OFFICE OF THE REGISTRAR
ANNUAL REPORT
UNIVERSITY OF WISCONSIN-MADISON
2013-2014
The Office of the Registrar supports the teaching and learning mission of the University of Wisconsin-Madison by providing essential enrollment, curricular and student record services to the campus community.

**WE STRIVE TO**

**Maintain the integrity** of all core functions;

**Develop staff**, both professional and student, to progress in their desired career that leads to an enjoyable, productive and stimulating workplace;

**Collaborate and engage** with the campus community to ensure we efficiently and effectively meet the needs of faculty, staff and students;

**Continuously support** the teaching and learning mission of the University of Wisconsin-Madison and embrace the Wisconsin idea;

**Become a national model** known for creativity, innovation and services which places us at the forefront of our profession.

Information in this report reflects the office from September 2013 to August 2014.
The Academic Services area manages curricular, course and instructor data, assists with course enrollment set-up, classroom scheduling, Letters & Science and Education degree clearing and posting, degree audit coordination and NCAA/Big Ten academic eligibility.

The Communications, Outreach and Administration Services (COAS) area coordinates and executes the Office of the Registrar’s communication and outreach plan. COAS also manages human resources, business services, data requests and professional development for the office.

The Student Services area is involved in recording and assessing information on the student record from the time a student applies for admission to the time a student graduates, and beyond. This can include residence for tuition determination, veteran’s benefits, course enrollment, academic and demographic updates to the student record, transcript production, enrollment and degree verification, and diploma services.

The Application Development & Technical Services area manages the overall infrastructure set-up, maintenance of systems, SIS set-up and processes, project management, identity and access management, enterprise data management and security, desktop support and network services, web design and support.

Staff Highlights can be found on page 15
WHAT DOES A REGISTRAR DO?

Service teams are comprised of representatives from each area and are tasked with improving six core areas of the office including communications, data, enrollment tools, SIS setup, project management and testing.

These teams create projects, recommendations, policies, processes and other functions to ensure all areas of the office incorporate best practices into its operations.

Apply to Graduate
Athletic Academic Eligibility
Classroom Scheduling
Data Requests
Data Visualization
Degree Audit
Degree Clearing/Posting (College of Letters & Science and Education)
Development of Systems & Applications
Diplomas
Enrollment
Enrollment & Degree Verification
FERPA Consultation & Training
Grading
Identity & Access Management
SIS Security
SIS Setup & Process
Project Management
Schedule of Classes
Student Record Management
Transcripts
Veteran Services & Military Assistance Center (VSMAC)
KEY ACCOMPLISHMENTS

Apply to Graduate: Enhanced the application for graduation to ensure students receive a confirmation email when applying and to capture graduate students in support of the new all-University Commencement Ceremony.

Enrollment Tools: Implemented several “quick win” improvements to enhance the student and advisor experience when using the Course Guide, Schedule of Classes, Student Center and Schedule Planner.

Department of English Curricular Restructuring Project: Provided administrative support in the English department curricular renumbering and restructuring project, implementing changes in SIS, Course Guide and DARS.

BioCore Honors Program: Provided administrative support and guidance in the implementation of the new program and associated business process development.

NCAA Academic Athletic Eligibility: Reengineered and automated several required reporting processes in support of NCAA academic athletic eligibility for 850 student-athletes in 22 sports.

Degree Audit: Conducted and completed a readiness assessment and fit/gap analysis as a foundation for the upgrade from the current Cobol-based DARwin degree audit platform to the java-based uAchieve infrastructure.

Data Requests: Implemented a prepayment policy for data requests to recapture administrative costs not recognized with invoice after data provided. Implemented the ability to accept payments with credit cards.

Tableau and Summer Term: Lead a data visualization pilot project using Tableau with the Division of Continuing Studies to increase data-driven decision marking for Summer Term planning.

Fiscal Restructuring: Assessed account practices and restructured salary funding that resulted in over $40,000 savings.

New Staff: Successfully recruited and filled 11 positions (24% of current staff).

Professional Development: Formalized a professional development request process to increase access to opportunities and created a professional development tracking library.

Project Prioritization: Established a project prioritization process to help manage the office project portfolio.

SIS Security Restructure: Assessed and restructured current SIS security structure resulting in a more streamlined architecture with a limited number of roles.

PDF Transcripts and Ordering System: Implemented a new transcript ordering system (Credentials) resulting in the ability to provide PDF transcript as well as reducing our annual maintenance costs.

Degree Posting: Implemented new process to post conferred degrees in batch resulting in significant reduction on individual posting.

Self-Service Letters: Gave students the ability to request, and receive instantly, degree verification and enrollment verification PDF letters via the Student Center.

Veteran Services and Military Assistance Center (VSMAC): Established VSMAC as a central spot with student veterans and dependents can seek assistance with education benefits and other resources available to them. VSMAC houses the campus VA certifying official, assistant dean of students as well as space for traveling resources.

Preferred Name: Developed ability within SIS to allow for use of a preferred name when use of a legal name is not absolutely necessary. The university recognizes that as a community many of its members use names other than their legal names to identify themselves.

Front Desk: Consolidated three customer service points into one central front desk that handles all incoming in-person traffic.
ENGAGEMENT, INVOLVEMENT & PARTICIPATION

CAMPUS
- Advising Architecture Review Board (AARB)
- Council on Academic Advising (CAA)
- Crossroads
- Data Governance Task Force
- Identity Management and Leadership Group (IMLG)
- My UW Advisory Committee
- Teaching, Learning and Technology Madison (TLTMAG)
- University Records Management Advisory Group (URMAG)

STATE
- UW-Extension Student Information System Request for Proposal (RFP)
- UW System Competency Based Education Transcription Working Group
- WACRAO Local Arrangements Committee
- WACRAO Professional Development Committee

NATIONAL
- AACRAO Academic Progress & Graduation Committee
- AACRAO Task Force for Developing Competencies for Enrollment Professionals
- AACRAO Technology Conference, Registrar Forum

ADDITIONAL CAMPUS COMMITTEES:
- Academic Staff Assembly
- Administrative Excellence - Space Utilization Prototype
- Advisory Board for Advisor Training (ABfAT)
- Advisory Board for Delta’s Achievement/Equity Gap project
- Advisory Group
- Campus Technical Issues Group (CTIG)
- Chief Data Officer - Search and Screen Delta Steering Committee
- DEM Go Big Read Reading Program
- Education Innovation - Points
- Identity and Access Management (IAM)
- IT Policy Planning Team (ITPPT)
- Madison Academic Staff Association
- Madison Technology Advisory Group (MTAG)
- Orientation Advising Team (OAT)
- Single Source Force
- Steering Committee
- Student Parent Financial Portal
- Team of Student Employee Supervisors (TOSES)
- Transfer Advisor Working Group (TAWG)
- University Council on Academic Affairs & Assessment (UCAAA)
- University International Travel Committee

AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS (AACRAO)
- Committee on Institutional Cooperation (CIC)
- Higher Education User Group (HEUG)
- Madison Tableau User Group (MTUG)
- Midwest Higher Education User Group (MHUEG)
- Wisconsin Association of Collegiate Registrars and Admissions Officers (WACRAO)
**Statistics**

**BY THE NUMBERS**

**Official Transcripts Ordered**

- Total number of transcripts ordered: 49,728

**From March to August 2014**

- 24.6% of transcripts were PDF orders
- 75.4% of transcripts were paper orders

**Specific Populations Served**

**STUDENT ATHLETES REVIEWED FOR ACADEMIC ATHLETIC ELIGIBILITY**

- Student Athletes: 847

**STUDENT VETERANS AND DEPENDENTS RECEIVING EDUCATION BENEFITS**

- Student Veterans and Dependents: 521

**Awards Posted**

- Total awards posted: 11,879

**National Student Clearinghouse Data**

- Total Number of Transactions: 49,728
- Total Number of Transactions by Verification Type:
  - Degree: 16,000
  - Current Enrollment: 14,000
  - Date of Attendance: 6,000

*These are operational numbers based on work performed during September 2013 to August 2014. For official institutional counts used for reporting purposes, refer to Academic Planning and Institutional Research.*
STATISTICS

517,944 total DARS reports requested during 2013-2014

1,419 DARS reports requested daily on average 2013-2014

DARS REPORT REQUESTS

8,874 DISTINCT COURSES OFFERED
343,415 ENROLLMENTS PROCESSED
28,558 FINALGRADE ROSTERS POSTED
344,145 FINALGRADE COUNT
10,410 GRADUATION APPLICATIONS PROCESSED

NEW HIRES & POSITIONS FILLED
Beth Warner, Associate Registrar for Academic Services
Greta Petersen, Associate Registrar for Student Services
Keri Allard, Assistant Registrar for Student Services
DJ Mattison, Academic Athletic Eligibility Coordinator
Eric Tomlinson, Data Visualization & Reports Specialist
Jeremy Traska, Assistant Registrar for Communications, Outreach and Administration Services
Phil Hull, Associate Registrar for Application, Development, & Technical Services
Suzanne Broadberry, Assistant Registrar for Application, Development, & Technical Services
Scott Clemence, SIS Setup & Tests Specialist
Jill Griffis, Enrollment & Student Record Specialist
Lili Gundy, Human Resources: Budget, Office, & Operations Specialist

RETIRED & DEPARTURES
Joan Irwin
Barb Rathburn
Phil Saunders

IN MEMORIAM: PAM WEAVER
With great sorrow, the UW-Madison Office of the Registrar would like to acknowledge Pam Weaver, who passed away in Fall of 2013.

Pam is held in high regard for her dedicated 29 years of service to the University of Wisconsin-Madison. Driven by her passion for serving students, faculty and staff, she made major contributions toward the betterment of the UW-Madison campus and will always be cherished in the minds of everyone she worked with.

In addition to being an integral part of our staff, she was also the proudest parent and grandparent. She never passed up an opportunity to express and share her love and joy for her daughter and grandchildren. She is survived by her husband, Steve, her daughter Jennifer (Brad), and two grandchildren, Avery and Emersyn. She is still greatly missed today.