OFFICE OF THE UNIVERSITY REGISTRAR

YEAR IN REVIEW

2018 – 2019
ACADEMIC YEAR

PennState
University Registrar

TABLE OF CONTENTS

WHAT WE DO ■

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:

- Course Registration
- Official Academic Transcripts
- Confidentiality of Student Records/FERPA (Family Educational Rights and Privacy Act)
- Grade Processing
- Maintenance of Degree Audits
- Graduation Clearance
- Diploma Production
- Enrollment Verifications
- Final Exam Scheduling
- Withdrawals, Re-enrollments, Academic Renewal, and Academic Standing
- General Purpose Classroom Scheduling
- Production of Schedule of Classes
- Publication of Academic Calendar
- Student-Athlete Athletic Eligibility Review
- Administration of University Bulletins

WHO WE ARE ■

Effective October 1, 2019, the Office of the University Registrar was reorganized into the following department structure:

Office of the University Registrar
registrar@psu.edu
814-865-6357

Robert A. Kubat, *Assistant Vice President for Undergraduate Education and University Registrar*

Administrative Support
Brenda Nagle, *Administrative Support Coordinator*
LaSha Hardy, *Administrative Support Assistant*

Curriculum, Academic Records, and Scheduling

Tryphena Miska, *Associate Registrar*

Academic Records

Barbara Barr, Sr. *Assistant Registrar*
Sarah Ray, *Assistant Registrar*
Ashlee Bowen, *Records Specialist*
Ian Lee, *Records Specialist*
Katie Miller, *Records Specialist*
Darlene Peletski, *Records Specialist*
Tracey Zuiker, *Records Specialist*

Curriculum and Scheduling

Cortney Smith, *Assistant Registrar*
Kimberly Jeffreys, *Records Specialist*
Kristin Lodge, *Records Specialist*
Kimberly McCaslin, *Records Specialist*

Degree Audit, LionPATH Projects, Athletics

Paula Hamaty, *Associate Registrar*

Degree Audit and Athletics

Melissa Boettger, *Assistant Registrar*
Maedeh Motamedi-Sedeh, *Records Specialist*
Destiney Treaster, *Records Specialist*
Vacant, *Records Specialist*

LionPATH Projects

Sasie Fernando, *Business Process Analyst*

University Bulletins, Web Design, Communications

Anna Morrison, *Multimedia Specialist*
Vacant, *Communication and Professional Development*

Customer Service

Kaitlyn Roberts, *Associate Registrar*

Enrollment

Christy Sherman, *Assistant Registrar*
Dawn Pringle, *Records Specialist*
Jillian Turek, *Records Specialist*
Casey Walizer, *Records Specialist*

Transcripts and Verifications

Kyle Tresnan, *Assistant Registrar*
Felicia Bray, *Records Specialist*
Autumn Hanley, *Records Specialist*
Deborah Leonori, *Records Specialist*

Information Technology

Todd Clouser, *Associate Registrar*

System Development and Reporting

Brenda Lange, *Applications Programmer/Analyst*
Aaron Morrison, *Applications Programmer/Analyst*
Michele Wian, *Applications Programmer/Analyst*
Vacant, *Applications Programmer/Analyst*

Security and Network Support

Bob Ryan, *IT Support Specialist*

ORGANIZATIONAL CHART

http://www.registrar.psu.edu/about_us/org_chart.pdf

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 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
- Mobile Strategy and Operations Working Groups
- One Penn State 2025: Provide a Seamless Student Experience Committee
- One Penn State 2025: Design Relevant and Responsive Programs Committee
- One Penn State 2025: Engage Learners Throughout Their Lifetimes Committee
- Project Management Working Group
- Records Management Advisory Committee
- Residency Appeals Committee
- Sponsor Advisory Committee
- Student Engagement Steering 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 Academic Alliance (BTAA)
- 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 Zughaib

Berks – Vacant

Brandywine – Usha Jenemann

Dickinson Law – Pam Knowlton

DuBois – Garrett Roen

Erie – Jane Brady

Fayette – Vacant

Great Valley – Elizabeth Del Valle

Greater Allegheny – Larissa Ciuca

Harrisburg – Vacant

Hazleton – Margie Esopi

Hershey – Diane Gill

Lehigh Valley – Zella Ondrey

Mont Alto – Jeff Gable

New Kensington – Mary Dubbink

PA College of Tech – Vacant

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

LIONPATH 9.2 UPGRADE

In July 2019, LionPATH underwent its first system upgrade since its initial implementation. In the months leading up to this upgrade to PeopleSoft Campus Solutions 9.2, OUR completed several activities to ensure a successful transition of all Registrar-related functionality, including:

- Partnering with college representatives and campus registrars to identify, create, and complete Registrar function test script topics
- Conducting user acceptance testing on all Registrar-related functions;
- Reviewing all LionPATH queries to determine what queries to keep, what queries to rename, and if all queries still functioned as expected.

The LionPATH upgrade was completed with no issues or unexpected delay of service for Registrar-related functions.

FINAL GRADE REPORTING DEADLINE

Beginning with the spring 2019 final semester grade reporting process for undergraduate and graduate students, ACUE policy G-1 is being followed with regard to the recording of final semester grades no later than two business days after the final examination period or final course assessment. In doing so, the University has been able to complete end-of-semester processes sooner, including final grade reporting, end-of-semester transcripts, academic standing, and degree conferral. This change has also resulted in a higher percentage of grades being entered in time for grade reporting, with 96.7% of grades being entered in LionPATH by the deadline for spring 2019.

NEW BUSINESS PROCESS ANALYST

In spring 2019, OUR added a new business process analyst position to the office. Filled by Sasie Fernando, a former OUR programmer/analyst and member of the LionPATH Implementation technical team, the business process analyst position was developed to analyze Registrar-related processes and functions, and work with stakeholders to both identify opportunities for enhancement and improved efficiencies and devise solutions to existing challenges.

POLICY UPDATES

ENFORCED PREREQUISITES

With more colleges utilizing enforced prerequisites in LionPATH, ACUE policy C-5 has been updated to include a timeline of when prerequisites are enforced, and how this impacts students' course registration. Prerequisite requirements are enforced the prior semester, during the course registration process. Students are conditionally enrolled in a course with prerequisites if they currently are enrolled in the necessary prerequisite courses. On the Wednesday before the first day of classes, conditionally enrolled students are notified if they do not meet the prerequisite requirements of a course. Two days later, students who were conditionally enrolled are then dropped from a course if they did not successfully satisfy the prerequisite or co-requisite requirement(s) and do not have an approved override.

ACADEMIC STANDING

Effective summer 2019, the Faculty Senate policy and corresponding ACUE procedure on academic standing have been revised. First-year students who have taken 18 credits or fewer are now subject to academic warning if they earn less than a 2.00 semester GPA. In addition, a student who has been placed on academic suspension once and fails to achieve at least a 2.00 semester GPA is subject to academic dismissal. The previous policy did not place first-year students taking less than 19 credits on academic warning and allowed a student to be placed on academic suspension twice before academic dismissal.

DEGREE AND PROGRAM REQUIREMENTS

Beginning fall 2019, the Faculty Senate policy and corresponding ACUE procedure on the effective date of degree and and program requirements have been revised. Students now follow the University degree requirements, including General Education, and program requirements that are in effect at the time the student enrolls at Penn State. Previously, students followed the University degree requirements in effect at the time they enrolled at Penn State, but followed the program requirements in effect at the time they were admitted to their major. Degree audits have been updated to align with this new policy.

UPCOMING ACTIVITIES FOR 2019-20 ◼

During the 2019-20 academic year, the Office of the University Registrar (OUR) will be participating in many discussions and activities related to the One Penn State 2025 initiative. Unveiled in fall 2018, One Penn State 2025 is a vision that seeks to transform the University through focus on the following five guiding principles: Provide a Seamless Student Experience; Achieve Curricular Coherence; Design Relevant and Responsive Programs; Engage Learners Throughout Their Lifetimes; Achieve the Highest Level of Efficiency of University Resources.

As part of this initiative, OUR also will be collaborating with unit partners to analyze various academic and administrative functions, procedures, policies, and services to identify areas for improvement and revision in order to bring them into alignment with One Penn State 2025 goals.

Below are some examples of OUR projects underway for the upcoming year.

OFFICE REORGANIZATION

To better align resources with strategic goals and priorities, OUR is reorganizing into the following four areas: Customer Service; Curriculum, Academic Records, and Scheduling; Degree Audit, LionPATH Projects, Athletics; and Information Technology. Each area will be helmed by an associate registrar, with former team leads now serving as assistant registrars. The Customer Service area will consist of enrollment services, transcript and enrollment verification services, as well as front-line visitor, email, and phone service. The Curriculum, Academic Records, and Scheduling area will consist of class and classroom scheduling, academic records, and final exam scheduling. The Degree Audit, LionPATH Projects, Athletics area will include management of the following: degree audits, athletic eligibility review, LionPATH improvement projects, University Bulletins, web design and content development, and communications. Finally, the Information Technology area will continue to provide programming, system, and technological support to all areas. The OUR reorganization is effective October 1, 2019.

HOW DO WE DO BETTER

During the 2019-20 academic year, each member of OUR will be working toward the unified office goal of "How Do We Do Better." This initiative will include an assessment of OUR systems, services and processes, data, and professional development for the purpose of identifying and prioritizing items for improvement. As strategic goals, priorities, policies, systems, and technological advancements continue to evolve, a full-scale review is vital to ensure OUR is providing the best experience possible for faculty, staff, students, and administrative and external partners.

CERTIFIED ELECTRONIC DIPLOMAS

In the upcoming year, OUR will begin offering certified electronic diplomas (CeDiplomas) to graduates. CeDiplomas are an exact duplicate of the paper diploma but are available as a secure and verifiable online PDF document.

ONLINE FORMS

In an effort to streamline processes and improve user experience, OUR is researching options to devise a plan to digitize and/or automate as many processes as possible that currently require the submission of paper forms. Digital submission, record-keeping, and workflow of these forms will create a more streamlined experience for online users, and allow OUR, campus, and college staff to process the requests more efficiently.
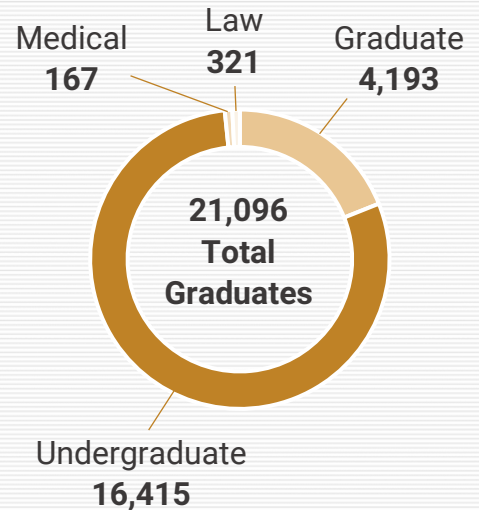
ACADEMIC RECORDS

The Academic Records department continues working with the LionPATH Development and Maintenance Office (LDMO) to develop new features and enhancements in LionPATH to improve the user experience for students, faculty, and staff. Improvements include the development of a new process for ordering re-issued diplomas, which has resulted in a more efficient system of manual data input. In addition, the new LionPATH Graduation WorkCenter and LionPATH queries based upon degree audit tables are now fully integrated as part of the normal work processes for Registrar-related functions and procedures.

In addition to testing degree audit functionality for the LionPATH 9.2 upgrade, the degree audit team worked with the LionPATH Development and Maintenance Office to enhance the usability of a new degree audit PDF feature in LionPATH, based on feedback from colleges and campuses. The degree audit team also completed the process of bringing all degree audits into alignment with the new policy on General Education requirements.

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 2018	
Undergraduate	1,932
Graduate	1,299
Law	2
Medical	0

Fall 2018	
Undergraduate	3,271
Graduate	1,168
Law	6
Medical	3

Spring 2019	
Undergraduate	11,212
Graduate	1,726
Law	313
Medical	164

21,096 Total Graduates

- Medical 167
- Law 321
- Graduate 4,193
- Undergraduate 16,415

Final Grades Posted

54,508 Summer 2018

391,476 Fall 2018

359,315 Spring 2019

Student Athletes Certified for Athletic Eligibility

805 Fall 2018

765 Spring 2019
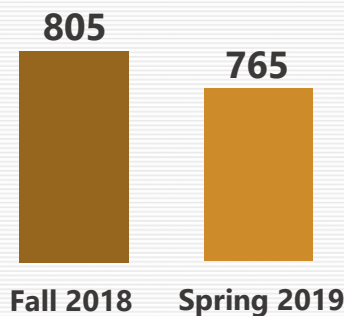
* Number of distinct athletes per semester

Degree Audits

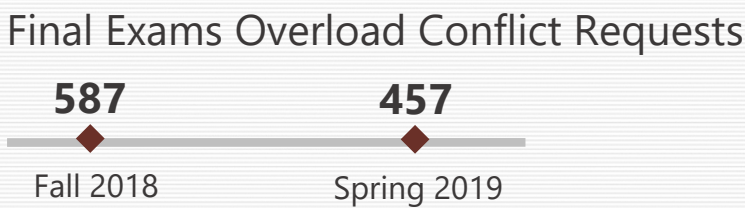| 80	Curriculum Changes
917	College Change Requests
12	Trainings Offered

ENROLLMENT SERVICES

This past year, the Office of the University Registrar's (OUR) main phone line was migrated to Cisco's Unified Contact Center Express, an IP-based automated call distributor. The new feature includes computer telephony integration, which allows our department to receive incoming phone calls through a computer and makes it easier to view incoming call volume. The system also provides a screen pop-up of caller information, including a student's PSU ID, when the phone call is answered, allowing us to view a student's record in LionPATH without delay.

To improve the classroom scheduling process, a new University Park campus partition map was created for use in CollegeNET. The new map breaks up the old partition structure so fewer buildings are included in a partition, buildings with a large number of classrooms constitute their own partition, and partition names no longer include college names. It is anticipated that the partition changes will allow the Optimizer to schedule subjects in their preferred building choices.

Finally, a new re-enrollment workflow application was created to help streamline the re-enrollment process. This application allows workflow information to be entered faster, supports multiple college approvers, and automates email messages to both approvers and submitters as part of the workflow system.

> 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

157	**7,447**	**6,520**
Summer 2018	Fall 2018	Spring 2019

Final Exams Overload Conflict Requests

587	**457**
Fall 2018	Spring 2019

Scheduling & Registration

Student Enrollments	210,050
Course Enrollments	905,718
Courses Offered	27,702
Sections Offered within Courses	59,251
Classes Run through the CollegeNET Optimizer for Classroom Scheduling	13,105

Enrollment

Re-enrollments Processed	1,880
Withdrawals Processed	7,570

Department Communications

7,020 Total Counter Visitors

18,196 Total Emails

Training Sessions Scheduled

13 Curriculum Management

13 Enrollment

TRANSCRIPTS AND VERIFICATIONS

The Transcript and Verification department has seen growth over the last year with electronic transcripts requests and electronic verification requests handle through the National Student Clearinghouse. We've seen a 15% growth in verification requests alone. Due to the demand of third parties inquiring about students' credentials, we were able to work with our vendors to provide better third-party user services and allow multiple student requests to be handled in one request. With this uptick in verification services, the department continued to find ways to improve our services in how to handle verification request that are aiding students and alumni scholarship and job opportunities.

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

Transcripts
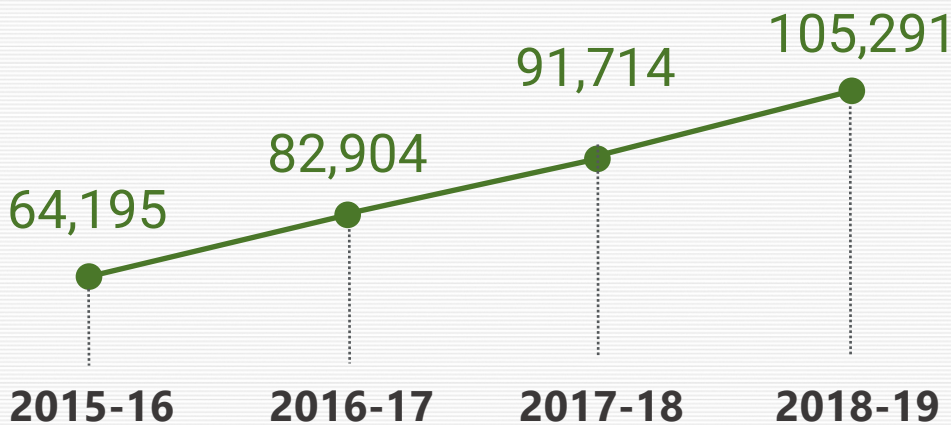
26,303
Paper

29.4%

63,103
Electronic Secure PDFs

70.6%

89,406
Total Number of Documents Requested by Students

Clearinghouse: Third-Party Requests for Degree & Enrollment Verifications

64,195 — 2015-16
82,904 — 2016-17
91,714 — 2017-18
105,291 — 2018-19

64%
increase
since 2015-16

Department Communications

✉ **4,726** TOTAL EMAILS

📞 **10,387** TOTAL PHONE CALLS

INFORMATION TECHNOLOGY ▪

The Information Technology (IT) department has responded to nearly 98 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.

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

- Migration of the OUR email system from Microsoft Exchange to the Enterprise solution: Office 365
- Migration of OUR users and workstations from the Access domain to the Enterprise solution of Enterprise Active Directory. The migration of OUR servers to Enterprise Active Directory will be completed shortly.
- Completing data requests for the following:
  - Virtual computer lab pilot for incoming first-year students in East Halls, the largest residence hall complex on the Penn State University Park campus
  - Board of Trustees analysis of 1) degrees and certificates granted by colleges/departments, including the level and major; and 2) course offerings for the last 5 years
  - Federal student aid review
  - Penn State Privacy Office analysis of students from European Union member states
  - Recreation, Park, and Tourism Management-related research with 13 major public universities (funded by the U.S. Fish & Wildlife Services) that required 5,000 random undergraduate emails
  - Dashboard of Course Instructor vs FERPA quiz completion data for the Business Intelligence Team
  - List of qualified students for several honor societies
  - Faculty Senate requests pertaining to grade distribution and grade changes for athletes

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.

Notable IT requests completed include:
- Athletics Eligibility Certification queries
  - consolidated three former queries into one Access database solution
- Re-Enrollment Workflow application to improve communication and workflow with colleges
- Improvements to the process of extracting and preparing LionPATH student-athlete data for NCAA Academic Progress Rate (APR) reporting

62	4,118,601	98
LionPATH and eLion Log Search Requests	**Website Pageviews**	**Data and Query Requests**