Open Forum - Fall 2021
September 15 & 16, 2021

Office of the Registrar

**Note:** Please mute your mic when entering. Based on expected attendance numbers, please use the chat feature to ask any questions. Our teams are monitoring and answering or will present question to everyone if we need to further discuss. Thanks for attending.

Also, we are recording to provide notes to those who are unable to attend.
Our Agenda

Welcome

- Staff Changes
- Informational
- Policy Focus
- Projects
- Your Interests
- Food for Thought

Discussion, Questions, &/or Suggestions
Staff Changes
Welcome…

**Chase Pittman** – *started March 29*
Information & Student Services Specialist  
704-687-5481

Student Services, General Information, Major Changes, NinerCentral Liaison, Data Integrity, Degree Verify (internal)

**Daniel Head** – *started September 7*
Technology Services Analyst  
OneIT Team (within the Office of the Registrar)  
704-687-5491

Reports, Degree Works (Technical)

**Whom Do I Contact?**  
https://sites.google.com/a/uncc.edu/office-of-the-registrar-directory/
Welcome...

Jessica Miller – started March 2021
Technology Support Supervisor
OneIT Team (within the Office of the Registrar)
704-687-5477

Waitlist (Technical), Guest Access Portal, Banner, Degree Works (Technical), Banner Student Access, Reports

Lauren Barker – started December 2020
Graduate Assistant
704-687-5481

Data Integrity (current projects: advisor audit, record cleanup)
She may reach out to you later in fall to confirm advisor access.

Whom Do I Contact?
https://sites.google.com/a/uncc.edu/office-of-the-registrar-directory/
Departures...

Elise Mickey – *left July 9*
Assistant Registrar, Records

Maureen Martinez – *left July 2*
Assistant Registrar, Graduation Services

Nickcoy Findlater – *left September 3*
Assistant Registrar, Registration & Scheduling

Ryan Marsh – *left May 31*
Technology Services Analyst - OneIT
Informational
Part-of-Term Deadlines

Please remember that part of terms within the fall, spring, and summer have their own deadlines.

The most common parts of term are:

- Full Term
- First Half Term
- Second Half Term
- Mini-Fall (new)

Part-of-term calendars can be found here (alongside full-term calendars)

https://registrar.charlotte.edu/printable-calendar
GRADUATING SENIORS: WATCH THE BAR

DEGREE PROGRESS

- Requirements: 98% or 100%
- Requirements: less than 98%
- Requirements: 99%

If your bar shows less than 98% or 99%, contact your advisor to review your degree audit. Apply to graduate at my.uncc.edu.
Graduation Services (GS) Pre-Clearance Timeline

***Send Substitutions/Waivers in ASAP***

**September 29**
GS will email academic departments instructions to access their pre-clearance reports in Report Central

**Early October & November**
GS will email pre-clearance reports to academic departments for students with an audit percentage less than 98% or equal to 99%

**December 20 (noon)**
Grades Due

**December 23**
Initial awarding for students with audits at 100%

**January 5**
GS will email pre-clearance reports to academic departments for students with audits less than 100% and include Department Chairs and Associate Deans. At this time, GS will need a response from the academic department for each student, such as:
- If the student should be denied graduation, OR
- Other information is still needed such as sub/waivers, transfer credit, credit by exams, or incomplete grades

**January 11**
GS will send an email out to the students whose audits are not at 100% and to recommend consultation with their advisor. This gives the students time to register for the spring term.

**January 20**
GS will email preclearance reports to academic departments, and copy Associate Deans, for students with no departmental response.

**January 24**
Census Date for Spring 2022 – Deny fall 2021 graduation to remaining students with audits not equal to 100%
Don’t Wait!

Send them as soon as possible after you discuss with the student. We can get it into the audit, so it’s visible and actionable for the next conversation. There is no need to wait until the month before graduation.

Early Entry Students: Substitutions submitted for graduate courses won’t be visible on the audit until the course grade is assigned.
# Undergraduate Degree Works Exceptions 2020-2021 Academic Year

<table>
<thead>
<tr>
<th>College</th>
<th>Number of Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts + Architecture</td>
<td>765</td>
</tr>
<tr>
<td>College of Business</td>
<td>379</td>
</tr>
<tr>
<td>College of Computing &amp; Informatics</td>
<td>443</td>
</tr>
<tr>
<td>College of Education</td>
<td>452</td>
</tr>
<tr>
<td>College of Engineering</td>
<td>1,223</td>
</tr>
<tr>
<td>College of Health &amp; Human Services</td>
<td>403</td>
</tr>
<tr>
<td>College of Liberal Arts &amp; Sciences</td>
<td>2,114</td>
</tr>
<tr>
<td>General Education</td>
<td>133</td>
</tr>
<tr>
<td>University Honors</td>
<td>41</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>5,953</strong></td>
</tr>
</tbody>
</table>
### Pass/No Credit Elections – Spring 2020 thru Summer 2021

<table>
<thead>
<tr>
<th></th>
<th>Full Term*</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; Half*</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; Half*</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spring 2020</strong></td>
<td>20,523</td>
<td></td>
<td>80</td>
<td>20,603</td>
</tr>
<tr>
<td><strong>Summer 2020</strong></td>
<td></td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td><strong>Fall 2020</strong></td>
<td>11,466</td>
<td>1</td>
<td>49</td>
<td>11,516</td>
</tr>
<tr>
<td><strong>Spring 2021</strong></td>
<td>8,417</td>
<td>67</td>
<td>55</td>
<td>8,539</td>
</tr>
<tr>
<td><strong>Summer 2021</strong></td>
<td>78</td>
<td>558</td>
<td>598</td>
<td>1,234</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>40,484</td>
<td>628</td>
<td>786</td>
<td>41,898</td>
</tr>
</tbody>
</table>

*Student count
Fall Mini-Term (MF)

This fall, a mini-term was introduced. It began on August 12 (11 days prior to the fall full term). The mini-term ended on Saturday, September 11.

The following courses were offered:

- CHEM 3090: Special Topics in Chemistry
- UCOL 1200: First Year Seminar (2 sections)
- UCOL 2200: University Learning Seminar (2 sections)

114 students were registered in this mini-fall term.

This mini-fall session was designed to give a select population of students a head start on the fall term. After reviewing, if this was successful, it is anticipated to be a regular offering and showcase other opportunities, like mini-spring. Remember, each part-of-term has its own deadlines.
Known Waitlist Defect – Ellucian CR-000181111

Patrick Ambrose identified a defect and later was able to determine that it affects all Ellucian campuses using Banner.

A student places themselves on waitlists for a lecture and accompanying lab. The lecture is a prerequisite, with concurrency, for the lab. A seat opens up for the lecture, but the notification expires. Later on, a seat opens up for the lab and the student is able to register without meeting the lecture requirement and without getting the “Co-requisite Required” error.

We are currently monitoring for and resolving these using registration error checking.

***This same behavior exists with Linked courses
** Issue exists in both SSB 8x registration and Registration Self Service 9x.
Three Additional Opportunities for Students to Stay on Track

Greater Charlotte Consortium
Website: https://greatercharlotteconsortium.org/
Contact: specialenrollments@uncc.edu

Inter-Institutional Agreement
Application: https://ninercentral.uncc.edu/sites/ninercentral.uncc.edu/files/media/Documents/Inter-Institutional%20Form.pdf
Website: https://ninercentral.uncc.edu/courses-registration/registration-information/inter-institutional-opportunities
Contact: specialenrollments@uncc.edu

UNC Online
Application: https://online.northcarolina.edu/ (NinerNet credentials)
Website: https://online.northcarolina.edu/ (NinerNet credentials)
Contact: Monique.Wilson@uncc.edu
Leave of Absence for Military – Look Ahead

We are working on a proposal for those military members and families who are called up to active duty and must step away from their studies at Charlotte. This proposal will center around the creation of a leave of absence status that will preserve the student’s status for up to 5 years, if departure and orders are shared at the time of this action. [Higher Education Opportunity Act]

Upon return (as specified in their orders), the student simply notifies the Office of the Registrar and the status is returned to active. From that point the student schedules an advisor appointment and registers for the next term.

This will preserve their Charlotte email and access to other non-fee driven resources while on leave.

Proposal in the Works
Tuition Waiver Committee – Look Ahead

A revamp of the tuition waiver committee review process:

- Student
- Committee review
- Decisioning
- Archival

The current process has not been maintained, since tuition surcharge was repealed. The two processes were intertwined and a quicker, more efficient version is in order.
Policy Focus
UNC System – Common Course Numbering

- Board of Governors – passed Dec 17
- Regulations – comment period over; awaiting UNCSO approval
- Operations Manual Draft – Expected to be available for campus review mid-September
- CNS Course Review underway – Due Nov 30
- IT – Scope under review; Mock-ups/Project Plan being developed
- Aligns with the 400.1.5 Policy on Fostering Undergraduate Student Success (FUSS)
- Behind the scenes course number mapping

Charlotte POC: Dr. Coral Wayland (Undergrad Education)

Website: [https://www.northcarolina.edu/university-of-north-carolina-common-numbering-system-unc-cns/](https://www.northcarolina.edu/university-of-north-carolina-common-numbering-system-unc-cns/)

Effective Fall 2022
Section II.a.7
The UNC System Office shall, in consultation with faculty and staff from the constituent institutions, establish and maintain a common course numbering system for undergraduate lower division courses, which shall be mapped to the unique course numbers used at each respective institution of higher education. The president shall approve regulations to describe and implement this common undergraduate course numbering system, which shall be established and operational by the 2022-23 academic year.

Effective Fall 2022
Projects
CAPP Retired – Project Completed

In June, Charlotte was able to retire CAPP, the former degree audit system prior to Degree Works. This was a collaborative effort with several offices, working to transition students away from CAPP and to Degree Works. The Office of Adult Students & Evening Services (OASES) was very helpful, in the end, as we transitioned our last few students to Degree Works.

Students may select any catalog year 2014 or higher. We are no longer allowing students to follow or graduate under catalogs prior to 2014.
The new grade replacement request system went into effect this fall. Effectively, grade replacements are automatically selected.

Students are able to:

- Accept what the system selected
- Change what the system selected
- Opt-out of systems selections

The system will continue providing options, for which the student will need to take action, until the student has met their maximum 2 grade replacements.
Undergraduate Grade Replacement – Project Completed

The auto-select process ran for the first time, Monday, Aug 30 for the fall 2021 1st half term & Thursday, Sept 2 for the full term. By all accounts, the system worked as expected.

Students are notified
- when the system makes a selection based on their current registration.
- when the student changes or opt-outs of the automatic selection

Remember, students have until the last day to withdraw for their registered part-of-term. Part-of-terms are: Full term, 1st Half term, and 2nd Half term.

To find the respective auto-selection and withdrawal dates for parts-of-term, visit https://registrar.charlotte.edu/printable-calendar
Undergraduate Grade Replacement – Project Completed

Auto-selection order:

- Earliest registration, then
- Highest credit hours, then
- Lowest prior grades, then
- Alpha by subject, then
- Highest course number

For more information, students and advisors can visit:
https://ninercentral.charlotte.edu/grades-transcripts-graduation/grade-replacement

Undergraduate Grade Replacement – Project Completed

Pandemic Impact – Present & Future

Please remember that repeated courses for grade replacement during spring 2020, fall 2020, or spring 2021 AND courses taken during those same terms, for which the student wishes to repeat for grade replacement in the future, are excluded from the two course (8 credit hour) maximum.

The new grade replacement system will take this into account when it calculates remaining/eligible grade replacements.

Any grade replacement questions: gradereplacement@uncc.edu
Undergraduate Grade Replacement – Usage Update

New Policy:
- 4 students have withdrawn without cancelling their selection
- 1 student submitted a Topics Review but it was denied since titles didn't match
- The Grade Replacement Requests by College, Major, Grade Replacement Status in Report Central Student Portal (Advising tab) is now updated to allow you to see course selections and possibly reach out to students before the Opt-Out deadline. This report can be run by Advisor ID, status, major, etc.
- First Half Term: 8 courses automatically selected; 1 opted out
- Full Term: 1,693 courses automatically selected; 3 opted out
- Second Half Term: auto-select will run on October 25

Old Policy:
- Links to the old policy in Banner Self-Service have been removed
- 3 requests are still waiting resolution (incomplete grades), taken in Fall 2020 & Spring 2021. We are checking routinely for those grade conversions.
It is very important that students cancel their selected grade replacements prior to withdrawing. If they withdraw from the course, it DOES count against their two allowable replacements.
Undergraduate Grade Replacement - Interpretation

Grading Policy Excerpt
“When the course being repeated is a course with an associated lab, the lecture and lab must be repeated concurrently to only consume one of the two allowable grade replacements.”

Office of the Registrar Interpretation & Application
There is no distinction made to address part-of-term in this policy statement. Thus, the Office of the Registrar is interpreting and handling as concurrently in the same term.

Examples:
Student takes BIOL 1110 in the 1st Half of Fall 2021 and BIOL 1110L in the 2nd Half of Fall 2021, that will count as being repeated concurrently and will consume only one allowable grade replacement.

Student takes BIOL 1110 in the 1st Half of Fall 2021 and BIOL 1110L in the 2nd Half of Spring 2021, that will not count as being repeated concurrently and will consume two allowable grade replacements.
Degree Works Responsive Dashboard Audit

Coming soon...

The Degree Works audit will be getting a facelift. We are preparing side-by-side comparisons to the classic version, so you’ll know where to look for information and we will be scheduling some drop-in open swim sessions.

But, if you’d like to get an early look, the link is active in production. If you have feedback, please share with the University Registrar. Your comments will help us as we roll this out to the campus community.

https://degreeworks.uncc.edu/MyDashboard
Degree Works Responsive Dashboard Audit – Quick Look

Worksheets

Contact

Niner, Norma

Email the Student

Student ID
801494949

Name
Niner, Norma

Degree
Bachelor of Fine Arts

Program
(UG) Art-BFA-3D:Art in Space

Concentration
3D Interdisc Stu: Art in Space

College
Arts & Architecture

Confidential
Yes

Hold(s)
Yes

Basic Student Academic Information

Advanced search

Search for Students
Degree Works Responsive Dashboard Audit – Quick Look

What-If shows students what their plan of study would look like if they change catalog years, majors, concentrations, etc.

Degree Progress shows courses and non-courses milestone progress.

Audit date 09/10/2021 4:27 PM
Diagnostics  Student data

Registrar Report
Student View
Registration Checklist
Degree Works Responsive Dashboard Audit – Quick Look

**Bachelor of Science**

- Credits required: 120
- Credits applied: 108
- Catalog year: 2018-2019

**Still needed:** 120 credit hours are required. You have 108, you need 12 more credit hours.

- **120 Credit Hours**
- **Minimum 30 Hours in Residence (Degree)**
- **2.0 Overall GPA**
- **General Education Requirements**

Program requirements are dependent upon the student’s catalog year.
Online Form Improvements

We are in the final testing stages to transition our Biographical Change Requests, Senior Citizen Audit Application, and ROTC Visiting Student Application forms away from a PDF format to submittable online forms.

From the pandemic, we learned that providing a more efficient way of submitting requests, applications, and supporting documents is important.

During this transition, we are also examining the information being asked and documents being requested to minimize unnecessary time & resources.
Chancellor’s & Dean’s List Congratulatory Notifications

A group of five (5) COMM 2105 students approached the Office of the Registrar management team to discuss a course project focused on enhancing or improving something on campus. This group of students wanted to focus on ensuring that all Chancellor’s and Dean’s List students are recognized each semester.

After that conversation and follow-up conversations with the Office of the Chancellor and the College Deans, we concurred that not all students were being recognized and recognition varied. The students pointed out that Charlotte spends a lot of time and effort on students who are not meeting progression thresholds, but little time recognizing those students who are performing well.
The Office of the Registrar proposed taking on the logistics and cost of sending a congratulatory notice to all Chancellor’s and Dean’s List students.

- This ensures that the messaging is consistent,
- All students are recognized for this accomplishment, and
- The recognition appears to be coming from the Chancellor or Dean

We are currently getting quotes for the printing and mailing, with hopes of recognizing students at the end of this fall.
Chancellor’s & Dean’s List Congratulatory Notifications

- Fall 2020
- Spring 2021

- Chancellor: 4976 (Fall) / 4864 (Spring)
- AS: 1533 (Fall) / 1390 (Spring)
- BU: 854 (Fall) / 934 (Spring)
- ED: 115 (Fall) / 122 (Spring)
- EN: 672 (Fall) / 630 (Spring)
- HS: 753 (Fall) / 777 (Spring)
- IT: 489 (Fall) / 509 (Spring)
- UC: 373 (Fall) / 240 (Spring)

00, AR: No data.
A team of Enrollment Management, Financial Aid, Registrar, and Academic Advising staff have been working together, in conjunction with OneIT, to create a streamlined undergraduate appeal tool that will provide students with a user-friendly portal to submit an appeal.

- The financial aid SAP appeal functionality has already been launched.
- The academic suspension appeal functionality will launch this fall

This is a great collaborative effort designed to consolidate these two, previously separate appeal processes, into one.
The Know Me Task Force, representing all areas of campus, is working with OneIT to upgrade our Self-Service Banner functionality. When this upgrade comes to fruition this fall, all students, faculty, and staff will be able to indicate their personal pronoun and gender identity.

At this time, we do not anticipate large scale usage of gender identity. However, we do anticipate including personal pronouns in class rosters, advisee lists, and more at a later date.

At Charlotte, we strive to create a personal experience by providing opportunities for every member of our community to get to know each other better...to be family. That’s the objective of the Know Me Task Force. Know and address me as well as family should.

For more information on this and other Know Me initiatives, visit [https://registrar.charlotte.edu/advising-resources/know-me-project](https://registrar.charlotte.edu/advising-resources/know-me-project)
The Office of the Registrar is working to create a new curricular change system for students. Conversations have already begun (at a high level) with academic departments. More conversations will occur as we get further along in the process.

**Basic Parameters**
- Students will initiate the request.
- Requests (major, minor, concentration, degree, catalog, 2nd curricular focus, etc.) will automatically update Banner.
- All department reviews, approvals, communications will be controlled at the department level and only pushed forward to Banner when the those are complete.
- It will be transparent, at all times, where the requested change is waiting.

*Project 258*
Curricular Change Application – Current Volume & Timing

Average Curricular Change Processing by Month (2 yrs)

Average Hours Processing Curricular Changes (2 yrs)
Hold Audit – 96% complete

The Office of the Registrar was tasked by the Student Financial Processes Committee to review holds that restrict registration back in June 2019. With lots of help from several partner offices and being tabled during the pandemic, we are 96% complete. (1 exception).

- **14 hold options were removed** (some holds transitioned to other holds and some were simply removed from the students’ records)
- **12 of the removed holds restricted registration**, albeit most of the students had already satisfied the hold restrictions.
- **24 hold types still remain that restrict registration** out of 29, but there is a business case for each.

We are still working through the FD (Department Hold), which appears to be a hold for everything. We hope to transition some, if not all, of these individual holds to other types.
Other Project Updates

- **Project 71** – Student Photos in Canvas – Micro Assessment & Review
- **Project 107** – Student Educational Planner – Micro Assessment & Review (9/16 TPC)
- **Project 114** – Banner 9 Access Requests – Micro Assessment & Review
- **Project 220** – DigArc Curriculum Reporting API – On Hold
- **Project 224** – Permit for Transient Study Automation – Active (Implementation GL - October)
- **Project 259** – Withdrawal Application – Not started
- **Project 282** – Email Aliases for Students – Paused for Branding Initiative Priority
- **Project 307** – Slate Recruitment & Application Processing – Not started
- **Project 308** – Ghosting Student Registration – Some Testing
Your Interests
Finding Open Classes

There is only one way to find open classes (excluding closed classes) in a search. By using Schedule Wizard, you’ll be able to limit results to open courses only.

Reporting is not always in sync with the latest registration actions. Depending on the report, it could be a few minutes to 24 hours behind.

Faculty/Staff Direct Link: https://uncc.collegescheduler.com/
Food for Thought
Reasons for Ordering Transcripts

September 2020 – September 2021

- Myself: 4,054
- Me to Send: 2,446
- Transfer Admissions: 4,638
- Transfer Courses: 1,172
- Reverse Transfer: 82
- Undergraduate: 1,483
- Graduate: 8,028
- Employment: 5,754
- Board Cert: 699
- State Licensure: 2,230
- Scholarship: 1,214
- Other: 2,060
Fall/Spring Unreported Grades (since fall 2010)
Summer Unreported Grades (since fall 2018)
Need a Registrar?

If you have questions or suggestions for the Office of the Registrar, feel free to request a visit from a member of our team at your next departmental meeting.

- We can speak to any questions related to scheduling, registration, graduation, or anything else.
- We are also open to hearing any ideas, suggestions, or departmental needs you might have.
Special Thanks!!

OneIT
Faculty
Advisors
Department Chairs
Associate Deans
Partner Office Staff

We cannot accomplish what we do without your assistance.

Thank You!
Participation Survey (with open mic) - https://forms.gle/4qqB4f5rt5jFQ8U86