

**2023-2024**  
**Unit Annual Report**  
**Division of Academic Affairs**  
**Unit: Registrar's Office**

**I Mission and Goal/Outcomes Statement:**

*Provide overall Mission/Goal Statement for your unit.*

As a member of Academic Affairs, the Registrar's Office's primary mission is to support the education of Fitchburg State University students and to protect the integrity of the Fitchburg State University degree. The Registrar's Office is responsible for maintaining the accuracy and integrity of all student academic records, for both graduate and undergraduate students, including, but not limited to, registration, transcripts, enrollment statistics and verifications, major/minor changes, veteran status and support, degree evaluations, transfer course equivalencies and clearing students for graduation and awarding degrees. Located in the Anthony building, the constituents served by this office are students, faculty and staff.

**II Personnel:**

*List all staff and note all personnel changes that occurred during 23-24.*

<u>Name</u>	<u>Position</u>
Barbara Cormier	University Registrar
Jennifer Jimenez	Assistant Registrar
Victoria Kastal	Administrative Assistant II
Mark LeBlanc	Senior Associate Registrar
Tammy Soucie-Burke	Assistant Registrar
Grace Soutanian	Administrative Assistant II
Christine Sprague	Clerk (non-benefitted)
Alyssa Stevens	Administrative Assistant II

**III Facilities/Equipment:**

*List any new facilities/equipment/software etc. acquired during 23-24.*

**IV Budget Expenditure Analysis:**

*Was the budget expended as planned? Were additions/changes made, and if so, explain.*

Yes

**V Programs/Activities:**

*List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff.*

- Event participation/attendance

- December commencement – Alyssa, Grace, Barbara, Jennifer, Mark, Tammy, Tori
- May undergrad commencement – Alyssa, Barbara, Christine, Jennifer, Mark, Tammy, Victoria
- May grad commencement – Alyssa, Barbara, Jennifer, Mark, Tammy
- Admissions Transfer Days – Jennifer (3 days), Tammy (1 day), Grace (1 day)
- Presentations at orientation for College Scheduler and Degree Works – Mark and Barbara
- Faculty Champions trainings on College Scheduler through the CTL - Barbara
- Conference Attendance
  - NEACRAO November 2023 – Mark and Barbara
  - Ellucian Live April 2024 – Mark and Barbara
- Registration assistance
  - Early College registration event
  - Orientation
  - International Orientation
- Committee participation
  - AUC – Curriculum Committee – Barbara
  - Commencement Committee – Mark and Barbara
  - Data Integrity Committee – Mark
  - Grad Council – Barbara and Mark
  - Search Committee: SGOCE Director of Operations – Barbara
  - Search Committee: Accountant III for Student Accounts - Tammy
  - Student Success Task Force (Academic Integrity) – Barbara
  - Student Transfer Task Force – Barbara, Grace, Jennifer
  - Veteran Advisory Group – Jennifer
- Work groups
  - Constituo
  - Web4 to SSB9 update
  - Gender Identity/Pronoun identification/sharing options
- Professional Development
  - Parchment demo for transcript data integration – Jennifer, Grace, Barbara
  - Ask the FERPA Professor AACRAO webinar - Barbara

**VI Action Plan for 2023-24:**

*(Insert your 23-24 Action Plan from last year's report)*

Planned Initiatives for 2023-24 Add more rows as needed	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative
QuickStart Replacement	2.4, 4.7, 5.4, 6.6	

Curriculum Management Software	4.4, 4.5, 4.7, 5.3, 5.6, 6.2, 6.6	
Faculty Load and Compensation (FLAC)	4.7, 6.1, 6.6	
OER Course Marking	2.1	X
EMS Classroom Scheduling – update classroom features process	4.7, 6.6	
Transfer Review and Communication	2.4	
Registrar Webpage	2.2, 2.4	
Dynamic Forms	2.2, 2.4, 4.7	

## VII Assessment Report for 2023-24

*Were the Action Plan objectives met? Provide in list or table format that parallels item VI above.*

Planned Initiatives for 2023-24 Add more rows as needed	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Assessment
QuickStart Replacement	2.4, 4.7, 5.4, 6.6	The first phase of implementation of Constituo was completed successfully. Constituo is the communication bridge between Slate and Banner so we were able to have a non-degree ‘application’ built in Slate that not only replaces Quickstart but does a much better job.

Curriculum Management Software	4.4, 4.5, 4.7, 5.3, 5.6, 6.2, 6.6	Another round of demos was completed. Currently working on next steps.
Faculty Load and Compensation (FLAC)	4.7, 6.1, 6.6	No additional work was completed on this project however discussions have resumed to resurrect the project.
OER Course Marking	2.1	The OER implementation did not progress this year.
EMS Classroom Scheduling – update classroom features process	4.7, 6.6	Recommendations for next steps were presented to faculty chairs.
Transfer Review and Communication	2.4	This will be an ongoing effort. Some internal process changes were made to improve efficiency.
Registrar Webpage	2.2, 2.4	This will be an ongoing effort. Some additional steps were taken in improving student and faculty access to information.
Dynamic Forms	2.2, 2.4, 4.7	This will be an ongoing effort. Several new Dynamic Forms were created this past year and are currently in use. Several more are under development.

**VIII Other Accomplishments:**

*List accomplishments not already captured above.*

Collaborated with IT for several new workflows to improve efficiencies for the Registrar’s Office and others including Financial Aid, Career and Academic Services and Dual Enrollment.

Created a new process for course change requests from the departments that has resulted in several hours per week of saved time and provides better records of all change requests.

Work began on cleaning up courses in Banner and to ensure that Banner and the catalog match. This project is nearing completion.

**IX Action Plan 2024-2025:**

Planned Initiatives for 2023-24 Add more rows as needed	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative
Constituo Phase 2	2.4, 4.7, 5.4, 6.6	
Curriculum Management Software	4.4, 4.5, 4.7, 5.3, 5.6, 6.2, 6.6	
Faculty Load and Compensation (FLAC)	4.7, 6.1, 6.6	
OER Course Marking	2.1	X
EMS Classroom Scheduling – update classroom features process	4.7, 6.6	
Transfer Review and Communication	2.4	
Registrar Webpage	2.2, 2.4	
Dynamic Forms	2.2, 2.4, 4.7	
Reorganize staff responsibilities to increase efficiency	2.4, 6.6	
Update course descriptions to include restrictions.	2.4, 6.6	

*Updates to the Action Plan may be submitted via a revised Annual Report.*

**X Reflection:**

*Take this section to reflect on--*

- 1) *Initiatives that you may be considering for 23-24 academic year that you did not already capture above.*
- 2.) *Anything else not captured in this report that you would like to share.*