



UNIVERSITY OF NEBRASKA AT OMAHA

OFFICE OF THE UNIVERSITY REGISTRAR

GENE EPPLEY ADMINISTRATION BUILDING

2017-2018 ANNUAL REPORT



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EXECUTIVE SUMMARY 2017-18

Highlights 2017-18:

UNMC Joint Programs Initiative: A new UNO-UNMC collaboration in the last year for joint-program students to have one bill, one academic record on one campus.

Develop and Enforce University-wide scheduling guidelines: Primetime overcrowding of classrooms has increasingly become an issue as more classes increase each year. The Office of the University Registrar, along with Academic Affairs, drafted Schedule Building Guidelines to aid in alleviating this overcrowding.

UNO-UNMC Collaboration Initiative: To better support the academic mission, accelerate collaborative potential and align the two campuses' infrastructure, several specific functions at UNO and UNMC Registrar offices integrated.

CourseLeaf: A new Catalog, Course Approvals and Program Approvals process were implemented in the last year. Collaboration with Academic Affairs in PeopleSoft data cleanup process, form mappings, form creation and testing of the CourseLeaf products implemented this year. The Office of the University Registrar plays an important role in the workflow process within the CourseLeaf-CAT and CourseLeaf-CIM programs.

We are an OPERATIONAL office.

- Over 75% of our work centers on academic operations in support of students and faculty

We are a PROJECT office.

- We are engaged in five major technical projects, one that directly supports an institutional strategic initiative

We are a SERVICE office.

- Our service-oriented staff supported our University mission by participating in four on and off-campus programs

We are a SYSTEMS AND TECHNOLOGY office.

- We support over 10 systems that maintain our student's records. Our staff oversee the PeopleSoft Student Information system and perform maintenance and testing of four quarterly PeopleSoft upgrades through five environments. We also offered over 25 training sessions on the various systems we support.

We are PROFESSIONALLY ENGAGED with several staff member participating in multiple regional and national professional conferences by speaking, presenting, and organizing. Additionally, Matt Schill served on AACRAO's SPEEDE Committee, AACRAO's Nomination and Election Committee and Cara Ortega sits on the University General Education Committee.

We are INVOLVED widely in UNO and broader community, serving on 22 committees and many more ad-hoc committees.

We are a PRODUCTIVE office. In 2017-18:

- Over 16,000 transcripts produced
- Over 9,000 classes scheduled and 712 academic rooms scheduled
- Almost 12,000 Transcripts posted for new students with transfer credit
- 14,682 emails sent and 18,562 phone calls answered
- Over 5,000 TES Transfer Equivalencies created
- Conferred degrees for over 3,000 students
- Issued 2,762 Digital Diplomas with over 60% downloaded and shared across the world
- Performed 6,148 electronic Enrollment Verifications
- Provided collaboration and oversight to eight Reporting Dashboards with 24 new on-demand reporting tools.

ACCOMPLISHMENTS 2017-18

- **UNMC Joint Programs Initiative**

A new UNO-UNMC collaboration in the last year has been built for joint-program students to have one transcript and one bill on one campus. This allows for billing and financial aid, including scholarships or employer reimbursement, to be processed together in an accurate and timely manner.

- **Develop and enforce University-wide scheduling guidelines**

Primetime overcrowding of classrooms has increasingly become an issue as more classes are being offered each year. Our definition of “Primetime” is any section offered Monday through Thursday between 10:00am and 2:00pm. The Office of the University Registrar, along with Academic Affairs, drafted Schedule Building Guidelines to aid in alleviating this overcrowding. We built some of these guidelines into our online course schedule building system (CLSS).

- **UNO-UNMC Collaboration Initiative**

To better support the academic mission, accelerate collaborative potential and align the two campuses’ infrastructure, several specific functions at UNO and UNMC Registrar offices were integrated.

- **Digital Diploma Year Two new features – Alert by Text, new Certificates**

UNO has collaborated with Parchment, a digital credentialing service for schools, to launch a digital diploma service where students can now receive an authenticated, electronic copy of their diploma after graduation. New features in the last year allow students to receive their Diploma by text or email. New credentials have been added in the last year including Undergraduate and Graduate certificates.

- **CourseLeaf new Catalog, Course Approvals and Program Approvals process**

Collaborated with Academic Affairs in PeopleSoft data cleanup process, form mappings, form creation and testing of the CourseLeaf products implemented this year. The Office of the University Registrar plays an important role in the workflow process within the CourseLeaf-CAT and CourseLeaf-CIM programs.

- **Communication move to MyEmma for large-scale student communication**

MyEmma emails are used to target specific groups of students for important, timely communications out of the Office of the University Registrar while allowing for the team to track clicks and read items.

- **New Reinstatement Process/Service Indicator**

Paper process for students to be reinstated has moved to a more timely and efficient process for advisors and students.

- **University Success Academy Continuing Students to MavTRACK**

- **Degree Works collaboration with College of Arts and Sciences for implementation of new College requirements options**

Overhauled Degree Works coding in collaboration with Arts and Sciences advising staff in order to present Arts and Sciences undergraduate students with multiple student-friendly options in which to complete their College requirements.



COMING IN 2018-19

- Improve Faculty Staff MavLINK Dashboard
- Implement new academic classroom scheduling software campus-wide
- Continue to improve enrollment experience for joint UNO/ UNMC programs students
- Improve workflow for Athletic Monitor Forms
- Expansion of Digital credentials (eTranscript, eDiploma, eCertificate)
- Transferology and Degree Works Integration (Allows Prospective Students to Run Degree Audit)

MISSION

The Office of the University Registrar will provide high-quality service to our customers with the highest standards of integrity, accuracy, efficiency, confidentiality and security. We will strive to be at the forefront of cutting-edge technologies and partner with students, faculty, staff and alumni to provide comprehensive services for enrollment and academic records management.

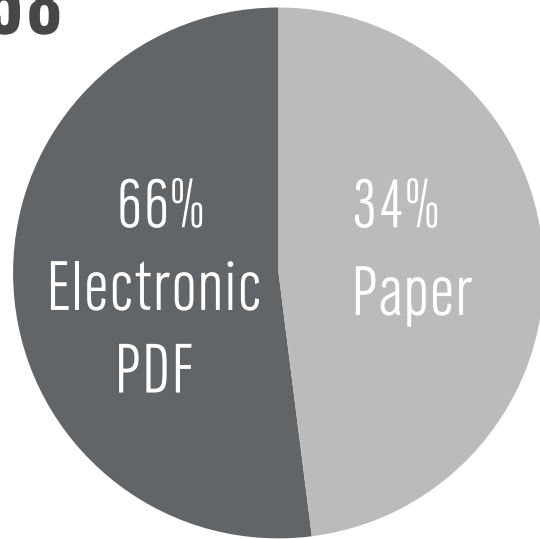
VALUES

- Safeguard the privacy and security of academic records
- Collaborate with others for ongoing improvement and innovation
- Leverage technology to provide our customers greater access and functionality
- Provide the UNO community the resources and support to effectively utilize all technology related to the Student Information System
- Foster a staff of caring and motivated employees
- Encourage teamwork within the workplace
- Monitor office practices and procedures to ensure the most efficient and prompt service
- Be ethical in all we do
- Contribute to the Enrollment Management mission of UNO

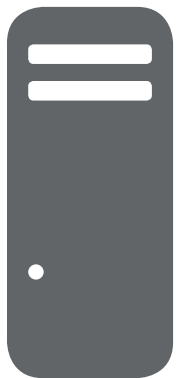
KEY PRODUCTION NUMBERS

Transcripts Sent

16,758



PeopleSoft

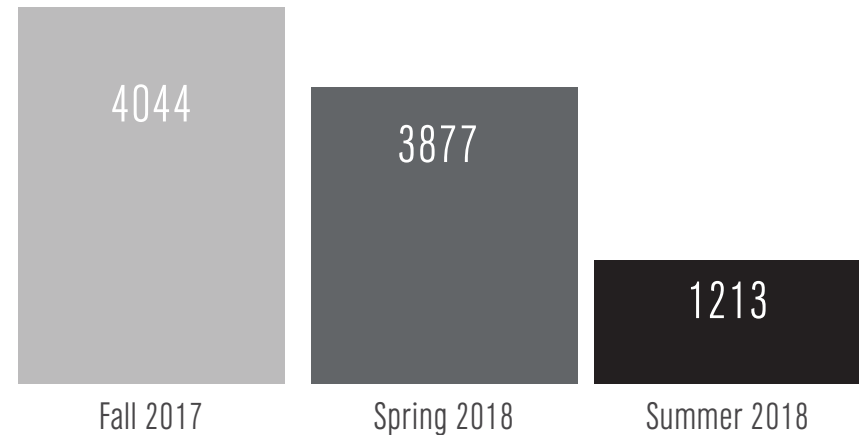


Oversee maintenance and testing of four quarterly PeopleSoft upgrades (PeopleSoft Bundle 44, Quarter 4, Quarter 1 2018 and Quarter 2 2018) to Student Information System through five environments.

Classrooms Scheduled



Classes Scheduled



240

Documents
Notarized

Transfer Equivalency System

5,741

TES Equivalencies Created

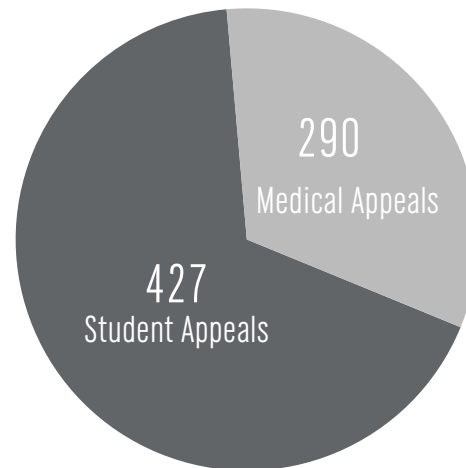
5,816

Course Descriptions Viewed

4,969

TES User Logins

Appeals Processed Last Year



Phone Calls



Incoming

Name Changes

668

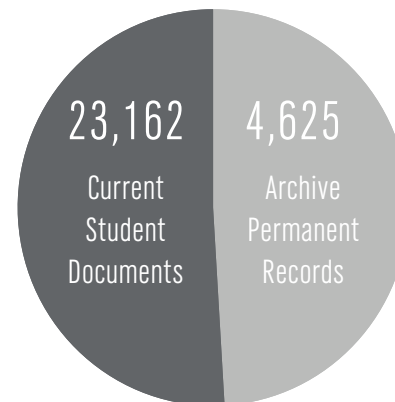
Processed in PeopleSoft

318

Name change files scanned into ImageNow

Image Now

Documents Scanned In



Registrar Emails Sent



KEY PRODUCTION NUMBERS

Graduation

Degree and Certificate Applicants

1,117
Fall 2017

1,972
Spring 2018

752
Summer 2018



Degrees and Certificates Posted

1,030
Fall 2017

1,841
Spring 2018

631
Summer 2018

Intercampus

188

Applications Processed

Change of Campus

108

Applications Processed

Program Changes

7,594

Includes Plan, SubPlan, and
Program Changes

Passport Program

75

Senior Learning Passport Course
Registrations for
Summer 2017, Fall 2017, Spring 2018

Grade Changes

2,099

June 1, 2017 - June 15, 2018
(210 through Online Grade
Change process)

KEY PRODUCTION NUMBERS

DIGITAL DIPLOMAS and CERTIFICATES

Issued

1,020
Fall 2017

Claimed/Downloaded

701
Fall 2017

Shared

348
Fall 2017

1,742
Spring 2018

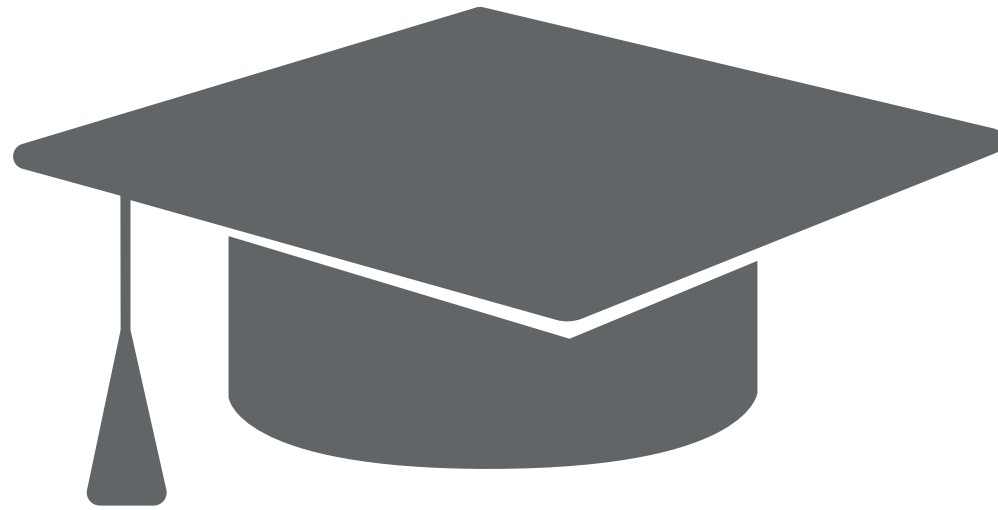
1,022
Spring 2018

540
Spring 2018

607
Summer 2018

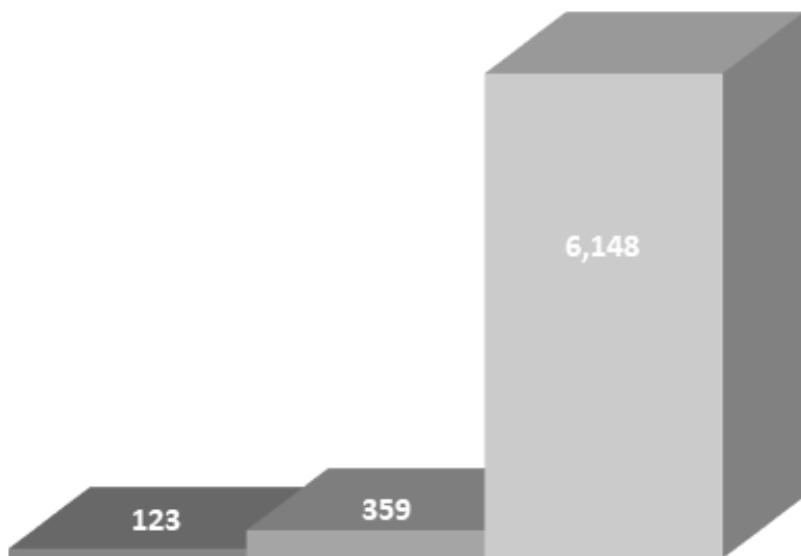
470
Summer 2018

312
Summer 2018



KEY PRODUCTION NUMBERS

Enrollment Verification

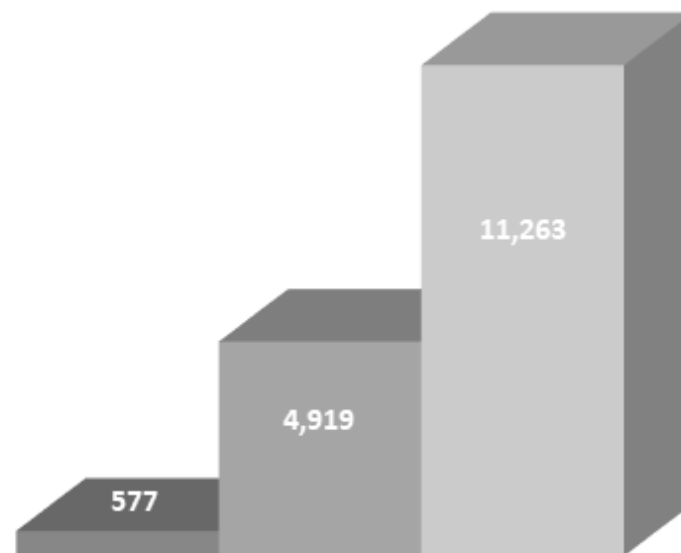


123 National Student Clearinghouse Self Service Certificates

359 Manual In Office

6,148 MavLINK RealTime PDF

National Student Clearinghouse (NSC) Transactions



577 Dates of Attendance

4,919 Degree

11,263 Current Enrollment

Transferology

1,532 Views

of UNO's information based on equivalencies that match their incoming transfer school

Transfer Credit

11,650

Transcripts Posted

Courseleaf Course and Curriculum Changes

986

Submissions Processed

WORKSHOPS/TRAINING SESSIONS OFFERED

- AACRAO Conference – ‘Show Me the Money - Cost Benefits of Electronic Exchange of Student Transcripts’ 2018 AACRAO Annual Conference, Orlando, Florida
- AACRAO Conference – ‘The EDX Chronicles: Maximizing the Benefits of Electronic Transcripts’ 2018 AACRAO Annual Conference, Orlando, Florida
- AACRAO Conference – ‘SPEEDE Panel: Benefits of Electronic Data Exchange’ 2018 AACRAO Annual Conference, Orlando, Florida
- Parchment Connect National Conference – ‘Higher Ed Send and Award Panel’ 2018 Parchment Connect National Conference, March 24-25, 2018.
- MavTRACK/PeopleSoft/Degree Works (11 sessions)
- FERPA Training (9 sessions)
- CLSS Training (7 sessions)
- TES Training (10 individual sessions)



SYSTEMS MAINTAINED

- Degree Works
- Parchment Online Transcript Ordering
- Transfer Equivalency System and Transferology
- PeopleSoft – Student Information System
- MavLINK
- Resource25/Schedule25 Room Scheduling System
- CourseLeaf Class Section Scheduling System
- ImageNow Student Records Document Imaging System
- Registrar Website Content Management System
- Assisted in the testing and implementation of 66 mods for the NeSIS system

NEW STAFF UPDATES

Janet McLaughlin Associate Registrar



I transferred to the University of Nebraska Omaha campus from the University of Nebraska Medical Center in December of 2018 in the collaboration efforts to create one Registrar's Office between the two campuses. I have been working in higher education for the state of Nebraska for over 37 years. During this time, I have served countless students, faculty, staff and alumni. I have led many projects both technically and functionally including the implementation of Canvas, two student information systems, most recently PeopleSoft, Courseleaf Catalog and Parchment. Each project I take on, I focus on the needs, wants and desires of students, alumni, faculty and staff. I am a current a member of both AACRAO (American Association of Collegiate Registrars and Admissions Officers) as well as the Nebraska Association of Collegiate Registrars and Admissions Officers (NACRAO).

My responsibilities at UNO include leading the Student Appeals Committee (both standard and medical), overseeing the probation/suspension process, processing of all student death notifications, while leading UNMC in the implementation of Phase II of Courseleaf CIM (Course Inventory Management).

I am also an active Red Cross Volunteer which means I respond to local fire calls, as well as, assisting with opening and operations of any shelters that are needed. The Omaha Chapter of the Red Cross not only serves the city Omaha and surrounding communities but also the Midwest Region and National Chapters. I have been deployed for a two-week obligation in national disasters including Wilson, NC, New Orleans, LA, and New York City.

While I continue to serve both campuses, my office is located on UNO campus. Go Mavs!

OFFICE SERVICE AWARDS

UNO Service Award | Kristen Miller, 5 years

PROFESSIONAL DEVELOPMENT



- AACRAO Transfer and Technology Conference 2017
- AACRAO Annual Conference 2018
- Parchment Exchange User Conference 2018
- Nebraska AACRAO Conference 2017
- NeSIS E-Forms Training
- UNO Best Hiring Practices & Unconscious Bias in Higher Ed Training Sessions

COMMITTEES

- University of Nebraska Co-Lead (UNO Campus) for Nebraska PeopleSoft Student Information System (NeSIS) 2018-present
- NACRAO Member Services Committee Chair
- AACRAO Committee on Standardization of Post-Secondary Education Electronic Data Exchange (SPEEDE) Committee
- PeopleSoft SIS Account – SR/Final Approval – Data Steward
- NeSIS Student Records Users Group (NSRUG)
- Nebraska Association of Collegiate Registrars and Admissions Officers
- NACRAO Recognition Committee Chair
- Parchment Users Advisory Board
- PESC Academic Credentialing and Experiential Learning Task Force
- NeSIS MavLINK Mobile Campus Lead
- CourseLeaf Catalog and Curriculum Pilot Project
- University of Nebraska Omaha Commencement Committee
- Contract Review Team
- Information Governance Committee
- UNO Student Records lead for campus-wide portal project for students, faculty, and staff
- Representative on UNO Incident Command Organization, Logistics Group
- General Education Committee
- Catalog Committee
- MavTRACK Advisory Board
- Arts and Sciences Hall Renovation Committee
- EMS Scheduling Software Implementation Team
- Student Registration Appeals Committee

COLLABORATIONS

- Collaboration with UNMC Academic Records
- New Faculty Workshops
- Academic Affairs on CourseLeaf project
- Monthly Academic Advisor meetings
- Athletics
 - Weekly compliance and academics meetings
 - Monthly Coaches educational meetings
 - Lead yearly advisor educational meetings on NCAA rules with individual colleges/departments



REPORTING

- Provided numerous weekly ad-hoc reports to Colleges and programs
- Provided collaboration and oversight to WebFocus College Dashboard system
- Tested, validated and promoted eight new College/Department dashboards with 24 new on-demand reporting tools.



ATHLETIC CERTIFICATION OFFICE

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The Athletic Certification Office within the Office of the University Registrar was created in Fall 2011 and is a requirement for NCAA Division I schools.

- Monitor 250 student-athletes – incoming and current
 - Check on admission and registration status of over 100 incoming student-athletes – freshmen, transfers, and international
 - Evaluate 65 transcripts of prospective transfer student-athletes
 - Maintain student groups and athletic participation in PeopleSoft
 - Work with academic advisors to ensure that coursework is meeting progress towards degree standards as set forth by the NCAA and the institution
 - Review progress towards degree during the semester to determine any potential eligibility issues
 - Review grades each semester to ensure that student-athletes are meeting NCAA requirements
 - Estimated daily average: 20-30 calls and emails to and from athletics, advisors, UNO departments, and student-athletes
- Reports
 - Compile and submit Graduation Success Rate (GSR) report due to NCAA by June 1
 - Compile and submit Academic Progress Rate (APR) report due to NCAA 8 weeks from the first day of the Fall semester



SERVICE ORIENTED

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- Secret Santa to a Senior
- Welcome Week Move In
- Salvation Army - Ringing Bells
- Food Collection for Maverick Food Pantry





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