

OPPORTUNITY

2012/2013



Office of the University Registrar
Division of Enrollment Management

Annual Report

Supporting Teaching, Research and Service

VISION

Transcending expectations through collaborative synergy and solutions.

MISSION

The Office of the University Registrar provides responsive, considerate and knowledgeable service, ensures adherence to academic policy, creates, safeguards and preserves academic records, collects and analyzes critical data and promotes collaborative, informed enrollment management decisions and creative technology-based solutions.

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Our Cornerstone



REGISTRAR

MESSAGE

The entire staff of the Office of the University Registrar has worked diligently this past year to provide exemplary service to current and former students, faculty and staff in support of the University of Florida's mission. We present this report as an overview of our services and accomplishments.

As always, we are partners with key members of the campus community in creating processes and systems to assure the success of the innovative initiatives of the university. It continues to be a privilege to have had the opportunity to serve you.

Stephen J. Pritz Jr.
Assistant Vice President for Enrollment Management
University Registrar

UF
OUR
VALUES



The Office of the University Registrar has documented our values to help University of Florida students, faculty and staff understand what is important in our professional service to the university. These values express the beliefs and commitments of the employees who staff the Office of the University Registrar.

VALUES

Commitment

We honor our commitments. Striving to be a model of excellence to those whom we serve, we research outcomes to ensure that our services meet the needs of those who seek our assistance. We are dedicated to continually improving every aspect of our work.

Communication

We believe communication is at the core of our effective service mission and in our respect with each other. Communication is listening and responding to the needs of our university community and fellow employees. We strive to have communications that reflect the mission and values of the organization. We share ideas, best practices and information with each other in an open and honest way.

Culture of Hospitality

We actively seek very talented people who embrace, advocate and practice our mission. Our unique culture of a collegial and collaborative environment inspires us to become change agents and to excel in support of the university's goals. We are hard-working, friendly, spirited, loyal, and fun-loving. Recognizing and celebrating individual and team accomplishments are keys to sustaining our positive energy.

Honesty

Honesty is the foundation of all successful interactions and relationships. We represent ourselves truthfully, admitting when we are uncertain or need help, share relevant information completely, and speak up when a situation merits praise or improvement. We take pride in our integrity and recognize how accountability for our actions is interwoven into our responsibility to one another and the university.

Humor

We believe in the importance of good humor in the work place and the benefits of laughter in life. Healthy humor promotes team bonding and increases our productivity and creativity. It is important to us that our place of work be a source of professional and personal enrichment.

Respect

We are a diverse organization. We value differences and demonstrate respect for human dignity. We recognize that people with different backgrounds, age, gender, ethnicity, sexual orientation, skills, beliefs, attitudes and experiences bring fresh ideas and perspectives. We consider the impact of our words and deeds on others. We respond with as much enthusiasm and professionalism at the end of the day as we do at the beginning. We further affirm the worth of each member of our office and those in the university community by treating each individual with respect and courtesy.



“As a mother of a student at UF, I can honestly say I appreciate knowing employees like yours, and they are a part of what makes the university great.”

Guiding Principles

UF
OUR
COMMITMENT



The Office of the University Registrar's commitment to the mission, goals and business of the University of Florida is unwavering. It is the job of the office to be a foundation of responsive support service to ensure the academic success of the university.

COMMITMENT

Academic Records

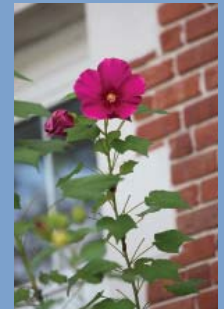
The Office of the University Registrar (OUR) is entrusted with the creation, maintenance and preservation of hundreds of thousands of academic records for current and former students. These academic records are the repository of the work of generations of UF students. The responsibility for their safe-keeping entails both utilization of leading-edge technologies and secure, multi-layer systems for conservation and retrieval of older records.

Academic Systems

Records and registration processes continue to leverage new technologies to provide innovative services. Therefore, our data management role has increased dramatically. The OUR is a leader in the coordination of academic and administrative systems and historically has been a key office for assuring regulation of academic policy.

FERPA

The security of technologically secured data is paramount. Therefore, OUR staff has an ever-growing responsibility for data protection and records security. Privacy needs make Federal Rights and Privacy Act (FERPA) compliance a core responsibility for the OUR. We serve as guardians of the UF academic record and utilize all means of electronic and physical protection to assure that these records are not compromised.



“...you have created such a great atmosphere/culture in the Registrar’s Office, allowing me to see how things can and should be done.”

Vital Security



Our office provides comprehensive core support for the wide scope of the university's academic and research missions. UF faculty constantly propose innovative, interdisciplinary programs and increasingly use creative technologies to deliver courses. Flexible and imaginative resources are required to skillfully manage the challenges posed by the ever-changing needs of broad curricula offerings, technology innovations, and the large student population of the University of Florida.

Our focus is on process, rather than task-oriented. The OUR initiates collaboration between departments and colleges to assure new processes are smoothly designed and seamlessly implemented.

Student Records Infrastructure

System users of student information constantly request help from the OUR as a resource for guidance regarding how to access and utilize data, how to serve students and how to manage their ever-evolving, complex curricular requirements. Faculty, staff, students and other entities look for assistance with how to enter data, obtain information and overcome challenges that may arise with the use of a complex student records infrastructure.



Essential Student Data

Modern-day service expectations include interactive functionality with other primary UF service entities. OUR systems provide indispensable data, around the clock, between offices and to faculty and students. The office is responsible for managing the student information system that is the repository of student data and from that cornerstone position, it is critical to the joining of administrative and academic functions. The OUR team also provides federal and state entities with essential data as well as participates in statewide initiatives, such as the Florida Virtual Campus system.

Self-Service Applications

The student information system is central to making the delivery of instruction happen. Courses, registrations, classrooms and exam schedules are maintained by the system as the necessary structure for teaching. Unlike offices that manage systems and information mainly for internal use by their own staffs, the OUR manages self-service applications, systems interfaces, and processes for students, faculty, alumni and other administrative offices.

“It is always an honor and pleasure to engage with your staff in serving the needs of the university.”

Collaboration

UF
MEETING
GOALS



Each year OUR staff sets important goals for the upcoming academic year and then utilizes those goals to assure that important initiatives are supported. The 2012-13 goals are noted with brief updates on the progress made toward each.

Certificate Automation

During the past year, OUR personnel collaborated with technical resources to create a new online system for awarding program certificates. The system includes a student application to receive the awards, along with program approval and an automated recording process. This comprehensive project involved a major rewrite of the degree application system and resulted in substantial improvements in the system's ease of use and intuitiveness for the user.

Customer Service Enhancements

Communication is crucial to providing exemplary service to our constituencies. An upgrade to a new phone system this year allows for more accurate tracking, reporting and faster responsiveness to the needs of the university. Communication continues to improve with the addition of customer-friendly videos on our website that offer step-by-step guidance for self-accessing most-requested services. A further customer service enhancement is our implementation of webcasts and recorded training videos to provide more conveniently accessible training for the university community.

Excess Hours Online Tool

The OUR, in collaboration with programming resources, provided a new online excess-hours tool to students, advisors and staff. The tool provides online policy and degree audit information, and has an administrative screen to better display the status of individual students.

Innovation Academy

As Innovation Academy (IA) evolved, the OUR played a vital role in adjusting processes to permit registration, recording and tracking of IA students. As IA continues to expand, the OUR stands ready to continue to successfully provide support for the program wherever necessary.

Professional Development

The OUR made several noteworthy enhancements to its professional development program for staff members, including the reorganization and expansion of the new employee orientation process, the implementation of regular training sessions for all, and a total update of the internal website. Additionally, a working retreat and webinars were provided to update staff on new trends in service and to encourage positive work practices.

SACS Participation in Divisional and Office Assessment

OUR personnel successfully documented its contributions to the Enrollment Management Division's administrative support of institutional goals. In further support of the ten-year SACS review, OUR team facilitated the documentation of UF faculty credentials by providing transcripts for faculty alumni in electronic PDF format.

Upgrade Curriculum Processes

The Office of the University Registrar supported the University Curriculum Committee's initiative to streamline and centralize the request and approval procedures. The resulting improved system allows course modifications to be more easily processed and viewed.

Automated Online Grade Change

OUR personnel manually process thousands of paper grade change forms annually. A new online workflow is under development that will save significant amounts of time across campus and will allow for smoother, more efficient updating of student records. We have made significant progress toward this goal, and it will be finalized shortly.

Creation of System to Annotate Records with "Full Time by Exception Remarks"

Automation of posting of the nearly 3000 full-time enrollment exceptions each summer will be an enhancement designed to create an efficient method for records annotation. We anticipate finalizing this project during the 2013-14 academic year.



Digitalization of UF Catalogs

Substantial progress was made in publishing searchable online copies of UF academic catalogs dating from 1905 forward. The digitalization is complete, but editorial review is ongoing. This project will provide the campus community, former students and outside entities the ability to verify courses and programs.

Meeting Budget Challenges

The OUR implemented budget cuts in the areas of travel, personnel expenditures and printing in order to meet the challenges of reduced funding while assuring that core services were not impacted. Other strategies including delivering reports via PDF rather than printed format.

State Recording Enhancements

The OUR improved the system of reporting UF degrees and certificates to the Florida State Board of Governors. This increases the accuracy of the data and allows for reporting of new certificate and special programs that do not follow the standard degree certification process.

Achievement

UF

OUR ACADEMIC YEAR
HIGHLIGHTS



The 2012-13 academic year brought even more opportunities for meeting challenges and initiating improvement than we anticipated when we set the goals for the year. Below are some highlights of the many of the accomplishments that we achieved.

HIGHLIGHTS

- Actively participated and contributed to research into adoption of a new student records system. OUR employees participated in weeks of meetings and surveys for consultants to substantially aid in this critical research.

- Assisted in the creation of a new system for faculty to use in providing E/U grading detail in a context consistent with federal regulations for financial aid. This newly expanded system ensures future audit compliance and provides a new assurance of grading accuracy.

- Assisted in the creation of groundbreaking infrastructure to allow the UF graduation survey to interface with the vendor. The resulting seamless interface and authentication mechanism allows students easy access to the survey and facilitates smooth reporting of results to the university.

- UF and OUR team members led the creation and implementation of the Florida Virtual Campus statewide transient student form process. Local systems were also modified to manage the process for the University of Florida.

- Completed the process of moving all possible reports to PDF images. This has reduced the printing of over one million pages.

- Continued the conversion process of pre-automated imaged permanent record cards (hard copy transcripts) to the online student records system. These former students now have convenient access to viewing and ordering their transcripts.

- Created a conversant Veteran Education Benefits website that doubles as both a resource and information hub for current and prospective student veterans and their dependents. This substantially improves the veteran's experience in learning about how to obtain all the benefits for which he/she is eligible, as well as resulting in reducing work for the VA staff in the OUR.

- Enhanced the withdrawal process for students to allow them to withdraw completely online. This has reduced the processing time as everything is now generated online instead of requiring a student to walk around campus to obtain signatures on a form.

- Implemented a comprehensive process for researching and validating of the OUR first time zero-based budget. The budget review necessitated examination of all OUR functions complete with a peer review of services. The result of the review was substantiation of exemplary staff performance and the critical need for additional staff positions.

- Implemented a new method to efficiently send mass emails to students. This allows the university to directly communicate critical information to students in a secure, timely manner.

- Instituted a Distance Education Registrar web page on the UF Distance Education website that links online students to university information and services specifically tailored to meet their needs.

- Provided massive data to support the process for more frequent submission of data to The National Student Clearinghouse, which is a central repository of student enrollment and degree information for most postsecondary institutions in the United States. Up-to-date information is critical to students, loan service agencies and



employers who use the clearinghouse to obtain certified status of students, past and present.

- Saved fiscal resources by creating an online S/U option form to replace the multi-part paper version. This online access provides students and the university community with a much faster and convenient way to exercise this grading option.

- Worked with programming resources to create an interface for students to easily update their local addresses in the UF directory.

“Thank you for your service, dedication and willingness to help when people are under the gun.”

UF

OUR PLANNING AHEAD

2014 GOALS



We set goals to inspire and focus our efforts to provide support of the university's mission.

PLANNING

Goal 1:

Online Degree Initiative (UF Online) Support

UF has been selected by the Florida Legislature to establish the state's groundbreaking online initiative for delivery of undergraduate degree programs. The first offerings will be made in the 2014 spring term. OUR staff is dynamically involved in the creation of support infrastructure to enroll, register and track the students in these online degree programs. A comprehensive review will be conducted of all OUR processes and procedures to assure facilitation of efficient service delivery to students enrolled in the UF Online degree programs.

Goal 2:

Distance Learning Online Orientation

Management personnel from the Office of the University Registrar will collaborate with the Dean of Students Office and Distance and Continuing Education to create a comprehensive online orientation to be delivered to UF Online, other distance learning programs and nontraditional students.

“The Office was extremely helpful, both on the phone and in answering my email.”

Goal 3:

During Term Drop/Add Automation

OUR administrators will work with UF Information Technology (UFIT) resources to create an electronic workflow for after-deadline, student-initiated course adds and drops. The system will allow students to initiate schedule changes with a subsequent automated college review of the requests.

Goal 4:

Expand Automation of Excess Hours Information

The Office of the University Registrar management team will continue collaboration with UFIT to evaluate and implement ways to enhance communication to both the student and the university community regarding the excess hours requirement and individual student's status.

Goal 5:

Finalization-Automated Online Change of Grades

Personnel in the OUR manually process thousands of paper grade change forms annually. A new online workflow is under development to automate the change of grade process, greatly enhancing the speed and efficiency of authorizing and updating these critical modifications to students' records.



Goal 6:

Improve Recording Processes for International Studies

Administration and selected staff from the OUR will partner with the UF International Center and the Office of Admissions to improve processes for recording international transfer coursework and study abroad academic credit.

Visionary Leadership

Goal 7:

Internal Professional Mentoring

The OUR regularly encourages its staff members to participate in university-wide leadership development activities. An internal professional mentoring program will be implemented to further foster leadership skills in key staff members.

Goal 8:

National Student Clearinhouse-
Current Student Service

A direct-interface system will be instituted between UF and the National Student Clearinghouse. This will permit currently enrolled students to immediately access and print enrollment verifications needed for provision to insurance companies, loan and scholarship providers, and others.

Goal 9:

Continuing Commitment to
Meeting Federal, State and
University Mandates

OUR staff is continually improves on innovative systems and procedures to meet the ever-changing reporting and program needs of governmental agencies and the university community. We will continue to be dedicated to finding creative approaches to support the commitments and obligations of the University of Florida.



CORE FUNCTIONS

OFFICE SERVICES

REGISTRATION AND
CURRICULUM SERVICES

STUDENT RECORDS AND
DEGREE SERVICES

SYSTEMS, DATA AND
ADMINISTRATIVE SERVICES

UF

CORE FUNCTIONS

OFFICE SERVICES



CORE FUNCTIONS

- Administers the office emergency response plan
- Archives all data and files, including daily systems backups
- Codes, creates, retrieves and retains processes for multimedia data storage of student records
- Codes incoming transcripts to the online system and scans documents
- Coordinates address change requests and resolves discrepancies
- Coordinates machine room operations and provides computer output support
- Coordinates Enrollment Management, Admissions and OUR renovation projects
- Coordinates preparation, packaging and mailing of diplomas, admissions letters and presidents honor roll certificates
- Coordinates property accounting and asset management functions
- Coordinates staff changes and group modifications for OUR and Admissions call center groups
- Delivers, stores and retrieves classroom furniture, publications and equipment stored at OUR's off-campus warehouse
- Inserts, sorts and processes outgoing mail, and opens, sorts and distributes incoming mail
- Manages records retention according to state guidelines
- Maintains:
 - ◆ Computer hardware
 - ◆ Copiers
 - ◆ Fax machines
 - ◆ Fleet of office vehicles
 - ◆ Inventory records
 - ◆ Telephone hardware
- Monitors and manages postal usage
- Monitors and supports building security systems
- Oversees maintenance requests for Criser Hall and classrooms in OUR inventory
- Prepares and ships large publications orders for admissions support
- Preserves statistical documents
- Processes campus requests for forms and student academic publications
- Provides courier service for OUR and Division of Enrollment Management staff
- Provides data entry and imaging of admissions and OUR support documents
- Provides hardware set-up for training workshops, special programs and meetings
- Provides office copy services
- Purchases and distributes general office supplies
- Responds to and distributes internal student records requests



“ I wanted to let you know that I received excellent customer service from one of your employees. As you may know, great service can be rare these days. ”

UF

CORE FUNCTIONS

REGISTRATION AND CURRICULUM SERVICES



CORE FUNCTIONS

- Assists with editing of data files for the Board of Governors
- Builds and maintains prerequisite files for courses and students
- Certifies NCAA athletic eligibility
- Creates course offerings in conjunction with colleges and departments for publication in the online termly Schedule of Courses
- Coordinates activities for the University Student Petitions Committee, including review of requests for waiver of academic regulations
- Coordinates news media contacts
- Coordinates student registration
- Coordinates responses to web-generated email inquiries
- Coordinates special programs, high school dual enrollment, Division of Continuing Education (DCE), employee, and non-degree registration
- Coordinates with the Statewide Course Numbering System (SCNS) and maintains the campus curriculum inventory of all SCNS-approved courses
- Coordinates support of Distance Education
- Coordinates the creation, editing and distribution of various enrollment reports to departments and colleges
- Coordinates the Instructor Workload process with colleges and departments
- Evaluates late registration fee petitions
- Furnishes registration and drop/add support to student and campus entities, including class rolls and data on students not meeting course prerequisites
- Maintains and helps coordinate modifications to ISIS and ISIS Admin systems
- Maintains ISIS information and the registrar homepage
- Manages the State of Florida's excess hours surcharge
- Maintains and updates the curriculum and course section data as directed
- Manages the creation and assignment of coding that determines fees related to each student's term of matriculation
- Manages the State of Florida's course surcharge for students repeating a course for a third time
- Processes department requests for during term and final exams
- Processes requests to audit courses
- Processes student course schedule adjustments during the term
- Produces university academic calendar, in coordination with the University Curriculum Committee and Faculty Senate
- Processes withdrawals, cancellations and drops of registration and reinstatements, including the coordination of fee adjustments with the Bursar and Title IV refund requirements
- Provides data support for the College Enrollment Management Councils
- Provides degree verification
- Provides enrollment certification
- Reports enrollment to the National Student Clearinghouse to comply with Student Status Confirmation Report requirements for student loans
- Represents the OUR on the University Advising Council
- Reviews requests for changes to residency status
- Schedules and trains departmental staff on room scheduling, registration, Employee Education Program, dual enrollment, ISIS Admin and Instructor Workload
- Schedules classroom space for instructional activities, seminars and student meetings
- Supports distance, nontraditional education, and the International Center by facilitating federal reporting, systems modifications, policy and procedures, and student support functions
- Creates, maintains and archives the UF online undergraduate catalog
- Supports the operation of the University Curriculum Committee



UF

CORE FUNCTIONS

STUDENT RECORDS AND DEGREE SERVICES



CORE FUNCTIONS

- Assists students in understanding the grading process and answers questions regarding grade options
- Certifies copies of diplomas for international students
- Codes minors to the student record
- Confirms citizenship of students
- Converts archived student permanent record cards (offline transcripts) to the online system
- Coordinates the undergraduate, graduate, and professional academic certificate award process by annotating transcripts and ordering and mailing the awards
- Ensures compliance with the Writing and Math requirement for UF courses
- Maintains online transcripts, including:
 - ◆ Classification coding and correction
 - ◆ Coding of course title changes for individual study
 - ◆ Decisions of Committee on Student Petitions to student transcripts
 - ◆ Degree credit allowed for nondegree credit per college approval
 - ◆ Graduate credit allowed for undergraduate per graduate school approval
 - ◆ Posting of correspondence student earned credit
 - ◆ Posting of graduate candidacy for PhD study
 - ◆ Recording of grades, grade changes, probations and suspensions
 - ◆ Retroactive academic record changes
- Maintains records for majors, minors and SASS audits
- Manages and coordinates UF's Repeat Course Policy
- Manages student records hold process
- Manages the University Grading System, Grade A Gator:
 - ◆ Assists faculty with grade-related issues
 - ◆ Conducts regular workshops to train college and department coordinators on Grade-A-Gator
 - ◆ Maintains Grade-A-Gator tutorial and documentation
 - ◆ Monitors grade listserv and responds to questions
 - ◆ Processes grades each term and every two weeks during the term
 - ◆ Orders, checks, and prepares certificates, diplomas, Associate of Arts degrees, and Presidential Honor Roll awards.
 - ◆ Posts full time by exception remarks on academic transcripts
 - ◆ Processes and mails all requests for official transcripts
 - ◆ Processes degree and certificate applications
 - ◆ Processes name and social security number changes
 - ◆ Processes S/U Option applications
 - ◆ Provides automated degree and certificate verification for colleges
 - ◆ Provides course descriptions for all courses taught prior to 1999
- ◆ Provides support for production of the commencement program and selection of academic scholar recognition at commencement
- ◆ Reviews college degree reinstatement requests
- ◆ Verifies enrollment, academic progress and eligibility for veterans educational benefits
- ◆ Updates the academic regulations section of the undergraduate catalog



“Thank you for your continued support of what we do at Preview. It quite literally could not happen without your office.”

UF

CORE FUNCTIONS

SYSTEMS, DATA AND ADMINISTRATIVE SERVICES



CORE FUNCTIONS

- Administers FERPA to ensure confidentiality of student records
- Assures staff participation in sexual harassment prevention tutorials
- Compiles and provides statistical enrollment reports
- Coordinates and facilitates training for the New Employee Orientation Program
- Coordinates annual budget submission
- Coordinates processing of requests to review academic records
- Coordinates OUR access to PeopleSoft security
- Coordinates OUR personnel, travel, payroll, purchasing and leave
- Coordinates security access to the online student records system for the campus community
- Coordinates the receipt, research and response to subpoenas and court orders
- Deposits checks or cash received for services
- Designs and facilitates staff development and recognition and reward activities
- Enhances OUR communications with daily intra-office newsletter
- Maintains a student data warehouse for the campus community
- Manages all purchasing cards in the OUR
- Monitors OUR operating budget and provides financial reports, tables, spreadsheets and forecasts expenditures and salaries as needed
- Prepares data files and other reports required by the Board of Governors and National Collegiate Athletic Association
- Prepares the university's Integrated Postsecondary Education Data System (IPEDS) report
- Processes data requests from on- and off-campus entities
- Provides data analysis for decision making
- Provides historical knowledge of university policies to the campus community
- Records minutes for Information Security and Compliance Committee
- Responds to requests from the Committee on Ethics and Elections
- Reviews and prepares hard copy administrative files for scanning and imaging
- Reviews proposed updates and changes to university rules to ensure OUR compliance
- Sends critical e-mail notifications to students
- Serves as liaison between systems staff and internal constituencies
- Serves as liaison with Computing and Network Services (CNS), Enterprise Systems, colleges and academic departments
- Serves as liaison with the General Counsel's Office for policy clarifications
- Updates the FERPA link, the OUR Parent link, and the internal website compliance



“I just wanted to take a quick moment to thank you and everyone that works on the grades systems for another wonderful job this year. We just need to make sure that you all know how much you are truly appreciated.”

UF
OFFICE OF
VETERANS AFFAIRS



The University of Florida is honored to have been named
a "Military Friendly" institution.

CORE FUNCTIONS

Students who have served in the armed forces are a valuable part of UF's family. The Office of Veterans Affairs in the Registrar's Office serves a critical role in the everyday lives of student veterans. This office is dedicated to fostering a sense of community and to developing a channel of communication among veteran and reservist students, and with faculty, staff and administration. The office is committed to supporting UF veterans throughout their college careers.

The office is staffed by veterans who understand the special circumstances of veterans and the need for help in making the successful transition into the campus environment. The office provides a key point of contact for counseling and program information for the veteran/military community at UF, while developing and maintaining productive relations with off-campus organizations and programs serving veterans.

Students receive personalized service as they meet one-on-one with VA counselors to discuss an individualized plan for receiving aid benefits. In addition, the VA Office certifies all of the GI Bill educational benefits information to the federal government. The VA Office instituted new policies and procedures during this fiscal year in order to manage the increased volume of student veterans and eligible dependents under the new post 9/11 legislation.

The office also employs an on-campus veteran's advocate who specializes in assisting with all aspects of student challenges, such as housing assistance or liaison services between the veteran and the VA hospital.

UF has a wide array of annual and special programs for student-veterans throughout the year. Our office assists in informing students of all opportunities for interaction and participation in these special events.

To assure proper compliance with all regulations, the office is audited by the State of Florida every year to assure compliance with all VA regulations. The UF VA staff attends an annual training to keep current with any changes from the legislature and the U.S. Congress.

During the 2012-13 academic year, VA Office personnel worked with ES Resources to create a new system for monitoring new complex VA regulations. Also, an initiative was begun to honor the graduating active duty military and veteran students. Red, white, and blue honor cords were made available at the bookstore to any active duty, guard/reserve, or veteran student interested in wearing one during the commencement ceremony. The cords are an outward representation of the appreciation that UF feels toward the UF military and veteran community for their service and sacrifice.

The University of Florida is a member of the Service Members Opportunity Colleges (SOC) Consortium of approximately 1,900 college and universities. Services provided during this fiscal year by our campus VA office include:

- Manual certification of over 600 veteran/dependents for VA educational benefits
- Counseling on issues regarding work study, CHAMPA VA health insurance, etc
- Transfer preview orientation meeting
- Resolution of problems regarding nonpayment of benefits or delayed benefits
- Production of a monthly newsletter
- Contacts information and liaisons at local VA agencies such as FloridaWorks provided to students
- Outreach performed to UF entities that enroll and provide service to a large numbers of veterans/dependents (E.G. DCE, Bursar, Nontraditional MBA, UF International Center, Counseling and Wellness Center)
- Preparation for annual federal and state audits



“I just wanted to say that I am very impressed with the resources you provide. As a veteran that attended school through funding, I find your VA website very impressive.”



Office of the University Registrar staff members are integrally involved in the campus community and beyond. OUR involvement includes support of the University of Florida's Campaign for Charities which allows UF employees to reach out to assist residents of the City of Gainesville and the surrounding communities.

This year, as in the past, the office coordinated the Criser-Peabody Hall Office Olympics Challenge. This event is a fun-filled game competition which pits each Criser/Peabody Complex office against the others to see which office can post the highest increase of charitable giving over the previous year. The winning office has its name inscribed on the coveted Criser Cup and gets to showcase the trophy until the next year.

- AACRAO Transfer and Articulation Committee
- AAU Registrars
- AAU Registrar Task Force on MOOC's, Chair
- Admissions Committee
- Admissions and Registrar State University System Committee
- American Association of Collegiate Registrars and Admissions Officers
- Association of American Universities
- Athletic Eligibility Committee
- Commencement Committee
- Educate Registrar and Admissions Constituent Group Leader
- Equity and Diversity Compliance Committee
- Faculty Senate



- Florida Association of Collegiate Registrars and Admissions Officers
- Florida Association of Veterans Education Specialists
- Florida Automated System for Transfer of Educational Records Steering Committee Chair
- Graduate Council Committee
- Healthy Gators Data Committee
- Information Security and Compliance Advisory Committee
- Mandatory Insurance Implementation Committee
- National Student Clearinghouse Advisory Committee
- President's Council for Diversity
- Preview Steering and Program Committee

- Recruitment Coordinating Committee
- State University System Residency Committee
- ROTC Advisory Committee
- Southern Association of Collegiate Registrars and Admissions Officers
- Student Financial Aid Committee
- Student Financial Aid Transient Admissions
- Transient Admissions Steering Committee
- UF Faculty Senate Joint Student Petitions Committee
- Undergraduate Advising Council
- University Curriculum Committee

AWARD-WINNING EMPLOYEES



Aigi Adesogan, superior accomplishment award winner, and LVV award winners Mallori Wojcik and Aja Perez

Valued Service

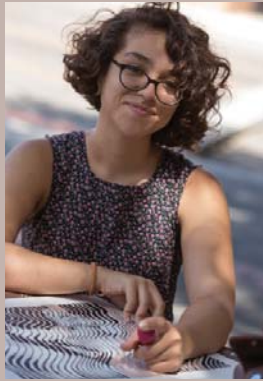
UF
BY THE
NUMBERS



Looking comparatively at our numerical data helps to provide an effective assessment of our services in the Office of the University Registrar and helps us continue to improve our services -- one person at a time.

23,037

Course Sections Scheduled



688

Curriculum Inventory Changes

468,364

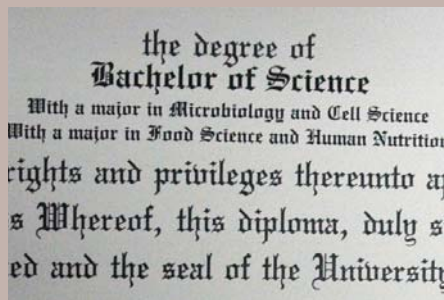
Registrations

1,872

Data Requests

8,446

Grades Changes



17,486

Diplomas/Certificates Ordered

20,341

Degrees Verified

71,529

Transcripts Issued



25,289

Room Assignments Made for Non-Class Events

439,808

Documents Scanned to Imaging System



4,547

Florida Virtual Campus Transient Student Approvals

517

Prerequisite Changes

3,817

Event Requests Processed
*last year, this number was reported as Events Scheduled

3,117

Non degree Applications Processed

89

Mass Mailings to Students



464,419

Grades Processed

1,449

Hardcopy Transcripts Converted to Online Data Access

11,783

Enrollment Certifications Issued

987

Employee Education Program Registrations



\$14,000,000

VA Dollars Awarded to UF Students

131,427

Outgoing Mail Volume

85,665

Instructor Contact Hours Collected and Reported

180

Non Traditional Programs Supported

74,572

Mail Volume Received



721,517

Records Maintained on Students

4,283

Petitions Processed

530

Student Athletes Certified (8 men's teams and 11 women's teams)



73,592

Phone Calls Received

3,984

Email Responses to Web-Generated Inquiries

64,113,365

Transactions Conducted on the Integrated Student Information System (ISIS)



678

Residency Reclassification Requests Reviewed

223

Unique Registration/Grade Calendars

1,776

Withdrawals Processed

877

New/Changes to Security Access

1,927

Termly Certifications Veterans of Educational Benefits and/or Their Dependents (669 students)





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