

**UNIVERSITY OF WEST GEORGIA**  
**ANNUAL REPORT**  
**Fiscal Year 2008 (July 1, 2007 to June 30, 2008)**

**DEPARTMENT OF Registrar**  
*Name of Department Head* Bonnie Stevens  
*Name of Person Completing Report* Bonnie Stevens

<b>1*</b>	<b>Departmental Mission/Vision Statement</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/~registra/reports.htm">http:// http://www.westga.edu/~registra/reports.htm</a>
<b>2*</b>	<b>Departmental Statement of Goals, Process to Assess These Goals, and Assessment Results</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/~registra/reports.htm">http:// http://www.westga.edu/~registra/reports.htm</a>
<b>3*</b>	<b>Give an Example of How your Department Used the Assessment of Goals and Outcomes to Change/Improve a Process</b> ( <i>required</i> )	
	<p>The requests for enrollment certifications, particularly for parents to continue their child on the parents' health insurance, have increased dramatically over the past several years. Feedback from parents indicated to us that our policy of only completing these forms after the drop/add period for a semester had ended and fees were paid was putting an undue hardship on the parents in cases where the insurance company's deadlines were before a semester began. Until the office has the manpower to send frequent enrollment files to the National Student Clearinghouse so that the Clearinghouse's Enrollment Verify Service can be used by parents, we needed to change our policy and permit parents and students to receive enrollment certifications regardless of the timing of the request. The UWG Banner enrollment certification process and output was changed to allow for the inclusion of semesters not currently in progress, but for which registration had taken place. The output given to parents clearly indicates the future enrollment periods being certified, but is meeting the needs of parents. The on-demand certification form was also changed to indicate the enrollment information certified is valid for the specific date entered and for the listed terms and statuses entered. Thus students can receive enrollment certifications on their first visit to our office and do not need to return after the semester begins. Thus far, we have not received any feedback from students or parents that insurance companies are not accepting our new forms.</p>	
<b>4*</b>	<b>General Statement of Department Condition</b> ( <i>required</i> )	
	<p>With the addition of a new staff member to work with transfer evaluations, we have been able to complete evaluations before each registration session for new and continuing students. We only had turnover in two other positions in the office which helped us meet all operational deadlines, and the establishment of the Financial Aid &amp; Registrar Call Center allowed staff to spend more time assisting those students who needed individual attention. We will always work under the demands of the Central Office and thus we continue to be frustrated in not being able to begin work on some projects which will increase the efficiency of the office and improve our customer service. These projects include using the National Student Clearinghouse for enrollment certifications, downloading AP scores into Banner, creating an on-line graduation application and fee payment system, adjusting the Banweb transcript request system to work for us since not all of our transcripts are in Banner, and begin scanning all student folder documents to eventually eliminate the need for hard copy student folders. For the most part, the staff is enthusiastic about their jobs, have a commitment to the university, and work hard to meet the needs of the students, faculty and staff.</p>	
<b>5</b>	<b>Departmental Achievements</b>	
	<p>1) With RPG funds, the office hired a CAPP evaluator to complete degree/major evaluations for all juniors and, as time permitted, sophomores. This position completed 1549 evaluations for juniors during Fall Semester 2007 and Spring Semester 2008. This staff member also completed degree evaluations for 67 students in the Fall 2002 cohort who had not yet graduated. 34 of these students either graduated Spring 2008 or are on the graduation list for Summer 2008.</p> <p>2) Our ARCHE Cross Registration webpage was changed to meet the specifications set by the ARHCE Cross Registration Council.</p> <p>3) Our Transfer Information webpage was re-done to include information previously only given when the student received their official transfer credit evaluation from the office.</p> <p>4) We completed 1688 transfer evaluations for new students, processed 845 readmission applications, processed 42 academic renewal applications, processed 220 name changes, processed 1723 applications for graduation, processed 10,451 transcript requests received through the National Student Clearinghouse and printed a total of 19,543 transcripts, built 5462 courses for registration, completed 622 HOPE transfer evaluations, certified 442 students with the Veterans Administration, processed 2,383 withdrawals from school, reviewed 124 petitions for in-state tuition status, processed 448 waivers of out-of-state fees, and processed 24 ARCHE cross registration applications.</p> <p>5) The staff began working on posting all office procedures on a common server and completed 17 subfolders</p>	

containing documents detailing procedures for a wide range of office duties.

6) The office continued assisting the Financial Aid Office in refining the operations of our cooperative Call Center.

7) Working with the Bursar's Office and the Financial Aid Office, we changed the procedures following the drop for non-payment after advance registration.

8) We again adjusted forms and implemented new BOR in-state tuition requirements and out-of-state fee waiver requirements.

9) We went live with the National Student Clearinghouse transcript ordering service and for the first time ever did not receive a transcript request by mail on July 10, 2007. Also, the \$3 standard processing fee was discontinued on August 15, 2007.

10) For two of the three semesters in the fiscal year, we did dual reporting of enrollment data to the BOR using the SIRS & CIR extracts and the new ADM extract procedures. Each extract was done twice a semester and data had to be verified, and discrepancies researched and resolved.

11) We completed the Open Doors Report and the Studies Abroad Survey for the Institute of International Education, and the Graduate Salary extract, the Core Curriculum/Learning Support Course Feedback extract, the High School/Transfer feedback extract and the Room Utilization extract for the BOR.

12) We beta tested the Self-Service Graduation Request Banner module and found it to be unusable as written.

13) We, with assistance from the Office of Academic Affairs, reviewed and re-wrote the UWG equivalencies for IB Assessment Scores following new BOR requirements.

14) We, along with the Office of Distance Education, implemented new requirements for reporting all distance education courses, particularly eCore courses, via the ZORELCA extract.

**6 Staff Productivity**

1. Two administrative staff members attended the GACRAO Annual Conference and seven staff members attended the one-day GACRAO staff development workshop.

2. The Registrar and the Associate Director of Admissions hosted three GISEM site visits. Two visits included a Registrar and a Director of Admissions, and the other a member of a Registrar's Office staff, all employed at GACRAO member institutions. These professionals are working toward an endorsement program titled "Registered Enrollment Professional" and are required to complete prescribed field experiences at approved sites.

3. The Registrar was one of two USG registrars on the review team for the RFP for the registration solution for distance education offerings through GeorgiaOnMyLine.

4. The Registrar attended all RACRA meetings, the Georgia Summit Annual Conference, the eCore Advisors and Registrar's meeting, a BOR tuition classification workshop, one ARCHE Advisory Council meeting, and continued to serve as chair of the SIRS Committee.

5. The Registrar, at the request of the BOR Advanced Learning Technologies Office, trained staff at Southern Polytechnic on Banner date entry and coding requirements for GeorgiaOnMyLine.

6. Two staff members attended a training session on HOPE offered by Georgia Student Finance.

5. One staff member is working on an MBA and one is working on a BBA in Accounting.

**7 Student Achievements**

**8 Other Awards, Distinctions, and Achievements**

**UPON COMPLETION**

Please email completed report to:

Institutional Research and Planning

Tara Pearson

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678-839-6449

**REMINDER—Include paragraph of departmental accomplishments in your email.**