

REGISTRAR REPORT

August 2016

UNIVERSITY REGISTRAR STAFF PROVIDES WARM STUDENT WELCOME

This fall ISU welcomes over 21,000 students back to campus. Students who are new to campus bring with them questions about campus processes and procedures, and one of the first



Marlon Webb—RSC Counter Staff

places they come with their questions is the Registrar Service Center located in Moulton 107. Two full-time staff assist students with inquiries related to registration, transcripts, degree requirements, transfer credit, as well as providing information about other areas on campus.

During the first few weeks of classes, registration is the most popular item on the menu of tasks the RSC offers assistance with, as students strive to get that “perfect schedule”.



Janet Taylor—RSC Counter Staff

Also popular are enrollment verifications, as well as questions from students preparing for graduation in the fall.

Whatever the reason for their visit, students are always greeted with a smile. It's always a great day in the RSC!

AUGUST BY THE NUMBERS

- Summer 2016 grades processed: **11,459**
- August degrees finalized as of 08/30: **820**
- Schedule changes made during the first day of classes (08/22): **5,120**
- Number of overrides issued during the first week of classes (8/22-08/26): **1,306**
- Number of in person requests handled during the first week of classes: **436**
- Most common type of inquiry: **Transcripts procedures**

CLASS WITHDRAWAL EMAIL RETURNS FOR INSTRUCTORS

After a year of getting used to the new student information system, instructors teaching classes this fall will find a small comfort in their inboxes. Beginning after the tenth day of classes, an email notification alerting instructors when a student withdraws from their class will be sent to instructors twice a week by the Registrar's office. Since the new Faculty Center class rosters display students who have withdrawn from a class in addition to enrolled students, instructors have been struggling with keeping accurate lists of who is truly enrolled in their courses. This email notification was a helpful feature in the old mainframe system, and Registrar staff are hopeful that the implementation of this feature in the new system will reduce confusion and assist instructors with keeping track of all their students.

GOOD TO KNOW!

Illinois State University does not offer unofficial transcripts. Instead, current undergraduate students have access to the Academic Requirements Report, which is a report accessible from their Student Services Center showing their degree requirements, as well as course and grade history.

UPCOMING DATES AND DEADLINES

September 2016

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| <p>2nd —Last day to drop a course with no withdrawal grade assigned.</p> <p>— Last day to put a course on Credit/No Credit (pass/fail) or Audit.</p> | <p>9th —Deadline for submission of materials for August 2016 Bachelor degree candidates.</p> <p>— Deadline for undergraduate students to apply for December 2016 graduation.</p> | <p>19th —Catalog copy sent to colleges, departments, and schools for “red-ink” editing and Editorial Requests for the 2017-2018 Undergraduate and Graduate catalogs.</p> |
| <p>5th—Labor Day (University Closed).</p> | <p>16th —Last day to withdraw from a first-half semester course.</p> <p>—Last day to remove Credit/No Credit option from first-half semester course.</p> | <p>20th —Last day to receive 25% tuition adjustment for full-semester course withdraw.</p> |
| <p>6th —Census enrollment reporting.</p> | | |

CS ISSUES TO KNOW

Issue	Issue Description	Resolution Identified
Name format changes	A test score upload is causing some students' names to change formatting. This is affecting advisor lists as well as class rosters. Please check the top and bottom of advisee lists/class rosters for any students who may have been affected by this issue.	Yes, in progress—fix should be implemented sometime in September
Class schedule time default	The current class schedule view in the Student Center is defaulted to only show classes between 8AM-6PM. Students will need to change the default times on their My Schedule page to show classes which occur outside of this time range.	No, outstanding

VETS WELCOMED WITH PICNIC

What better way to welcome back students than with fun and food? This year the Veterans and Military Office tried something new for welcome week. Instead of a classroom-style program for new veteran/military students, Registrar Jess Ray and supervisor of the Veterans and Military Services Center Judy Curtis opted to hold a picnic for all returning military-connected students and their families. The guest list included members from the local community welcoming back our students. Participants of the event included people that provide services to our military-connected students, or that were military-connected in some way such as members of the American Legion Carl S. Martin Post 635 which is in Uptown Normal. The event drew fifty participants.



AUGUST REGISTRAR ROCK STAR



Cheryl Cleeton is a voice for ISU—literally. 25 years of answering phones at ISU means that Cheryl, the only remaining university operator has answered A LOT of questions. If each call averaged 1 minute, and she answered 15 calls an hour, 7 hours a day, for 5 days a week, approximately 50 weeks a year—by now, Cheryl has answered over 650,000 phone calls.

Cheryl joined the Registrar's

office in 2013, retaining her university operator duties as well as taking on the direct supervision of the Registrar Service Center student employees. In addition to answering the university operator line, Cheryl also handles incoming emails that are sent to the registrar's office, which during peak times can be hundreds of contacts a day.

Assisting students with registration, biographical and demo-

graphic information changes, enrollment history inquiries, directions to/around campus (yes, really) and general information questions are just a handful of the types of phone calls and emails that Cheryl responds to every day. Think of all the lives she has touched so far.

Thanks for being a rock star Cheryl!

The Office of the University Registrar is
comprised of the following offices:

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- Registrar Service Center
 - Evaluation Services
 - Academic Records
- Transcripts and Verifications
 - IAI
- Veteran and Military Services

The Office of the University Registrar is a division of
[Enrollment Management and Academic Services.](#)



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