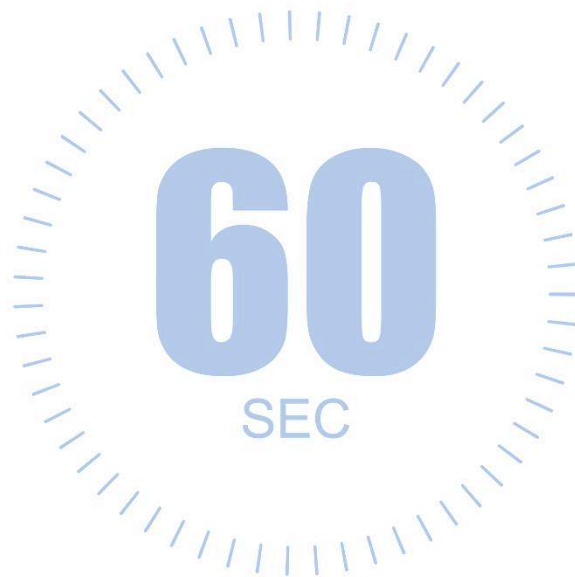




Registrars' Office Staffing Size and Primary Responsibilities

Results of the November 2021
60-Second Survey



Introduction

The November 2021 60-Second Survey was the third survey of its kind to focus on registrars' office staff size and primary responsibilities. The first two were completed in 2015 and 2019, respectively, and are available on the [AACRAO Research website](#). This version of the survey also included three questions about the opportunity to work remotely, vacancies, and the level of difficulty in filling the positions. Not all institutions have a stand-alone registrar's office; some have a registrar in each college, one by level of student served, or some combination of the two. As such, the survey included a question to differentiate the institutional model. Primary responsibilities also vary. For example, a common Canadian model includes responsibility for admissions as well as the academic record, which is not common among U.S. institutions. A complete portfolio of responsibilities is included in the [Registrars' Career Profile report](#). The staff size data is separated based on primary responsibilities. Standard deviations, means, and sample sizes are reported by institutional size category for those with ten or more staff. There is a high degree of variance in staffing size among institutions with ten or more staff. This limits the ability to generalize about staff size among those with ten or more.

After data cleaning, there are 896 responses. There are 13 institutions for which more than one response is retained because the institution has more than one registrar's office. Sixty-six percent of the offices serve both undergraduate and graduate/professional students; 8% serve graduate or professional students only; and 26% serve undergraduate students only. Institutional details of control, size, and type are included in Appendix A¹. Of the 896 respondents, 846 are from U.S. institutions, 37 from Canadian institutions, and the remainder are participants from 12 additional countries.

Key Data

All Respondents

- 18% are responsible for admissions-related functions as well as registration and records.
- 10% have more than one registrar's office.
- 26% have seen a decrease in the size of their staff since the start of 2020.
- 53% have one or more current vacancies.
 - Of those, 70% are finding vacancies "difficult" or "very difficult" to fill.
- 63% currently allow staff to work from home at least one day a week.
 - 53% of those note that this is a change in practice since the pandemic.
 - 10% were able to do so before the pandemic.
- There appears to be no relationship between the level of difficulty in filling a vacancy and the ability for a staff member to work from home at least one day a week.
- 61% employ one or more student employee/s.
- 30% employ one or more part-time employee/s.

¹ Please keep in mind 13 institutions are recorded twice in this data.

- Primary responsibilities are often shared with other units rather than the sole responsibility of the registrar’s office.
- 76% of the offices are identified as “Office of the Registrar” or “Registrar’s Office.”

Records and Registration Functions Only (n=739)

- 52% have six or fewer full-time employees; 33% report ten or more full-time employees
 - Of those reporting ten or more, the mean is 21 with a standard deviation of 12.

Records, Registration *and* Admissions Functions (n=157)

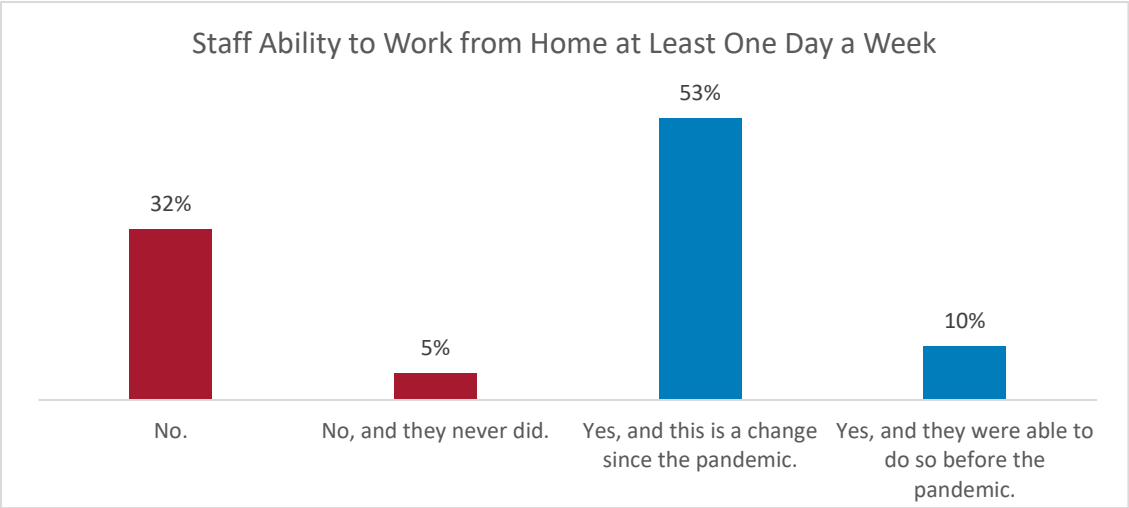
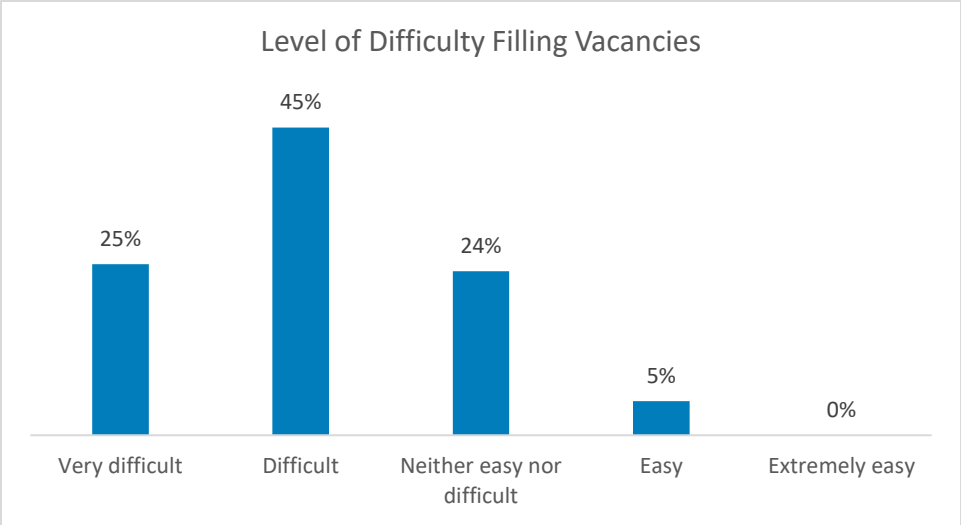
- 45% have six or fewer full-time employees; 45% report ten or more full-time employees
 - Of those reporting ten or more, the mean is 51 with a standard deviation of 58.

The remaining data is displayed primarily in the aggregate. If you have any questions or wish to see the data disaggregated by institutional characteristics, please contact Wendy Kilgore, AACRAO Director of Research, at wendyk@aacrao.org.



All Respondents

- 58% have had no change in staff size since the start of 2020
 - 26% have had a decrease
 - 16% have had an increase
- 53% have one or more current vacancies



There appears to be no relationship between the level of difficulty in filling vacancies and the ability for staff to work from home at least one day a week. Responded provided comments about staffing, the ability to work from home, and filling vacancies are listed in their entirety in Appendix B. Several commented on the capability to work from home but no longer having the permission to do so. Others remark on impact of not being able to fill positions.

Records and Registration Functions Only (n=739)

Staffing

Number of Full-Time Staff by Institution Size

| | Under 1,000 | 1,000 - 2,499 | 2,500 - 4,999 | 5,000 - 9,999 | 10,000 - 19,999 | 20,000+ |
|-------------|-------------|---------------|---------------|---------------|-----------------|---------|
| None | 0% | 0% | 0% | 0% | 0% | 0% |
| One | 20% | 1% | 0% | 0% | 1% | 1% |
| Two | 44% | 9% | 1% | 0% | 0% | 2% |
| Three | 16% | 19% | 5% | 3% | 1% | 2% |
| Four | 10% | 28% | 10% | 1% | 1% | 1% |
| Five | 4% | 19% | 12% | 2% | 1% | 2% |
| Six | 2% | 9% | 21% | 4% | 1% | 0% |
| Seven | 2% | 6% | 12% | 7% | 3% | 0% |
| Eight | 0% | 2% | 10% | 14% | 0% | 0% |
| Nine | 1% | 2% | 12% | 7% | 5% | 0% |
| Ten or more | 0% | 4% | 18% | 62% | 86% | 91% |
| Count | 142 | 180 | 147 | 101 | 78 | 90 |

Among the 244 institutions with ten or more full-time staff, the mean is 21 with a standard deviation of 12.

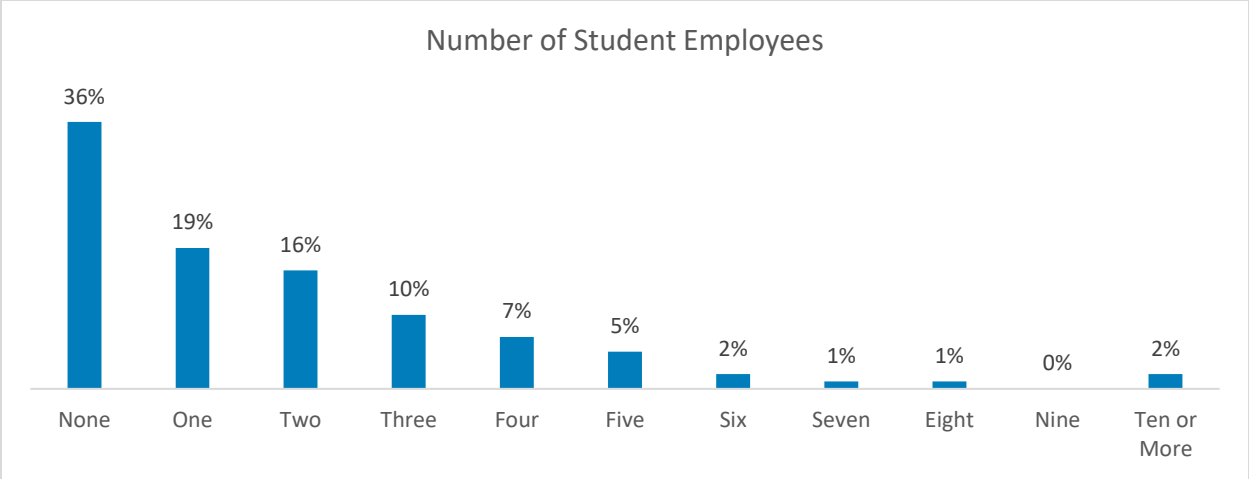
Number of Full-Time Staff among those with Ten or More by Institution Size^{2,3}

| Institution Size | Minimum | Maximum | Mean | StdDev | Count |
|------------------|---------|---------|------|--------|-------|
| 1,000 - 2,499 | 10 | 13 | 11 | 1 | 7 |
| 2,500 - 4,999 | 10 | 37 | 14 | 6 | 27 |
| 5,000 - 9,999 | 10 | 46 | 15 | 5 | 63 |
| 10,000 - 19,999 | 10 | 49 | 18 | 6 | 72 |
| 20,000+ | 12 | 90 | 32 | 14 | 82 |

Seventy-three percent report zero part-time staff, 19% have one part-time staff member, 5% two, 2% three, and 1% five. Two institutions have 11 part-time staff.

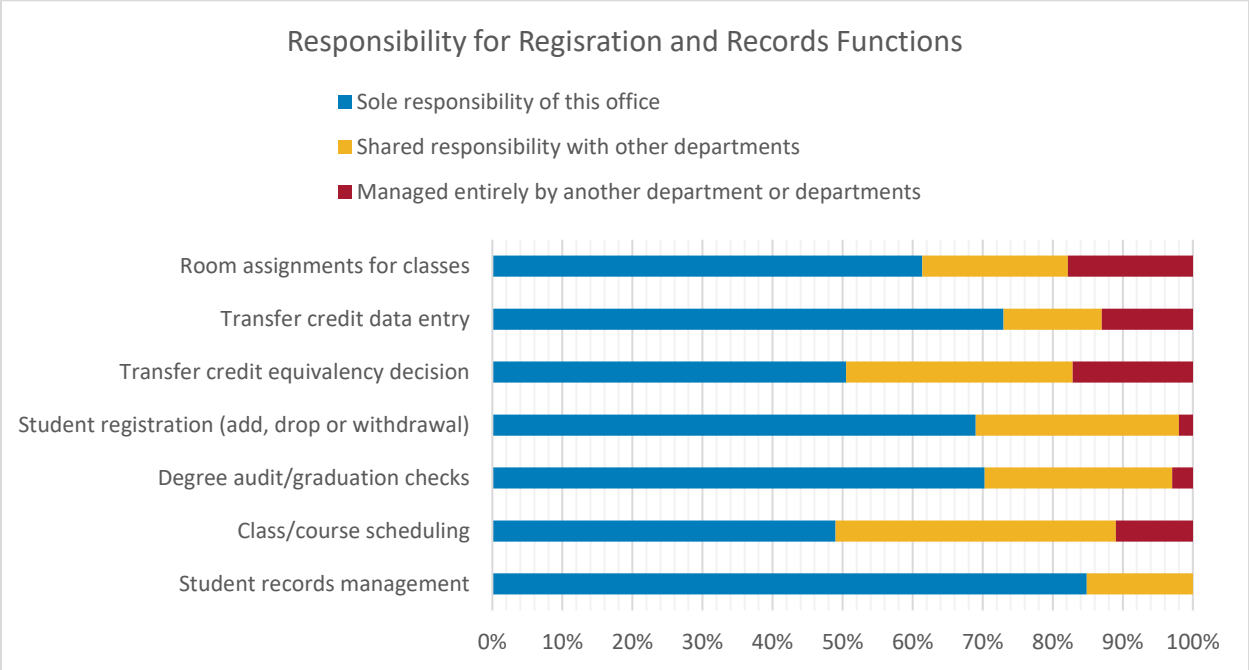
² Two outliers from the 10 or more full-time employees were removed from the dataset, 940 and 1000. This data was assumed to be the result of a data entry error.

³ Please keep the standard deviation in mind when reviewing and using these data. 68% of the sample will be within one standard deviation up and one standard deviation below the mean.



Among the 17 institutions with ten or more student employees, the mean is 18.

Primary Responsibilities



Records, Registration and Admissions Functions (n=157)

Staffing

Number of Full-Time Staff by Institution Size

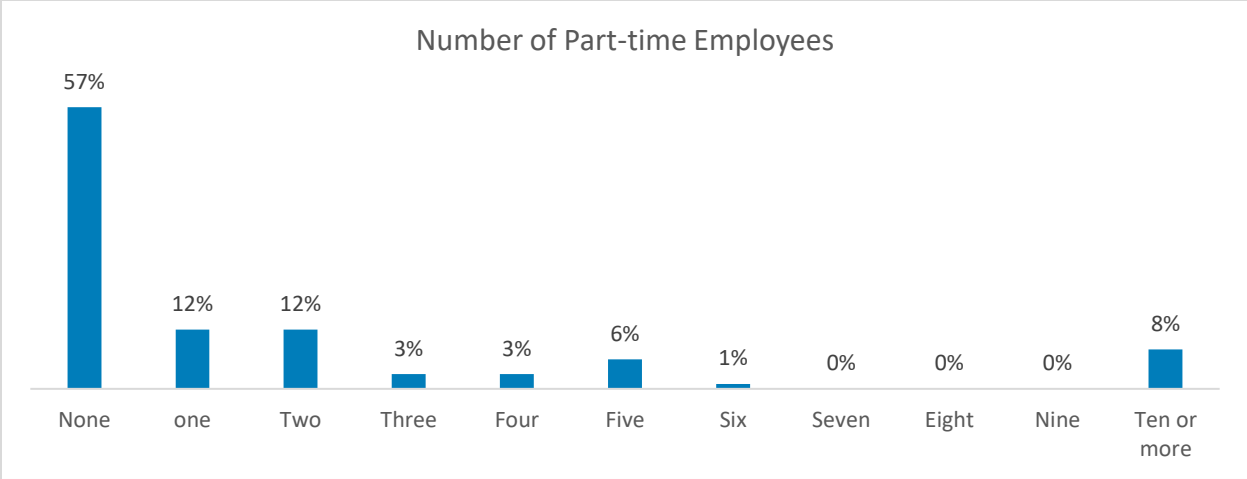
| | Under 1,000 | 1,000 - 2,499 | 2,500 - 4,999 | 5,000 - 9,999 | 10,000 - 19,999 | 20,000+ |
|-------------|-------------|---------------|---------------|---------------|-----------------|---------|
| None | 0% | 0% | 0% | 0% | 0% | 0% |
| one | 32% | 0% | 0% | 0% | 5% | 0% |
| Two | 26% | 9% | 3% | 0% | 5% | 0% |
| Three | 16% | 9% | 0% | 0% | 0% | 0% |
| Four | 16% | 14% | 15% | 0% | 0% | 0% |
| Five | 3% | 18% | 3% | 5% | 5% | 5% |
| Six | 0% | 9% | 24% | 9% | 0% | 0% |
| Seven | 3% | 5% | 15% | 14% | 5% | 0% |
| Eight | 0% | 5% | 12% | 0% | 0% | 5% |
| Nine | 3% | 0% | 0% | 14% | 0% | 0% |
| Ten or more | 3% | 32% | 29% | 59% | 80% | 90% |
| Count | 38 | 22 | 34 | 22 | 20 | 20 |

Among the 62 institutions with ten or more full-time staff, the mean is 51 with a standard deviation of 58.

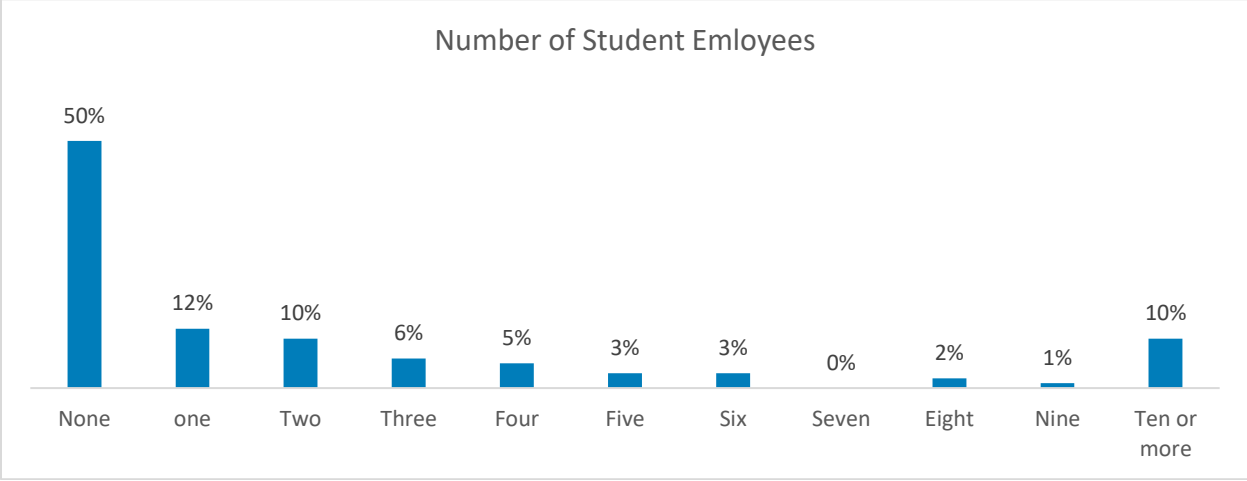
Number of Full-Time Staff Among those with Ten or More by Institution Size⁴

| | Minimum | Maximum | Mean | Std Dev | Count |
|-----------------|---------|---------|------|---------|-------|
| Under 1,000 | 10 | 10 | 10 | 0 | 1 |
| 1,000 - 2,499 | 10 | 30 | 19 | 6 | 7 |
| 2,500 - 4,999 | 11 | 38 | 18 | 9 | 10 |
| 5,000 - 9,999 | 11 | 70 | 25 | 18 | 12 |
| 10,000 - 19,999 | 24 | 125 | 57 | 29 | 14 |
| 20,000+ | 20 | 360 | 100 | 84 | 17 |

⁴ Please keep the standard deviation and count of institutions in mind when reviewing and using these data. Both limit the generalizability of the data.

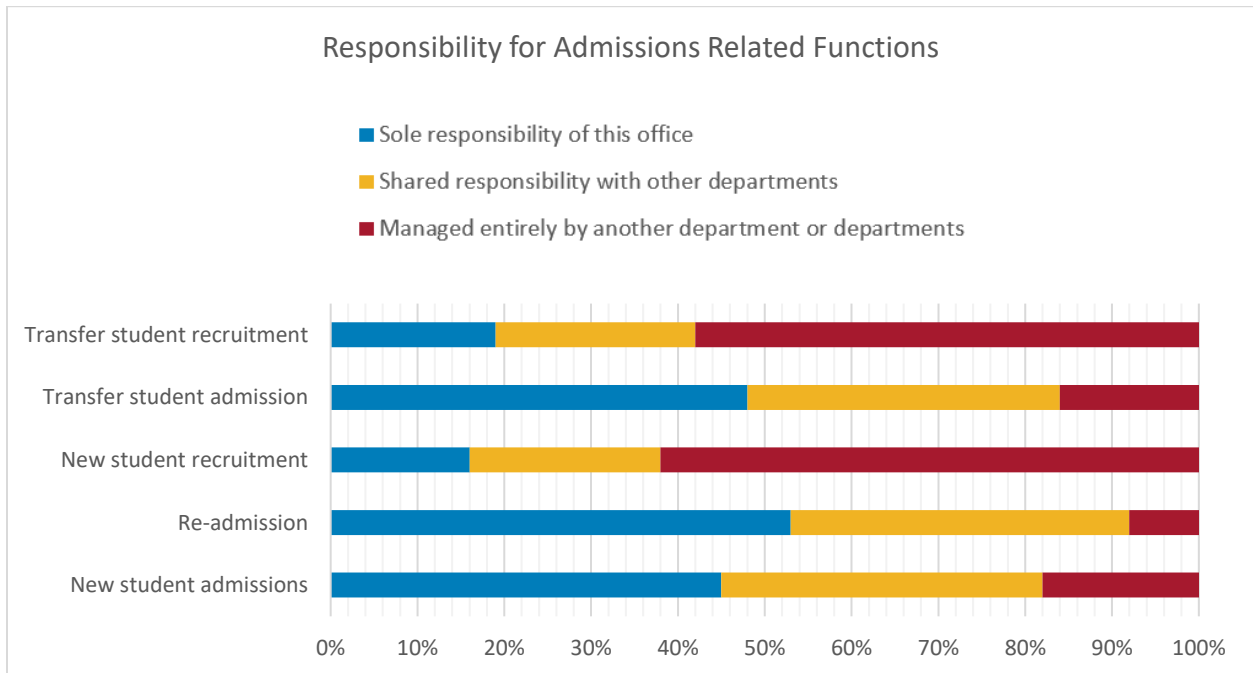
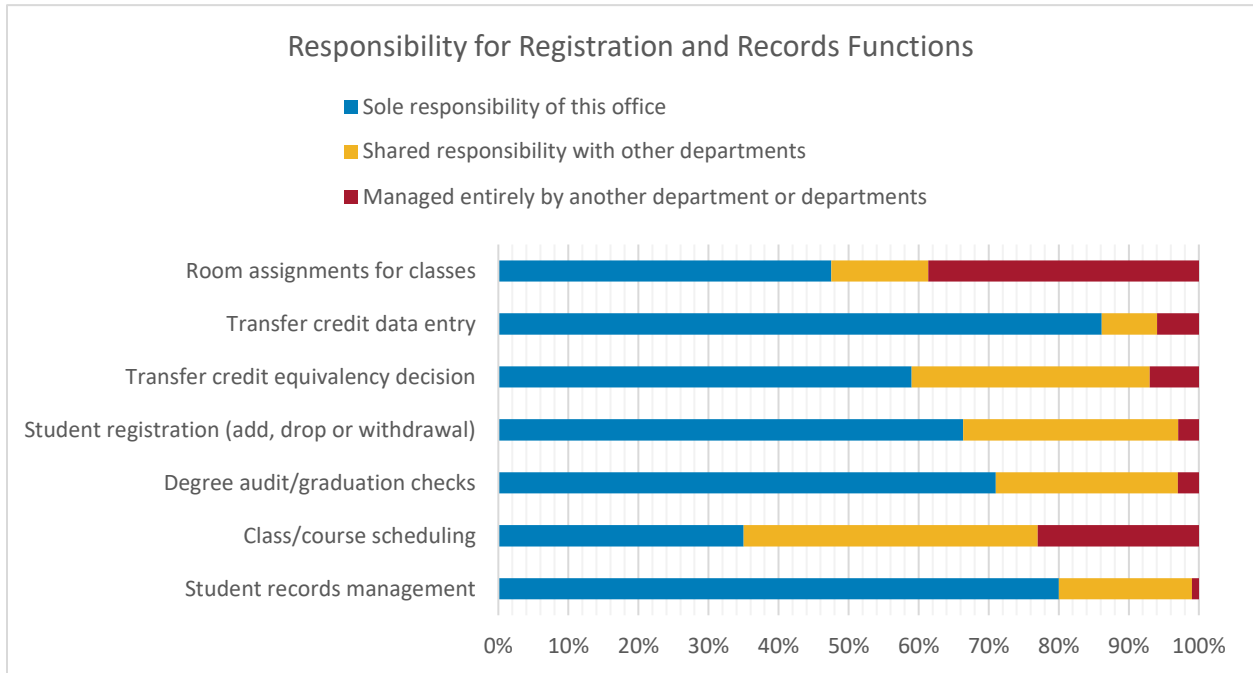


Among the 11 institutions with ten or more part-time staff, the mean is 22 with a standard deviation of 12.



Among the 14 institutions with ten or more student employees, the mean is 24 and the standard deviation is 12.

Primary Responsibilities



Appendix A: Institutional Control, Type and Size

| Type | Count |
|---|-------|
| Lower Division Only | 162 |
| Undergraduate | 107 |
| Undergraduate, graduate and/or professional | 578 |
| Graduate and/or professional | 48 |
| Other | 1 |

| Size | Count |
|-----------------|-------|
| Under 1,000 | 180 |
| 1,000 - 2,499 | 203 |
| 2,500 - 4,999 | 181 |
| 5,000 - 9,999 | 124 |
| 10,000 - 19,999 | 98 |
| 20,000+ | 110 |

| Type | Count |
|--|------------|
| Public | 428 |
| Lower Division Only | 138 |
| Under 1,000 | 21 |
| 1,000 - 2,499 | 34 |
| 2,500 - 4,999 | 43 |
| 5,000 - 9,999 | 31 |
| 10,000 - 19,999 | 6 |
| 20,000+ | 3 |
| Undergraduate | 31 |
| Under 1,000 | 3 |
| 1,000 - 2,499 | 10 |
| 2,500 - 4,999 | 6 |
| 5,000 - 9,999 | 3 |
| 10,000 - 19,999 | 4 |
| 20,000+ | 5 |
| Undergraduate, graduate and/or professional | 253 |
| Under 1,000 | 1 |
| 1,000 - 2,499 | 17 |
| 2,500 - 4,999 | 35 |
| 5,000 - 9,999 | 51 |
| 10,000 - 19,999 | 60 |
| 20,000+ | 89 |

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|--|------------|
| Graduate and/or professional | 6 |
| Under 1,000 | 3 |
| 1,000 - 2,499 | 2 |
| 20,000+ | 1 |
| Private, not-for-profit | 442 |
| Lower Division Only | 17 |
| Under 1,000 | 12 |
| 1,000 - 2,499 | 3 |
| 10,000 - 19,999 | 1 |
| 20,000+ | 1 |
| Undergraduate | 72 |
| Under 1,000 | 34 |
| 1,000 - 2,499 | 35 |
| 2,500 - 4,999 | 3 |
| Undergraduate, graduate and/or professional | 313 |
| Under 1,000 | 59 |
| 1,000 - 2,499 | 93 |
| 2,500 - 4,999 | 89 |
| 5,000 - 9,999 | 37 |
| 10,000 - 19,999 | 26 |
| 20,000+ | 9 |
| Graduate and/or professional | 39 |
| Under 1,000 | 36 |
| 1,000 - 2,499 | 2 |
| 2,500 - 4,999 | 1 |
| Other | 1 |
| Under 1,000 | 1 |
| Private, proprietary | 22 |
| Lower Division Only | 4 |
| Under 1,000 | 2 |
| 1,000 - 2,499 | 2 |
| Undergraduate | 4 |
| 1,000 - 2,499 | 3 |
| 20,000+ | 1 |
| Undergraduate, graduate and/or professional | 12 |
| Under 1,000 | 5 |
| 1,000 - 2,499 | 2 |
| 2,500 - 4,999 | 2 |
| 5,000 - 9,999 | 1 |
| 10,000 - 19,999 | 1 |
| 20,000+ | 1 |

| | |
|-------------------------------------|------------|
| Graduate and/or professional | 2 |
| Under 1,000 | 2 |
| Public | 4 |
| Lower Division Only | 3 |
| Under 1,000 | 1 |
| 2,500 - 4,999 | 2 |
| Graduate and/or professional | 1 |
| 5,000 - 9,999 | 1 |
| Grand Total | 896 |

Appendix B: Additional Comments

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| All RO staff are either hybrid or fully remote; nobody is 100% in person anymore and this is not likely to change anytime soon. |
| 1 Part-time employee is Full-time but dedicates 1/2 time to our office and 1/2 to other office. |
| Additional employees are always needed in the Office of the Registrar due to the nature of the work but the Registrar's Office is often overlooked because Registrar's make it happen. |
| Adequate staffing is an ongoing battle. Because we continuously get the job done, we have to justify filling the vacancies and need for additional staff or changes in responsibilities. |
| All aspects of our job duties can be done remotely but the institution is not allowing us to work remotely anymore since August 2021. |
| Also responsible for Summer College, Faculty Contracts, catalog and curriculum management |
| Also responsible for veterans' education benefits, curriculum, publication of general catalog, developing and managing both student and faculty/staff portals, SIS support, SIS security/access mgmt., data/reporting, project management, etc. |
| Although permitted to work remotely, office is understaffed and therefore not possible. |
| Although the policy existed before the pandemic, people rarely worked from home. Now it is very common. About 50% of FTE are working remotely on any given day. |
| Although we are fully staffed now, it was extremely difficult to fill positions. Being rural remote, it is incredibly hard to find someone with the skills to do the work. We also do not have the budget to hire people with the skills and/or experience to do the job. |
| As a result of the pandemic, the office lost 1 full-time and 1 part-time position. The part-time position was reinstated at the beginning of 2021. |
| As I have performed this kind of comparison in the past, I have found considerable difference in functions performed by registrars' offices. For example, at my institution, we are solely responsible for state authorization compliance and reporting. Registrar's office at my institution handles NSC reporting. Registrar's office here handles all student records requests and most court and law enforcement records requests. I think another significant difference is NCAA division-related compliance. i.e., we are an NCAA D1 school. Registrar administers VA and DoD benefits. Thanks for doing this survey! |
| At the end of the calendar year, one part time staff member will be retiring. It is unknown whether we will be granted approval to refill the position. |
| Before the pandemic, we had a very small number of staff who were able to work partially remotely. Since the pandemic, that number has gone up and most of the staff now rotate in, working remotely at least some days during the week. |
| Budget constraints given enrollment concerns following pandemic a critical factor. |
| Currently 3/19 are vacant positions and a position we formerly had is no longer being funded. |
| Currently we are still remote due the pandemic but will be returning January 2022. As for open position, the college is not planning to rehire. |
| Due to a variety of reasons (attrition and retirement), we are undergoing a restructure/reorg which will hopefully allow for more efficiency and cross-training. |
| Due to the pandemic, more record-associated functions have become centralized, creating more demand for timely and accurate processing and maintenance in the Registrar's Office. At the same time, staffing has been decreased due to enrollment declines. The combination is creating unrealistic workload demands at a time when registrar personnel can easily find opportunities elsewhere that |

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| compensate more with a lighter work. To combat these conditions, we are attempting to increase salaries and provide greater flexibility by offering some opportunities to work remotely. |
| During the pandemic we were considered "an essential office", so we always had someone in the office full time, then started having 2 people in at all time. For the most part, the Registrar and Registrar Assistant (who did not have internet at home) were the only two in the office. We've been back fulltime in the office since June and no work from home options. We recently had 2 open positions and the amount of "qualified" resumes and just volume were significantly less and the quality of applicants had little to no registrar experience and many with no higher ed experience. |
| During the pandemic, we lost ALL of our technical support positions. We are struggling without this critical function. |
| Employees do have the flexibility to work from home for certain functions upon request temporarily. |
| Enrollment Services encompasses Admissions and Registrar staff and we work together to admit and enroll students. |
| Half of the staff works entirely remotely, while other half operates on a hybrid schedule of remote and in office. |
| Harder to track which students are on campus but taking synchronous or DE courses. |
| Hiring difficulty is due to HR freezing all academic affairs positions, not due to lack of candidates |
| I also have responsibilities as e-learning director . . . as a non-accredited university we have extremely small numbers. |
| I have been trying for 4 years to increase the staff. All money is going to recruitment dept. |
| I will be hiring a fourth staff member for academic year 2022-2022. |
| I wish there could be an alternate day schedule for working a few days at home |
| If/WHEN we lose staff we are fairly sure we will not be able to replace them with is BAD NEWS |
| It is not our intention to continue to work remotely. We plan to have staff fully return to the office 5 days per week in 2022. |
| It's interesting to witness this rise in job offers/turnover rate in the Office of the Registrar. Things have changed in the last 5-7 years. |
| Lobbying for a processing clerk |
| Many of my staff could feasibly work from home, but they are not being permitted by the vice president for academic affairs, to whom this office reports at this institution. |
| Most Registrar's Offices are understaffed and have excessively increasing responsibilities. |
| My office has gone through a lot of changes. Just before the pandemic, in January 2020, I took over at University Registrar with the expectation that changes needed to be made. Those changes were accelerated by the pandemic and for the most part have been successful. Two biproducts have been staff shifting to at least 50/50 (some 100%) remote on a more permanent basis and completely digital files. |
| My team is working on a flex schedule of three days in the office and two days remote. This is a new post-pandemic arrangement the school has offered. |
| Of the 8 people in my office 4 have registrar in their title and complete traditional registrar work. The other 4 are student advisors and help guide students through registration and degree completion. |
| Office is also responsible for the majority of State and Federal reporting |
| Once our college re-opened in May of 2020, all staff were required to come back. We lost three team members, all from the graduation side of the house, in August of 2020. We just got back to full staff in September of 2021. It has been a challenge hiring folks. We are fully capable of working from home, yet our college president requires us to be in the office. There were many staff members who could not perform their work duties from home, so we were all required to return. |

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| Only the College of Law and College of Medicine have another Registrar, with 2 other staff members and have different policies/procedures but work in conjunction with the University Registrar. |
| Our Academic Advising Center can register FTICs during Orientation with our support. Also, our campus did go on lock-down during the first few months of the pandemic and our office did work remotely (all 8 staff members) at that time. |
| Our campus was remote for only 3-4 months in 2020. |
| Our department is also responsible for college-wide testing services and front-line Service Center |
| Our institution does not accept transfer credits as do many of the medical colleges. |
| Our office also oversees Academic Advising, but I did not include those staffing numbers in the survey as the questions were directly related to records and registration. If we included all advising staff, we would have 21 total full-time, 1 part-time, and 4 student workers. |
| Our office has instituted a hybrid work model, in which staff may work remotely 1-4 days/week |
| Our office is understaffed and has no offices so privacy is a huge concern along with work interruptions. We are capable of working from home to do work that requires accuracy and attention to detail. All meetings are zoom and with everyone in one office it is distracting. |
| Our office just became fully staffed toward the end of Summer 2021, but the hiring process was very difficult. |
| Our office of the Registrar also houses Financial Aid and Awards as well as curriculum management |
| Our office was restructured in the middle of the pandemic. We have almost an entirely new staff, new leadership, and new partnerships. We're hoping to regrow our office and build from the ground up! |
| Our office was very inefficient. Have cut one line item and working to use technology to not replace an upcoming hire. |
| Our registrar's office is also the financial aid office. The full-time staff perform both functions. |
| Our team also handles all registration for HS concurrent students. |
| Part time staff and student numbers are approximate. |
| Pre-Pandemic, only Administrative Professionals could work remotely. As of today, all AP and Clerical can work remotely up to 2 days. |
| Previously, we were also responsible for UG admissions functions. Now those are split off and we manage data concerns related to admission, process returning student admission, and residency. Otherwise, functions are primarily registrar/records. We are also the university ID card office. (Used to function as part of a one stop, but that has been abandoned). |
| Prior to the pandemic, we had a Study Abroad Evaluator position similar to our Transfer Credit Evaluator position. This is the position we lost and I'm currently advocating for a return of this position now that students are once again studying abroad. |
| Records office team members worked from home during the pandemic but are now all back in the office full time. |
| Registrar works at home one day per week because commute is more than 60 miles one way. This is not necessarily due to the pandemic. |
| Remote working has improved our efficiency and morale, wish administration would listen to requests to make this permanent. |
| Since August 2021, all clerical staff are required to work in-person. Administrators may request to work remotely on occasion but not routinely. |
| Since the pandemic (and before) we have taken on extra duties while having our staff reduced. |
| Some employees would like to work remotely, struggling with the equity aspects. |
| Some staff were able to work from home prior to the pandemic but now it is expected that all staff can work from home at least one day a week. |

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| Staff could work from home, but college does not permit them. |
| Staff were allowed to work from home for a portion of time during the pandemic. All returned to campus with the Fall 2021 Term. |
| Staffing counts include IT staff. |
| Starting January 2022, however, all staff will be required to be back in the office, with work from home being an option for extraneous circumstances. |
| The 15 full time employees response I provided earlier includes the registrar and two assistant registrars. |
| The change in staffing size is due to the Student Accounts function now residing within the Office of the Registrar (OTR). We also have a Systems Operations and Projects team under the prevue of the OTR as well as the Assessment Centre-invigilates admission and placement testing as well as testing for students requiring accommodation. |
| The college implemented an Online Program this academic year which contributed to the immediate increase in staff. |
| The decision to allow hybrid work mode is made by the top management. |
| The greatest challenge our office is facing is the addition of other duties that have been added in the last few years, including advising, institutional reporting, and assessment with no change in the size of staff. We also have the duties for the SCO for VA students. |
| The last position for which we hired was in July. It took 9 months to fill this position. |
| The number of employees is for 4 campuses and 2 sites. The College Registrar is responsible for all the functions of each office college wide. |
| The number of staff that is partially working at home has significantly increased. Only staff that is needed for operational effectiveness are on campus. |
| The office has long been in talks with administration about hiring an additional FT staff member. The office is also responsible for much of our IR processes, and though the school is small, 2 FT employees is not sufficient. |
| The office is supposed to be 7 FT staff and 4 student workers, but we have not been able to fill multiple vacancies for budget reasons. Additionally, the one position we were approved to post took more than 6 months, and 3 offer rejections before we were able to fill it. |
| The Office of the Registrar serves graduate and undergraduate students, but the Graduate College is the first point of contact for several functions that fall directly to the Registrar for undergraduate students (appeals, degree checks, administrative registration for examples); currently staff in the Office of the Registrar rotate in-person 1-2 days per week, meaning they are able to continue working remotely 3-4 days per week. |
| The pandemic triggered a number of retirements in a short span from long-term employees who otherwise would have continued to work. I am grateful that we were approved to re-hire all retirement vacancies! |
| The Records department works on campus on a rotation basis. At least one person on campus a day. |
| The Registrar also oversees Classroom Technology Support team of 6, that works closely with IT and Academics. |
| The Registrar's Office also supervised the Dual Enrollment registration process and staff. |
| The University is currently operating under an interim flexible work arrangement policy. 90% of the positions within the office are eligible for some amount of remote work each week, and approximately a quarter of the total number of positions are working almost entirely remote. |
| The workload for the same staffing has increased significantly. And as early retirement programs happened other departments no longer have knowable staff so more demand for security and |

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| training support is "invisible" incoming workload that takes at least 6 months to a year of ongoing support of human resource changes in other departments. |
| There is a major change planned for future service delivery in the college that is being planned for which will have a significant impact on the Registrar's Office |
| This office has virtually no technology to support its operations such as scheduling/space utilization, online catalog, etc. Our room chart is done on a google sheet. Otherwise the staff size is appropriate for the institutions size. |
| This unit is grossly understaffed and we are trying to form a centralized Registrar's Office, as it was very decentralized in the past. |
| Though we are not experiencing difficulties in staffing in our office (as we have no openings), the College as a whole is experiencing difficulties in staffing. There are far less applicants across the board than there were in the past, particularly for staff-level positions. |
| Type of support staff has not changed with the technology needs of the office. We need higher level employees! |
| University policy allows staff to work from home 2 days a week due to the pandemic. That has worked out well for our office staff. |
| UReg has some responsibility for graduate admission PROCESS coordination (data standards, quality controls, access control, training) |
| Vacant positions are not being filled due to budget cuts. |
| Very Difficulty to staff means the 2 open positions will not be filled in the foreseeable future due to budget constraints |
| We also serve the Law School, which typically is served by a separate office at most institutions. |
| We anticipate being able to allow staff to work 1 day per week remotely starting in Dec '21 or Jan '22 |
| We are a military institution - our student life cycle also involves mil and assignment tasks and Operations as well. |
| We are having a difficult time finding applicable candidates to apply for the Registrar position |
| We are hoping to get back to a remote schedule but are waiting for our college to determine the parameters. |
| We are implementing a new SIS, so have some surge staffing. They are excluded from my responses as they are temporary. |
| We are only allowed to work from home ONE day per week. |
| We are open to staff working remotely for a limited amount of time but none of my employees are interested. |
| We are permitted up to 2 days of working from home, hard to fill vacancies with others that offer full remote options and or more compensation. |
| We are piloting our approach through Dec 2021 to see if we want to continue offering remote options. Our current pilot allows staff to work up to two days per week remote. Their supervisor must approve. No one can work remote more than 2 days a week and everyone is in the office on Fridays for team building. We have two staff who are full-time remote but those are special circumstances (one lives in Australia and one is nearing retirement). |
| We are understaffed and have been pushing for additional staffing needs for many years. |
| We are understaffed and really need at least one more part time person, but full-time would be preferred. |
| We can work 2 days remotely outside of peak times when the Registrar (me) determines we need to be on campus. Typically, during final exam periods. This is a trial period for 6 months. The administration will then consider additional or less remote days. |

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| We currently have no vacancies; however, we recently filled a position and it was very difficult to fill. |
| We did work remotely 1 day a week up until the start of this fall, but we brought all students back and are implementing software, so we are looking at a bi-weekly or 1 day a month remote work. |
| We do allow working from home on an "as needed" basis and for snow or other emergencies that impact travel to campus. Also, my head count of 20 includes three positions for an area of responsibility of which I don't think any other registrar has. It is rSmart software which is some what our portal and Engage for student orgs and honor societies. |
| We do have flexibility to work remote as needed, however, we need to have an in person presence on campus so someone needs to be here at all times. |
| We do many other things in our office that most registrar's offices don't do: SEVIS/SEVP, fee assessment, to name a few. Three people is not adequate for the work we do, especially since we need more automation. |
| We experienced premature retirements during the pandemic and duties of most of these positions have been absorbed by existing staff. |
| We feel we are grossly understaffed for the tasks and responsibilities that fall to our office |
| We have 24 campuses and each campus has their own Registrar. However, my office manages much of the academic record functions and provides a lot of support to the Registrars at the campuses. |
| We have 8 employees currently, but the reality is that we should be functioning with a staff of 12-13 (not 7-8). The institution is not recognizing this need and as the needs of the institution grows and expands, it is getting more and more difficult to provide all that is needed with the limited resources available. |
| We have one unfilled fulltime position - our Administrative Admin. The administration froze hiring during the height of the pandemic. Recently we were able to hire a parttime to partially cover the position responsibilities. I'm not sure when administration will authorize us to hire full time. |
| We have some "full-time" employees that only work "part-time" for the Registrar's Office and work elsewhere at the College. For the sake of this survey, I counted them as "Part-Time" employees. |
| We have the option to work remotely from home should the need arise. One example is if an employee needs to be in quarantine. We don't actually have anyone who works remotely at least one day a week on a regular basis. |
| We lost a full-time position in July 2020 as a result of the pandemic which took our staffing to two. We recently were approved to add the third position back, but it has been changed from what it was. |
| We need additional personnel but cannot hire anyone even though the requirements of this job have increased drastically. |
| We need more staff! |
| We recently filled 2 positions and it was very difficult to find applicants we wanted to interview. |
| We so appreciate you doing this survey. Our office has been cut over the past 12 years (though we were given one position back recently). We use your surveys OFTEN to lobby for appropriate staffing. |
| We went from 3 FT positions to 2 in the fall of 2019, and due to budget constraints have not been able to fill the open position. |
| We will be hiring one full time assistant registrar as of January 1, 2022. This is roughly two years behind schedule. |
| We work at a community college, so we have no graduate records to worry about. |
| We're doing a hybrid schedule-3 days in person, and 2 days telecommuting. This may continue through Spring 2022 upon review and approval by upper administration. |
| We're facing a potential organizational restructuring that may change some of this, but that's still in the discussion phase. |

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| We've given the entire staff the option of working on a hybrid schedule (in-person + remote). Office has also been asked to take on additional responsibilities since the pandemic without an increase in resources/staffing to support those efforts. |
| When fully staffed we are 4 1/2 instead of our current 2 1/2. |
| While a few staff were allowed to work from home on one or two days per week before the pandemic, the university has just implemented a pilot 'blended work arrangement' policy that allows many staff to work from home up to two days per week. |
| While I answered No to the work from home question, I am able to work from home if the need arises. |
| While not able to work from home, the college is reviewing possible remote policies |
| While we are currently fully staffed, that was not the case in the summer of 2021. We had three full-time positions posted. We only received approx. 5-8 applications for each position. |
| With the development of electronic processing for transcripts, matriculation, and other standard Registrar tasks, higher education needs to evaluate the possibility of shifting work hours to better suit the demands of students and staff availability. |
| Work from home is only an option on occasion (as may be warranted) with permission. |
| Worked from home during the pandemic, but the President required us to be 100% in person and vaccinated as of the start of Fall 2021 semester. |