Division of Student Affairs 2012-14 Biennium Period Report

Updated: June 20, 2014

PART A.
Please provide 1-2 significant or major examples of how your unit’s activities, programs, services, etc., substantively/meaningfully contributed to achieving each of the following: (a) the Division of Student Affairs strategic implementation matrix (http://hilo.hawaii.edu/uhh/vcsa/documents/UHHiloDSA2011-15StrategicPlanImplementationMatrix.pdf); (b) UH Hilo’s strategic priorities (http://hilo.hawaii.edu/strategicplan); (c) the UH System’s strategic priorities (http://www.hawaii.edu/ovppp/uhplan/)? Please be sure to identify/ref specific priorities and provide specific examples and sufficient detail.

Priority Action 6.1: Improve internal communication and collaboration within and across units, and among the administration and faculty and staff, to foster greater trust and a culture of collegiality across the university.

The Office of the Registrar creates and sustains a culture of mentorship among faculty and students that fosters meaningful discussion and accurate detail about degree completion, career options and graduate/professional schools:
1) The Registrar's Office (RO) provides its student employees with a dynamic professional employment experience and on the job training in a number of areas including (but not limited to) supervision, multiple software usage, customer service, administrative duties, educational guidance, database management, etc. Our office sponsors professional development and team building opportunities (i.e. technical training, skill-based workshops, morale boosters) throughout the year.
2) Our staff provide access and train faculty and staff to effectively use the STAR for Advisors, STAR Academic Logic and BANNER software. Since 2012, RO experts have offered 76 group and individual STAR for Advisors technical trainings. Our office has granted 65 faculty and staff access to STAR for Advisors. We have completed 5 training sessions on the Academic Logic reports (formerly Data-Metrix); granted 84 faculty and staff access to Academic Logic reports; and have responded to 162 requests for Student or enrollment data. These advising and registration tools enable UH employees to assist students beginning with their entrance into UH through to degree completion. STAR facilitates our interaction with all UH Hilo academic departments and enables us to help students identify repeat credits, class standing, academic standing and financial aid eligibility—all with the goal of expedite students’ degree completion.

Part B. Please list and describe your unit’s 2-3 priority areas for focus to improve outcomes or enhance positive impact for students or the constituents your serve. How will you know if you have achieved your desired outcome or impact? Note that both quantitative and qualitative measures are acceptable.

1) Identify unintended consequences or possible implementation issues early in the development or review stages of curriculum or academic policies proposals. The increased volume of programs, poor quality of approved curriculum changes, the revisions after the fact of approved curriculum proposals, the volume of special topics and experimental courses and summer session issues significantly impact our office and INCREASED lead time to implement the changes must be negotiated.
2) Review and manually update STAR degree audit for all transfer students to enable students and faculty to easily identify graduation deficiencies and shorten time to graduation. We might see reduction in the time to graduation but many other variables will also impact time to graduation. We might see an increase in reported student satisfaction.

3) Create a more user-friendly catalog;

4) The Registrar's office offers Registration Workshops during the early enrollment process in order to facilitate efficient advancement toward degree completion. Toward this end, we are also supporting the Hawai‘i Graduation Initiative (HGI) with great success. Our contribution is to assess whether students, who have not yet applied for graduation, will be able to successfully graduate--and to assist them in using credits efficiently to do so. Thus far, our office has conducted significant student outreach with the HGI and determined that 140 students to date may qualify to graduate in Fall 2014 and 254 (to date) may qualify to graduate in Spring 2015. We can anticipate receipt of at least 700 more graduation applications to process and provide preliminary graduation evals for the May, 2015 class.

5) We identify students (UG and GR) who are “in sight of graduation” and target those student with email solicitations for the students to apply for graduation.

Part C. How are you reallocating your fiscal, human, facility, technology and other resources to support your priorities?

Fiscal: a) Using VA account funding to support training for the School Certification Officer (SCO) to attend the Western Association of Veterans Education Specialists (WAVES) Conference; b) Prioritize reallocation of our operating budget to student assistants in lieu of office supplies; c) Request financial resources from other departments (i.e. Financial Aid, Career Center, TRiO Student Success Programs, and Advising) to fund student assistants and supplies.

Human: a) Cross-training staff to accomplish multiple duties, including those outside of our individual job descriptions; b) Regular collaboration with UH Hilo offices and departments, i.e. Vice Chancellor, Deans, Advising, Admissions, etc., other UH campuses and UH system offices such as IRO, STAR or Banner Central. In addition, numerous UH System academic policies must be supported, i.e. wait-listing, failed pre-requisites, standardized semester calendars, etc.

Technology The RO provides frequent training on multiple software systems to facilitate decentralization of data access and campus proficiency to use STAR, Banner, and STAR Academic Logic. Offering access and training facilitates shared and transparent data.

Part D. What strategies have you implemented, if any, to either increase efficiency and productivity in your unit, reduce waste and unnecessary cost, and/or increase your access to alternative funding sources, including extramural funding? What new strategies do you have planned in the coming year?

1) Increase productivity and efficiency: The RO regularly reassesses and reassigns staff duties for maximum efficiency and output. We schedule “office builder” potlucks to recognize each other’s hard work, to increase morale and facilitate teamwork and camaraderie.

2) Reduce waste and unnecessary cost: The RO uses recycled materials and economizes office materials. Cathy purchases some office supplies from her own pocket.
3) We promote, provide access and training for various offices and individuals to run reports in Discoverer and STAR academic logic to reduce university reliance on RO personnel for student and enrollment data.

4) We promote access and training for department chairs and deans to enter academic substitutions, modifications to individual student records and to waive academic and graduation requirements.

5) RO staff attend as many training sessions available with both internal and external constituencies, i.e. FISH Training, Fred Pryor Seminars, EU/Advanced MS EXCEL Training.

6) Increase access to alternative funding sources: The RO recently received funding to increase the number of student employees. Additionally, we increased outreach for potential Veteran’s Assistance (VA) funding and have seen $1841.50 in increased in VA assistance for the Spring 2014 semester. We anticipate $1812.50 in VA assistance for Summer 2014. The RO requests additional funding from alternative sources as they become available (i.e. Hawaii Graduation Initiative, VCSA funding allocations, etc.)

7) Received assistance to purchase a Surface notebook from Student Support Services to be able to provide assistance to students in the lobby area rather than to run back and forth from the lobby to the inner office to provide assistance to our customers.

8) Provide additional data about the tasks and staff resources RO expends to support both CCECS and College of Pharmacy to obtain funding for staff resources.

Part E. So that we can better plan and prepare for future UH System biennial budget and supplemental budget requests, please indicate your most urgent resource needs (e.g., human, fiscal, facility, etc.) in the next several years and provide an estimate of the annual recurring funds required, i.e., base dollars, and justification for the need.

**Human resources** Unless tasks such as curriculum implementation/catalog, graduation evaluations and data entry of modifications, substitutions and waivers in STAR are reassigned to other offices, an increase of 2.5 F/T staff members is necessary to provide the same level of service in 2014-15. *The increase in staff will help:

1) Absorb editorial, administrative, and technical functions related to the increase in academic programs, the University Catalog, the growing number of graduate programs and the commensurate increase of graduate students requires the Catalog Editor position to move from P/T to F/T (increase of $15,330 at the APT-Step A2 rate). Please note that the director of Media Services plans to retire this year so it might require the catalog editor to assume more responsibility for both the online and paper catalogs.

2) Meet demand for a F/T clerical staff proficient with the STAR and Banner programs ($23,688 at the SR05-Step A rate) to assist with increasing data input demands associated with accurate academic advising, registration set up, the graduation initiative and the increased number of transcript requests. Additional data entry will be required in STAR to support the Academic Planner created in STAR.

3) F/T Veterans Assistance Officer who is familiar with VA benefits and issues and who also performs graduation evaluations and enters data into STAR to facilitate accurate academic advising, compliance with Veteran reporting and certification, increase student retention and reduce time to graduation is necessary to meet this increasingly important duty ($30,048 at the APT-Step A1 level).

**NOTE:** If the files are farther away from our work stations, it will require costly staff resources to access the files to respond to student, staff and faculty requests as we currently can quickly access the
files to respond to questions or concerns. If a shared copier per floor is planned, it will require more staff time to fetch printed or scan documents.

**Fiscal:** In order to meet its increasing administrative duties, the RO requires $39,540.00 in one-time funding to support requisition of computers, desks, printers, paper and various administrative supplies. Many of our computers are old and our printer resources are very limited.

**Facility:** For the RO's move into the new Student Services Center, organizational planning for proper office layout will ensure that we are able to continue to meet the needs of our constituents in the new space. **NOTE:** If the files are farther away from our work stations, it will require costly staff resources to access the files to respond quickly to student, staff and faculty requests as we currently can quickly access the files to respond to questions or concerns. If a shared copier per floor is planned, it will require more staff time to fetch printed documents.

Part F. *(if applicable)* Please describe at least one learning outcome that you intended to achieve for students who interface/interact with your unit's functions, programs, and/or services for the coming year. How will you measure student learning relative to this outcome? *(For units who are exempt, please note what efforts you made to assess program outcomes, e.g., conduct self-study using CAS standards. Units may conduct both learning and program assessment.)*

The RO employs six students who are trained and serve as substitute professional staff to serve the University Community. RO training and encouragement has enabled students to enter the professional world with concrete skills and confidence. Since Fall, 2001, RO student employees have had a 90% graduation rate. Not only have these students gained invaluable professional skills, they have helped other students understand and efficiently and effectively complete their graduate requirements in the shortest amount of time.

...primary function of the RO is to provide accurate information and assistance to students, faculty and administrators. We are indebted to our student employees who have made improvements to our office procedures and made suggestions for changes to practices that have resulted in enhanced office efficiency. We cannot meet the needs of the university community without our treasured and responsible student assistants. **Chelsea hires the best students** and will hopefully train Malia to do likewise.

Part G. **How can the Office of the Vice Chancellor for Student Affairs better assist with or support your unit's mission, goals, priorities, etc.?** Examples might include helping to change/update a policy, establishing a pathway for better communication with another unit on campus, receiving information about a particular issue, etc.

The RO needs consistent support with:

1) Negotiate **earlier and firm** deadlines for curriculum approval to allow adequate lead time for implementation prior to early registration. **NOTE:** Exceptions may be granted but NOT the rule.
2) Request academic affairs to cease making revisions to “approved” curriculum proposals in Curriculum Central after our office has processed the approved change for that catalog year. Revisions and changes may be processed for the next catalog year.
2) Minimize the number of early starting and later ending classes each semester or session.
3) Ensure adequate end of term processing times for grades, process transcript requests, enrollment certifications, final graduation evaluations, registration issues (for both the previous term and the upcoming semester or session), and degree conferral prior to the start of the next semester or session. **Summer classes end later and later each year. This is a serious issue.**

4) Ensure the majority of summer classes are completed and grades submitted by July 20th to enable our office to process hundreds of transcript requests prior to the heavy traffic period immediately preceding the next semester or session. **We request that ALL summer classes which end later than July 20th be negotiated and MOU confirmed in writing by February 1 preceding the start of summer classes.**

5) Provide additional appropriate staff or reassign tasks to alternative offices including graduation evaluations and curriculum implementation in Banner and the university catalog to enable our office to prioritize grade processing, determine student academic standing and notify the students and Colleges, process transcript requests, provide enrollment certifications and field registration questions for both the preceding semester and the upcoming semester or session. **NOTE:** Due to work load issues, prior to assignment of graduation evaluations to our office, vacation time between semesters was not approved. As such, we focus on hiring student assistants who live locally so the students are available to help the office at peak times, i.e. between semesters and over summer.

6) Negotiate a maximum frequency of program modifications with Academic Affairs. For example, program changes can be made on a 3 year cycle. Some programs seem to submit a program modification proposal annually or bi-annually which severely impacts lead time necessary to implement curriculum changes prior to early registration, confuses students and faculty advisors and contributes to the expectation that our staff will identify the catalog which “benefits” the student and leads to the shortest route to graduation.

7) Create position or assign additional personnel to help with processing information and administrative tasks which cannot be assigned to student assistants, i.e. STAR manipulation.

8) Fund office requests for professional development seminars, conferences and other opportunities. **NOTE:** The registrar has not been able to participate in ANY regional or national conferences in the 12 years the registrar has served UHH due to work-load, funding AND the time conflict with the national AACRAO conference. The assistant registrar is new and has not been exposed to regional, national and international best practices for the registrar’s office either.

Part H

Attached: Student Employee of the Year Award (2013-14)

K Lama Ku Student Leadership Award - Kuleana Certificate of Leadership

Thank you.