Project Summary

The Office of the Registrar has collaborated with Academic Planning and Institutional Research to help provide coordination for undergraduate certificate programs. We have streamlined the knowledge base, updated documents and provided outreach for training about new processes across campus. We have also updated existing business processes to reduce certificate declaration and posting time.

Steps Taken

- Develop a list of certificate program contacts
- Outreach to schools, colleges, and programs
- Code DARS to accurately reflect currently approved processes
- Update and streamline support documents

Key Outcomes

- Streamlined process with fewer steps – Reduced 10 steps to 7
- More automated – eliminates interdepartmental mail and manual tracking
- Less work for advisors – reduced 2 steps to 1 and added automation of remaining steps
- Completely eliminated intermediate steps for academic programs

Listless: Improvements in the Undergraduate Certificate Process

Before

- Student meets with Advisor
- Advisor completes paper declaration form
- Paper declaration sent to RO through interdepartmental mail
- RO manually enters declaration
- Students progress tracked by DARS or manually by program
- Student’s degree is posted
- Program determines completed certificate students
- Programs sends list to RO by email or interdepartmental mail
- RO manually audits certificate student record for completion
- RO posts completed certificate after degree is posted

After

- Student meets with advisor
- Advisor completes e-declaration
- E-declaration processed overnight
- Student’s certificate progress tracked by DARS
- Student’s degree is posted
- RO runs process to check for posted degree and certificate program declared
- RO runs automated process to post completed certificates
- RO posts completed certificate after degree is posted

Benefits

- Accurate encoding results in fewer DARS exceptions
- Students and advisors are better able to track certificate progress
- DARS can be utilized as the document of record for completion
- Online declaration drives faster posting to a student’s record
- Programs have more accurate enrollment numbers
- Automated posting process eliminates lists
- Posting of the completed certificate to the transcript is faster

Contacts

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