

BEST PRACTICES, Registrar's Office

Title: Print to Electronic Media **#** 44

Source: Collin County Community College **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: Collin County Community College District (CCCCD) traditionally mailed three credit and continuing education schedules to all residents of its service area. Dramatic population increases required the college to distribute 270,000 schedules in spring 2000 costing \$120,450. Web versions of the schedule and catalog were available to download; however, the PDFs were difficult to navigate and took considerable disk space and download time.

In summer 2002, CCCCCD piloted a new product that bridges the gap between print and electronic media. In fall 2002, 215,000 schedules were distributed costing \$85,000. In the future, even fewer schedules will be printed and mailed.

In partnership with MultiView, the college now has the schedule and catalog in a searchable database that is downloadable to the desktop. Once downloaded, students search for classes by location, time, and discipline or perform key word searches on course titles or descriptions. Academic Advisors find the searchable schedule saves time and provides more comprehensive information. Students can link back to the college's website for online registration. By working offline and linking as necessary, there will be less demand to increase bandwidth and network capabilities. This application allows the college to save money, increase efficiency and improve service to students.

Title: Residency Reclassification Wizard **#** 100

Source: University of South Florida **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The Division of Student Affairs, Office of the Registrar and the Office of General Counsel at the University of South Florida, developed and implemented a secure interactive website to communicate the requirements for obtaining Florida residency for tuition purposes and to assist continuing students with determining their eligibility for in-state status. Implementation included developing a student centric approach to communicating residency requirements and providing a means of self-assessment while reducing workload on Registrar's Office staff.

This proposal discusses the development life cycle of the web-based Residency Wizard and the process followed to ensure the application met the needs to the University, of the students, incorporated a comprehensive set of business rules and provided maximum accessibility and usability on a secure platform.

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Title: Electronic Completion of Registration # 515

Source: University of Arkansas at Monticello **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2006.html

Abstract: When spring 2005 registration began, it became apparent that we were not meeting the needs of our students. We were not available in an office to answer their questions and at times it was not convenient for them to come to the campus at Monticello, Crossett, or McGehee to have their questions answered or simply sign a piece of paper. It was also inconvenient to have them fax the information as most would have to pay to have this done. With this in mind Data Base Administrator, Anissa Jacks and Assistant Controller, Lindy Hester began looking into secure ways to allow students to use our web site to finalize their registration or contact the cashier's office. We came to the conclusion that the use of a new Jenzabar PX, formerly POISE, product would allow us to do this. The student has a unique identification number and pin number that is known only to him. This allows us to verify that the student is the student requesting to finalize or requesting additional information.

The Data Base Administrator worked on a way to allow the students to finalize their registration at anytime by accessing the university's home page and selecting the Campus Connect option. The students would then be able to finalize their registration at their convenience or even ask a question. The student would receive confirmation of his completing registration through the campus e-mail system. The student's identification number would then be added to a batch that automatically runs every night to flag the student as completed. This process decreased the expenses of mailing, telephoning, and printing. It also does not allow for human error in processing a student's account.

Title: Creating and Sustaining Superior Customer Service: # 516

Source: University of South Florida **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2006.html

Abstract: The Office of the Registrar at the University of South Florida has made appropriate usage of technology to enhance the service delivery model. While technology provides an important tool, enhancing service quality and service delivery begins with people. The Office of the Registrar made several changes to reengineer its service model. Unit programs and services are delivered using the latest technological advances to support the overall learning and development of USF students and in response to changing institutional needs. The unit has been strengthened to promote a staff with a strong work ethic, commitment, perspective, and creativity to anticipate customer needs and generally "get it right the first time". Unparalleled volumetric productivity or transaction processing; technical expertise to adapt, modify, enhance, and recreate computer systems and applications to meet university/unit needs; and maintenance of vast amounts of data that are regularly assembled or arranged to illuminate problems, frame options, and offer solutions are our signature services. Unit performance is enhanced by blending ideas, people, and technology and by ensuring that every customer at the least understands and at best experiences a high degree of satisfaction.

BEST PRACTICES, Registrar's Office

Title: On-Line Student Registration Override Request System

618

Source: Georgia Institute of Technology

Co Area: IRM

Addl Info: <http://www.orgdev.gatech.edu/bp/gtbor/2006RegistrarsOffice.ppt>

Abstract: Utilize Banner

To give students a central location for making requests for permits, etc.

To give departments an easy mechanism for approving, denying, and tracking requests

To provide automatic e-mails to students regarding the requests

To provide data to track advisors' time