This is our first of what we hope will be an ongoing open forum every Fall and Spring.
You can ask questions as we go along and we will make note of the questions and answers from both days.
We will provide the presentation to everyone afterwards and will also follow up with a survey.

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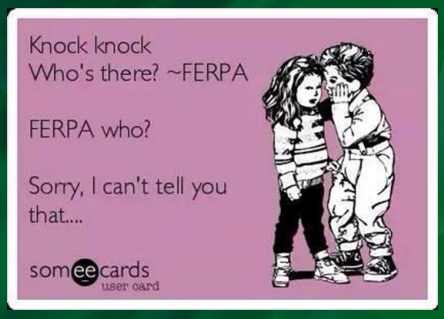
Our Agenda

- Welcome
  - Staff Changes
  - Quick Wins
  - Policy Focus
  - Projects
  - Your Interests
  - Food for Thought
- Discussion, Questions, &/or Suggestions



UNC CHARLOTTE

Staff Changes
UNC CHARLOTTE

Welcome…

Hannah Ramey
[transitioned from Transcript Specialist on November 19, 2018]
Graduation Specialist
704-687-5480
hramey1@uncc.edu
Graduation Services, CAPP (Functional), Degree Works (Functional), and Substitutions & Waivers

Olga Pogorelsky
[transitioned from Associate Registrar for Operations]
Senior Associate Registrar
704-687-5704
opogorel@uncc.edu
Oversight of general operations and Acting Registrar in the absence of the Registrar

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

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Olga is acting Registrar when Jon's is not available.
On our directory, you can search by specialty or person.

Quick Wins
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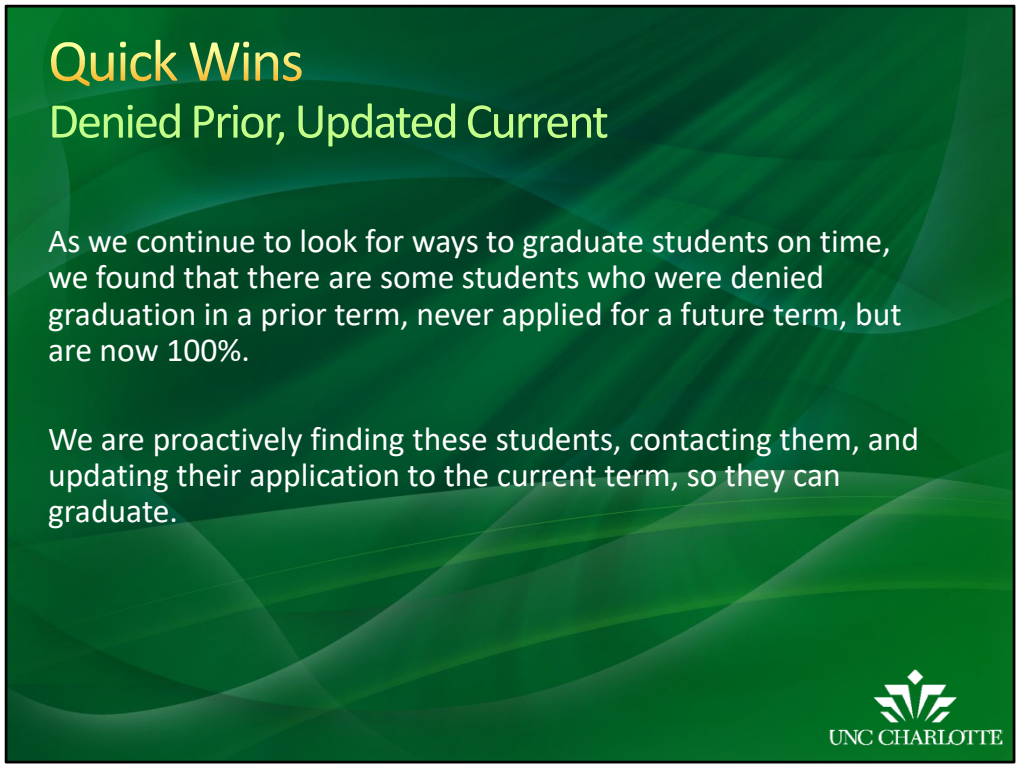
Our focus is on faculty and staff, so we want to add more information for you all. Niner Central's website focuses on the student population.
Please let us know if you think of ideas to post on our website.

If you aren't currently receiving the newsletter and would like to, let Jill or Jon know. We are also posting these on our website each month. We started these back in November. Please give us ideas that you would like to see on our newsletter.

This is a great resource if you are the schedule builder in your department.



Most recent scheduled output: 3 students found (2 fixed for fall graduation & 1 moved to spring) – all 3 contacted
Denied graduation for the semester, but didn't apply for next semester.

Policy Focus
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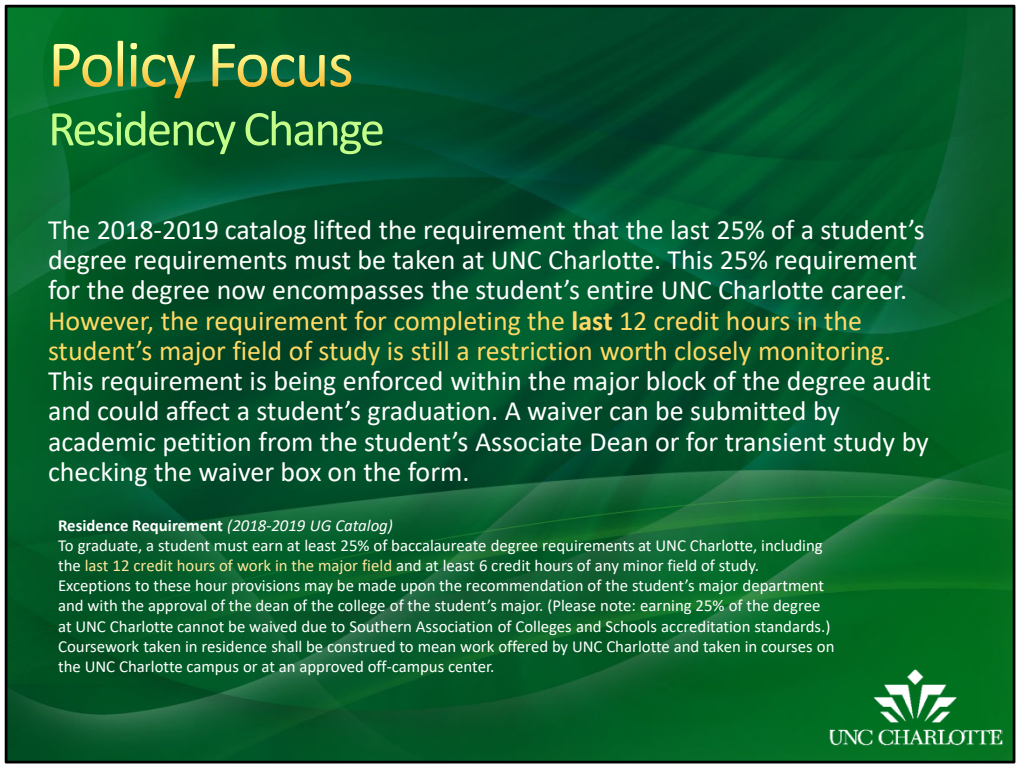

It's in the current catalog. Major still requires last 12 hours at UNC Charlotte. Study Abroad is brought in as UNC Charlotte credit, not transfer credit. It would count in the last 12 hours.

Policy Focus

Effective 2019-20 academic year

Advanced Placement – UNC System

UNC Policy Manual 700.10.1[R]

Designed to improve student progression and completion according to student readiness, while avoiding credit for material that a student has not mastered or placing a student into a course for which he/she is not prepared.

- Award appropriate credit to undergraduates scoring a 3 or higher
- Should not deny credit for scores less than 10 years old
- Not required to modify AP standards for scores lower than 3
- Applies only to AP exams for which credit is awarded
- Exceptions based on institutional quantitative study & Board approval

Due to these statewide changes, students will now be given **UWRT 1000** credit for **AP scores of a 3**, they will not be exempt from UWRT 1103 or 1104

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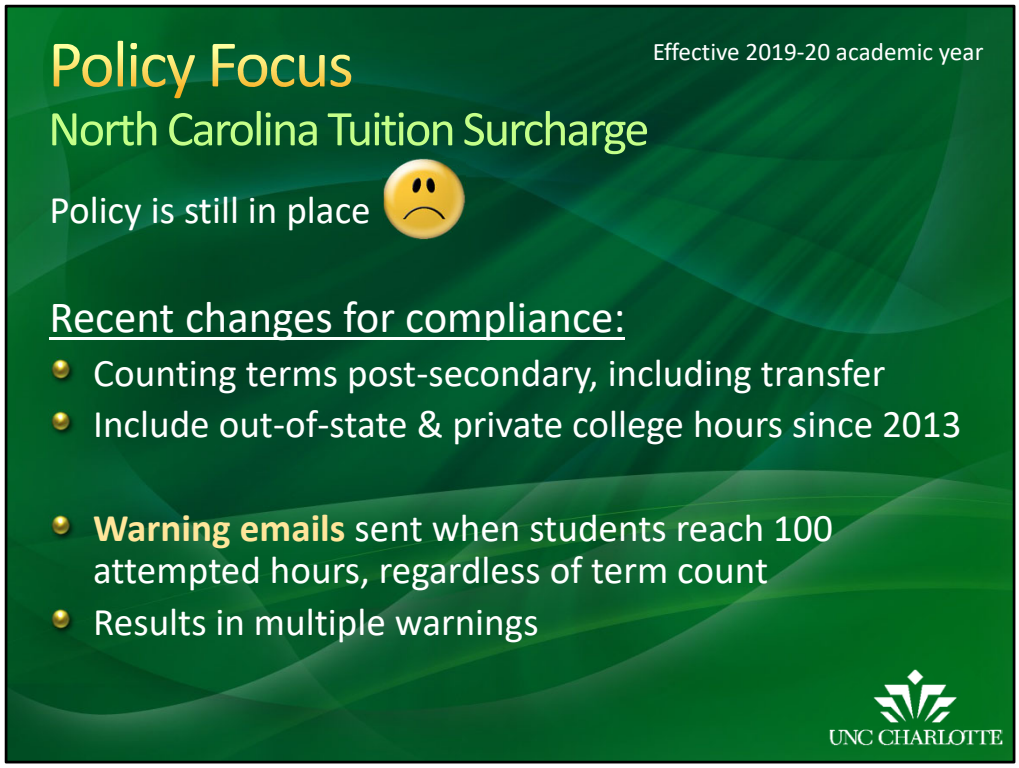
Can more credit still happen? *Yes.*



We have to include all terms after high school graduation. When they get to their 8th semester since high school, tuition surcharge kicks in. It will happen in their 9th semesters.
Is out of state counted? *2013 legislation changed to exclude out of state. They did this for one year and changed it back. We didn't make the adjustment back in 2013…so, to be clear, we count out of state and private transfer hours in fall 2013 and later. We continue to exclude prior to fall 2013…it's a stretch in interpretation, but beneficial to our students.*
Post bac going for second degree – Why do they get hit for out of state? *We take the prior degree (at least 120) and add second degree hours X 100%. As long as you are an undergraduate, surcharge is applicable.*
If they are within 100 hours of the surcharge threshold, we want them to get the warning emails. Elise Mickey, 7-5485, is the contact if you have questions.
Are summer hours counted? *No summer hours are not counted and credits earned in high school are not counted either.*
Do the emails differentiate between the first and second degree? *No, right now it's just anyone with 100 hours, but we can make this happen.*
Is there a report in Report Central? *Yes, there is.*
We will elaborate more on this in the next newsletter. We'll explain the calculations and give several scenarios.
Is there a way for advisors to find out exactly where the student is in the way of hours? *It's hard for us right now to identify some transfer terms. We would like to get to a point where we can identify on the screen exactly what their surcharge hours are. Elise has to do a lot of manual review for each student. We are happy to sit down with you and walk you through the process.*

Projects
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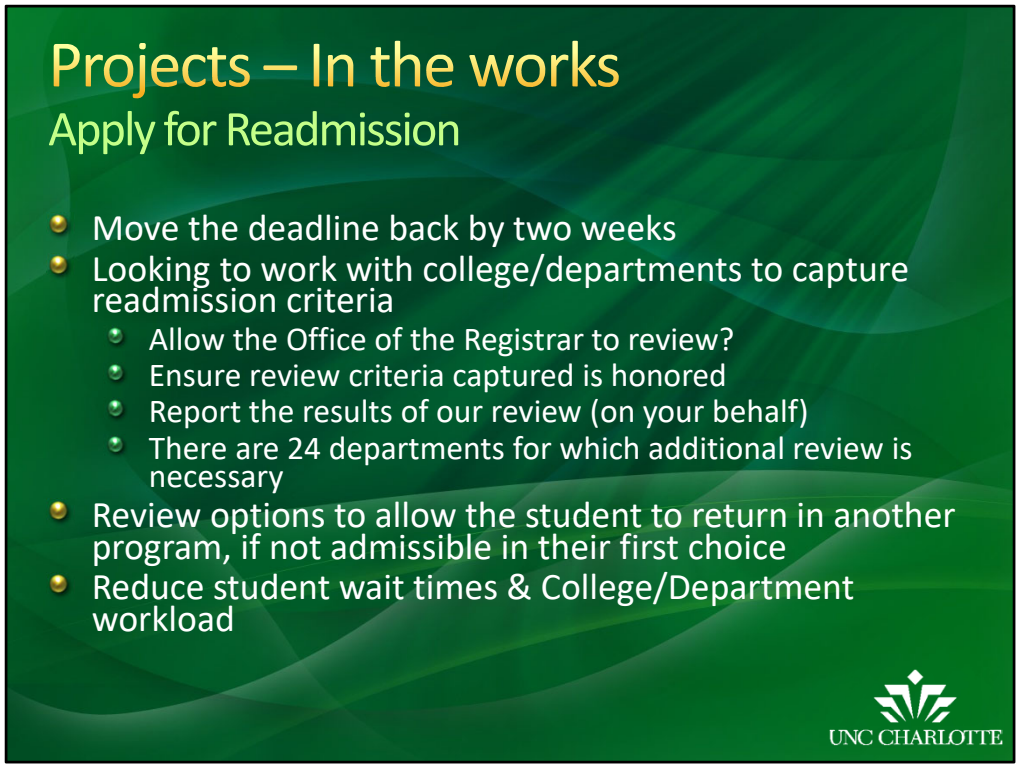
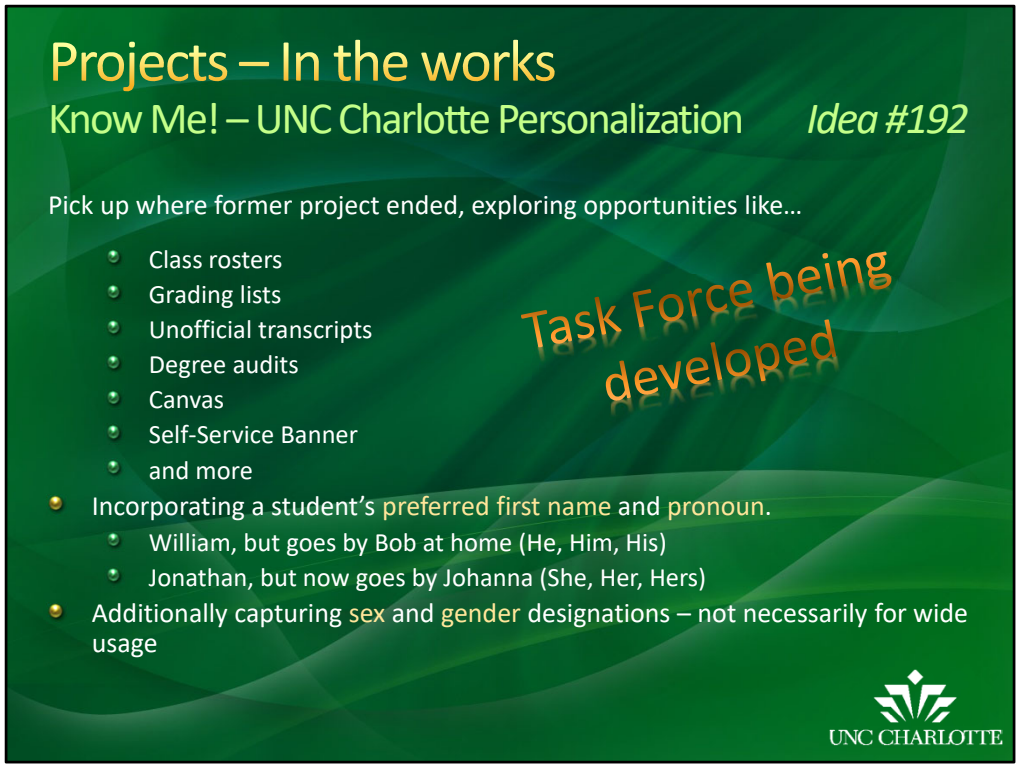
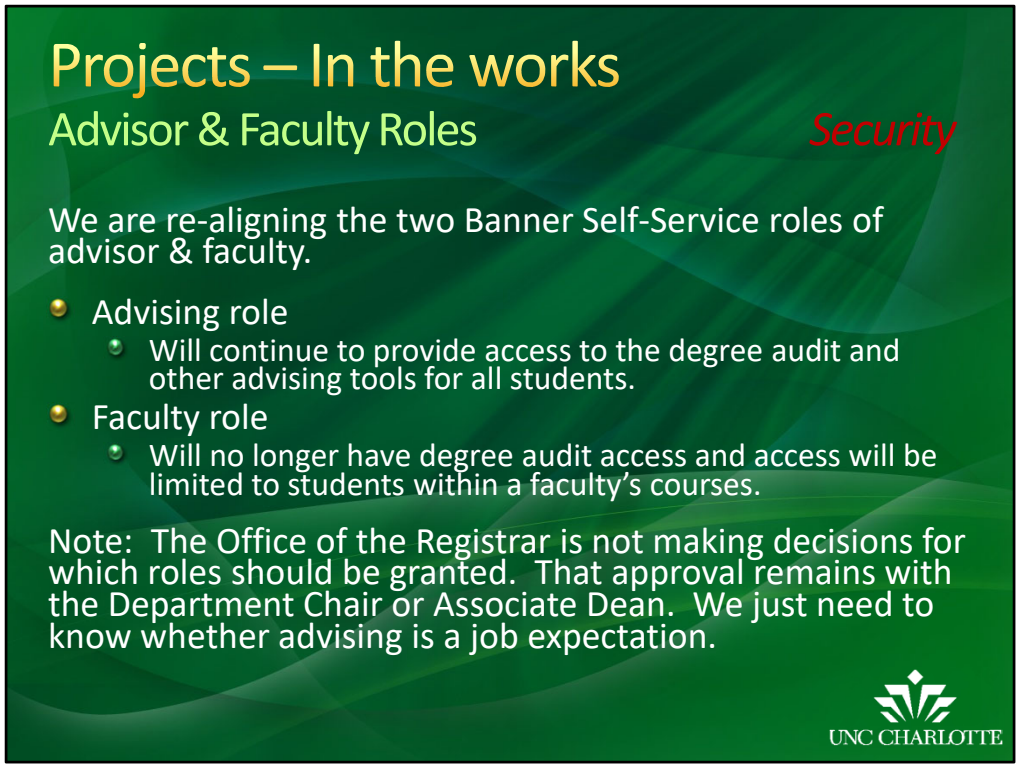


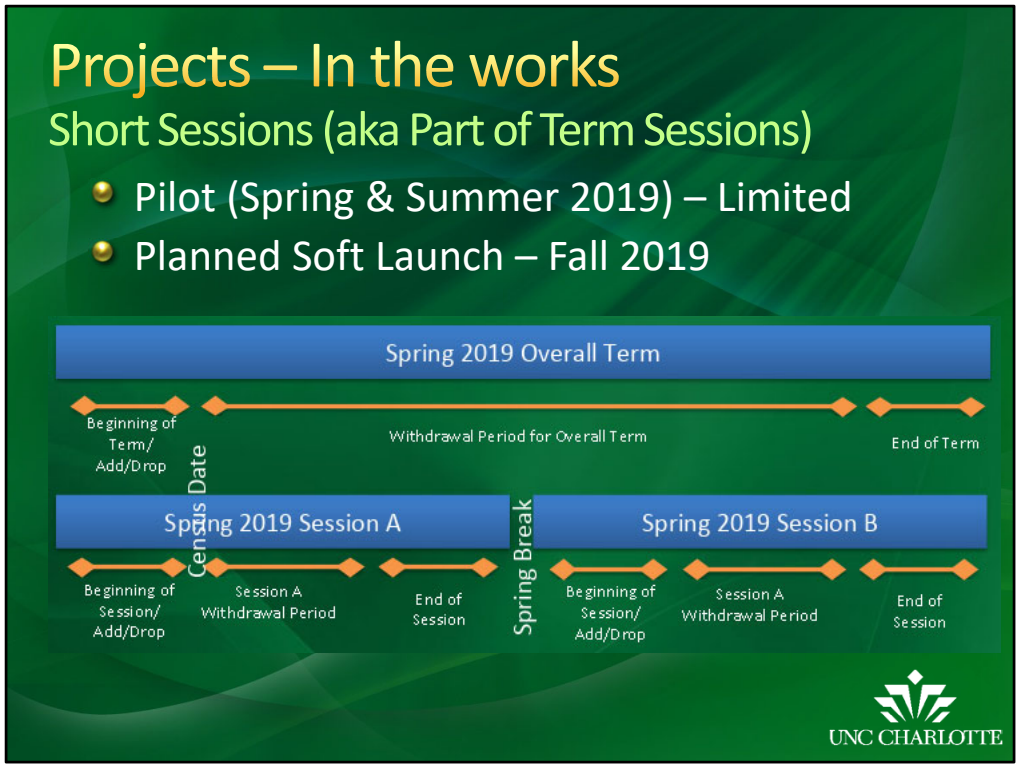
Jon would like to meet with these departments, see what those requirements are and complete this review process for them. We need your input.
Jon will begin reaching out to these departments in the spring and summer to begin this process.
This will give students more time to apply and essentially have more apply.



There was a task force created a while back that explored some different uses of preferred first name. One of those was student IDs. The group disbanded and didn't get to some of the other areas that Jon feels are important.
He wants to see preferred name on some of these other areas listed.
He's putting together a Task Force of folks who have a vested interest in this.
Some assume this is targeting our transgender students. This is not the case. If someone has a preferred first name, we want this to be on the class roster and all other reports across campus. What we don't need is for it to be in parentheses out beside the first name. We don't want to call someone out in the classroom.
Coming soon we will have the opportunity to collect and store pronouns and gender options with the new upgrade to Banner Self-Service 9.



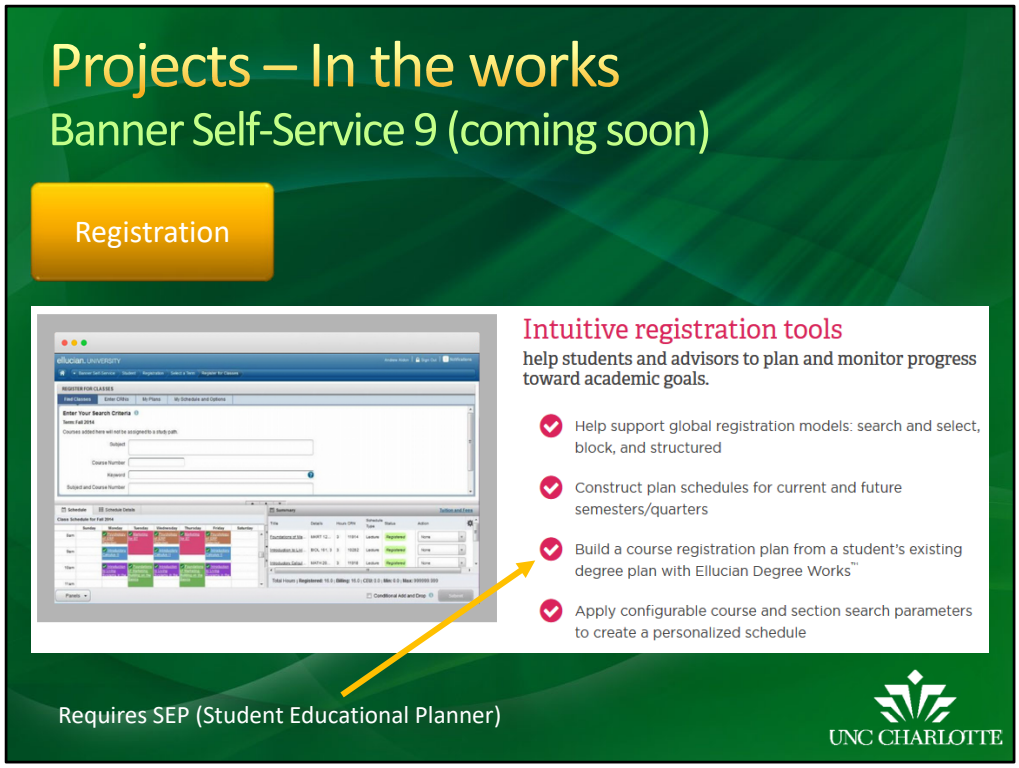
We're looking to separate the faculty and advisor roles. We don't want it to impact anyone negatively now, so we're talking about going forward. We not talking about going back and cleaning up any records.
We are not making the determination whether you should get one of each or both. This is a departmental decision.



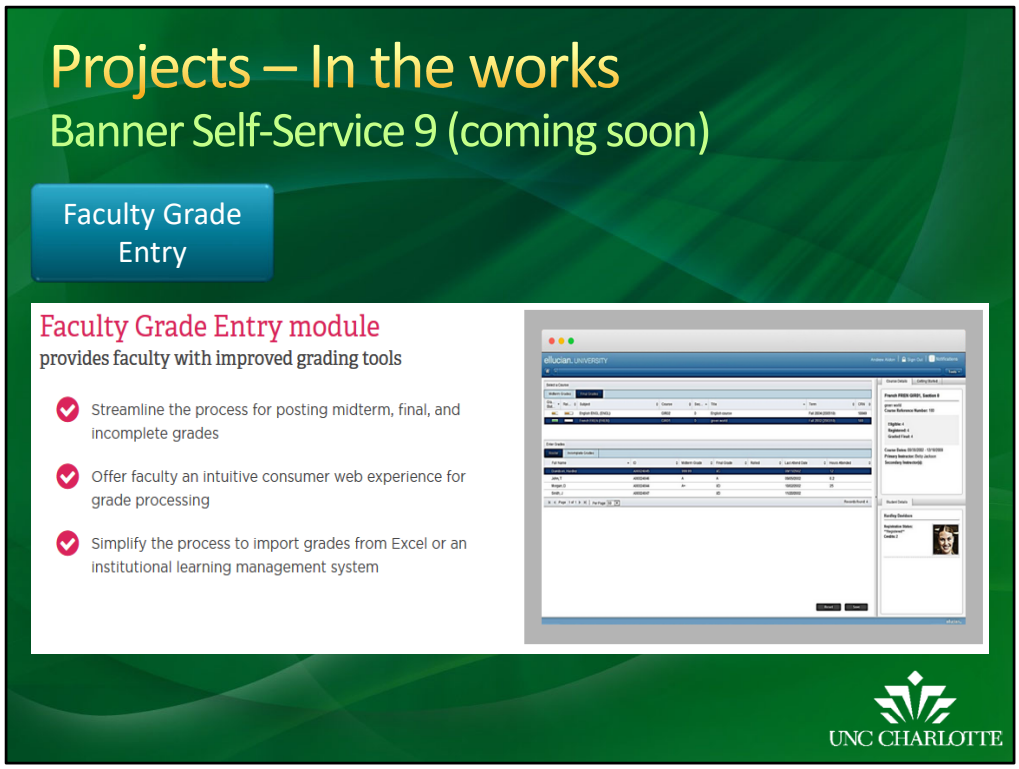
614 students registered during the spring pilot. None were cancelled for non-payment.
Spring 2020 – students can register mid-way for Session B. (includes F.A. and billing options)
Summer 2020 – being looked at as a single term with 2 sessions. [no changes to summer 2019]
Not all departments are using this right now.
Will all 3 options show for Fall 2019? *The student will select Fall from the drop down, then session, and after selecting the course they want it will show the different sessions it is offered.*
Is the plan for Fall 2019 to have a normal drop/add period for session B courses? *For Fall 2019 you can drop for B, but you can't add. The plan for Spring 2020 we'll go into phase II where you can add or drop for session B.*
Will Summer still be set up the same? *Very similar for class offerings.*
Our office does the drop list, so will we have to do this twice? *Yes, this will have to occur if you are doing this in your department, We are doing checks as well.*
If a student were to take a class in Spring 19A, and failed, can they take a grade replacement in 19B? *We'll need to change some processes along the way so this can happen.*
What types of classes are being offered? *This is a departmental decision.*
Do the exam times for the sessions conflict with regular session classes? *No, we are looking into this to make sure it doesn't happen. This was a hot topic, so we will continue exploring this in the Fall.*

Working with Academic Affairs to try and determine if there needs to be one central repository. We want to create a place where we can store all of those in an archive setup and you can search for a key word.
We want it to be shared across campus.
Are you also collecting MOUs for graduate programs? *Yes, we would like to have all of them.*

Opening for usage in Summer. We don't want this to interfere with SOAR. We can run 8 and 9 at the same time. If a student does discover this on their own, they should be able to navigate it. We just won't be advertising it.
Training for faculty and staff will be in the Fall sometime. We haven't determined the dates yet.



We'll start testing Registration first, then we'll move on to the others.
This will not replace Schedule Wizard. We don't have SEP yet, but we are exploring options.

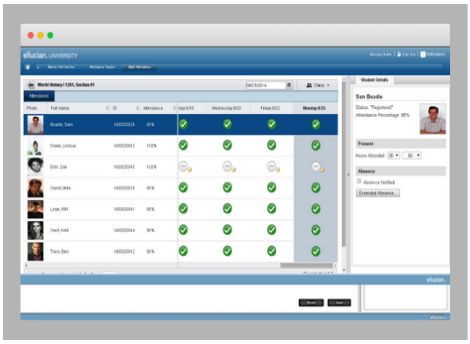


Next phase of testing. We'll roll one out at a time.
Would this allow multiple grade entry for courses across multiple terms at one time? Such as dissertation or thesis research that go on term after term? *This would be considered grade changes since grades have already been entered.*

Projects – In the works

Banner Self-Service 9 (coming soon)

Attendance Tracking



Integrated attendance tracking tool

with an intuitive interface makes it easy to track and document student attendance.

- Record attendance information by learning event
- Maintain detailed, consistent and accurate records to reduce financial risk and debt
- Gain powerful insight into your student attendance data

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This capability is out there, but there is some EAB functionality there as well and we don't want these to conflict. We'll talk through this process first and see if it's advantageous or not.

Projects – In the works

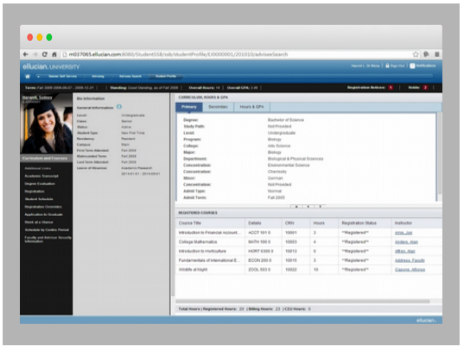
Banner Self-Service 9 (coming soon)

Student Profile

Advising student profile

delivers single-page access to the most critical information an advisor/mentor/tutor needs to know about their student advisee.

- View a complete student profile with a quick, easy-to-read, at-a-glance format
- Link to transcript, registration, schedule, and degree evaluation
- Standardize advising procedures



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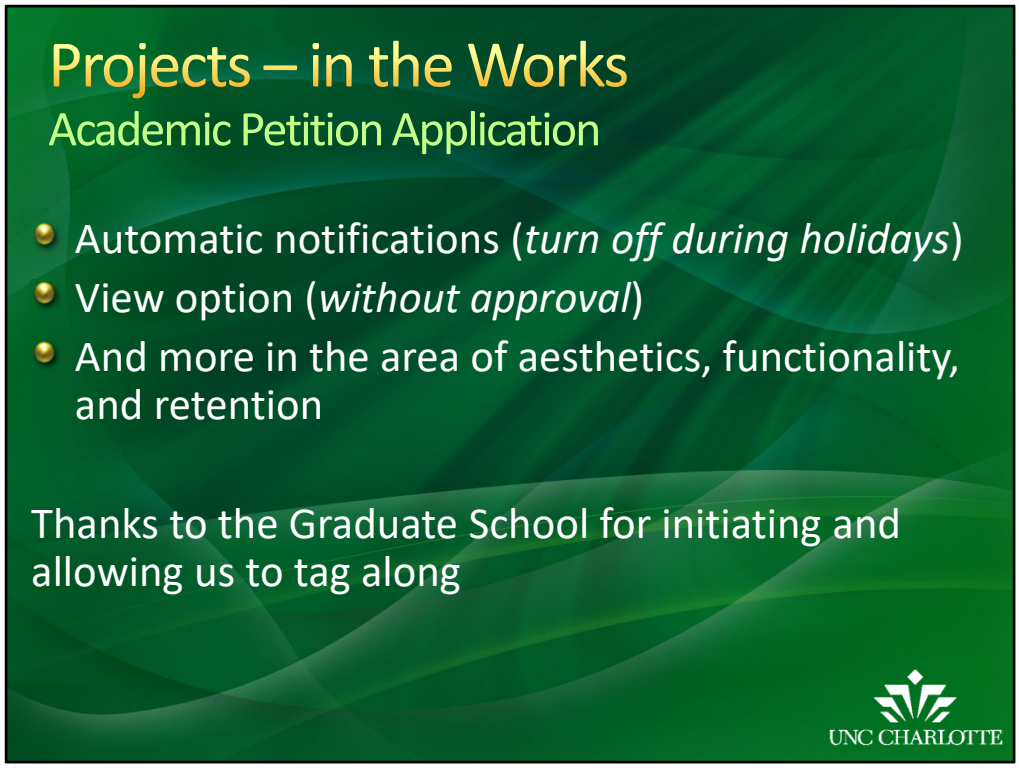
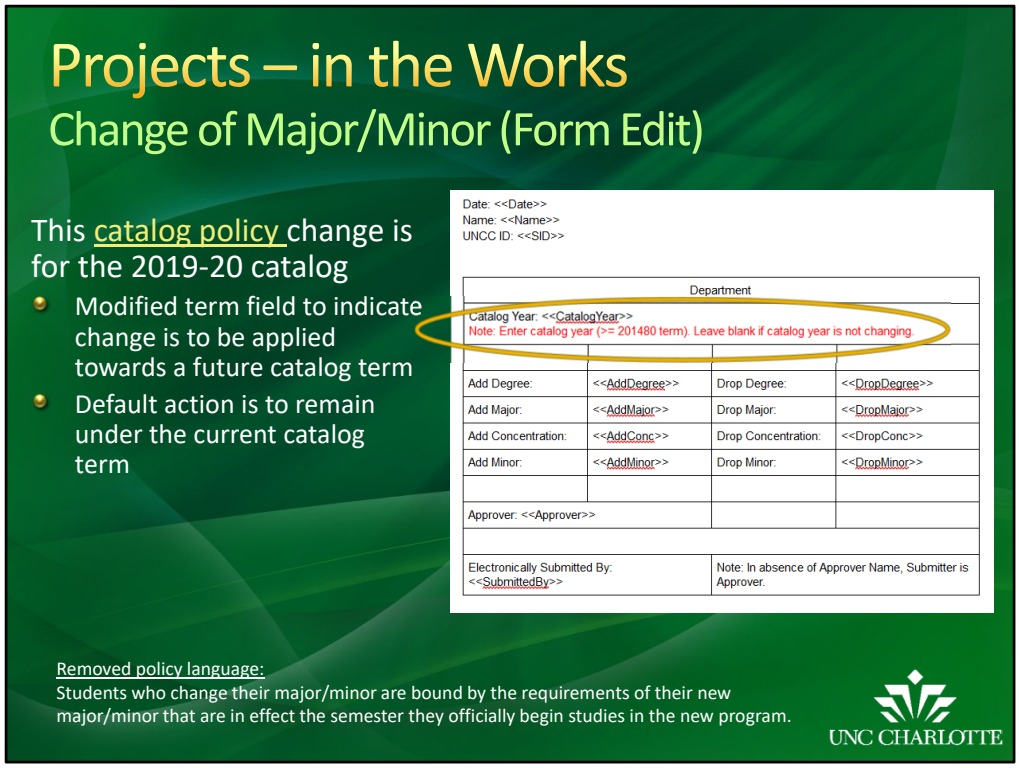
Jon wants to starts utilizing more of the student ID pictures within Self-Service.



One of the things we heard during this past holiday break was our notifications continued to go out. If you don't respond to them within a certain number of days, it alerts the next person in line making them think the person before isn't doing their job. We want to consider this going forward.
We have some business case needs for view access only and we want to build a view option into this as well.
There is medical documentation that appears in the petition and we're not supposed to put this in with academic documentation. We need to come up with a mechanism to better secure this documentation and also not to store along with the academic petition.
Can this migrate into Connect? This would be helpful to see when advising students. *It's worth exploring and we will look into this.*



We still need to work through different scenarios before we can roll this out. Readmission policy did not change. They will pick up the current catalog year in which they are returning.

Can advisors make immediate changes in Banner? *Yes, this can still be an option. We would definitely want the student to sign off in some capacity. We want them to know this is happening. We want students to own their curriculums.*

There are department requirements that we need to keep in mind. We want it to be correct before we put this in place. We want to move to a platform where the student can put the request in and it move through the layers of approval.

What is the reality for internal transfers that might be changing majors this semester? *Their catalog term will change. This is a case by case basis, but we know we're going in that direction. We just need to take a look at the different scenarios first.*

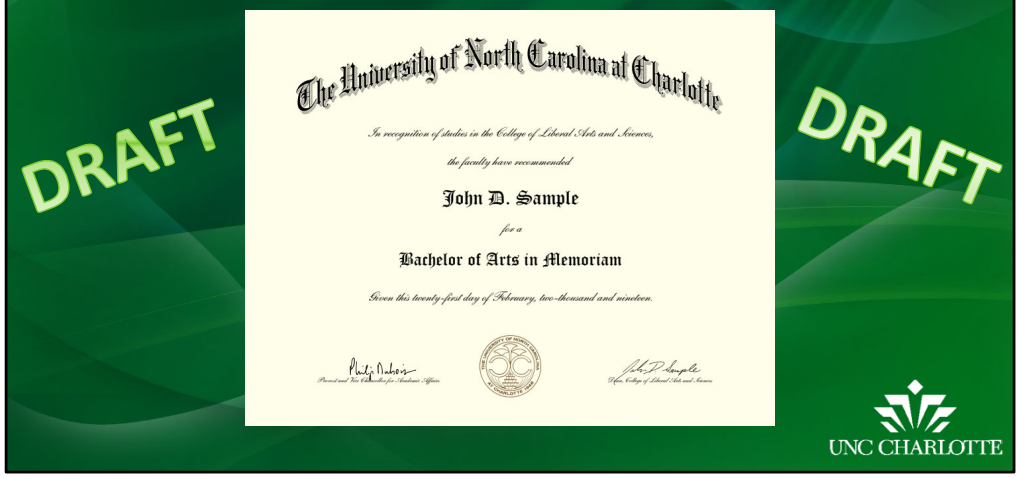
Can students take this action themselves? *Correct, right now, but we want to move towards the students initiating these on their own.*

Impact on the competitive majors that students just want to go into? *We need to have conversations about this first before we move anything forward. We can build in threshold requirements.*

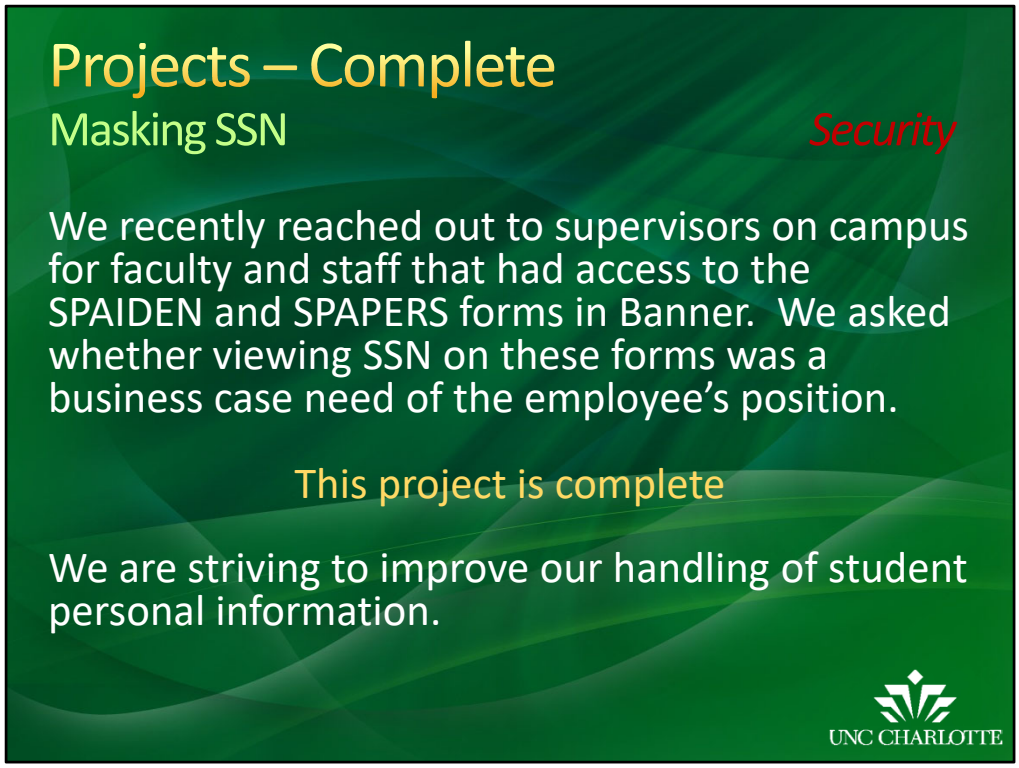
Projects – Semi-Complete

Degree in Memoriam

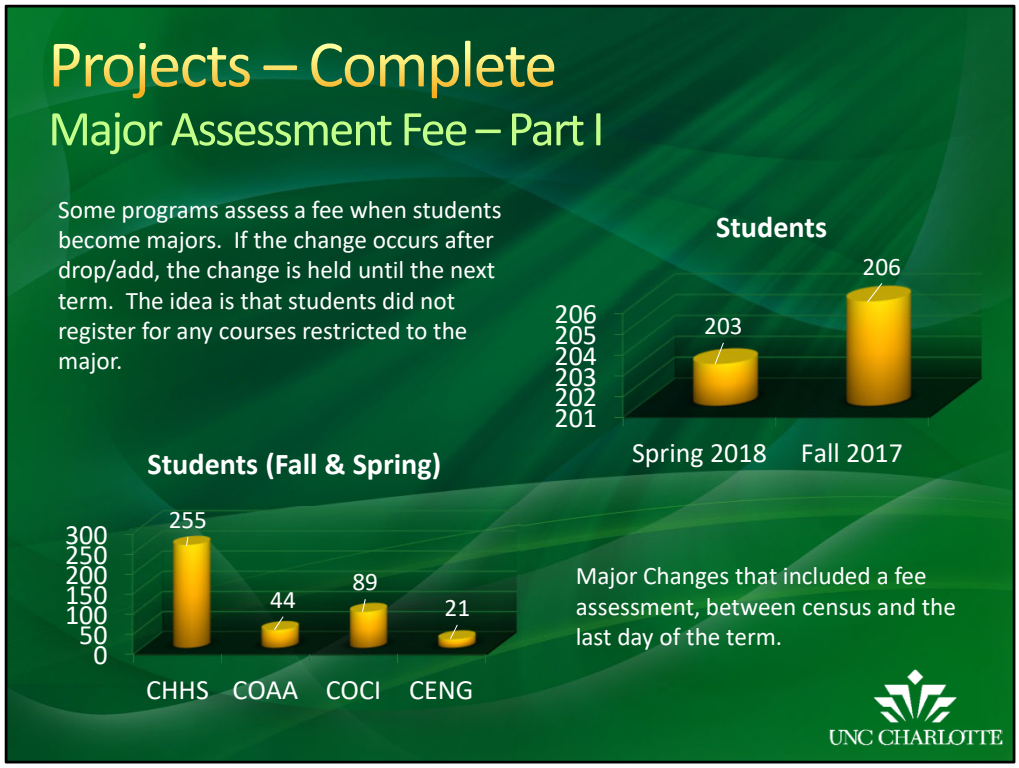
A DM is awarded to students in good standing at the time of his/her death and does not meet the requirements of a posthumous degree.



This policy is in place…still working on the aesthetics of the diploma. It will have the Provost's and department Dean's signature.



If you go to these forms and cannot see the SSN, you will need to let your supervisor know and they can contact us.



In the past, we were selecting the next term so they aren't charged the fee. Thanks for the Bursar's office we can waive the fee now and select the current term.

Projects – Complete

Major Assessment Fee – Part II

Working with the Bursar's Office, we can now change the major in the system immediately and waive the fee in the current term.

This project is complete.
Thank you to the Bursar's Office!

Benefits: Reports are more accurate in the current term and advisors can properly prepare prior to the next term's registration.

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These are projects we're not quite ready to unveil yet, but wanted to plant the seed that these are things you might be hearing more about in future newsletters and forums.

Your Interests
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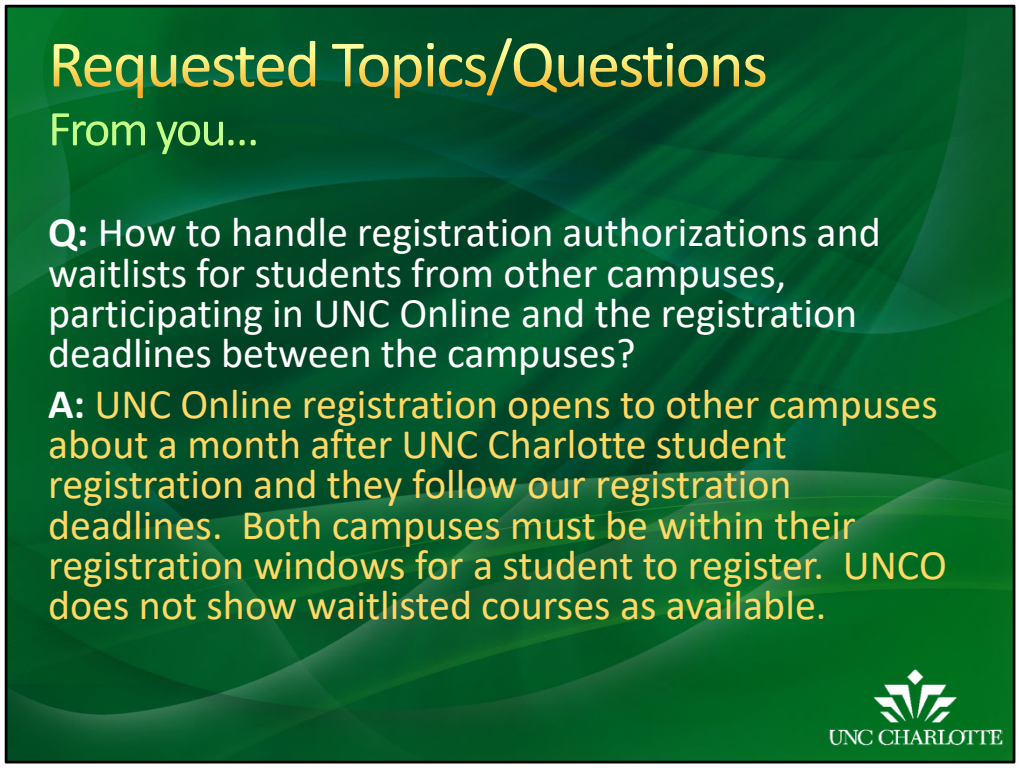

We don't issue registration overrides for UNC Online. If a student has been given permission to register for a course beyond the max enrollment limit, he/she is added manually and we ask the System office to sync both sides.

Requested Topics/Questions

From you…

Q: Aligning Degree Works with the catalog requirements – fine tuning requirements that are too broad/vague?

A: Since moving to Degree Works, the Office of the Registrar has been working to align program requirements with the appropriate catalog. We are asking a lot of clarifying questions and adding language to the audit for greater transparency. We are also suggesting (to departments) clarifying language for inclusion in future catalogs.

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Requested Topics/Questions

From you…

Q: Repeat course override form – Will this become an electronic option through Banner Self Service?

A: Repeat course overrides are entered within the Faculty & Advisor menu in Self-Service Banner, by the department. If the student is selecting grade replacement, that submission happens in My UNC Charlotte.

Although this is already an online function, our objective is always to move away from paper or PDF submittal forms.

**To view registration override instructions… (p.19)*

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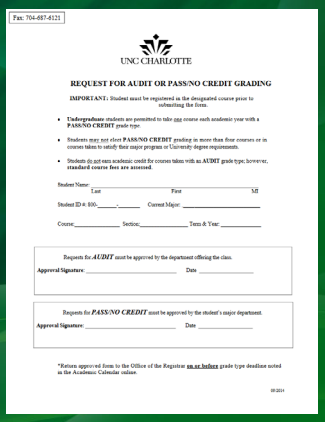
This is already an online process. If there are paper forms, they do not originate from our office. Some departments may require them.
There is a link in the presentation for more information.

Requested Topics/Questions

From you…

Q: Audit Form – Will this become an electronic option through Self Service?

A: This is on our project list and has been for some time. Our objective is to move away from paper or PDF submittal forms.



Fax: 704-687-8121

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REQUEST FOR AUDIT OR PASS/NO CREDIT GRADING

IMPORTANT: Student must be registered in the designated course prior to submitting the form.

- **Undergraduate** students are permitted to take one course each academic year with a **PASS/NO CREDIT** grade type.
- Students may not elect **PASS/NO CREDIT** grading in more than four courses or in courses taken to satisfy their major program or University degree requirements.
- Students do not earn academic credit for courses taken with an **AUDIT** grade type; however, **standard course fees are assessed.**

Student Name: Last First MI

Student ID #: 800-_____-_____ Current Major: _____

Course:_____ Section:_____ Term & Year: _____

Requests for ***AUDIT*** must be approved by the department offering the class.

Approval Signature: _____ Date _____

Requests for ***PASS/NO CREDIT*** must be approved by the student's major department.

Approval Signature: _____ Date _____

*Return approved form to the Office of the Registrar **on or before** grade type deadline noted in the Academic Calendar online.

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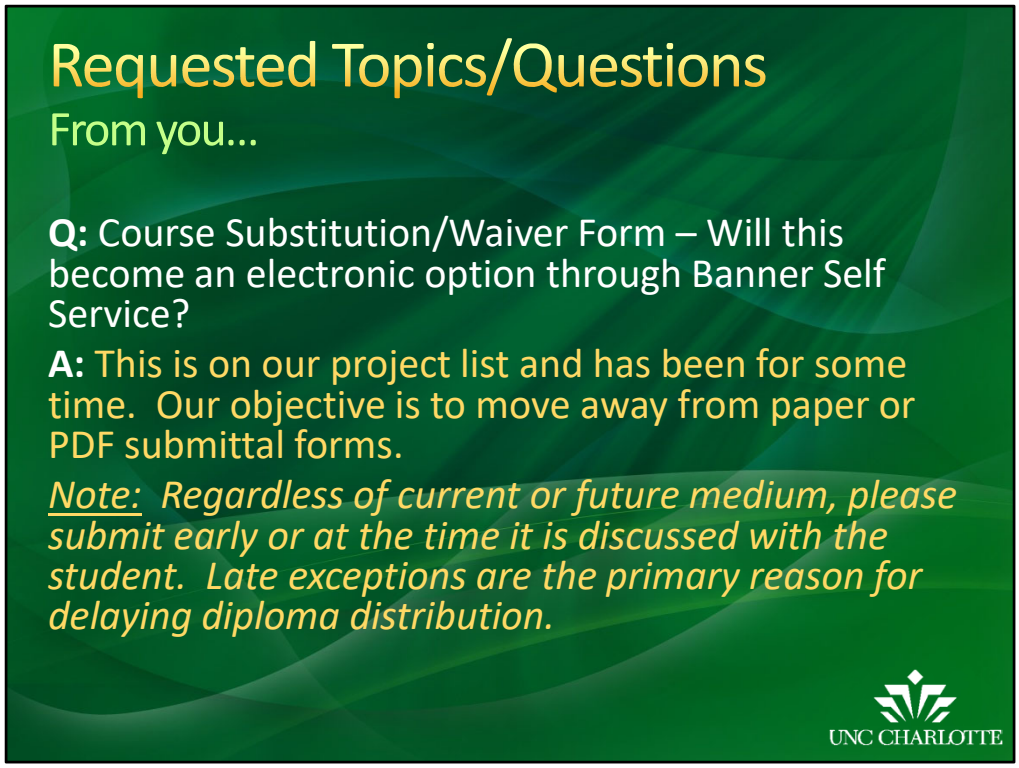
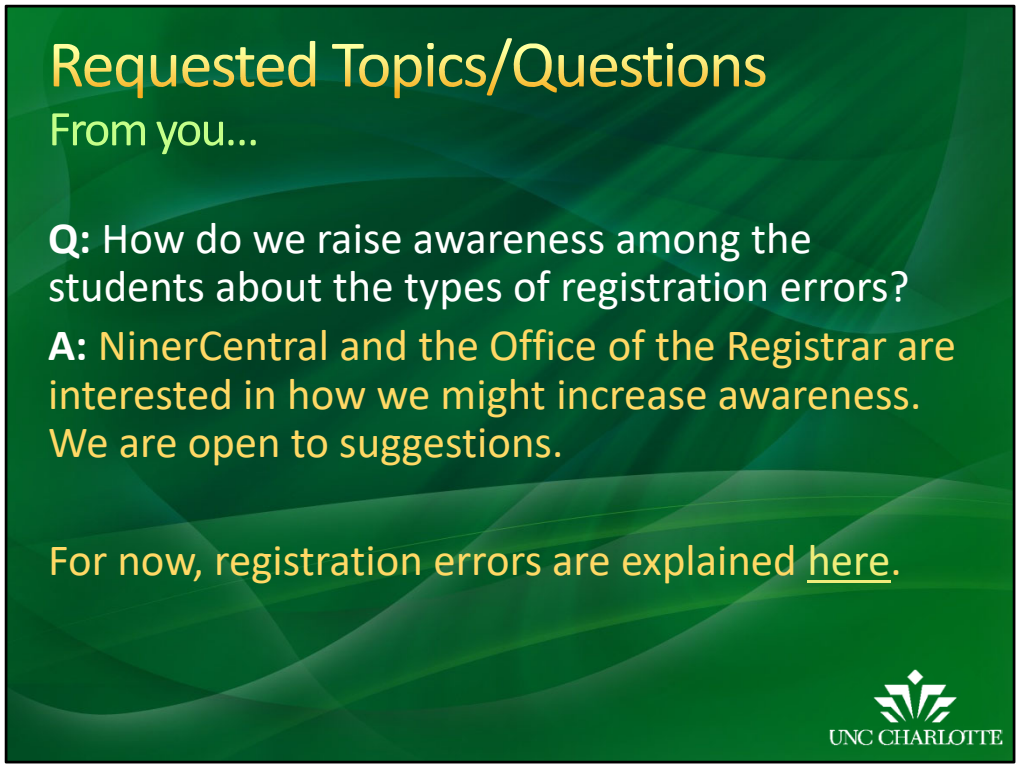


Suggestion: If there is an option to submit in mass form, this would be great. *We do have a merge substitute waiver form in paper copy that we can send to you. We prefer scanned PDF copies sent to us as well.*

Historical (not mentioned at either Forum): The Office of the Registrar built a process (e.g. like the Change of Major/Minor Form that flows into Content 7 via YAMM automatically) where departments can complete a Google Sheet with the student data needed for a substitution waiver along with an electronic Google template document (form) to be used for a Google mail merge. This process also tracks the sending date/time of these docs into Content 7 for departmental use.

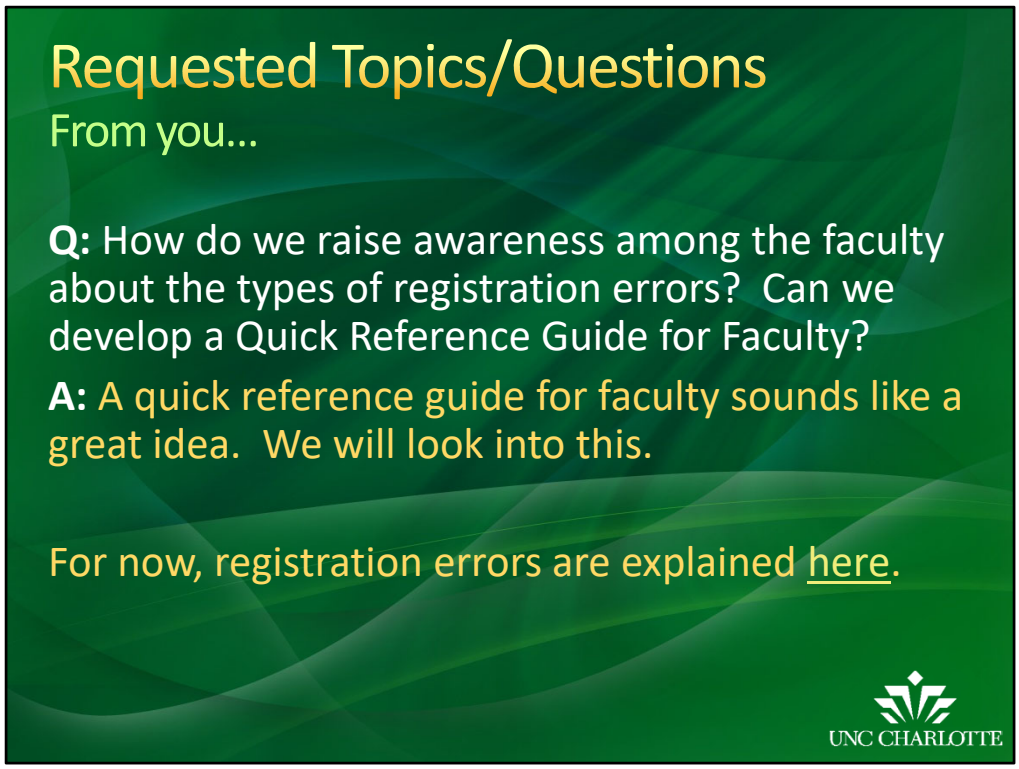
We successfully tested back in March 2018. We were looking to obtain departmental contacts/approvers, but never reached out. With your help in identifying these individuals in your department, we can finalize and share the instructional manual along with the google sheet and document. Share your contact/approver with Suzanne Black (sblack1@uncc.edu, when time permits.



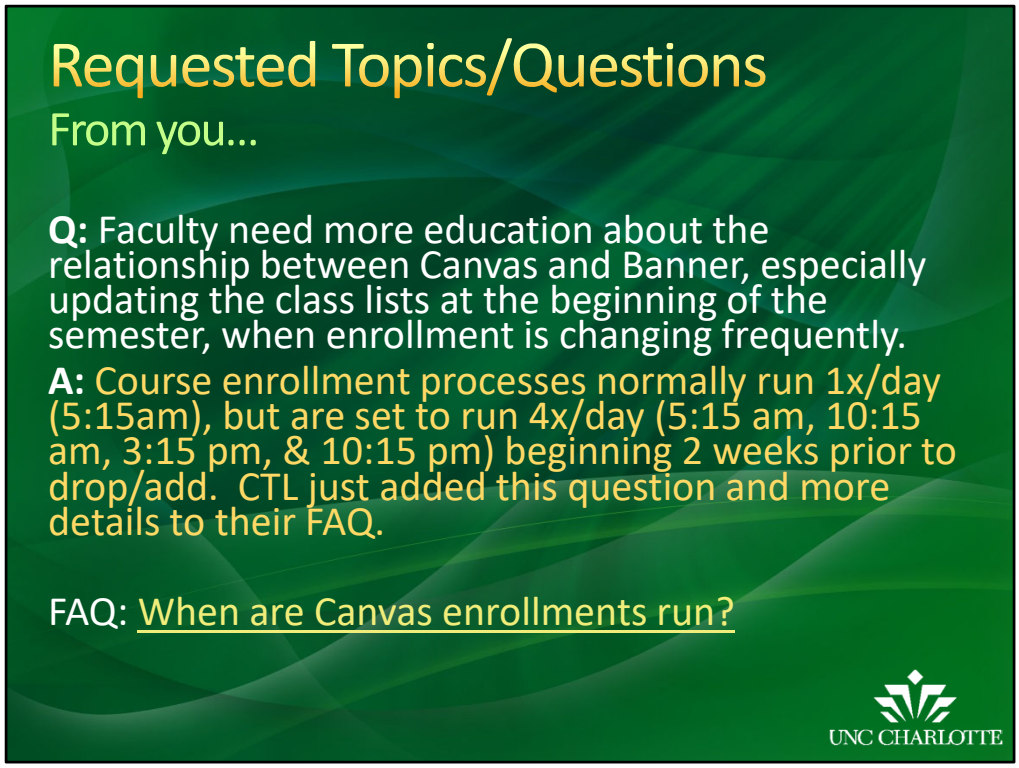
A listing of these errors is listed on the Niner Central website. There is also a link on the student's registration page. BSS9 has more bells and whistles and we can have it do notifications.

Is there a way for the error message to have the solution in it? *Banner does allow this, but space would be the issue if the error/solution is long. It needs to be generic because it may vary depending on the department, and whether it's graduate or undergraduate.*

Registration PINS….What is your interest in this? *We're toying with the idea of registration PINS replacing the advising holds. It fits and aligns better with our new multiple sessions. Holds overlap so this will create issues when sessions become more prominent. If there are holds, it will prevent students from registering for Session B. We are going to have to look into this.*



This is also on the Niner Central website.



After add/drop will it revert back to once a day? *No, it will update 4 x a day until Census then will go back to 1 x a day.*
Suggestion: Change the 10:15pm time to earlier. *We can pass this suggestion along.*
Can a faculty member receive an email when someone drops a course? *The name will drop off the roster when they drop. We can look into this and maybe automate it.*

Requested Topics/Questions

From you…

Q: How are students with requirements in both CAPP and Degree Works handled?

A: The Office of the Registrar uses a hybrid approach – a combination of reviewing Degree Work audits and asking departments to ensure requirements in CAPP have been met.

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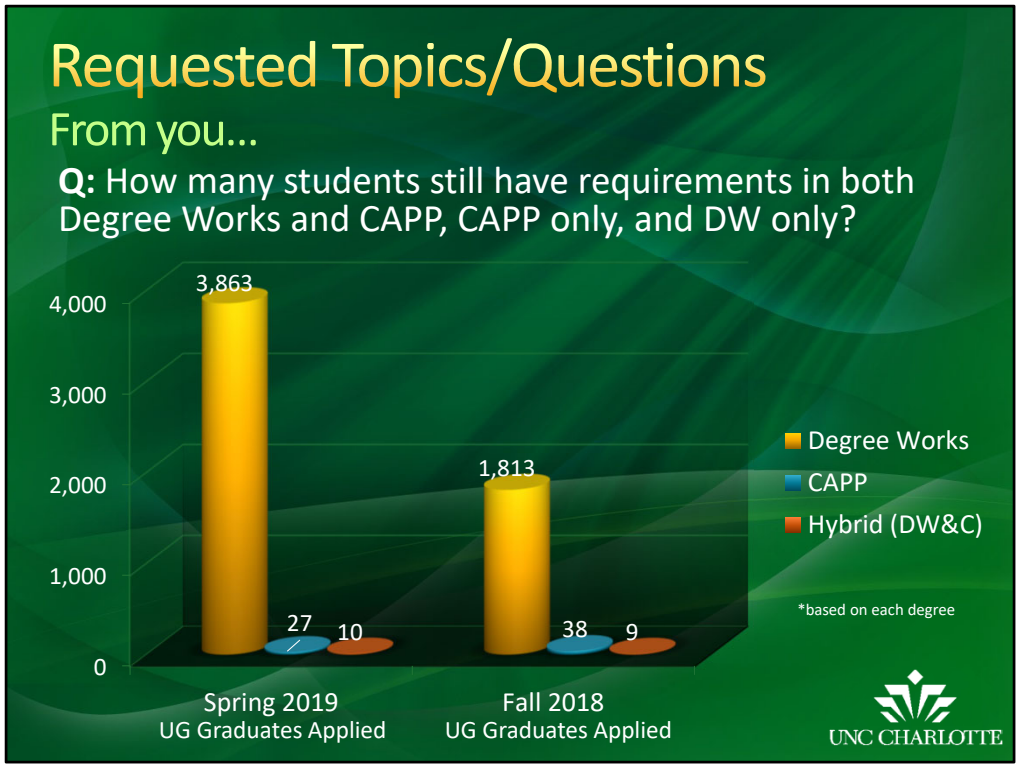
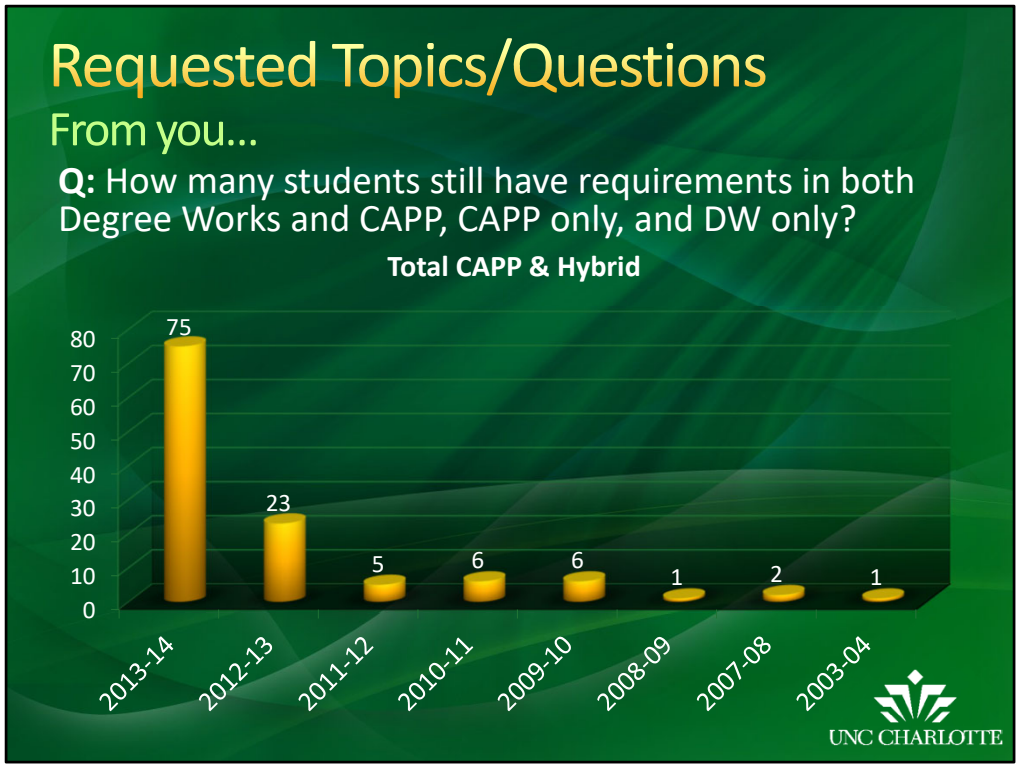


Spring 19 - 7 of those are majors, 3 are minors
Fall 18 - 6 majors, 3 minors

The numbers for the DW vs CAPP is based on the pre-clearance report, it is based on each degree so a student could be applied for multiple degrees.



Spring 19 - 7 of those are majors, 3 are minors
Fall 18 - 6 major

The numbers for the DW vs CAPP is based on the pre-clearance report, it is based on each degree so a student could be applied for multiple degrees, 3 minors

Food for Thought
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Miscellaneous Food for Thought

Critical Thinking & Communication

Students can meet the Critical Thinking and Communication requirement (in the purple square) if they have transfer credit for two first-year writing courses. Degree Works will reflect this when the CTC attribute is applied to that student's second writing course. However, the CTC attribute will not fulfill the Critical Thinking and Communication option (in the red square).

☐ Liberal Studies Courses	Still Needed: Choose from 3 of the following:
☐ Western History and Historical Awareness	(**1** Class in **LBST** 2101) or
☐ Global and Intercultural Connections	(**1** Class in **LBST** 2102) or
☐ Ethical Issues and Cultural Critique	(**1** Class in **LBST** 2211 or 2212 or 2213 or 2214 or 2215) or
☐ Critical Thinking and Communication	(**1** Class in **LBST** 2301*)
☐ COMMUNICATION SKILLS	
☐ Writing in the Discipline (DANC)	Still Needed: **3** Credits in **DANC** @ with Attribute RWRI
☐ Writing Intensive (W)	Still Needed: **3** Credits in @ @ with Attribute RWRI
☐ Oral Communication (O)	Still Needed: **1** Class in @ @ with Attribute RORL
☐ CRITICAL THINKING AND COMMUNICATION	Still Needed: **1** Class in **LBST** 2301* or @ @ with Attribute CTC

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Bursar's Office wanted us to remind everyone of this.

Miscellaneous Food for Thought

Waitlist – Part I

No permit overrides are allowed, for courses containing a waitlist.

No Exceptions!

*To view students on the waitlist for a particular section… (p.18)

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The linked document will provide details on viewing students currently on the waitlist of a particular section.
We have issues with colleges giving permits for courses with waiting lists. Possibly don't allow waitlists on these particular classes. There are caps on the amount of students in a classroom so we cannot increase enrollment in all cases.
We can sit down with the colleges and walk through the process. What are the objectives, etc?

We do have a few cross-listed courses that also have a waitlist. The sole issue we've encountered is when an instructor over-enrolls a section that has been cross-listed. If another cross-listed section has students on a waitlist and a seat becomes available, Banner will not notify student #1 on the waitlist about the open seat, even if the cross-list maximum hasn't been exceeded. Although this is a problem, it doesn't happen that often. If there are questions about this, reach out to Patrick Ambrose (pambrose@uncc.edu).

Reserved seating is a definite no-no in combination with a waitlist. The two cannot function together.

Miscellaneous Food for Thought

Waitlist – Part III

Students have 24 hours to register after receiving an open seat notification, before the seat is offered to the next student on the waitlist.

However, seven days prior to the first day of classes, this drops to 12 hours.

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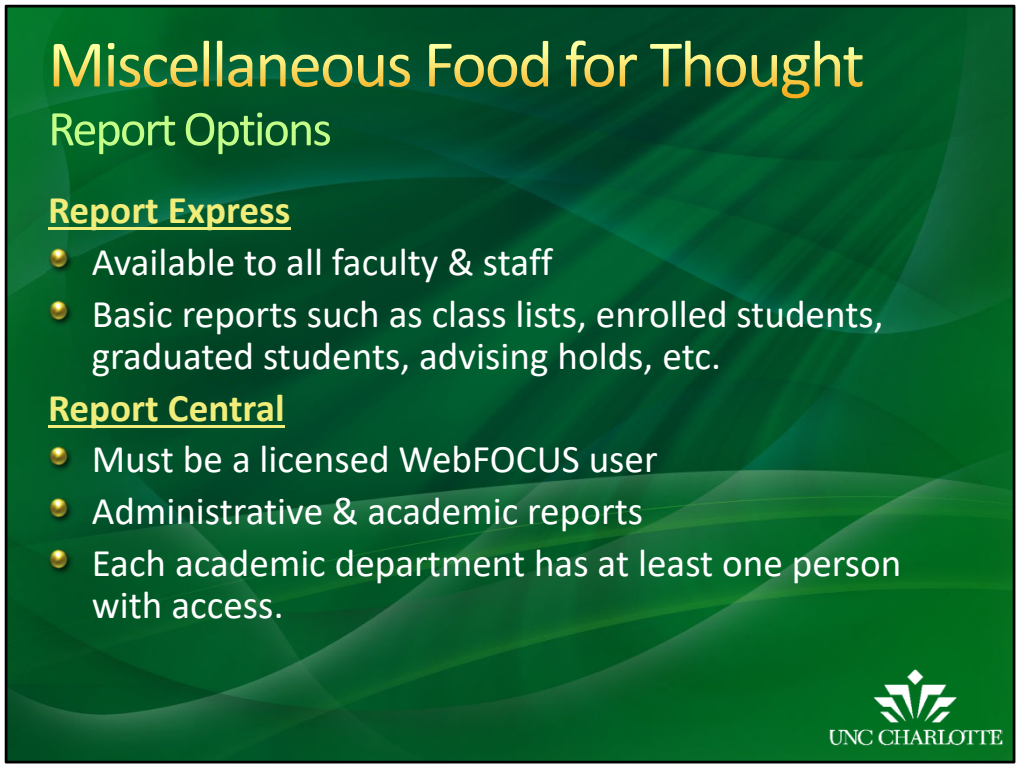
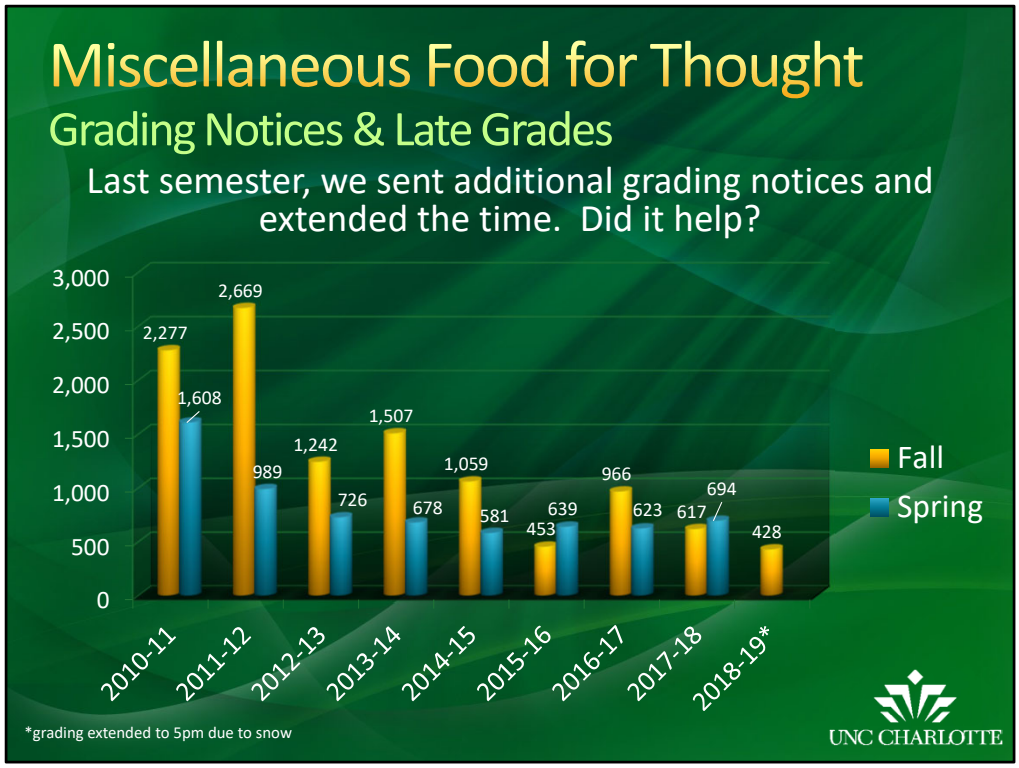
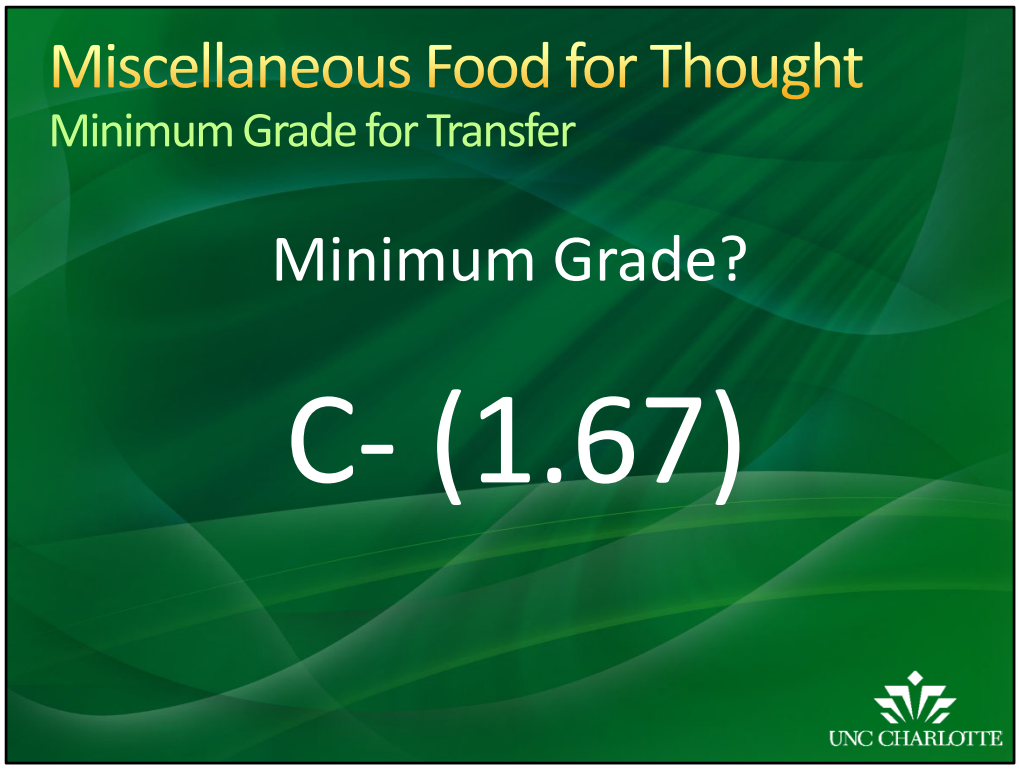


If you click on the linked header and are unable to open, check within your department. There is usually someone assigned to run these for the department. If there is a business case need for access, submit a ticket through the ITS Service Desk.



We're getting better and better in collecting grades.
Extension to 5pm was a one time situation due to the snow and there are no discussions to make this a set time.



For Undergraduate the catalog says C level.
For Graduate students, it's a B.

Is it possible to receive notification that a student has dual credit prior to the last day of drop/add? We get the math notices in engineering, but we're wondering about dual notices for the LBST classes. *Yes, we sent these to the Associate Deans and advisors in August and January and ask the Deans to share these. What we are going to start doing is contact the students about these early on. We are going to be proactive on these every day as opposed to at the end of the term. We're looking to improve this process and are adding that reporting to a scheduled basis and will see these the day or next day. We can reach out to the student at that point so they can drop the course.*

When a student either comes to SOAR in the summer or in January and they have completed an AA or AS Degree from their community college, but we don't have the final transcript noting the degree, how can the Registrar's Office prompt students to get that last transcript in? *(Admissions) Recently, some of our community college partners have been taking several months to get these to us. If we know, we can certainly reach out to the students. We don't necessarily know if they actually were awarded the degree. There's not a way that we can reach out in mass to these students.*

Can we tag students that have 64 credits coming from a community college and the degree hasn't officially posted, to get this information? *We can do a target email to the students that indicated on their application they were getting a degree.*

Is online Transient Study form on the list? *Yes, it is now.*

Holds: Advising holds in the future. *It won't let them take hold off. Change the to and from date of the hold to the same day. This will maintain the hold for historical reasons, but will no longer enforce for the student.*