ANNUAL REPORT

2016 - 2017

Office of the University Registrar

UNIVERSITY OF Nebraska Omaha

We aspire to be a department of professional excellence recognized for our student-centered environment.

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 work place*
- *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*

↑ **328%**
more emails answered

↑ **25,342**
documents digitally archived

Note: Data provided in this report is from July 1, 2016 to July 1, 2017 unless otherwise noted

ACCOMPLISHMENTS AND A LOOK AHEAD

Our annual report is an opportunity to look back on what we achieved during the past year and look ahead to what we aim to complete in the coming year. We do wish to note that some projects continue each year as we update and solve new challenges.

2016 - 2017

- CourseLeaf (CLSS) Phase II Enhancement
- Creation of new mobile-friendly MavLINK Student dashboard portal
- First institution in the nation to issue Digital Diplomas
- Peoplesoft 9.2 Upgrade/PeopleTools Upgrade
- New functionality for students to get online, real-time enrollment verification letters
- Develop and enforce University-wide schedule guidelines
- Provide oversight on student data access for Student Information System (SIS) and integrations with other third-party systems
- Utilize Two Factor Authentication (Duo) for all administrative NeSIS end-users
- Parent/Guest Account MavLINK system upgrade
- Improve content, delivery, and extent of campus training for FERPA, PeopleSoft/MavLINK, Degree Works, TES, andTransferology

2017 - 2018 Goals

- Complete and launch EForms for Change of Grade
- Complete and launch EForms for Change of Program/Major
- CourseLeaf (CLSS) Phase II Enhancements
- Work with NeSIS to implement new Room Scheduling system allowing departments to make their own reservations and changes
- Overhaul of MavLINK Faculty and Staff dashboards

First institution in the nation to offer Graduates digital diplomas

- Develop and enforce University-wide scheduling guidelines
- More oversight and monitor existing and new contracts for systems/processes that integrate with SIS
- Intercampus Application updates

MESSAGE FROM THE REGISTRAR

Another school year has passed, and we are in the middle of welcoming countless students, new and old, to UNO. It is always an exciting time, and a good time for us to reflect on the year behind us and the year ahead.

In these pages we have highlighted and summarized our work and contributions to the students, faculty and staff of UNO. Changes to MavLINK, with improved navigation and mobile functionality, started in April. In Fall 2016, we became one of the first schools in the country to offer students digital diplomas, allowing students to share their diplomas on Facebook and other media platforms. Our digital communications in general reached new heights, with over 1.1 million views to our web pages and over 100,000 users reached via Facebook and Twitter.

In May of 2015, we were fortunate enough to add an Athletic Financial Aid Certification Specialist (AFACS) to our ranks. As an NCAA Division I university, UNO is required to house the Athletic Certification Specialist in the Registrar's Office. The AFACS was a support to this position and was lead on applying all aid to student athletes. In July, this position was moved to the Office of Financial Support and Scholarships, where the work we started will now expand to help UNO's student athletes.

Our production numbers are included, as in past reports, and show the depth and breadth of UNO's Registrar's Office.

Finally, as we note in our values, collaboration with others for ongoing improvement and innovation is key to our mission. We have included some of these at the end of this report to help highlight our involvement at both the State and National level, as well as the many collaborations we are fortunate enough to be a part of at UNO.

My ongoing thanks to many workers within the office who have worked with 1000's of students, faculty, staff, alumni, parents and others this past year to help them in many different areas on a daily basis.

Mark Goldsberry
Registrar

Major Updates

MavLINK Redesign

Launched April 17, 2017
Goal - More efficient layout for students that functions on both mobile and traditional devices

In April, MavLINK's new student dashboard launched. We switched from having multiple tabs across the top to a sidebar with organized topics. The goal was to make the MavLINK experience the same whether a user was on their desktop, smartphone, or tablet.

The switch to a sidebar allows easier navigation to MavLINK functions like Class Search, Enrollment Verification, and Requesting Official Transcripts. By clicking on one of the main topics, students are now able to select all functions within that topic. This prevents excessive scrolling to search for topics.
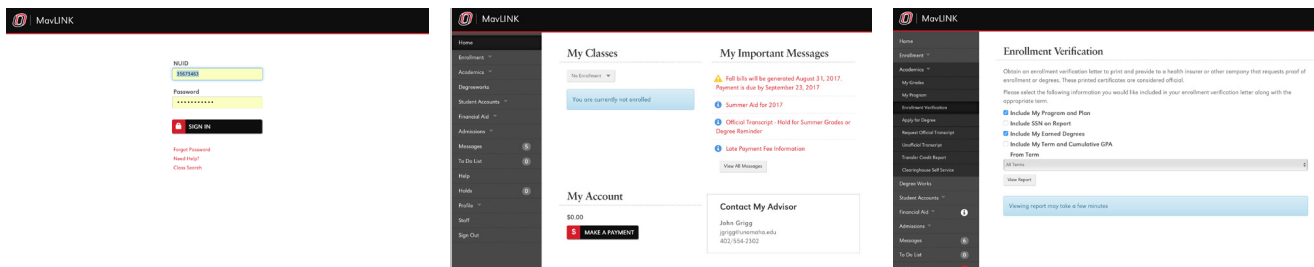

Digital Diploma

Issued January 24, 2017
Goal - Provide Graduates new ways to use their diploma

The digital diploma launched with Fall 2016 graduates and marked UNO as one of the first institutions in the nation to offer secure digital diplomas. Working with our transcript service Parchment, we were one of 4 pilot institutions in the United States this winter. The digital diplomas went out to approximately 987 students in January and 43% of them claimed their diploma. This Spring the digital diploma project was rolled out to students with more fanfare and students responded with excitement to the program. The tracking allows us to see how students were using their digital credentials, such as uploading to LinkedIn or other social media platforms, claiming and saving as a PDF for their records, and more. We are extremely proud to be an innovator in digital academic records.

Transfer Equivalencies by State

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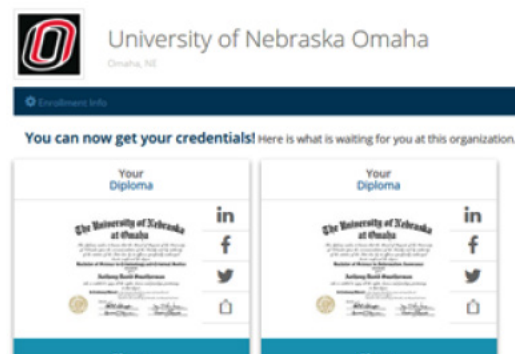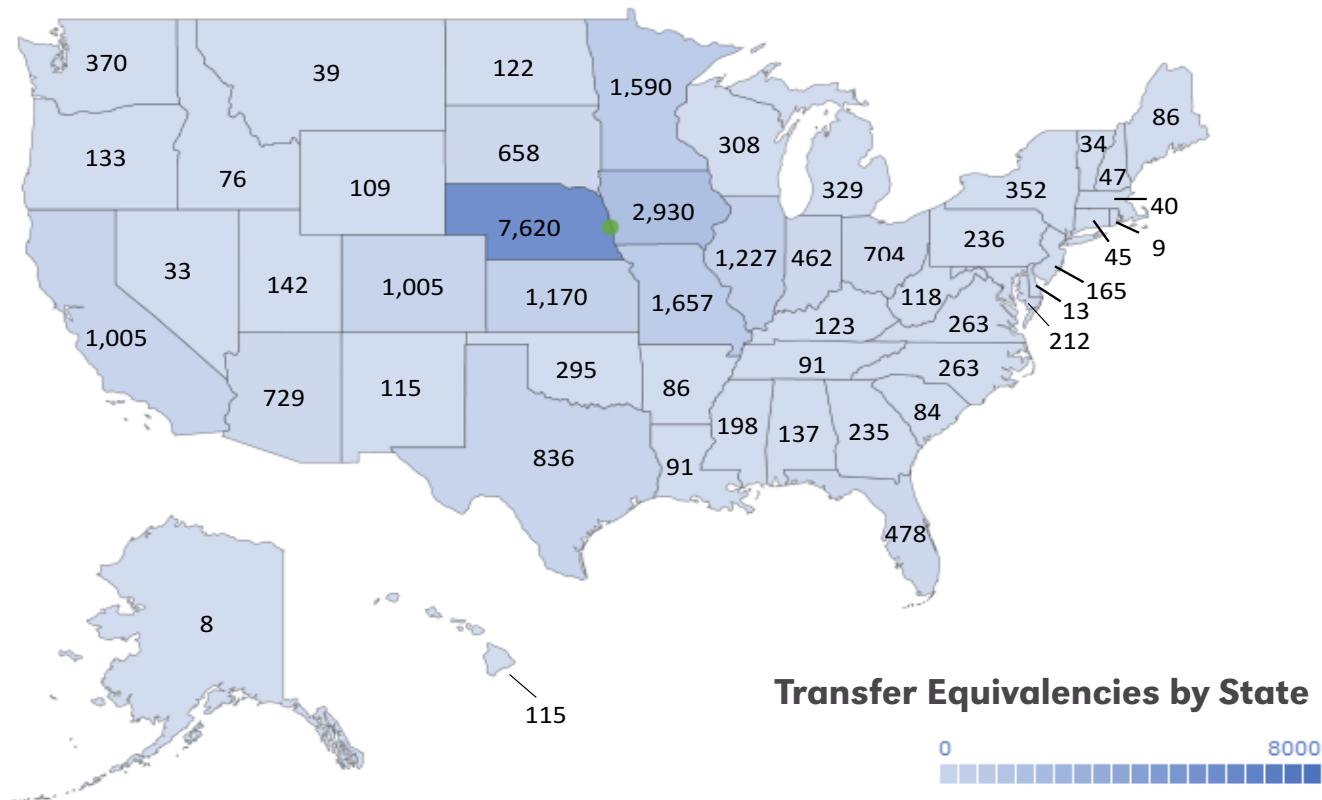
PRODUCTION NUMBERS

UNO transcripts, transfer credit, and enrollment/degree verifications are an important part of our office. Parchment, TES, Transferology, and the National Student Clearinghouse are the systems utilized to provide our customers greater access and functionality.

With 5 staff members, Associate Registrar Jenna Olson keeps the academic records information flowing for UNO students. Jenna's staff handles the incoming and outgoing official transcripts, posting transfer credit for students, contacting the National Student Clearinghouse to update enrollment and registration status, and providing individual letters and forms to students for loan providers, insurance companies, and scholarships.

The biggest update this year involved Enrollment Verifications. With the new MavLINK dashboard came improvements for the Enrollment Verification letter students generate on MavLINK. Students can now use MavLINK to generate and download a letter from our office confirming their enrollment or registration

status immediately after registering or enrolling in classes. Equally important for many students this letter is now on UNO letterhead, something many outside institutions require on enrollment verification letters. This new functionality allows for real-time enrollment verification which previously took several days to update with the National Student Clearinghouse. Implemented in March, letters have been downloaded 2,079 times, more than all of the National Student Clearinghouse Self-Service verifications last year.

Verifications are not the limit of our office's work. We also are responsible for posting transfer credit from outside institutions to UNO in a timely manner. While our staff processes dozens

of transcripts each week, we continue to work on making the process quicker and more transparent for students. TES and Transferology help ensure our office is applying consistent and fair evaluation of transfer credits. These two systems connect UNO advisors, faculty, and our office with prospective students from across the nation.

Transferology & TES

Transferology is an online service that allows students to see how their courses

917 Views of UNO on Transferology

from various institutions will transfer to other institutions. Within TES, advisors work with departments and our office to create equivalencies that will then appear in Transferology and on our transfer articulation guide for future transfer students. TES equivalencies also speed up the processing times for incoming transfer credit by having equivalencies pre-built for our staff to review.

TES has nearly eight thousand equivalencies for local institutions where many students may attend for a year before transferring to UNO, but it is not limited to the Omaha area, or even the Midwest. Students from across the nation are interested in attending UNO and our TES equivalency map proves that. The map (left) shows how many equivalencies have been created for institutions in all 50 states.

Having these equivalencies makes Transferology more useful to prospective students. With established equivalencies, prospective students will see more of their coursework transferring to UNO.

This is reflected in how many times UNO's profile was viewed on Transferology. We went from 795 views last year to 917 this year. This may correlate with our office and advisors working to build 6,153 new equivalencies in TES. UNO now has nearly 27,000 TES equivalences in total.

Intercampus

Intercampus applications create a streamlined process allowing students at any University of Nebraska institution to apply for admission and take courses at another University of Nebraska institution. This year we had 200 intercampus applications processed by our office, which was up 11% from last year. We believe this process allows students to take full advantage of NU being 4 institutions in one system and experience a breadth of courses.

While different from Intercampus, we also want to acknowledge we had 168 Change of Campus applications processed as well. These students have chosen to continue their education at another University of Nebraska school and we wish them the best.

19,949 Transcripts Ordered

Transcripts

Transcripts continue to be a huge part of our office's daily production. We processed nearly 20,000 transcripts this year. We continue to see the number of paper transcripts fall, but the number of eTranscripts held steady at over 12,000. We are very proud to continue to work with Parchment to provide electronic transcripts to students in a fast and secure manner.

Overall our transcript orders decreased approximately 3,400 but almost all of that reduction came from paper transcript orders. Having a larger portion of our transcripts processed electronically means our staff is able to provide faster paper transcripts as well. The eTranscript is valuable to students as it can be saved and re-used many times, rather than having to order a new transcript each time.

Our office also works on posting incoming transcripts. After Undergraduate Admissions has received the transcript and processed it on their end, our office is responsible for posting

6,153 TES Equivalencies Created

the transfer credit to the academic record in a timely manner. This is important to students, especially those graduating in the same term they are sending in a transcript and those who need the transfer class as a prerequisite. Our staff aims to post every transcript the same day we receive it, in peak times such as immediately after a quarter ends at local community colleges posting may take two days.

This year our office posted 9,757 incoming transcripts to student records averaging 38 transcripts per day. By any count, our staff ensures UNO students get their transfer credit posted as quickly as possible.

GRADUATION

While the Office of the University Registrar is best known for course registration, our office has the privilege of maintaining the degree application along with posting degrees. We also have the joy of sending out diplomas to students at the end of every term.

Application for Degree
The application for degree remained unchanged from last year. Students are required to fill out the application on MavLINK after the term begins to graduate at the end of the term. The one change that did occur was incidental. With the MavLINK redesign, the Application for Degree is now located in the Academics section.

Degree Posting
After the term ends, students have 15 business days to complete and submit their degree requirements. Beginning the Monday after the term ends, our staff will begin to post degrees as each student's degree requirements have been completed. This process continues through the 15-day window and by the end of May 2017, our staff had posted over 2,800 degrees this year.

The degree posting process is important for students because once the degree is posted to their record, they can send proof to employers or graduate schools confirming they have graduated from UNO. This is also the point when students can see their degree on their official transcript, the first official document with proof of graduation.

Graduates
In 2015 - 16, we awarded 3,302 degrees; the most degrees awarded by UNO in an academic year. While our final numbers will not be complete until September, we are showing a slight dip in degrees awarded this year but maintain our momentum from the last few years.

We believe UNO remains well positioned to continue increasing its graduation rates into the future.

Digital Diplomas Usage
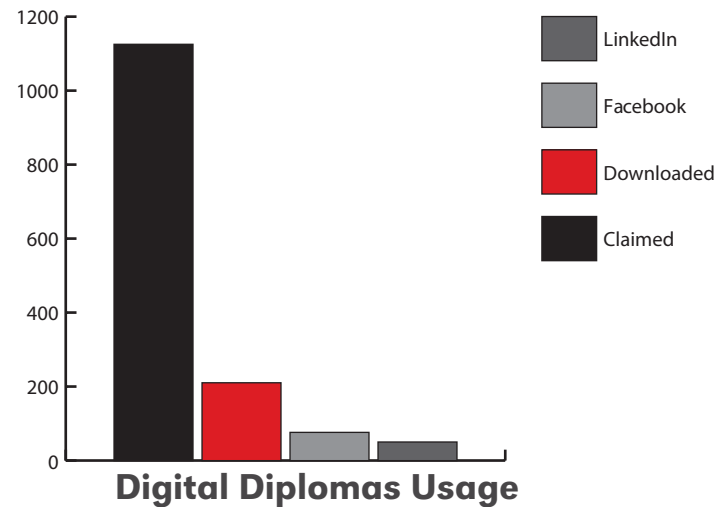
Digital Diplomas

Our office is committed to being on the front edge of technology that can improve both the student experience and maintaining academic records. We worked with Parchment Exchange systems over the last year to implement Digital Diplomas, a secure electronic document certifying graduation from the University of Nebraska at Omaha. Our goal was to provide students a new way of displaying and using their diploma, a change from the traditional hanging of a diploma in an office.

Working with Parchment, UNO became the first school in the nation to issue digital diplomas to students. These digital records were available to students through Parchment and were issued approximately a month after graduation when paper diplomas were mailed out. One advantage of the digital diploma, for UNO, is the ability to see how students are using them. Parchment allows us access to statistics showing what students are doing with their digital diploma; such as how many have been claimed, downloaded, shared on Facebook and LinkedIn.

Above you can see the digital diploma usage graph showing the amount of digital diplomas claimed, downloaded, and shared on Social Media. Facebook and LinkedIn have been the largest platforms for digital diplomas, but a few students have also shared them on Twitter. Overall, almost half of the digital diplomas issued were claimed in 2017.

DIGITAL COMMUNICATION

In 2016 - 2017, we spent time reviewing our digital communications, the different mediums we use, and how best to maximize the platforms we have established. Overall our website, Facebook, and Twitter continued their success from last year.

Our office maintains 5 different methods of digital communication with our visitors. We have the primary method of our website, incoming email to our UNO Registrar office account, we post information on both Facebook and Twitter, and have LiveChat on all of our student webpages for guests to chat in real time as they browse our webpages.

The most popular digital tool our office uses is the Registrar website. Over the last year, our office's webpages combined compiled over 1.1 million hits. These visitors are greeted by options for Students, Faculty, Parents/Guests, and Alumni. We also include links to connect with us on Facebook and Twitter to push traffic to those Social Media pages where guests can get daily updates from our office.

The page most frequently visited is the Class Search, where

2016 - 17 saw over 1.1 million visits to our webpages, an increase of 10% from last year.

students and guests can go to find the class schedule for the current and upcoming terms. Our Class Search page is accessible from all UNO websites by clicking in the search bar and selecting it from the drop down menu that appears. This one page accounts for 1/5 of our web traffic.

We also host the University's Academic Calendar, which had nearly 200,000 visitors this year. The Academic Calendar lets student see application, registration, tuition, and graduation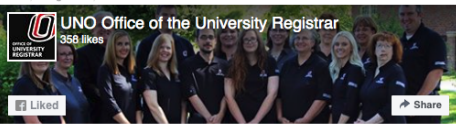 deadlines. We work with offices across campus to ensure the Academic Calendar remains up to date and contains information most useful to students.

In 2015 - 16, we launched LiveChat, a tool that allows guests to chat with a Registrar staffer while viewing information online. We also launched our Facebook and Twitter page in the 2015 - 16 year, and in the 2016 - 17 year we have focused on growing

Students

The Office of the University Registrar at the University of Nebraska Omaha (UNO) assists students in enrolling for classes, ordering transcripts, and offers many other support services. Please review the tables below, and select a topic for more information.

Enrollment

Before	During	After
Class Search	How to Enroll	Paying Tuition and Fees
Academic Calendar	Enrollment Dates	Buying Textbooks
Will My Credit Transfer? Transfer Articulation Guide	Auditing a Course	Adding, Swapping, Dropping or Withdrawing from a Course
Course Descriptions	Full or Part-Time Status / Course Load	Final Exam Information
UNO Catalog	Repeating Courses	DegreeWorks/Degree Audit

Content Reach

those pages. This includes not only expanding our followers but defining our voice and what information we provide on social media platforms.
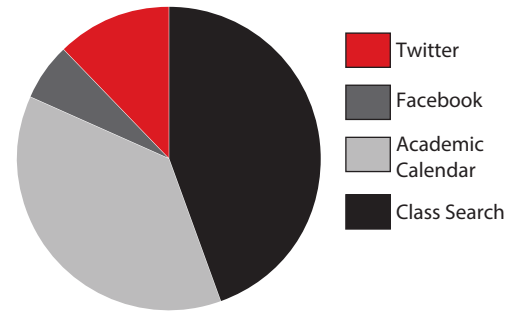
Website

Our office kept the same basic format that we've used since 2014 for our website, but we made edits and updated information to show the improved services offered this year.

The largest change regarded MavLINK updating in Spring 2017. With the new layout, our website needed dozens of new screenshots and text re-written to accurately guide students to their destination. We also added a new page under Graduation called Digital Diploma to inform students about this new service. Our office is thrilled to partner with Parchment and offer Digital Diplomas to UNO Graduates. We were the first in the nation to provide this service and look forward to continuing to pioneer the digital records frontier.

Social Media

We are excited that in our first full academic year of Social Media our Facebook and Twitter posts have reached over 100,000 users combined. Our pages are still growing their audience as we doubled our total followers this past year.

Over 100,000 Users reached via Social Media

Our primary content on Social Media continues to be registration and graduation deadlines, tips for registering, and information about how to easily access services our office provides such as enrollment verifications, ordering transcripts, and the class search.

LiveChat

This year on LiveChat we continued to be available to students and visitors from 8 A.M. to noon and 3 P.M. to 5 P.M. Our staff continued these hours even though we cut back our active agents from twelve to three and enabled our agents to chat with multiple guests at once. Our staff rose to the challenge of maintaining our standard of service and these three agents helped nearly as many customers as our twelve agents did in the prior year. We are incredibly proud to continue as one of the original adopters of LiveChat here at UNO. Overall, we believe this extra communication tool has helped hundreds of students get quick answers to their questions. We look forward to continuing to be a UNO leader in LiveChat.

Total Contacts July 2016 - June 2017

Legend: ■ Email ▫ Phone ■ Front Counter
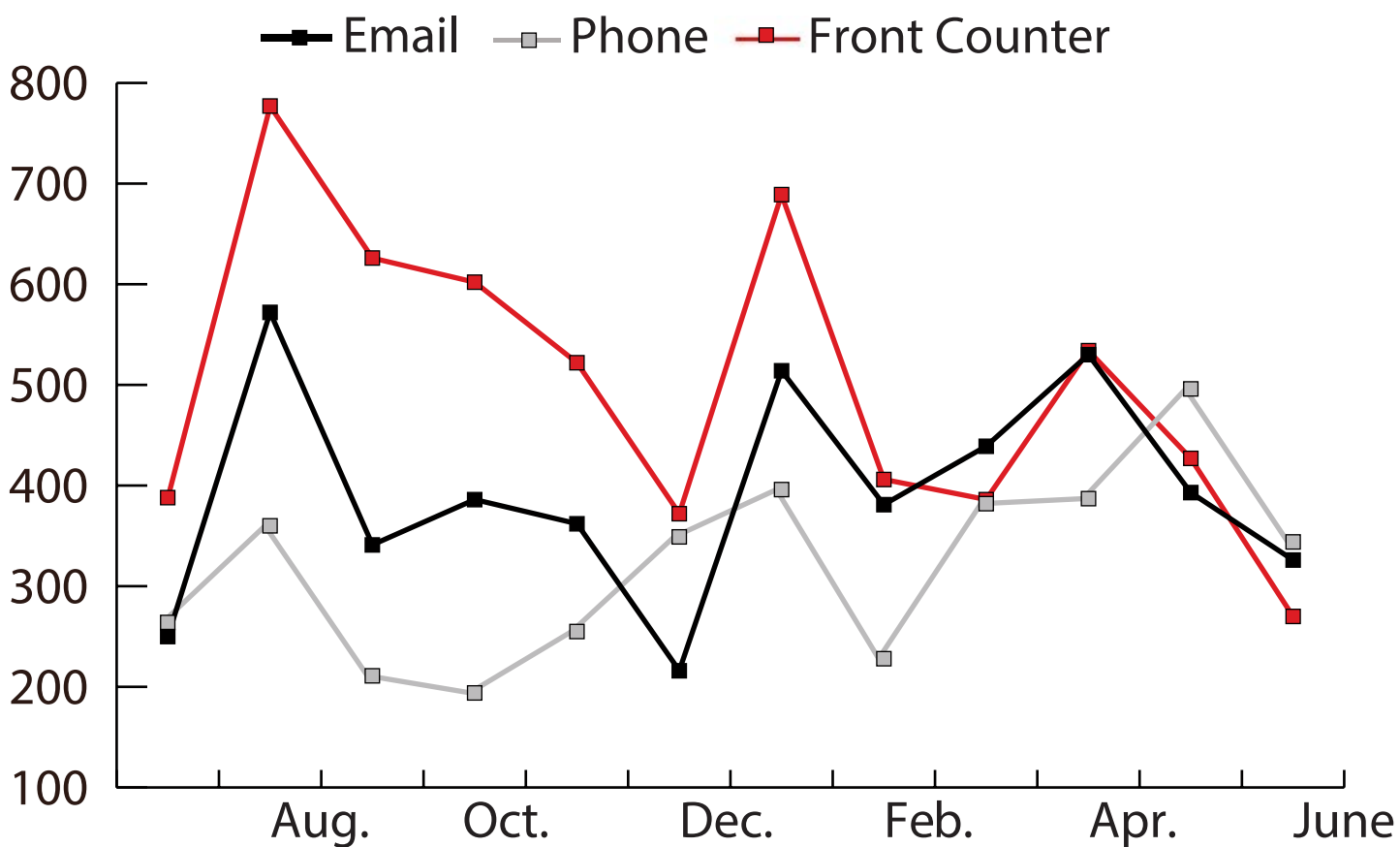
CUSTOMER SERVICE

We strive to provide excellent customer service to all students, faculty, staff, alumni, and third-parties. A major part of customer service are the incoming emails, phone calls, and LiveChats that our staff handle every day.

Emails answered up over 300%
This year our office email account received 4,479 emails. This is a major increase from the 1,363 recorded last year. Our email increase may be a result of us pushing more traffic on the web to our email address and may have contributed to the lower number of phone calls our office received this year. We are proud that students, faculty, and staff can expect an email response within 1 business day and often receive an answer within a few hours.

New Tracking for Phone Calls
This year UNO transitioned to a new phone system and subsequently changed reporting on phone calls. We believe the new reporting system is a more accurate representation of how many phone calls are being answered by staff in our office. The reporting also allows us to see how long phone calls are, a data point we hope to make use of in the coming year, to ensure our staff are handling calls as quickly as possible to best serve our mission.

Total Contacts for University Registrar
The graph to the left details contacts our office received each month from July 2016 - June 2017. We recorded how many people visited our front counter this year, which resulted in numbers that were both surprising in sheer numbers, but expected in overall trends over the course of a year. Specifically, we found that in August we had 777 visitors with over 600 in two weeks. We also experienced a peak in front counter traffic at the start of the Spring term with 689 walk ups in January.

Over 15,000 total contacts from students, faculty, staff, and the UNO community

Over the course of the term, the number of contacts through email and front counter walk ups decrease but phone calls actually go up. This may be as simple as the weather causing more people to hustle inside, but it could also be students prefer to call and speak to someone about their questions regarding graduation or grades.

Over the course of the entire year, our contacts were down about 1,000 through both email and phone calls. It is possible the new method of reporting phone calls is part of the decline in numbers, but we believe this more accurate count will help us in the long run. We are encouraged by our first year of collecting front counter numbers as these were consistently higher than phone calls or emails through all of Fall term.

FORMS AND PROCESSING

A large part of our responsibilities is maintaining academic records for the entire university. With records dating back to UNO's founding in 1908, and new ones coming in daily, this takes a lot of work from our staff and a range of different retention methods.

The retention of records goes beyond processing and data entry. We must make sure academic records are accessible and legible not only now but also for future faculty, students, and staff to refer to when necessary. This means one large part of our maintenance is taking our pre-1986 paper records and transferring them into our digital database.

Using software called ImageNow, our office continues to work on scanning paper academic records so they can be preserved for years to come. We also work with the Criss Library to store the original paper copies in their secure vault. This year our office scanned over 25,000 documents into the digital archive known as ImageNow. The credit goes to our staff who consistently work together to cover each other's responsibilities and allow one person to get to the secondary task of scanning permanent records.

Our office also works with forms such as the Change of Personal Information, Change of Academic Program (Major), and Change of Grade form. We also continue to supervise the Senior Learning Passport Program and have an in-office notary for Diplomas, Transcripts, and Enrollment Verifications.

	2014 - 15	2015 - 16	2016 - 17
Archive Permanent Records scanned	14,183	9,539	25,342
Current Student Documents scanned	14,726	13,127	12,079
Change of Personal Information forms	318	317	292
Name Changes in Peoplesoft	1,526	2,172	3,481
Change of Academic Program	4,573	5,087	6,698
Standard Appeals	395	413	425
Medical Appeals	191	197	230
Grade Changes	2,500	1,903	3,117
Grade Changes online	48	134	158
CCMS Course Change submissions	596	414	524
Documents Notarized	N/A	73	277
Senior Learning Passports	64	66	94

CLASS SCHEDULING

Classes Scheduled

Throughout the year, our office works with academic staff and faculty to create new class schedules. In the Summer, we begin thinking about the next Spring schedule, in the Fall we begin the Summer schedule, and in the winter we're working on the Fall schedule. Each of these processes last several months and often overlap with each other.

	2014 - 15	2015 - 16	2016 - 17
Fall classrooms scheduled	3,791	3,808	3,963
Spring classrooms scheduled	4,169	3,705	3,837
Summer classrooms scheduled	1,446	1,208	1,262

ATHLETIC CERTIFICATION OFFICE

The Athletic Certification Office within the office of the University Registrar is a requirement for

NCAA Division I schools. Athletic Certification underwent restructuring in 2016 - 2017 to better

serve students athletes and make more sense within the University structure.

The Athletic Certification Office worked with 277 current and incoming student athletes in 2016-17. These responsibilities included working with advisors to ensure coursework is meeting student-athlete progress towards degree standards as set forth by the NCAA and UNO, packaging financial aid appropriately under Title IV regulations and NCAA bylaws and awarding said financial aid. The office also works with athletic staff in evaluating potential student athletes transcripts, maintaining student groups and athletic eligibility in PeopleSoft, and admission and registration status of 81 incoming student athletes including freshman, transfers, and international admits.

In March 2017, our Athletic Aid Certification Specialist left UNO and our office worked to make this challenge into an opportunity. When the position was created, it was housed within the Office of the University Registrar with the Assistant Registrar for Athletic Certification. After two years of experience working through the job responsibilities, switching the position into the Office of Financial Support and Scholarship was a better fit. In July 2017, the new specialist was hired and our office handed over responsibilities for student athlete aid certification to them.

Our office did process financial aid for student athletes in the 2016 - 17 academic year, so it is appropriate to share some of the great work our student athletes achieved. In 2016-17, over $2 million of athletic aid was awarded. 14% of UNO student athletes attended on a full athletic scholarship, while 16% of student athletes received no athletic aid. Student athletes also earned over 250 merit based (non-athletic) scholarships totaling $1.5 million. 60% of UNO student athletes received some kind of academic or merit based scholarship, including 13 Regent's Scholars, 8 Chancellor's Scholars, 7 Dean's Scholars, 9 Thompson-Buffett Scholars, 4 Goodrich Scholars, and 3 Walter Scott Scholars.

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 eight weeks from the first day of the fall semester

COMMITTEES & COLLABORATION

Part of our mission statement is to partner with students, faculty, staff, and alumni to provide comprehensive service for enrollment and academic record management.

Conferences Attended

- Higher Education Users Conference – October 2016 (Kearney, NE)
- NACRAO Fall Conference – November 2016 (York, NE)
- AACRAO Annual Conference 2017
- AACRAO Transfer and Technology Conference 2017
- Parchment Exchange User Conference 2017
- Nebraska AACRAO Conference 2016
- NACRAO Registrar's Professional Development Conference 2017
- Alliance Peoplesoft Higher Education User's Conference, 2017

Systems Maintained

- Courseleaf Class Section Scheduling System
- Degree Works
- ImageNow-Student Records
- MavLINK
- Parchment - Transcript Ordering & Digital Diploma
- PeopleSoft - Student Information System
- Transfer Evaluation System (TES)
- Transferology
- Registrar Website Content Management System
- Resource25/Schedule25 Room Scheduling System

Collaborations

- Student Appeals Committee – Weekly
- NACRAO Member Services Committee Chair
- AACRAO Committee on Standardization of Post-Secondary Education Electronic Data Exchange (SPEEDE) Committee
- New Faculty Workshops
- PS Account – SR/Final Approval
- NeSIS Student Records Users Group (NSRUG)
- Nebraska Association of Collegiate Registrars and Admissions Officers
- NACRAO Honorary Membership 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
- Regulated Data Authorization Committee
- UNO Student Records lead for campus-wide portal project for students, faculty, and staff
- Representative on UNO Incident Command Organization, Logistics Group

PROFESSIONAL DEVELOPMENT

In order to keep up-to-date on the best practices and new methods for Registrar Office's across Nebraska and the United States, our office regularly attends conferences as participants and presentors.

Presentations

- Higher Education Users Conference – 'Who Needs Paper When You've Got CLSS?'
- NACRAO Fall Conference – 'FERPA Training for Faculty and Staff'
- AACRAO Technology and Transfer Conference – 2017 AACRAO Technology and Transfer Conference, New Orleans, Louisiana
  - 'PDF Transcript Recommendations, Best Practices, and Tips for Optimization'
  - 'Connected Credentials! Implementing and Issuing E-diplomas'
  - 'SPEEDE Panel: Benefits of Electronic Data Exchange'
- AACRAO Conference – 2017 AACRAO Annual Conference, Minneapolis, Minnesota
  - 'Show Me the Money - Cost Benefits of Electronic Exchange of Student Transcripts'
  - 'Poster Presentation - Degree Audit: Selecting the Right Tool and Exceeding Expectations'
  - 'The EDX Chronicles: Maximizing the Benefits of Electronic Transcripts'
  - 'Panel Discussion: Issue Digital Diplomas and Send All of Your Credentials With the Comprehensive Digital Credential Platform'
- "Digital Diploma Success at the University of Nebraska Omaha." April 26, 2017. Parchment Coffee Talk Webinar Presentation, 2017.

WORKSHOPS AND TRAINING

As our office maintains several systems used across the university by faculty and staff, we also regularly offer workshops and training sessions for new UNO employees and as refresher courses to highlight changes over the years.

- FERPA Refresher Training – 7 Sessions
- CLSS Refresher Training – 6 sessions
- FERPA Overview Monthly sessions
- Degree Works Training sessions
- TES/Transferology
- CCMS – Course Catalog Maintenance System
- PeopleSoft/MavLINK

78 training sessions offered for faculty and staff in 2016 - 2017

PEOPLESOFT/NeSIS
TESTING AND ENHANCEMENTS

Enhancements to the Core NeSIS system are needed as business processes change and we continue to provide better service to our constituents and keep up with Federal regulations.

- Validated, tested, and promoted to Production 71 UNO Modifications to PeopleSoft NeSIS system
- Assisted in the testing and implementation of 71 mods for the NeSIS system

MAINTENANCE

The Oracle Campus Solutions PeopleSoft Student Information System is constantly undergoing maintenance to its core system and infrastructure. Campus testing of current business processes and system integrations need to be routinely validated and tested through non-production environments prior to upgrades to production.

- Oversee maintenance and testing of four quarterly PeopleSoft upgrades (PeopleSoft Bundle 37 - Bundle 41) to Student Information System through five environments.

REPORTING

Provide campus assistance for reporting needs and student data validation and support for institutional business needs

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

Office of the University Registrar

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