development	213 (44%)
Commencement	255 (53%)
Diploma Printing	365 (75%)
Diploma Mailing	381 (79%)
IPEDS Reporting	174 (36%)
Institutional Research	97 (20%)
Transfer Articulation	255 (53%)
Athletic Compliance	215 (44%)

### ***VIII. How Office Functions are Carried Out***

(Note: Percentages below are figured according to the total number of respondents for each function, many of whom marked multiple means of carrying out that function.)

#### **How Office Functions are Performed at U.S. Title IV-eligible Institutions**

<b>Function and # respondents</b>	<b>Web-Based</b>	<b>Telephone-Based</b>	<b>Fax</b>	<b>Mail</b>	<b>Face-to-Face</b>	<b>Out-sourced</b>
Registration (381 respondents)	316 (83%)	60 (16%)	117 (31%)	133 (35%)	334 (88%)	1
Course offerings (374 respondents)	338 (90%)	22 (6%)	20 (5%)	69 (18%)	161 (43%)	4 (1%)
Certification of enrollment (408)	157 (38)	112 (30%)	250 (61%)	317 (78%)	262 (64%)	118 (29%)
Non-degree student application processing (265)	102 (38%)	25 (9%)	95 (36%)	161 (61%)	217 (82%)	3 (1%)
Provide enrollment status and deferment information for financial aid students (378)	159 (42%)	68 (18%)	180 (48%)	236 (62%)	216 (57%)	125 (33%)
Degree verification (403)	131 (33)	192 (48%)	221 (55%)	271 (67%)	230 (57%)	138 (31%)
Transcript ordering and mailing (412)	192 (47%)	51 (12%)	313 (76%)	379 (92%)	349 (85%)	26 (6%)

<b>Function and # respondents</b>	<b>Web-Based</b>	<b>Telephone-Based</b>	<b>Fax</b>	<b>Mail</b>	<b>Face-to-Face</b>	<b>Out-sourced</b>
Computer-generated degree audit reports to students and/or advisors (317)	239 (75%)	9 (3%)	35 (11%)	83 (26%)	178 (56%)	0 (0%)
Residency reclassification (170)	23 (14%)	12 (7%)	50 (29%)	94 (55%)	141 (83%)	3 (2%)
Address changes (397)	240 (60%)	98 (25%)	242 (61%)	295 (74%)	334 (84%)	1 (0%)
Withdrawal policies (374)	169 (45%)	58 (16%)	143 (38%)	201 (54%)	308 (82%)	1 (0%)
Classroom scheduling (302)	167 (55%)	48 (16%)	48 (16%)	94 (31%)	177 (59%)	4 (1%)
Graduation process (368)	168 (46%)	33 (9%)	105 (29%)	202 (55%)	285 (77%)	2 (1%)
Changes in major (351)	105 (30%)	24 (7%)	111 (32%)	176 (50%)	300 (85%)	1 (0%)
Grade processing (403)	309 (77%)	9 (2%)	71 (18%)	139 (34%)	192 (48%)	1 (0%)
Readmissions (276)	124 (45%)	28 (10%)	97 (35%)	158 (57%)	214 (78%)	4 (1%)
Non-degree student registration (348)	181 (52%)	42 (12%)	115 (33%)	158 (45%)	291 (84%)	2 (1%)
Transfer course evaluation (341)	113 (33%)	19 (6%)	76 (22%)	192 (56%)	256 (75%)	0
Exchange student registration, U.S. citizens (210)	108 (51)	12 (6%)	47 (22%)	82 (39%)	158 (75%)	3 (1%)
International student registration (321)	181 (56%)	28 (9%)	75 (23%)	111 (35%)	249 (78%)	2 (1%)
Veterans services (309)	137 (44%)	46 (15%)	121 (39%)	171 (55%)	256 (83%)	3 (1%)
Athletic eligibility certification (236)	78 (33%)	11 (5%)	46 (19%)	91 (39%)	163 (69%)	3 (1%)
Academic appeals (264)	27 (10%)	19 (7%)	86 (33%)	166 (63%)	233 (88%)	0
Fee appeals (177)	14 (8%)	12 (7%)	58 (33%)	106 (60%)	155 (88%)	2 (1%)
Training (FERPA, registration system, . . .)for faculty and staff (354)	169 (48%)	20 (6%)	15 (4%)	47 (13%)	321 (91%)	8 (2%)

How Office Functions are Performed at All Institutions Combined (both Title IV-eligible and non-Title-IV-eligible institutions)

<b>Function and # Respondents</b>	<b>Web-Based</b>	<b>Telephone-Based</b>	<b>Fax</b>	<b>Mail</b>	<b>Face-to-Face</b>	<b>Out-sourced</b>
Registration (418 respondents)	346 (83%)	67 (16%)	125 (30%)	143 (34%)	354 (85%)	1 (0%)

<b>Function and # Respondents</b>	<b>Web-Based</b>	<b>Telephone-Based</b>	<b>Fax</b>	<b>Mail</b>	<b>Face-to-Face</b>	<b>Out-sourced</b>
Course offerings (407)	366 (90%)	26 (6%)	23 (6%)	78 (19%)	171 (42%)	5 (1%)
Certification of enrollment (442)	170 (39%)	120 (27%)	270 (61%)	340 (77%)	284 (64%)	118 (27%)
Non-degree student application processing (286)	117 (41%)	26 (9%)	104 (36%)	174 (61%)	231 (81%)	3 (1%)
Provide enrollment status and deferment information for financial aid students (401)	170 (42%)	73 (18%)	190 (47%)	249 (62%)	233 (58%)	125 (31%)
Degree verification (436)	141 (32%)	202 (46%)	241 (55%)	294 (67%)	249 (57%)	139 (32%)
Transcript ordering and mailing (449)	215 (48%)	61 (14%)	342 (76%)	412 (92%)	377 (84%)	26 (6%)
Computer-generated degree audit reports to students and/or advisors (343)	257 (75%)	11 (3%)	37 (11%)	90 (26%)	188 (55%)	1 (0%)
Residency reclassification (178)	30 (17%)	13 (7%)	51 (29%)	94 (53%)	145 (81%)	3 (2%)
Address changes (431)	269 (62%)	106 (25%)	259 (60%)	315 (73%)	356 (83%)	1 (0%)
Withdrawal policies (406)	189 (47%)	63 (16%)	152 (37%)	215 (53%)	325 (80%)	1 (0%)
Classroom scheduling (322)	185 (57%)	51 (16%)	50 (16%)	98 (30%)	182 (57%)	4 (1%)
Graduation process (400)	191 (48%)	39 (10%)	115 (29%)	218 (55%)	302 (76%)	2 (0%)
Changes in major (379)	123 (32%)	28 (7%)	122 (32%)	191 (50%)	320 (84%)	1 (0%)
Grade processing (437)	339 (78%)	11 (3%)	77 (18%)	151 (35%)	202 (46%)	1 (0%)
Readmissions (301)	142 (47%)	30 (10%)	106 (35%)	171 (57%)	227 (75%)	4 (1%)
Non-degree student registration (372)	197 (53%)	44 (12%)	124 (33%)	170 (46%)	309 (83%)	2 (0%)
Transfer course evaluation (364)	126 (35%)	22 (6%)	86 (24%)	211 (58%)	268 (74%)	1 (0%)
Exchange student registration (U.S. citizens) (219)	113 (52%)	12 (5%)	47 (21%)	84 (38%)	163 (74%)	4 (2%)
International student registration (351)	204 (58%)	32 (9%)	83 (24%)	124 (35%)	265 (75%)	2 (0%)
Veterans services (313)	139 (44%)	46 (15%)	122 (39%)	173 (55%)	257 (82%)	3 (0%)
Athletic eligibility	79	12	48	95	171	3



<b>Function and # Respondents</b>	<b>Web-Based</b>	<b>Telephone-Based</b>	<b>Fax</b>	<b>Mail</b>	<b>Face-to-Face</b>	<b>Out-sourced</b>
certification (247)	(32%)	(5%)	(19%)	(38%)	(69%)	(1%)
Academic appeals (289)	35 (12%)	20 (7%)	95 (33%)	182 (63%)	251 (87%)	0 (0%)
Fee appeals (195)	21 (11%)	16 (8%)	66 (34%)	117 (60%)	168 (86%)	2 (1%)
Training (FERPA, registration system, etc.) for faculty and staff (377)	180 (48%)	21 (6%)	15 (4%)	50 (13%)	341 (90%)	9 (2%)

\* Responses that are included in this report came from 521 institutions – 484 of those from U.S. Title IV-eligible institutions. Of the Title IV institutions, the number of responses from each type of institution was:

- public 2-year schools: 93
- public 4-year or above schools: 109
- private, not-for-profit, 2-year schools: 7
- private, not-for-profit, 4-year or above schools: 253
- private, for-profit, 2-year schools: 4
- private, for-profit, 4-year or above schools: 18

In addition, 19 institutions from Canada and 10 non-Title-IV-eligible institutions from the United States responded. Of those, 14 are private and 22 public institutions (one did not indicate which.)

The Title IV respondents represented the following institution sizes:

- less than 1,000 students: 104
- 1,000-4,999 students: 243
- 5,000-9,999 students: 60
- 10,000-19,999 students: 47
- 20,000 or more students: 30

The non-Title IV institutions represented the following institution sizes:

- less than 1,000 students: 11
- 1,000-4,999 students: 5
- 5,000-9,999 students: 4
- 10,000-19,999 students: 5
- 20,000 or more students: 10

Percentages noted in an individual question relate to the percentage of individuals who responded to that question.