OFFICE of the UNIVERSITY Registrar

2024 | **ANNUAL REPORT**

THE UNIVERSITY OF TENNESSEE
CHATTANOOGA
Office of the University Registrar

CONTENTS

INTRODUCTION

INTRODUCTION

In August 2020, our office rebranded as the Office of the University Registrar and began a new chapter of service to the work and mission of the University. What follows is the first annual report produced by the Office of the University Registrar (OUR).

One way to understand our work is to compare universities to computers. Computers need a hard drive and an operating system (OS) to work. Registrars perform many of the same functions completed by a hard drive and/or OS. We are generally not graphics cards or display screens - those functions are reserved for students and faculty who bring the wonderful world of academic exploration to life and present it through performances or capstone projects, clubs, and varsity sports. However, graphics and displays have nothing to show in the absence of a hard drive and OS. ⟶

INTRODUCTION

Our work is conducted in the background while the graphics displays shine rightly in the spotlight. However, when there are questions about a policy evolution, the registrar memory is available to provide answers. If faculty want to offer a new program but need guidance, the registrar memory is called upon to provide history and context. Students, faculty, and advisors submit forms that registrars process. We collect and secure private student information. That information may come from the student, through faculty grade entry, or some other source. Regardless, we are responsible for ensuring it is not improperly disclosed.
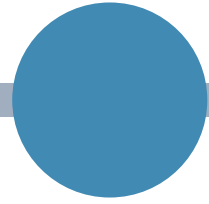
Most people don't think about a hard drive or OS until it crashes. That is often true of Registrars, but that doesn't mean we aren't accomplishing lots of high-quality work. What follows will demonstrate the scope of our work as well as the projects we were most excited to complete on behalf of the university. We hope you will enjoy learning more about our work. If you get to the end and have thoughts or questions, we would be delighted to explore ways we can work better together on behalf of Chattanooga's University!
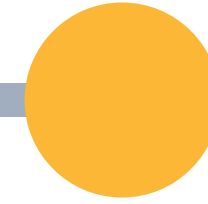
2023-2024 SUMMARY

CURRICULUM REVIEW

In 2019 UTC implemented a curriculum review and approval workflow as a companion to our online catalog. While we made minor adjustments during the early years, this year we introduced separate proposal forms to distinguish undergraduate from graduate proposals. The governance for these forms is similar but not identical so tracking proposals and forms was challenging when the forms were combined. The new approach, along with a 'Batch change' form better supports faculty curricular governance.

TRANSFER WORK

Building on the GE23 changes (see Appendix), this year has included substantial projects to update transfer course records to reflect the new curriculum. These projects align with other changes we've made to the administrative practices supporting incoming transfer students. We have centralized maintenance of transfer articulation records for undergraduate domestic and international students. Those processes used to be managed independently by two separate offices so bringing them into the registrar's office allows us to ensure consistency across the student population.

STUDENT SUCCESS

In August 2023 the registrar was charged with forming a Term Start Committee. This committee coordinates troubleshooting and communication for students attempting to join UTC in the weeks surrounding the first day of class. This population can easily bounce from office to office attempting to enroll and their experience was not positive. The committee met weekly prior to the semester through the first three weeks of class to identify and support successful student on-boarding.

COMMENCEMENT CEREMONIES

UTC returned to regular commencement ceremonies in May 2024. COVID-19 and construction on McKenzie Arena caused us to conduct 8 cycles of modified ceremonies (December 2020 through May 2023) with reduced guest attendance and less flair. We successfully supported full ceremonies where students and all their guests experienced the traditional pomp and circumstance in celebration of the occasion.
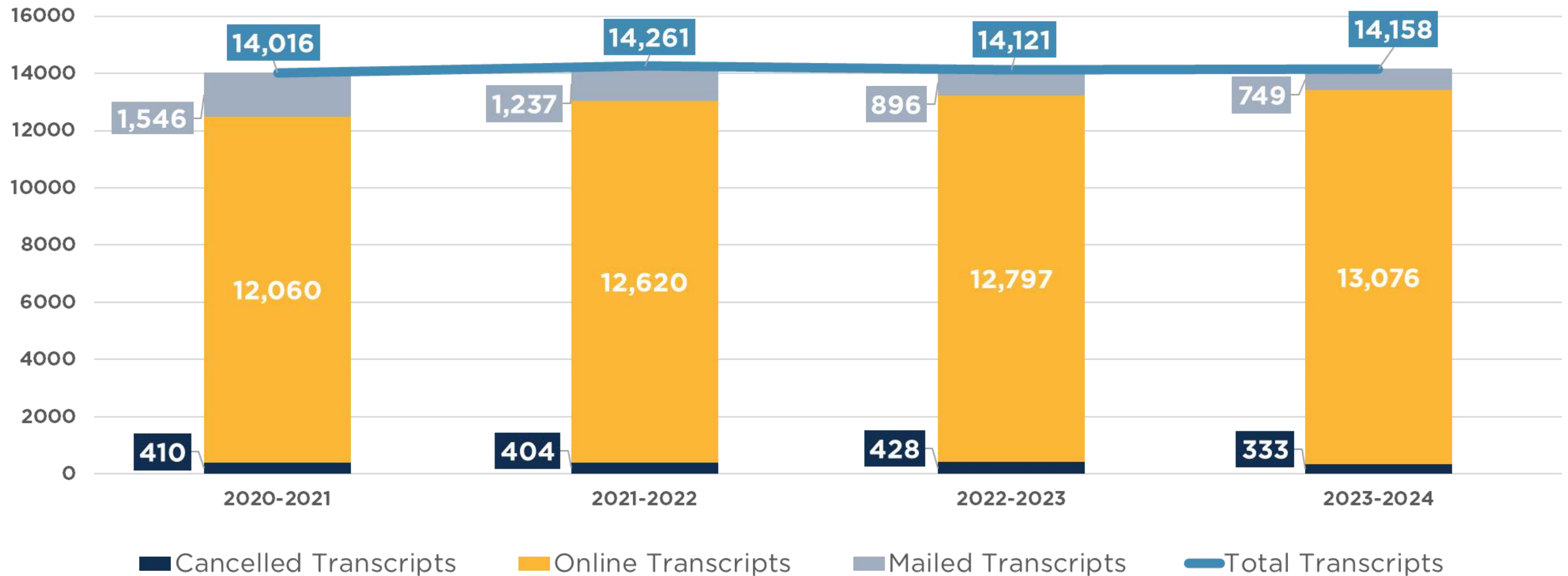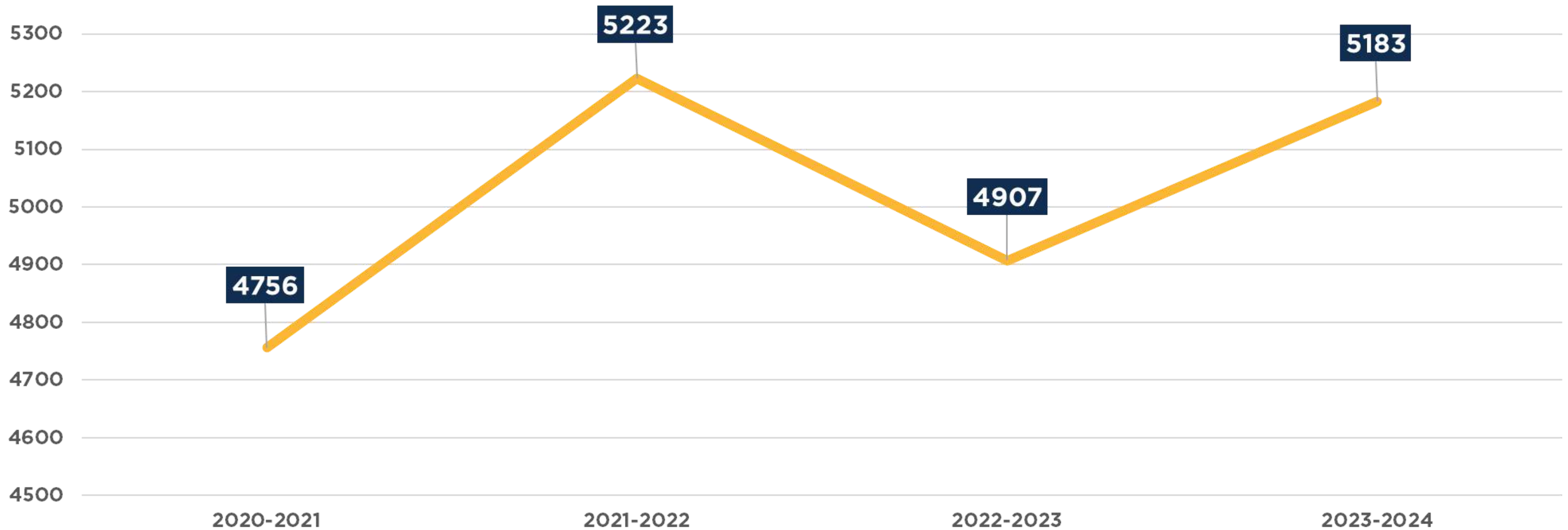
O.U.R. PRODUCTION

TRANSCRIPTS

Students order transcripts online and they continue to strongly favor electronic delivery methods which can be delivered as fast as within the same hour.

	2020-2021	2021-2022	2022-2023	2023-2024
Total Transcripts	14,016	14,261	14,121	14,158
Mailed Transcripts	1,546	1,237	896	749
Online Transcripts	12,060	12,620	12,797	13,076
Cancelled Transcripts	410	404	428	333

■ Cancelled Transcripts   ■ Online Transcripts   ■ Mailed Transcripts   — Total Transcripts
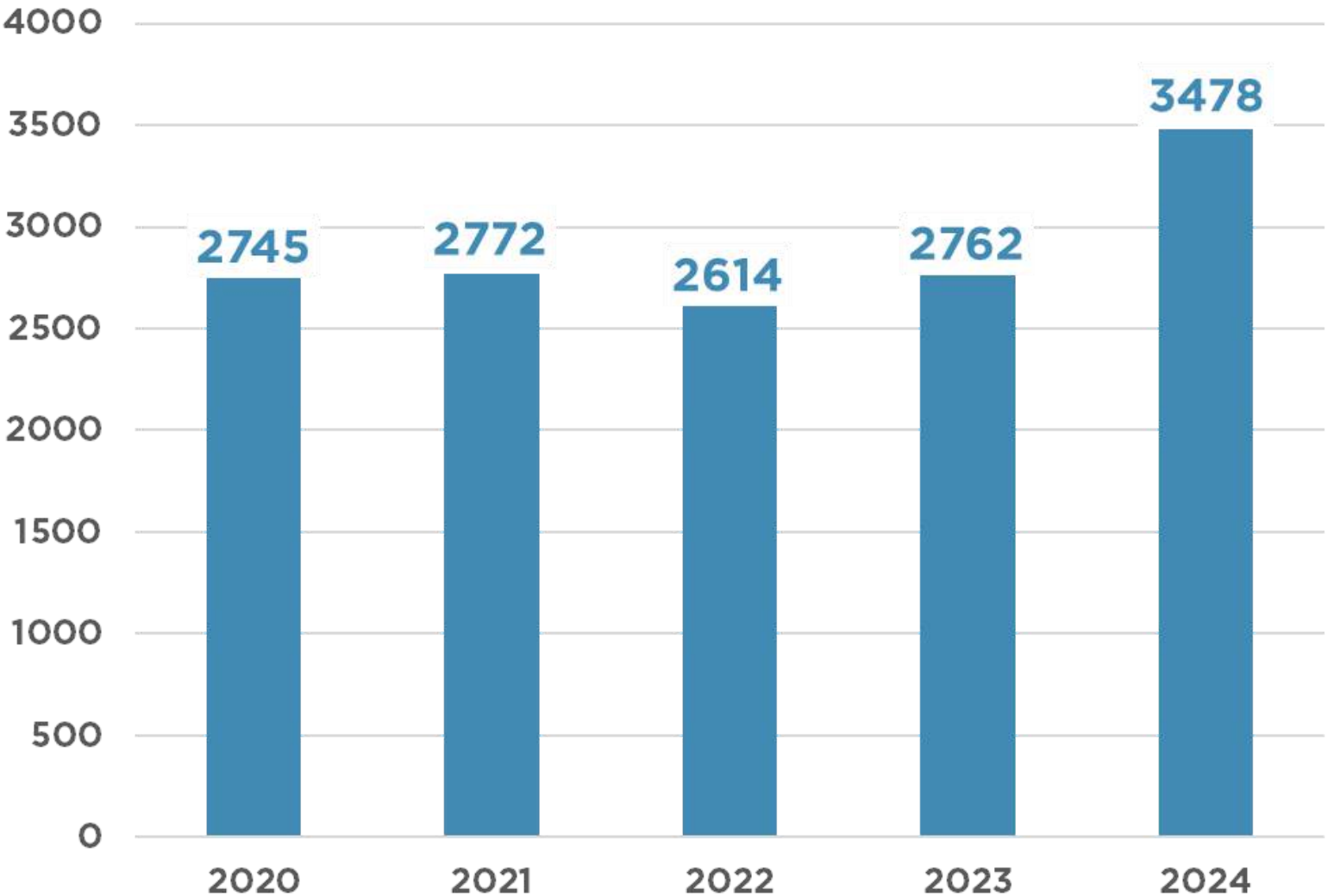
MAJOR CHANGES

Our major change form has been online since before 2020. Recognizing that some students submit multiple forms per year, there is still a sizable proportion of our undergraduates who change their curriculum each year.
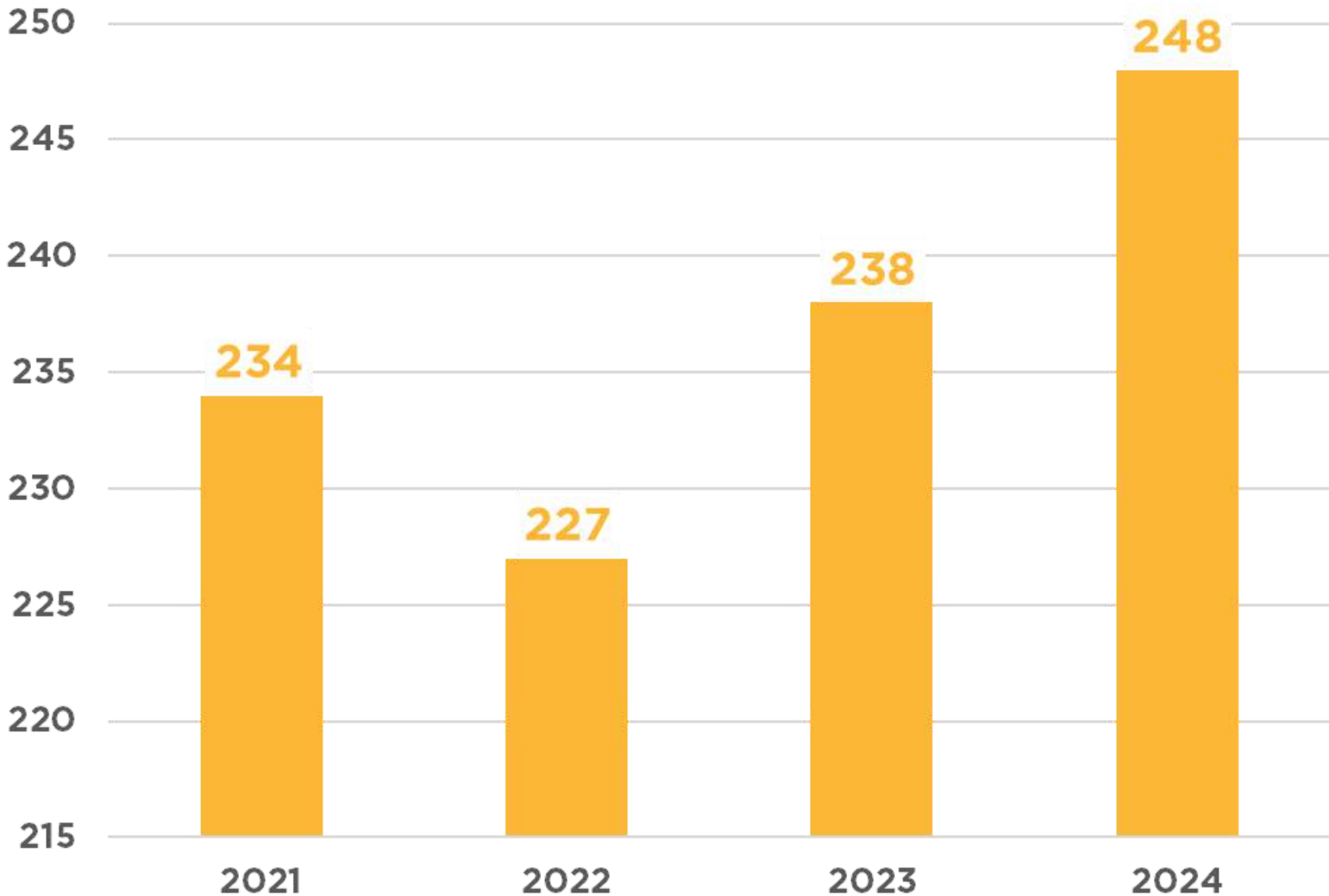
NEW STUDENT PRE-REGISTRATION

In partnership with the Advising community, every year OUR staff pre-register new freshmen and transfer students so they have a class schedule when they arrive for orientation. The Academic Interest Questionnaire (AIQ) process requires a significant time commitment from our office.
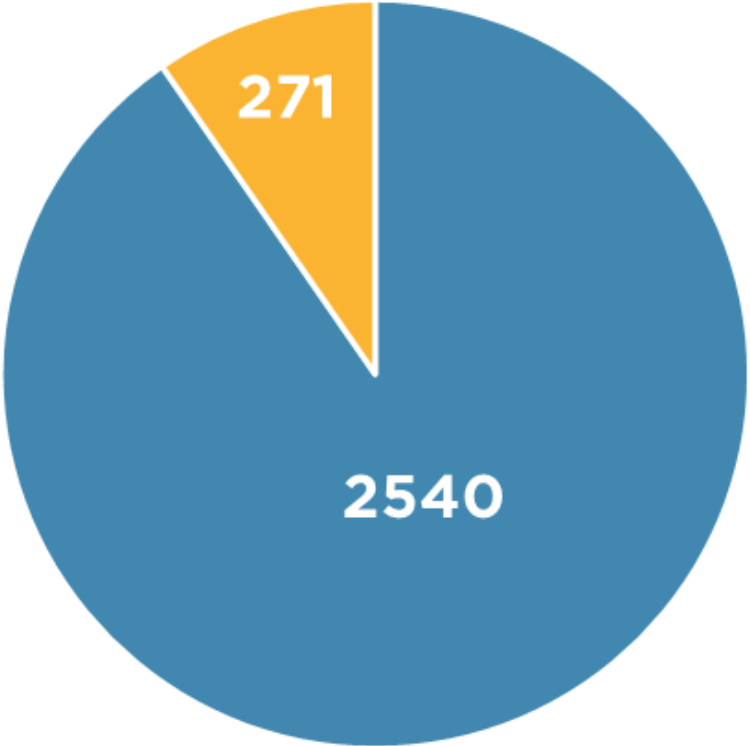
FALL AIQ REGISTRATIONS

Year	Registrations
2020	2745
2021	2772
2022	2614
2023	2762
2024	3478

SPRING AIQ REGISTRATIONS

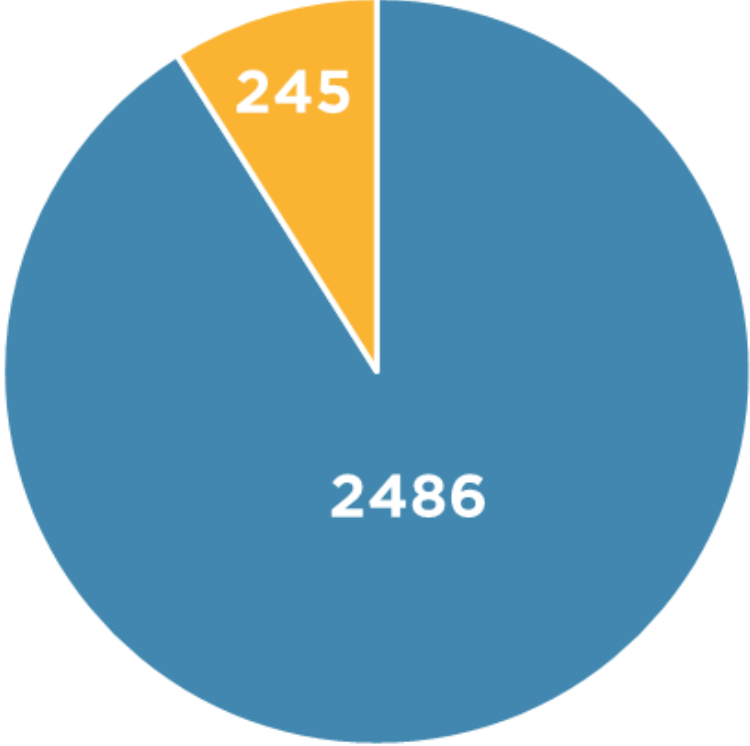| Year	Registrations
2021	234
2022	227
2023	238
2024	248

DIGITAL DIPLOMAS

Since summer 2020 we have offered digital diplomas for students to download. In December 2022, the digital diploma download became free to each graduate. The chart below shows the growth in students downloading their diplomas.
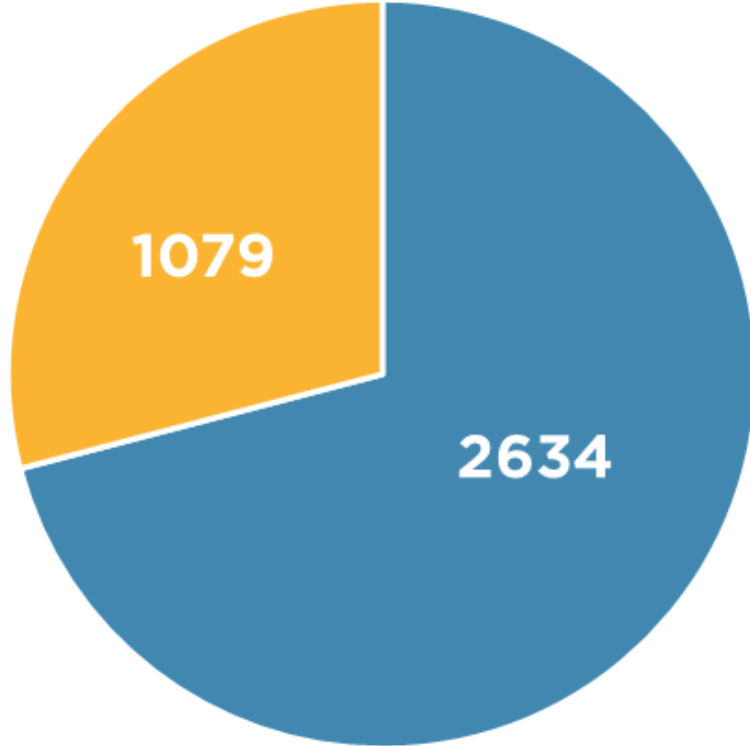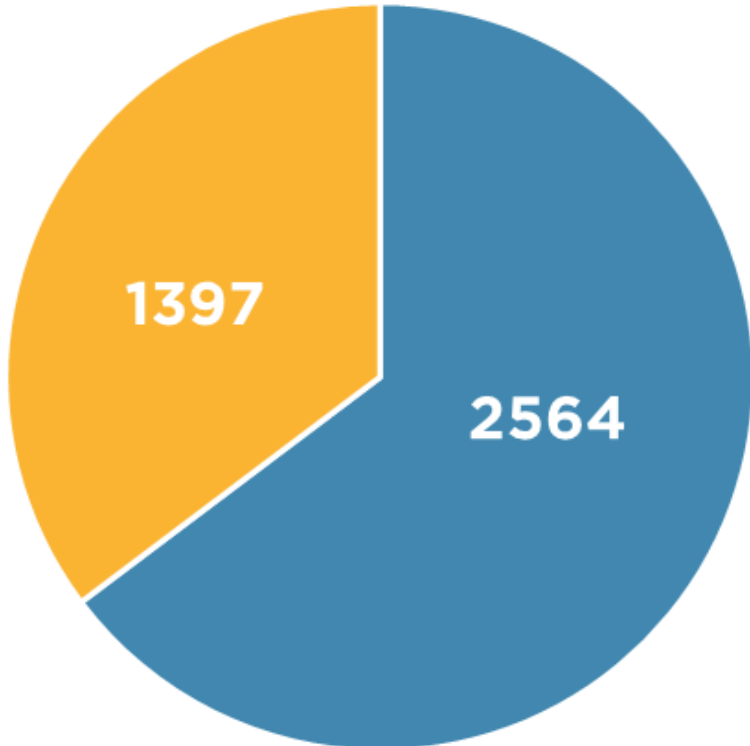
2020-2021

271

2540

2021-2022

245

2486

2022-2023

1079

2634

2023-2024

1397

2564

■ Total CeDiplomas Produced   ■ CeDiplomas Downloaded by Graduates

ENGAGEMENT

CAMPUS ENGAGEMENT

In addition to processing and producing information, OUR staff hold ex-officio roles on multiple committees across the university including:
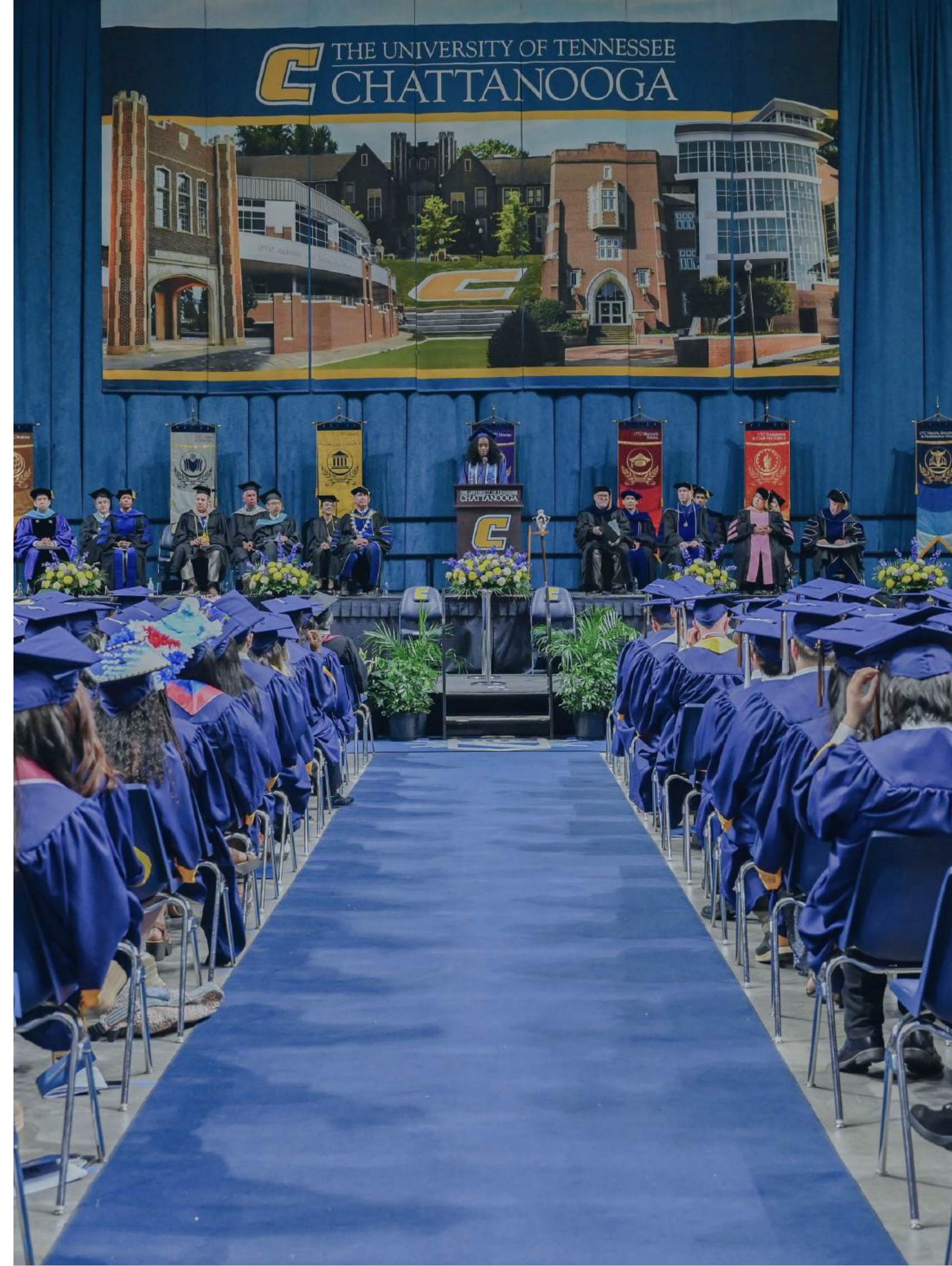
FACULTY SENATE COMMITTEES

- Athletics
- General Education
- Learning Environments
- Undergraduate Admissions
- Undergraduate Academic Standards
- Undergraduate Curriculum
- Undergraduate Petitions

ACADEMIC COUNCIL

TERM START COMMITTEE

GRADUATE COUNCIL

STATE, REGIONAL, AND NATIONAL ENGAGEMENT

Office leaders are active in professional associations and hold positions of leadership.

TACRAO
Tennessee Association of Collegiate Registrars and Admissions

- President Elect; President (Dragoo)

- Vice President for Administrative Support Services & Outreach (Fryar)

SACRAO
Southern Association of Collegiate Registrars and Admissions

- TN representative (Dragoo)

AACRAO
American Association of Collegiate Registrars and Admissions

- Transfer Committee (Wells)

PROFESSIONAL TRAININGS

Office leaders and staff regularly participate in professional training through AACRAO and other sources.

AACRAO - ESSENTIALS OF STRATEGIC ENROLLMENT MANAGEMENT

AACRAO - INTERNATIONAL TRANSFER

AACRAO - REGISTRAR 101

UT OMBUDS - CRUCIAL CONVERSATIONS

APPENDIX

As this is our first annual report, we have included an appendix to capture the highlights of the past four years reflecting the many projects, processes and improvements we've managed since Fall 2020.
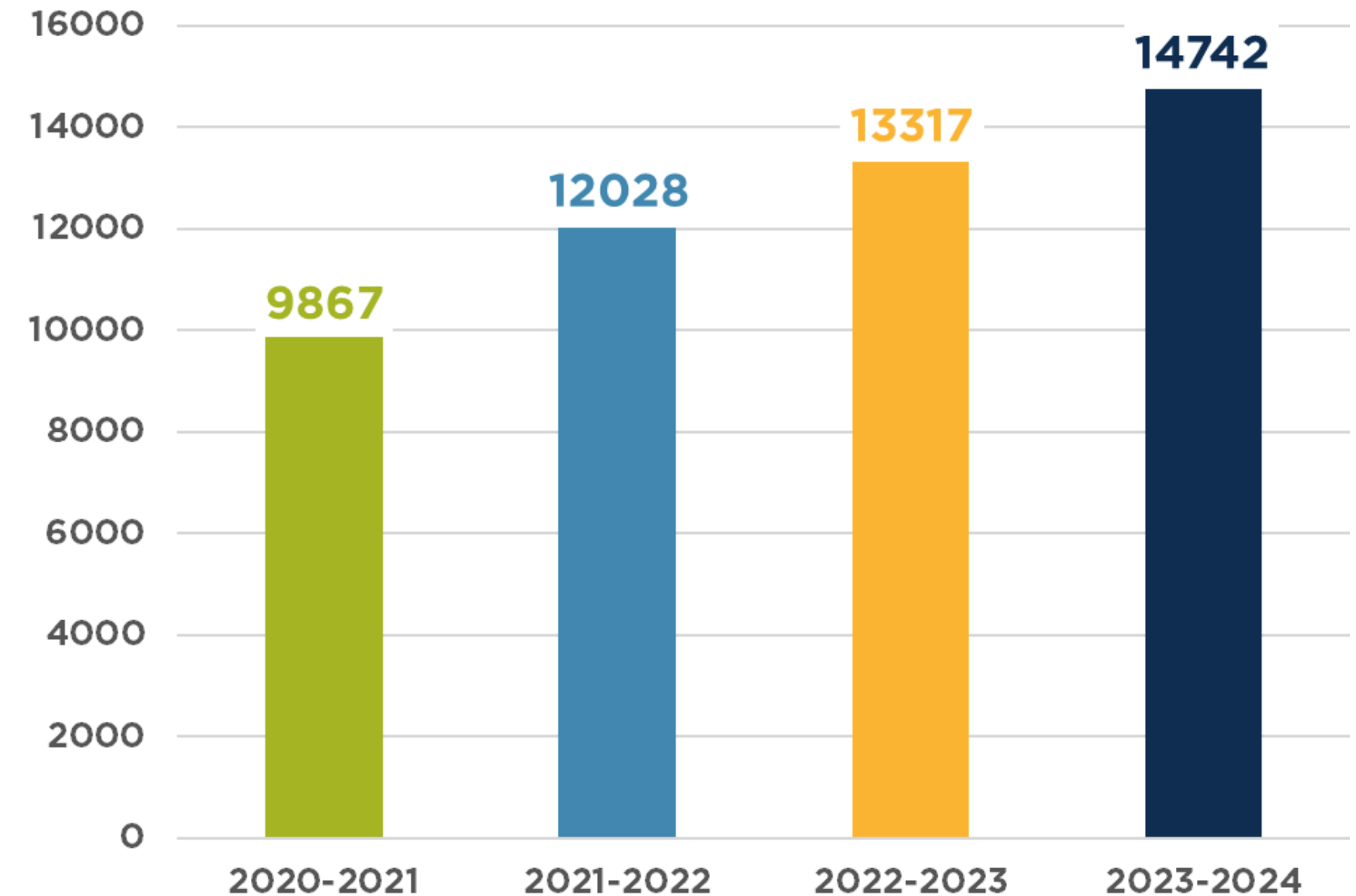
O.U.R. PROGRESS

Each year UTC's Office of Accreditation and Assessment facilitates assessment plans for offices across campus. Below are the items we identified for improvement and assessment over the past 4 years.

- Academic History Processing improvements (2023)
- Degree Audit System efficiencies (2020, 2022, 2023)
- Developing a consistent professional communication voice (2023)
- Diploma Ordering and Delivery (2020, 2022)
- Enhanced Commencement Communication (2021, 2022, 2023)
- Major Change Process enhancements (2020, 2021, 2022)
- Registration after last day to add (2023)
- Transition paper processes to online processes (2020, 2021)

2020 - 2021

→ Converted all paper forms to online workflow.

→ Enhanced workflow function of existing online forms.

→ Improved communication to students who change majors to direct them to advisement resources in their new department.

→ Managed all student logistics for 5 outdoor commencement ceremonies in fall semester as well as 9 indoor ceremonies in May.
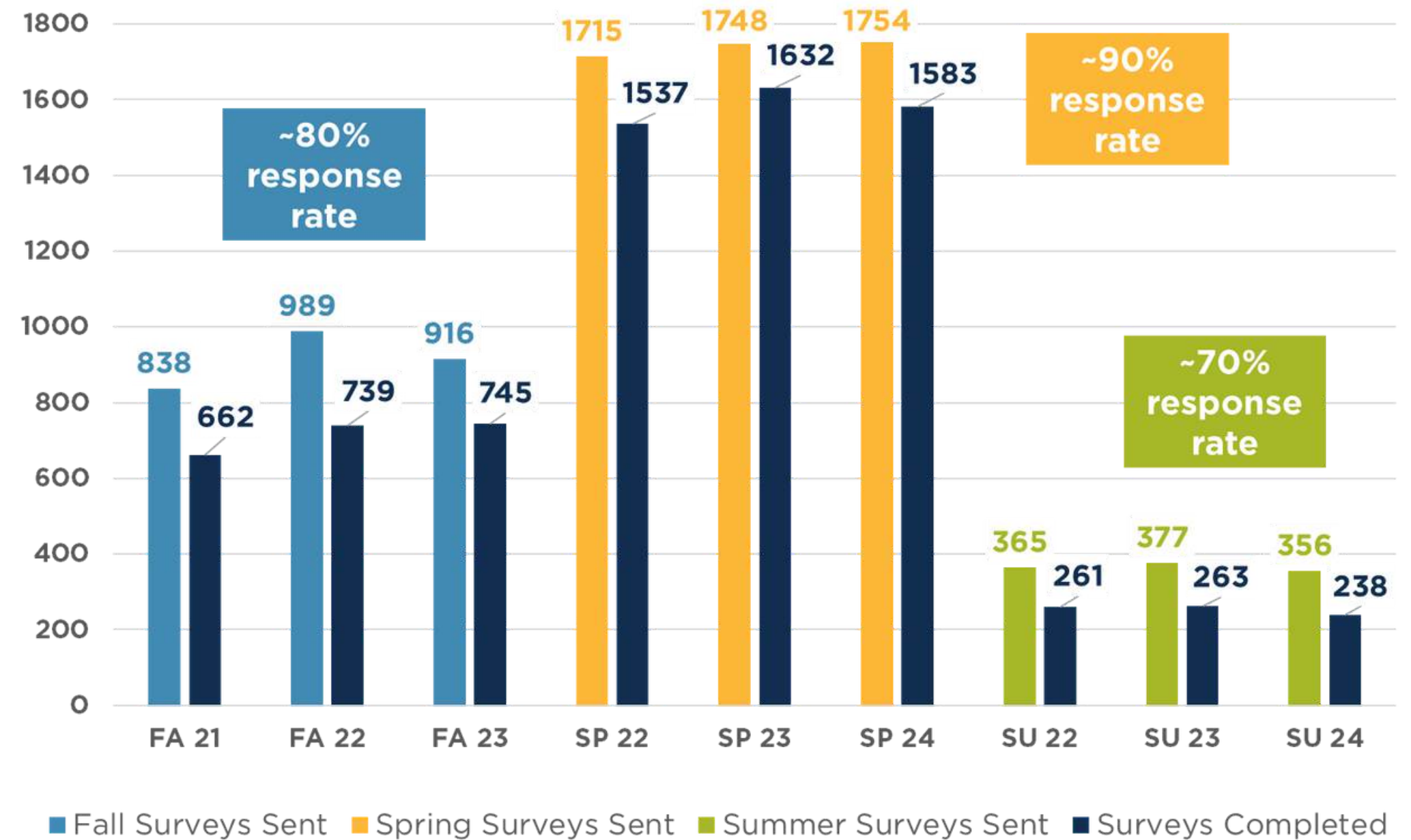
TOTAL ELECTRONIC FORMS PROCESSED

Year	Total
2020-2021	9867
2021-2022	12028
2022-2023	13317
2023-2024	14742

2021 - 2022

→ Converted and modernized course substitution process, addressing some of the most frequent complaints and user issues from form participants.

→ Successfully managed student and guest logistics for commencement ceremonies with ticketed attendance due to McKenzie Arena construction.

↳ *High response rates to RSVP surveys sent to graduation candidates provided valuable data during planning phases, and continue to do so today.*

→ Implemented waitlist priority by class standing for upper division class sections to better support graduating students' access to registration.
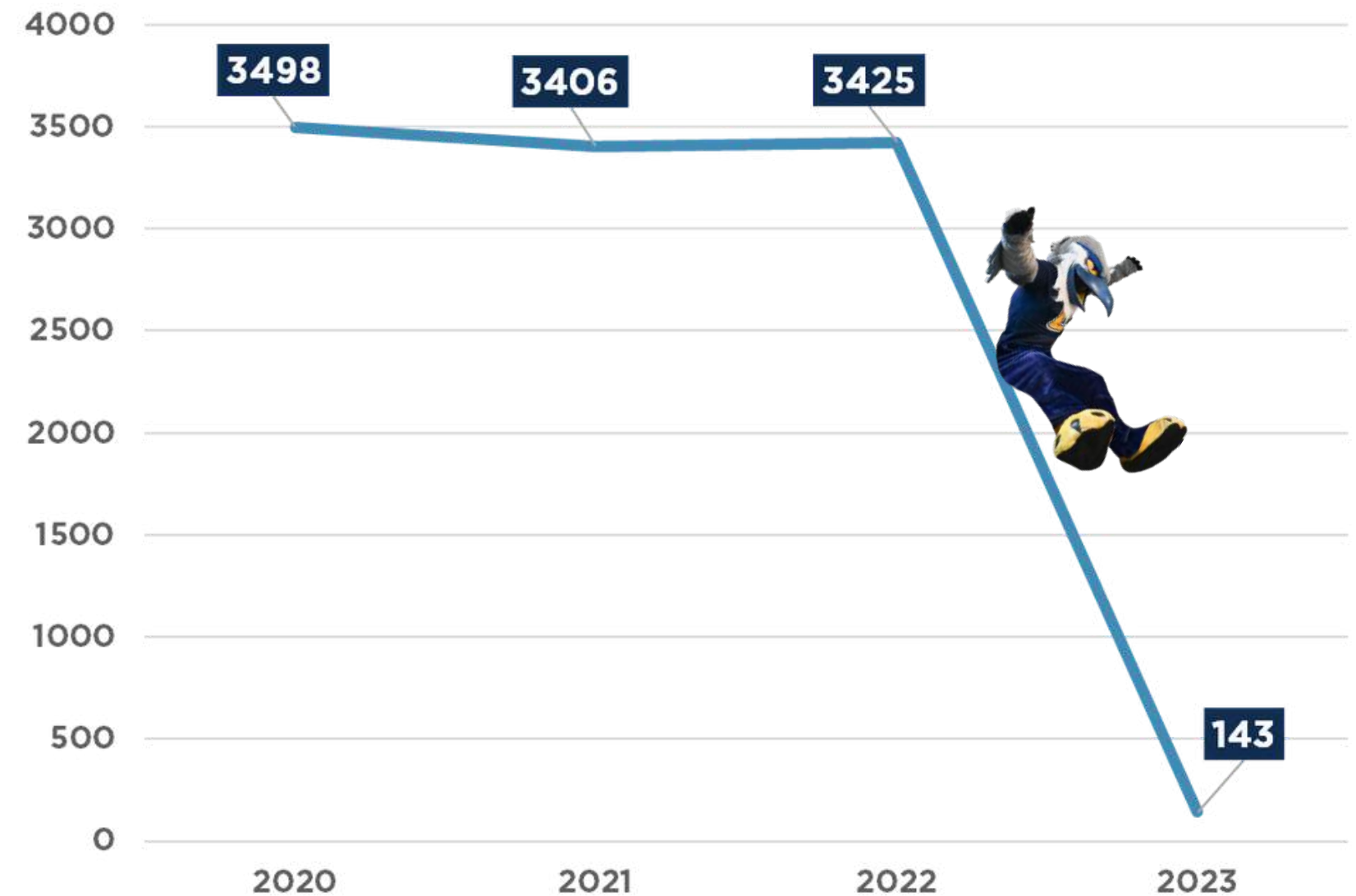

CEREMONY RSVP COMPLETION RATES

~80% response rate

~90% response rate

~70% response rate

	FA 21	FA 22	FA 23	SP 22	SP 23	SP 24	SU 22	SU 23	SU 24
Surveys Sent	838	989	916	1715	1748	1754	365	377	356
Surveys Completed	662	739	745	1537	1632	1583	261	263	238

■ Fall Surveys Sent　■ Spring Surveys Sent　■ Summer Surveys Sent　■ Surveys Completed

2022 - 2023

→ Simplified degree audit programming in alignment with policy updates for the upcoming 2023-2024 academic year.

↳ *This effort resulted in a 96% decrease in the amount of coding required for Gen Ed - reducing 3,425 lines of code down to only 143 lines.*

→ Standardized Gen Ed representation across majors so students did not appear to 'lose' Gen Ed credit when changing majors.

→ Clearly identified Gen Ed courses in the online catalog to improve transparency.

→ Revised and enhanced catalog and major change form to support students' decisions related to new Gen Ed requirements.

→ Introduced Graduation Candidate priority registration to better support graduating students' access to courses needed for degree completion.

REQUIRED LINES OF CODE FOR GEN ED DEGREE AUDIT

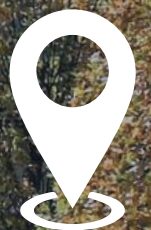Line chart: 2020 = 3498, 2021 = 3406, 2022 = 3425, 2023 = 143

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OFFICE of the UNIVERSITY Registrar

THANK YOU!

THE UNIVERSITY OF TENNESSEE CHATTANOOGA
Office of the University Registrar