

Registrar's Advisory Council
February 22, 2017
Miller Learning Center, Room 214, 3:30 PM

Ad Astra Update:

- Recently with Ad Astra, there have been several service interruptions. EITS and the vendor have been working on this for a number of months.
- Currently, Ad Astra is in a functioning state. Sectioning officers on campus were able to get back into Ad Astra on Monday, February 20. Student Affairs is working without their accounting module.
- There may be a point in the short term where the Registrar's Office will have to alternate the accounting piece for Student Affairs in which it will have to be turned back on, causing potential interruptions, and then turned back off.
- Long term, the Registrar's Office has discussed with Vice Provost Mumper the possibility of finding replacement software.

Withdrawal Grades/Repeat Processing:

- An [email](#) sent to advisors regarding clarification of Withdrawal grades and repeat processing/test scores was provided to RAC members.
- Currently, since Fall 2016, jobs are scheduled to run in Banner every night for repeat processing for the previous three terms. This will be updated to include Spring 2017 in those last three terms once Spring ends. For example, if a student's class is being repeated for the current term, Spring 2017, the repeat will not show on the student's record until the end of Spring.
- Further questions regarding Withdrawal grades or repeat processing should be directed to regsupp@uga.edu.

Transcript Review Holds:

- During January 2017, nearly a half million student records were migrated from IMS to Banner. Because of this large volume and hard-fast timeline, EITS was unable to update issues with students' records. Due to this, a hold was placed on these students' records, and the Registrar's Office is updating the records manually through a process of validating and updating records before an ordered transcript is released.
- This process of validating, updating, and releasing transcripts should only affect those **students who have pre-Banner UGA academic history**.
- The Registrar's Office is validating and clearing transcripts for students using the following priority:
 - A student who requests an **official** transcript.
 - A student who is requiring access to their **unofficial** transcript and emails reghelp@uga.edu requesting that the R3 hold be cleared.
 - A student who will be graduating Spring semester 2017.
 - Students who are in the original Banner population but never requested an official transcript.

- Currently the turn-around for undergraduate students in scenario number 2 is about one to two business days with the majority being one day. Students who have graduate work take longer as validation for their course work is sought from the Graduate School. Do keep in mind that most questions regarding course work for undergraduates and Pharmacy students can be answered by using the Class History option in DegreeWorks.
- The published turnaround time for transcripts is five business days but typically the Registrar's Office can validate and send the transcripts within three business days. Do keep in mind that those students who have only been in Banner and not IMS have their holds cleared automatically.
- Logistically and physically, the Registrar's Office cannot check all of the records moved from IMS to Banner. Those who request a transcript have their record validated and corrected. These are the most important records to update, as they need an accurate and correct transcript. As well, the validation team in the Registrar's Office has identified 64 problems with the data and plans have been drafted to correct these problems.
- Questions on this process can be sent to regsupp@uga.edu.

DegreeWorks Update:

- The DegreeWorks team is in the process of finishing up the programming for the Spring 2017 Bulletin. This should be live on Tuesday, February 28.
- If an advisor is interested in having a template in a DegreeWorks Plan, please send the departmental four year plan of study to Curriculum Systems. Once it has been reviewed by Curriculum Systems, it will be sent to the Registrar's Office DegreeWorks team to be programmed. Once completed, the advisor will be contacted to review and offer feedback. Just as a reminder this process is term specific.
- Several templates are live and many others are in the process of being completed by the DegreeWorks team.
- As a reminder, DegreeWorks Plans trainings are offered through Training and Development.
- The DegreeWorks team has a new team member, Gavin Cheek, who has taken over answering the DegreeWorks email account.

Redmits and Catalog Term:

- Members of RAC and the Registrar's Office had an extensive discussion regarding under what catalog term a former student should be readmitted.
- In Banner, when a student is readmitted who has lost registration eligibility, the Registrar's Office is using the baseline Banner application in which the student reapplies, pays a \$25.00 fee, and is placed into the program he or she selects on the application.
- The issue for discussion that has emerged regarding this process is if a student reapplies and comes back in the same, original major, why is the student not being placed in the same, original catalog term?
- The UGA Bulletin states that "Undergraduate students who have not been enrolled at the University for a period of five years or more may be subjected to different University, college or school, or department requirements than those which existed at the time of matriculation at the

University or entry into a given college/school, major, minor, or certificate program.” Based on this statement, the Registrar’s Office proposed using the five year standard found in the policy to determine the readmitted student’s catalog term.

- An extensive discussion occurred among RAC members and members of the Registrar’s Office regarding this issue, including how students with intended majors would be handled should they reapply as well as those in high demand majors.
- Following this discussion, the consensus among members of RAC was that if an undergraduate student is readmitted within five years of his or her last enrollment into the same major pursued prior to leaving the University, and as long as that major does not have an intended option, the Registrar’s Office will update the program and catalog term to the one previously held by the student. If the same student has been out longer than five years, the readmission term will be used as the catalog term. For students out longer than five years, advisors can always request that the term be moved after meeting with such students once they have been readmitted. This request would need to be made with the Registrar’s Office via a Curriculum Change Form.
- If a student reapplies for a high demand major that has an intended option and the reapplication is submitted within five years, the student will be readmitted into the intended option with the readmission catalog term.
- The Registrar’s Office will meet and discuss more options on how to process those students with intended majors.

Request to Register a Course as an Audit:

- There has been an issue with students mistakenly registering for a course in Athena as an audit. Because of this problem, the Registrar’s Office was asked by the Office of Instruction to develop a solution.
- The solution was to turn off the audit registration option in Athena effective for Fall 2017 registration. In the meantime, something needed to be done retroactively for students registered as an audit for Spring 2017. Students listed as an audit were contacted by the Registrar’s Office in January and those who wished to remain in an audit status were required to fill out an [Audit Request form](#). Spring students had a deadline of February 24 to fill out the audit form. The Registrar’s Office will continue working with those students who are impacted who did not reply by the February 24 deadline.
- This form, which requires the student’s dean’s signature, is actually in line with the audit policy found in the UGA Bulletin.
- The process to retroactively confirm and register Spring 2017 audit students has prompted some confusion and concern among campus staff. The process for Spring 2017 is that based on the filled out form, the Registrar’s Office would remove or keep the audit status for the student. Going forward for Fall 2017, the student would fill out the form first and then the Registrar’s Office would register the student for the class in Athena as an audit. The student would not register for the course in Athena as an audit his or herself.
- RAC members had an extensive discussion on this process, including if a dean’s signature or other signatures beyond the instructor’s are necessary on the form (yes, they are required); if digital signatures for the forms are ok (this is fine as long as it is from a UGA mail account), and if switching audit/credit status after drop/add for Spring 2017 was against the policy of not making these types of status changes after drop/add (this was a concern and will be addressed with the Office of Instruction).

- The Registrar's Office and RAC members dialogued on how to best handle the registration for audit process, including, for Fall 2017, if the student could register first for the class and then turn in the audit form or perhaps provide audit students with last priority registration during the registration process (which was discussed with the possibility of adding a disclaimer to the form to this effect), similar to 62+ students or TAP students. There was also a discussion regarding students on a waitlist who are purged who wanted to register as an audit. The Registrar's Office did state that the audit policy could change for Fall 2017 and appreciated the dialogue with RAC on this topic.

Graduation Application-Spring and Summer 2017:

- The deadline for undergraduate students to apply for Spring or Summer 2017 graduation and have their names appear in the commencement program is March 20.
- As a reminder, students who have FERPA restrictions will not appear in the commencement program.
- Students have received communication on this from the Registrar's Office and will receive more as the deadline approaches.
- Only Spring students are asked on their graduation application if they will attend the commencement ceremony. Summer students do not have this option in Banner.
- The Registrar's Office and RAC members did discuss what to do with students who either apply after the March 20 deadline or request to have their graduation term changed from Summer to Spring after the deadline. With any situation in which a student's graduation application either changes or is added after the deadline and the student wants his or her name to appear in the program, the advisor needs to contact the Registrar's Office directly so that the Office can work with the advisor and student as best they can to include the student's name.
- The deadline that names are sent to Printing (following the March 20 deadline) is March 23.

Shift in Cross-Listed Courses:

- There has been a shift in how cross-listed courses will be approved from the Office of Instruction.
- This change was addressed in the January edition of the [Office of Instruction Engage Newsletter](#).
- Questions regarding this process or suggestions regarding this process should be directed to ovpi@uga.edu.

Questions from RAC Members:

- A question was raised as to if it was possible to have a test student in Athena for advisors to use to see certain processes in Athena from the student perspective. While this would be advantageous for testing, this is not something that can be easily performed for a myriad of technical reasons and is not ideal, namely because any potential test student would begin to show up in reports coming out of Athena.
- Another idea to get around using a test student would be to use screenshots from the student perspective in Athena or provide instructional videos of the same information.

- Advisors can use Banner screen [SFASTCA](#) to check all registration attempts for a student if they are trying to find information on a student's registration. They can also email regsupp@uga.edu with questions.
- The Registrar's Office stated that it will look closer into providing a list of more screens that advisors can use in Banner to troubleshoot student issues.
- The graduation application for Fall 2017 will open on April 7.

The meeting concluded at 5:00 p.m. The next meeting of RAC will be held on April 19, 2017 at 3:30 p.m. in room 214 of the Miller Learning Center.