

# YEAR IN REVIEW

2017 – 2018 ACADEMIC YEAR



**PennState**  
University Registrar



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## WHAT WE DO ■

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### Our Vision

Fostering student success by assisting students in achieving their academic goals.

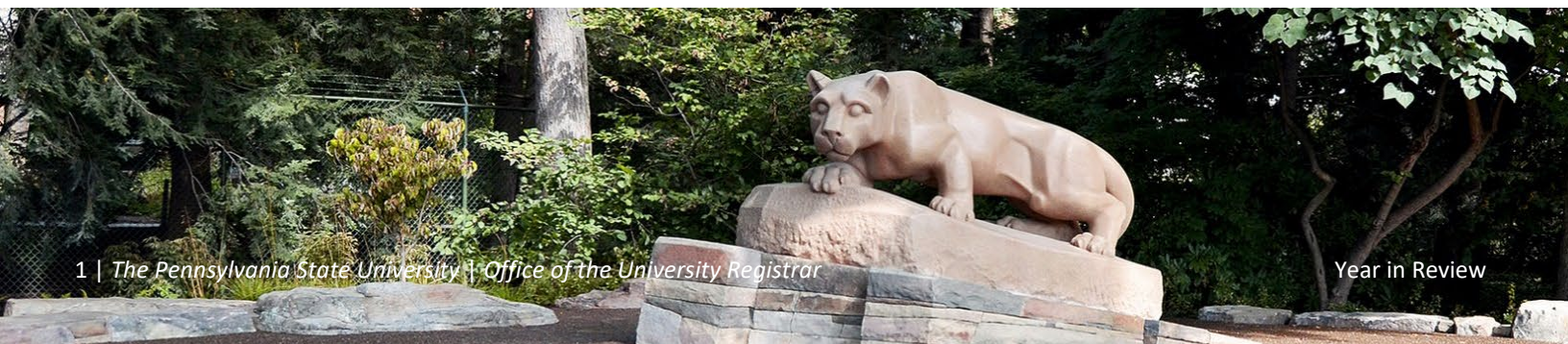
### Our Mission Statement

The Office of the University Registrar delivers exceptional service by understanding customer needs and providing accurate information. We produce and maintain official academic records from registration to graduation.

### Our Service

The Office of the University Registrar has University-wide responsibility for student academic records and related processes including:

- Registering for Courses
- Official Academic Transcripts
- Confidentiality of Student Records/FERPA (Family Educational Rights and Privacy Act)
- Grade Reporting
- Degree Audit
- Graduation and Diplomas
- Verifying Enrollment
- Scheduling Final Exams
- Withdrawals, Re-enrollments, Academic Renewal, and Academic Standing
- Scheduling General Purpose Classrooms
- Publishing the Schedule of Courses
- Academic Calendar
- Reviewing Athletic Eligibility of Student-Athletes
- University Bulletins



# WHO WE ARE ■

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## **Office of the University Registrar**

[registrar@psu.edu](mailto:registrar@psu.edu)

814-865-6357

## **Assistant Vice President for Undergraduate Education and University Registrar**

Robert A. Kubat

## **Senior Associate Registrar**

Karen Henninger

## **Associate Registrar, Operations**

Paula Hamaty

## **Associate Registrar, Information Technology**

Todd Clouser

## **Administrative Support**

Brenda Nagle, *Administrative Support Coordinator*

LaSha Hardy, *Administrative Support Assistant*

## **Transcripts and Verifications**

[transcripts@psu.edu](mailto:transcripts@psu.edu)

814-865-5600

Kaitlyn Roberts, *Assistant Registrar*

Kyle Tresnan, *Transcript/Verification Team Lead*

Felicia Bray, *Transcript/Verification Specialist*

Autumn Hanley, *Transcript/Verification Specialist*

Deborah Leonori, *Transcript/Verification Specialist*

Vacant, *Transcript/Verification Specialist*

## **Academic Records**

[records1@psu.edu](mailto:records1@psu.edu)

814-865-3051

Barbara Barr, *Assistant Registrar*

## Academic Records

Sarah Ray, *Academic Records Team Lead*

Ashlee Bowen, *Academic Records Specialist*

Katie Miller, *Academic Records Specialist*

Darlene Peletski, *Academic Records Specialist*

Vacant, *Academic Records Specialist*

## Degree Audit

Melissa Boettger, *Degree Audit Team Lead*

Vacant, *Records Specialist*

## Degree Audit and Athletics

Trista McClenahan, *Records Specialist*

Destiney Treaster, *Records Specialist*

## **Information Technology**

[ITPROGRAM@registrar.psu.edu](mailto:ITPROGRAM@registrar.psu.edu)

814-863-1924

## System Development and Reporting

Sasie Fernando, *Applications Programmer/Analyst*

Brenda Lange, *Applications Programmer/Analyst*

Aaron Morrison, *Applications Programmer/Analyst*

Michele Wian, *Applications Programmer/Analyst*

## Security and Network Support

Bob Ryan, *IT Support Specialist*

## **Enrollment Services**

[esmail@psu.edu](mailto:esmail@psu.edu)

814-863-3677

Tryphena Miska, *Assistant Registrar*

## Curriculum

Cortney Smith, *Curriculum Team Lead*

Kimberly Jeffreys, *Enrollment Services Specialist*

Kristin Lodge, *Enrollment Services Specialist*

Kimberly McCaslin, *Enrollment Services Specialist*

## Enrollment Services

Christy Sherman, *Enrollment Services Team Lead*

Sue Miller, *Enrollment Services Specialist*

Dawn Pringle, *Enrollment Services Specialist*

Jillian Turek, *Enrollment Services Specialist*

## **University Bulletin and Web Design**

Anna Morrison, *Multimedia Specialist*

# WHO WE ARE ■

## Committee Participation at Penn State

- Academic Warning and Suspension Committee
- Administrative Council on Undergraduate Education (ACUE)
- Administrative Information Technology Directors
- Admissions, Records, Scheduling and Student Aid (ARSSA)
- Advisory Committee for Graduate Education (ACGE)
- Analytics and Business Intelligence Steering Committee
- Bulletin Implementation Committee
- Bulletin and Curriculum Steering Committee
- Committee on Undergraduate Enrollment (CUE)
- Curricular Affairs
- Curricular Information Management (CIM)
- Digital Learning Academic Council (DLAC)
- Enrollment Management Cabinet
- Graduate Council
- Institutional Research Interest Group
- Learning Spaces Leadership Committee – Operations & Technology Subcommittee
- LionPATH Communications Committee
- LionPATH Executive Committee
- LionPATH Governance Committee
- LionPATH Student Records Reporting Advisory Group
- New General Education Requirements
- Project Management Working Group
- Records Management Advisory Committee
- Residency Appeals Committee
- Sponsor Advisory Committee
- Undergraduate Education Data Advisory Group Steering Committee
- Undergraduate Education Professional Development Committee
- Undergraduate Education Staff Advisory Committee
- University Advising Council
- University Faculty Senate
- University Faculty Senate Undergraduate Education
- Unizen Snapshot/Data Warehouse Sponsor Committee

## Collegiate Membership Committees

- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- Association of American Universities (AAU) Registrars
- Big Ten Registrars
- Middle States Association of Collegiate Registrars and Officers of Admission (MSACROA)
- Northeast/Northcentral (NE/NC) Registrars

## Vendor User Groups

- CollegenET
- CourseLeaf
- HEUG (Higher Education User Group)
- Infosilem
- Parchment

## Campus Registrars

*Abington* – Timothy Smalarz

*Altoona* – Gina Baird

*Beaver* – Rachel Zughuib

*Berks* – David Bender

*Brandywine* – Usha Jenemann

*Dickinson Law* – Pam Knowlton

*DuBois* – Garrett Roen

*Erie* – Jane Brady

*Fayette* – Devon White

*Great Valley* – Elizabeth Del Valle

*Greater Allegheny* – Larissa Ciuca

*Harrisburg* – Pat Kaley

*Hazleton* – Margie Esopi

*Hershey* – Diane Gill

*Lehigh Valley* – Zella Ondrey

*Mont Alto* – Jeff Gable

*New Kensington* – Mary Dubbink

*PA College of Tech* – Heather Swimley

*Penn State Law* – Debbie Diercks

*Schuylkill* – Elyce Kaplan

*Scranton* – Allison Burns

*Shenango* – Matthew Goral

*Wilkes-Barre* – Margie Esopi

*World Campus* – Donna Kincaid

*York* – Rita Archer-Clark

# HIGHLIGHTS AND OVERVIEW

During the 2017-18 academic year, the Office of the University Registrar continued with its mission to provide exceptional service to students, faculty, staff, and other members of the Penn State community. Of particular focus during the past year has been the effort to resolve LionPATH system issues to improve functionality, streamline processes, provide additional training, and improve system and process documentation. The Office of the University Registrar will continue to work with the LionPATH Development and Maintenance Office and other University partners to improve existing functions and develop enhancements to strengthen the user experience with the system. This Year-in-Review provides a snapshot of the progress over the past year, as well as a summary of other office activities and accomplishments.

## STUDENT NOTIFICATIONS

During the spring 2018 semester, two new system notifications were developed for the LionPATH Student Center. With the new waitlist notification, students who are on a course waitlist will receive an email alert if they are subsequently enrolled in the waitlisted course. With the new grade notification, students will receive an email alert when a new grade or grade change is posted to their record in LionPATH. Both notification tools are available beginning summer 2018. Prior to their implementation, students have had to continuously log in to LionPATH to check for grades and monitor the status of waitlisted courses.

## UNDERGRADUATE BULLETIN

The new Undergraduate Bulletin website launched in March 2018, providing students with a more user-friendly interface, increased search functionality, and a more intuitive display of program requirements. The new Bulletin is built using CourseLeaf Catalog from Leapfrog Technologies, Inc. The software allows for integration with LionPATH to ensure that course information is always in sync in the Bulletin. With the new Bulletin, students can browse academic programs by college, campus, or interest. On program pages, students can find an overview of the program, requirements, learning outcomes, academic advising and contact information, suggested academic plans, career paths, accreditation details. The Graduate, Medical, Penn State Law, and Dickinson Law Bulletins were published in fall 2018.

## WORKCENTERS

User feedback from the University community indicated a strong desire for streamlined navigation in LionPATH for various processes. To that end, the Office of the University Registrar joined other functional offices in working with the LionPATH Development and Maintenance Office to pilot the development of WorkCenters. WorkCenters are screens within LionPATH that display all of the navigational links and queries related to a process in one location. Using a WorkCenter allows users to avoid having to navigate through the LionPATH menu system to find the different screens related to a single process. The first WorkCenter for the Office of the University Registrar to be released in spring 2018 was the Scheduling WorkCenter. The Graduation WorkCenter was released in fall 2018 and includes all links and queries related to the graduation process.

## FERPA TUTORIAL AND QUIZ

With the sunsetting of ANGEL in fall 2017, the Family Educational Rights and Privacy Act (FERPA) Tutorial and Quiz was migrated to the Learning Resource Network. FERPA is a federal law that governs how we protect and disclose student educational records. The FERPA Tutorial and Quiz is designed to assist University faculty and staff in understanding FERPA and its impact on their professional responsibilities. Any Penn State employee who will be accessing student data must complete the tutorial and pass the FERPA quiz.



# ACADEMIC RECORDS

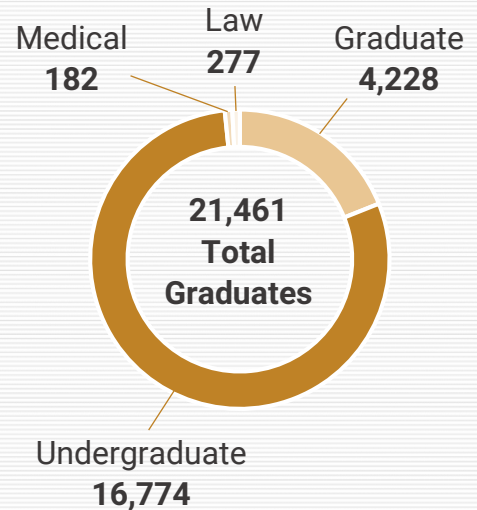
The Academic Records department has been working with the LionPATH Development and Maintenance Office (LDMO) this past year to develop new features and enhancements in LionPATH to improve the user experience for students, faculty, and staff. In June 2018, a new student notification tool was introduced in LionPATH to alert students when a new grade has been entered on their record. Students will also receive a notification when they have a grade change. The grade notification consists of an email message sent to the student's Penn State email account that identifies the course for which the grade has been recorded and includes a link to the "View My Grades" section in the LionPATH Student Center.

The degree audit team met with staff from every college to help promote better understanding of the degree audit functionality in LionPATH. The meetings also allowed colleges to identify issues with specific degree audits that the team was able to investigate and troubleshoot. The degree audit team also re-coded all degree audits to incorporate changes for the new General Education requirements that went into effect beginning summer 2018.

The Academic Records department is responsible for changes to the student academic record (grades, names, Faculty Senate petitions), final grade reporting, graduation checkout, certificate completions, diploma production, degree audit, change of campus, change of major (Update Academics), academic renewal, requests to withhold directory information (confidentiality).

## Degrees Conferred

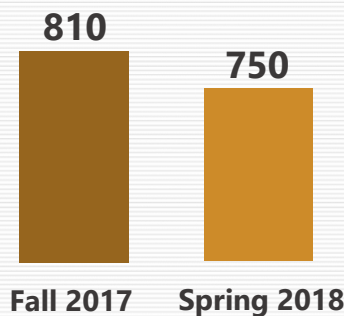
Summer 2017		Fall 2017		Spring 2018	
Undergraduate	1,893	Undergraduate	3,618	Undergraduate	11,263
Graduate	1,286	Graduate	1,160	Graduate	1,782
Law	4	Law	6	Law	267
Medical	0	Medical	2	Medical	180



## Final Grades Posted

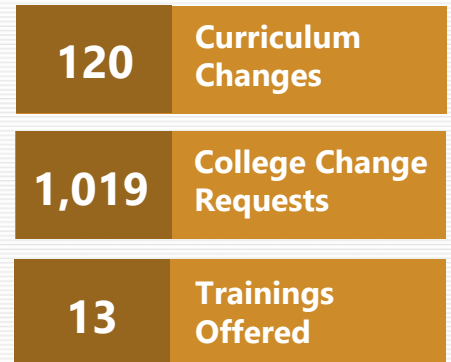


## Student Athletes Certified for Athletic Eligibility



*\* Number of distinct athletes per semester*

## Degree Audits



# ENROLLMENT SERVICES

To help accommodate the department's growing role in managing and maintaining course requirements in LionPATH, Enrollment Services has been reorganized into two teams, each with its own team lead. The enrollment services team primarily is responsible for class scheduling, processing withdrawals, re-enrollments, and event scheduling. The curriculum team primarily is responsible for maintaining course catalog offerings and course controls, and final exam scheduling. This new configuration has allowed the department to continue to provide timely customer service to students, faculty, and staff while also collaborating with partners in the LionPATH Development and Maintenance Office (LDMO) and the Office of the Faculty Senate to maintain course data and streamline processes for better functionality.

Recent work with the LDMO has resulted in the release of the new Class Scheduling Work Center in LionPATH. The work center gathers all class scheduling related navigation links and queries together in one location so that schedulers no longer must search through the LionPATH menu system to complete various scheduling tasks.

The Enrollment Services department is responsible for scheduling, catalog offerings, course controls, registration, call for courses, classroom scheduling, event scheduling, front counter, incoming calls to main office line, incoming emails to registrar@psu.edu, re-enrollment, withdrawals, and final exam scheduling.

## Final Exams Scheduled



## Final Exams Overload Conflict Requests



## Scheduling & Registration

Student Enrollments	214,325
Course Enrollments	922,181
Courses Offered	27,211
Sections Offered within Courses	58,415
Classes Run through the CollegeNET Optimizer for Classroom Scheduling	11,391

## Enrollment

Re-enrollments Processed	1,417
Withdrawals Processed	7,906

## Department Communications



## Training Sessions Scheduled

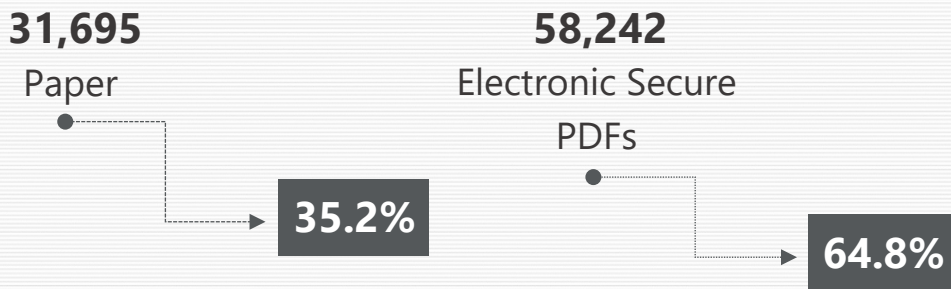


# TRANSCRIPTS AND VERIFICATIONS

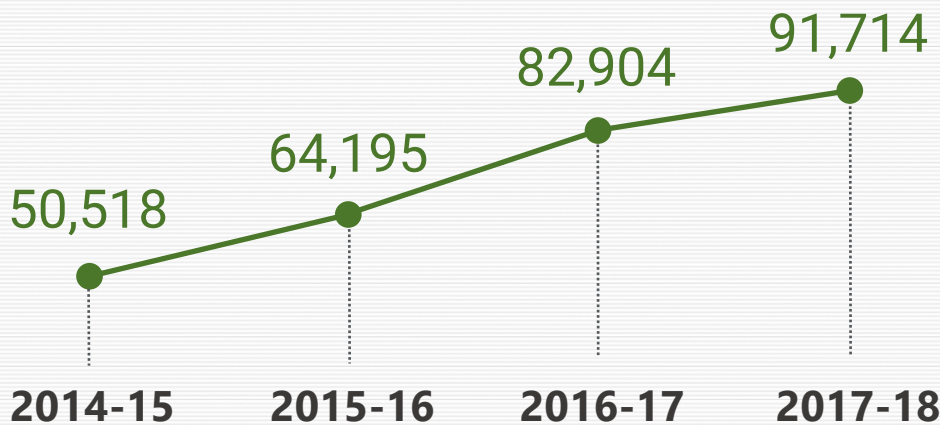
The Transcript and Verification department handled roughly 90,000 transcripts requests and partnered with the National Student Clearinghouse in verifying 93,000 degree and enrollment verifications for current and former students. Due to this volume, we acquired a new full-time staff position to assist in the processing and was able to reduce our processing time. Since Fall 2016, processing time was a 5 to 7 business day turnaround, but has been reduced to a 1 to 3 business days. With the new additional staff member and gaining a better understanding of our new student information system, we've been able to better serve the students, parents, and other third parties that contact our department.

The Transcript and Verifications department is responsible for official transcripts and enrollment verifications, electronic official transcripts, and National Student Clearinghouse.

## Transcripts



## Clearinghouse: Third-Party Requests for Degree & Enrollment Verifications



## Department Communications



**4,146** TOTAL EMAILS



**10,102** TOTAL PHONE CALLS



# INFORMATION TECHNOLOGY

The Information Technology department has responded to over 100 data and/or query requests in the past year. The requests range from simple LionPATH/ PeopleSoft query modifications/corrections of existing queries, to writing new queries to developing full applications that utilize LionPATH data. These applications consist of SQL backend database structures coupled with ColdFusion front-end user interfaces that allow staff to further manipulate data for reporting purposes.

Some of the programming projects include but are not limited to:

- Creating Class Rank calculations/reports using the LionPATH data structure
- Creating Distinction calculations/reports using the LionPATH data structure
- Retrieving contact data for research purposes
- Creating Top 20% Enrolled Courses for Student Athletes Report for Undergraduate Education leadership
- Designing Penn State Athletic Conference/NCAA Division III Athletic Eligibility Reporting structure
- PeopleSoft Campus Solutions 9.2 upgrade
- CollegeNET Upgrade

The Information Technology department is responsible for providing vital system support by working with Transcripts and Verifications to troubleshoot system errors with transcript requests; working with Enrollment Services on classroom scheduling, final exam scheduling, and troubleshooting web application problems; working with Academic Records on degree audits, awarding, reporting, and student-athlete data; writing new LionPATH queries to assist our Operations departments with their LionPATH processes and to support the data needs of other University offices; completing data analysis requests; and maintaining the OUR website and web applications.



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LionPATH and eLion  
Log Search Requests



4,031,453

Website  
Pageviews



100

Data and Query  
Requests