

AACRAO CONSULTING SERVICES

REGISTRAR'S OFFICE REVIEW

Our consultants bring practitioner expertise and firsthand knowledge of leading benchmarks in registrar office staffing, technology, policy, FERPA, regulatory compliance, and service standards.

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**REGISTRAR'S OFFICE
REVIEWS**

AACRAO SUPPORTS THE LEGACY OF THE REGISTRAR PROFESSION

The registrar's leadership role, which includes ensuring the integrity of student records and interpreting and enforcing academic policies, is vital to learner success and academic vitality. The registrar's work impacts every learner, and the effective operations of the Registrar's Office are critical to the life of your college or university. Much has changed in this work over the last twenty years, as information systems and online services have replaced paper files and in-person service.

We are uniquely positioned to support you, whether you want to improve an already strong Registrar's Office or are undergoing significant changes. AACRAO has literally "written the book" many times over, and is the trusted author of "Academic Operations and the Role of the Registrar," the guide which establishes and documents the standards of this work.

WHO TYPICALLY CONTRACTS WITH AACRAO CONSULTING FOR A REGISTRAR'S OFFICE REVIEW?

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

WHAT DOES A CONSULTATION LOOK LIKE?

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

Most Registrar's Office Review consultations last two to three days on-site. This is adjusted to meet your project's scope and your organization's size.

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One of the big plusses of working with AACRAO Consulting is that their people have extensive experience in the field. They are seasoned professionals who have been in my shoes, and know how to work with culture and change in the real-world operation of an institution.

*— Luisa Havens Gerardo, PhD,
Former Vice Provost, Enrollment
Management, Virginia Tech
University*

REGISTRAR'S OFFICE REVIEW (continued)

WHAT ARE THE INTENDED OUTCOMES?

Our Registrar's Office Review provides a "health check" on your office's critical work using standards established in the "Academic Operations" guide and any current issues in the field (e.g., new regulations or technologies). Our consultants examine the registrar's role and how well-positioned the office is to function as a strategic partner in academic affairs, providing outstanding service to students, faculty, and alumni.

Each consultation is tailored to the unique character, complexity, and size of your institution. Typical deliverables include:

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

WHAT DOES A CONSULTATION LOOK LIKE? (continued)

During the on-site portion of the project, we interview staff and key institutional partners to gather multiple perspectives on the current business processes and performance to assess how well they meet expectations and needs.

After the site visit, we will provide a brief initial assessment of our observations and recommendations. A narrative report with specific, actionable recommendations for your implementation will follow.

AACRAO Consulting is also available after the initial review to provide any additional implementation assistance you may need.



AACRAO
CONSULTING

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