

**2018-2019 Retention Plan
Mid-way Point
Office of the Registrar Report**

2. Highlands University will achieve strategic enrollment management.

F. Ellucian Banner upgrade in frontline office.

The Office of the Registrar is the primary Banner Leader for the Student Module. As such, weekly discussions, testing opportunities, and upgrade challenges/solutions were addressed. All front-line offices inclusive of all campus locations were invited and participated. The transition from Banner 8 to Banner 9 was successful not only due to our on-point ITS team but also due to the constant communication and collaborative efforts by all parties. The university was never “down” or “offline” during the upgrade process which would have impacted our student enrollment processes.

G. Purchase and implementation of TutorTrac software.

The Office of the Registrar purchased and went live with the TutorTrac software during the Spring 2019 semester. The Office will be going to identify the “consistent” reasons why students visit the office and will attempt to address the reason in other ways to be more accessible to the students as opposed to requiring an “in-office” visit.

H. Purchase and implementation of Transfer Equivalent System (TES).

Funding for the initiative was provided by ARMAS program. The Office of the Registrar will have oversight of implementation and maintenance of the system. Given the number of state mandated initiatives, the Office of the Registrar will begin inputting the data during the Summer 2019.

O. Continue to conduct Pre-registration Blitz.

In effort to assist with early registration initiatives, the Office of the Registrar has provided early online preview schedule option. Students, faculty, staff, administration, and community members can now view the schedule online prior to the day registration begins. This allows students more time with their academic to review their options and be intentional with their scheduling efforts.

Y. Students will receive improved advising.

In effort to assist with the advising process, the Office of the Registrar has worked collaboratively with all academic units to ensure information in academic catalog is accurate and up-to-date. The Office of the Registrar has also guided the academic units through academic program revisions, and creation of new programs. Additionally, all administrative assistants were provided thorough directions on how to adjust assigned academic advisors in Banner: this information is then reflective in Degree Audit.

Z. Units will improve customer service through participation in professional development and cross-training.

In the Office of the Registrar, each staff member is cross-trained in every basic registration process. Each staff member is also assigned specifically to one other area in which they have been thoroughly cross-trained. Professional development has been obtained through the Power of Service offered through the University, and through group settings as with the Banner 9 upgrade. There are bi-weekly staff meetings where campus and office updates occur. Recently, the Registrar, Thomasina Ortiz-Gallegos, has empowered each staff member with leading a team meeting. This process includes identifying a specific topic that is relatable to higher education, not just the what occurs in the Registrar's area, and then to educate their colleagues. The leaders has to build an agenda and follow Robert's Rules of Order. Most impressive is the team building exercise that is also required.

For the first time ever, all team members participated with the New Mexico Association of Admission and Registrar Officers state meeting.

BB. Provide Degree Audit and Advising training for faculty and staff.

The Office of the Registrar provides degree audit training during each professional development session. Additional training sessions are offered throughout the year upon request (specifically for new HU members who are requesting access to banner).

EE. Develop additional winter and summer intersession courses.

While the Office of the Registrar does not develop courses during any given time, we do provide oversight of the part of terms. Beginning Fall 2018 the registrar team developed separate part of terms. This process allows a cleaner process and a clearer definition of add and drop dates for students, staff and administration. The process continued in Spring 2019. The information provided several administrators to identify how we are offering courses and begin discussing the need to be more intentional with our efforts and develop a block of allowable parts of term that would include winter and summer intersessions. The pilot for the new scheduling is scheduled for Spring 2020.