

A photograph of a university campus. In the foreground, there are large, vibrant flower beds with red and yellow chrysanthemums. In the background, a person wearing a backpack and a blue cap is walking on a path. The path is bordered by a metal railing. In the distance, there are university buildings, including a tall clock tower, and trees with autumn foliage. The sky is overcast.

2020-2021 ANNUAL REPORT

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EXECUTIVE SUMMARY

We are an OPERATIONAL office.

Over 75% of our work centers on academic operations in support of students and faculty.

We are a PROJECT office.

We are routinely engaged in major technical projects that directly support institutional strategic initiatives.

We are a SERVICE office.

Our service-oriented staff supported our University mission by participating in many on and off-campus programs.

We are a SYSTEMS AND TECHNOLOGY office.

We support over 20 systems that maintain our student's records and offer training sessions on the various systems we support.

We are a PROFESSIONALLY ENGAGED office.

Staff members participate in multiple regional and national professional conferences by speaking, presenting, and organizing.

We are an INVOLVED office.

Our staff are involved at UNO, UNMC, and in the broader community, serving on 27 committees and many more ad-hoc committees.

We are a PRODUCTIVE office.

In 2020-2021:

- Over 20,000 transcripts were produced
- Over 9,000 classes and 744 academic rooms were scheduled
- Almost 12,000 transcripts were posted for new students with transfer credit
- 19,886 emails were sent and 16,492 phone calls were answered
- Over 7,000 TES Transfer Equivalencies were created
- Degrees were conferred for over 3,000 students
- 2,800 Digital diplomas were issued, with over 60% downloaded and shared across the world
- 6,630 electronic Enrollment Verifications were performed

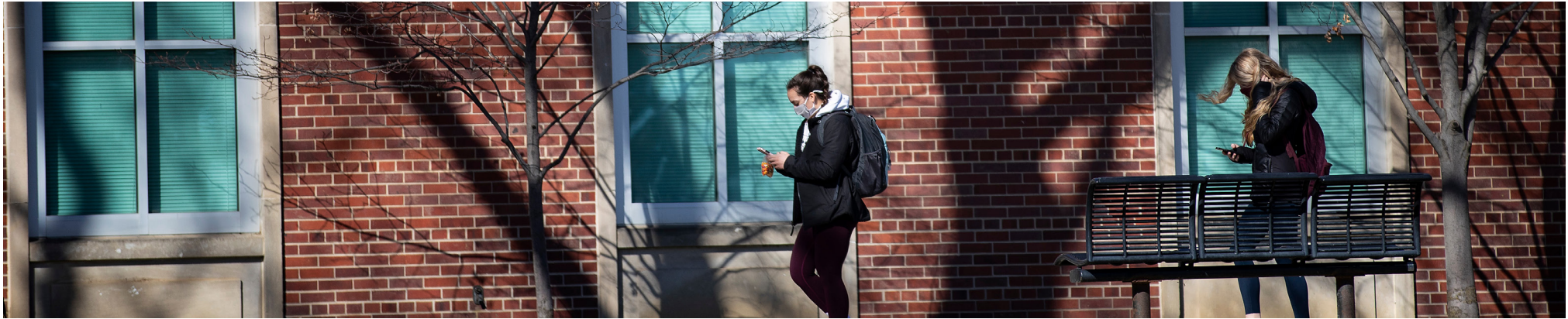
MISSION

The Office of the University Registrar will provide high-quality service to our customers with the highest standards of integrity, accuracy, efficiency, confidentiality and security. We will strive to be at the forefront of cutting-edge technologies and partner with students, faculty, staff and alumni to provide comprehensive services for enrollment and academic records management.

VALUES

- Safeguard the privacy and security of academic records
- Collaborate with others for ongoing improvement and innovation
- Leverage technology to provide our customers greater access and functionality
- Provide the UNO and UNMC communities the resources and support to effectively utilize all technology related to the Student Information System
- Foster a staff of caring and motivated employees
- Encourage teamwork within the workplace
- Monitor office practices and procedures to ensure the most efficient and prompt service
- Be ethical in all we do
- Contribute to the Enrollment Management mission of UNO and UNMC

ACCOMPLISHMENTS 2020-2021



Academic Schedule Shift

Move to online and remote offerings and back to in-person

- Final UNO Fall shift of over 1100 Fall 2020 sections to requested change in delivery modality for Fall Schedule planning.
- Adjustment of all Room capacity based on collaborative work with UNO Facilities and campus planning to accommodate new classroom capacity for Fall Planning guidance
- Shift of 30 College of Engineering Fall course sections to accommodate UNL Fall 2020 Academic Calendar changes different than UNO.
- UNMC College of Nursing Fall Course shift of 102 courses moved to accommodate the new Academic Calendar for Nursing and enrollment.
- Collaborate with OIE to provide a more precise Course Capacity report for College planning that excludes class components.
- Adjusted Fall 2021 Schedule prep timelines to assist Scheduling Units in Course and schedule preparation; Shifting Spring and Summer schedule delivery modes to accommodate campus recommendations for distance learning
- Fall 2021 course offerings, reevaluated entire Classroom inventory and capacities to allow for 3-foot spacing (~50% capacity)
- Provided critical feedback and guidance for SVP and College Deans to develop plan for de-densified in person offerings for Fall prior to schedule go-live.

NU System-Wide Academic Calendar Adjustments: New Three-Week January Session

- Development of the Pilot Three-Week January Session, adjusting the Spring semester to start 2 weeks later, end 1 week later
- Worked with Faculty Senate and Academic Affairs on adjustments to Prep Week Policy
- Adjusted Enrollment dates to align with Spring typical enrollment periods
- Work with course curriculum prerequisites to easy transition from course progression in Spring
- Assisted Department Scheduling Units to make courses available to UNO Community at same time as standard Spring schedule
- Develop new course refund structure for shortened three-week session.

New Chosen Name and Gender Identity Policy

- Member of NU Non-Binary Gender Values and Chosen Name Steering Committee to produce Executive Memorandum #40 Approved by BOR in October 2020
- Member of IR/Data and Record Keeping Workgroup for Steering Committee
- Developed and Implemented Chosen/Preferred Name for all students through new Self Service options in Student Dashboard (MavLINK)
- Provided recommendations for Determining Gender Identity Values, Collecting and Sharing the personal identity records, Communication plan for impacted parties and supported the learning and development of new values.
- Worked with Campus Diversity, Equity and Inclusion office to create Guiding Principles for campus governance

ACCOMPLISHMENTS 2020-2021, CONT.

Online NU-wide FERPA Compliance Training in Bridge

- Worked with NU ITS staff to move Online FERPA training course to new Bridge Compliance software
- Coordinated with NU Compliance onboarding launch of Online FERPA Compliance module in Bridge
- Reviewed with University General Counsel and NU Registrars to develop content and new Online FERPA Assessment Tool
- Developed Workflow for Staff with access to SIS and student data to be added to Compliance course automatically
- Worked with UNO Compliance to add FERPA Module as part of UNO employee onboarding process and sent to all NCTA staff (over 600 enrolled and completed) as part of standard NU Compliance training.

Launch of the new UNO Career Currency Program

- Developed standard contract language for onboarding new corporate partners
- Streamlined the process for tracking in SIS with use of coordinated Student Groups

- Assisted in specific enrollment issues related to Career Currency cohort
- Implemented new Reporting processes to assist with verification of completion
- Collaborated with IT for Union Pacific Employee eligibility verification process
- New academic course options for Mutual of Omaha and OPPD employees
- Implemented new Agreement and process for Hastings College/ UNO Transfer Partnership program

New MavLINK Credit/No Credit eForm

- Change in Credit/No Credit Grading Policy extended deadline from 2nd week to 11th Week of semester resulted in over 600 CR/NC grades in the Spring and nearly 400 during the Fall 2020 Semester
- New MavLINK eForm created simple, efficient way for students to request CR/NC option online
- Streamlined workflow to allow Advisor interaction with student as a new part of process
- Detailed communication flow keeping Instructor and Student informed of progress

Other

- UNO and UNMC December Virtual and May In-Person Commencement Ceremonies
- UNMC EMS Academic Room and Event Scheduling system Upgrade
- UNMC Change of Status and Add/Drop eForm projects
- DegreeWorks degree audit system upgrade
- Community Engaged Scholars Transcript Designation and CES Digital Credential
- My Advisor Picks new MavLINK Advising functionality
- Reverse Transfer Initiative – MCC and UNO Pilot
- Exploratory Students program for Undecided Students
- UNMC Track Student Information System Decommission Project - Phase 1
- UNO Change or Program/Major Online eForm
- Major Peoplesoft Upgrade PeopleTools 8.58
- Campus Solutions Q4 and Q1 2021 Maintenance
- EMS Upgrade
- Intercampus eform Enhancements – Phase 1
- MavLINK Credit/No Credit eForm Phase 2
- New NU Residency eForm at UNMC
- National Student Clearinghouse transcript intake process at UNMC
- UNO and UNMC Program Licensure annual notification process
- Hastings College-UNO Partnership. Policy and process
- Implementation of ALEKS Math Placement Exam
- Student Athlete Certification form and process
- Fast Track Program Process Implementation



UNMC ACADEMIC RECORDS PROJECTS

In 2020-2021, the University Registrar further developed the oversight of operations of one office serve two institutions. Over the last year, the office has accomplished some significant initiatives at the UNMC Office of Academic Records, including the following:

New UNMC Admission Residency eForm

The University of Nebraska has developed one centralized Residency eForm to align all campuses in Residency processing and eliminate paper applications. This new UNMC Residency Application simplified the process for students, streamlined for staff and will be more automated and secure than before. The process will also be the same for all of the University campuses and information will be shared between them.

UNMC College of Nursing Fall Course shift

The UNMC College of Nursing (CON) requested to move over 100 course sections and the term start date up for Fall 2020 due to pandemic. This change ensured the health and safety of our CON faculty, staff and students by reducing the numbers of people on the campuses after Thanksgiving. It also allowed CON to front load clinical experiences earlier in the fall in the event that the number of COVID-19 cases results in a lack of access to clinical agencies. This change was made to best protect the health and safety of the entire College of Nursing community, and ensured that students had every opportunity to complete the clinical learning needed to achieve program outcomes. Academic Records created new a session with Term Dates in Peoplesoft, updated the Academic Calendar, moved 102 courses and created over 3500 enrollment transactions to move the previously enrolled students.

UNMC Track Student Information System Decommission Project: Phase 1

The TRACK Student Information system is UNMC's custom-developed SIS prior to Peoplesoft. The DevOps team is currently in the process of modernizing their applications and are planning to decommission TRACK. In Phase one we have developed an outlined project plan/statement of work to move all relevant SIS TRACK student data to the Peoplesoft Student Information System. Following the complete decommission in 2023, the entire project will provide a consistent single source of student data and identity and streamline all business processes leveraging the Peoplesoft infrastructure.



UNMC ACADEMIC RECORDS PROJECTS, CONT.



Relocated to New Space in Williams Science Hall

In February, the UNMC Academic Records office moved the entire office operations to the newly renovated Williams Science Hall to provide better, more visible access to our campus constituents. The relocation to Williams Science Hall provides a central location for UNMC student services, making it easier for students to access registrar services and better allowing the office to serve its students and campus collaborators.

UNMC December Virtual and May In-Person Commencement Ceremonies

The COVID-19 pandemic created some significant changes to University Commencement ceremonies in December and May. UNMC's December 2020 In-Person Commencement ceremony was canceled but held virtually for more than 300 students from the Colleges of Allied Health Professions, Medicine, Nursing, and Public Health, as well as Graduate Studies. The May 2021 Ceremony offered the opportunity to return to in-person, in a de-densified manner with strict health and safety protocols in place.



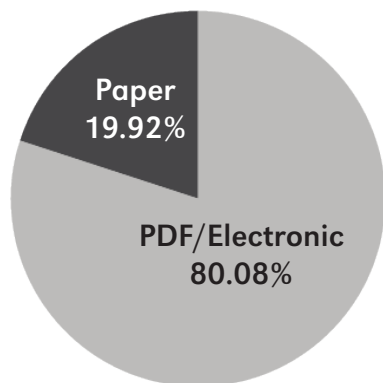
New Chosen Name and Gender Identity Policy

As an institution that is focused on cultivating a more inclusive culture, the University of Nebraska Medical Center began the implementation of the Chosen Name and Gender Identity Policy (Executive Memorandum No. 40) signed into effect by President Ted Carter on Sept. 15, 2020. The Academic Records office Provided recommendations for Determining Gender Identity Values, Collecting and Sharing the personal identity records, Communication plan for impacted parties and supported the learning and development of new values. Worked with Campus Diversity, Equity and Inclusion office to create Guiding Principles for campus governance

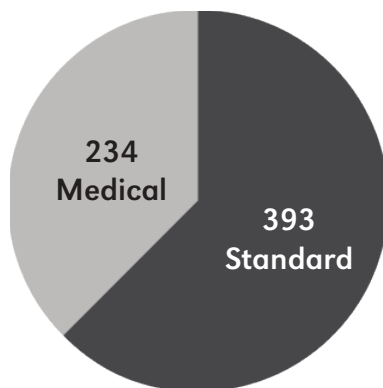
National Student Clearinghouse transcript intake process

Through the Academic Records office coordination with the National Student Clearinghouse, every UNMC College Admissions Office now receives UNMC students' transcripts directly to the individual college's electronic transcript mailbox. The College-based NSC electronic transcript mailbox now provided a more efficient and secure electronic records to intended college recipient and better overall service to UNMC students.

KEY PRODUCTION NUMBERS (UNO)



15,030 Transcripts Sent



627 Appeals Processed



4,973 Classes Scheduled

2,064

Fall 2020

2,075

Spring 2021

834

Summer 2021



Class Sections Changed Due to COVID Shutdowns

■ Changed to Remote
 ■ Changed to Totally Online
 ■ Changed to Partially Online

980

Fall 2020

441

178

539

Summer 2020

81



315 UNO Apostille Prepared

(Diploma, transcript, signature page)

Transfer Credit:
7,037 transcripts
posted

Intercampus:
215 applications
processed

Change of campus:
99 applications
processed

Grade Changes:
2,017 online grade
changes processed

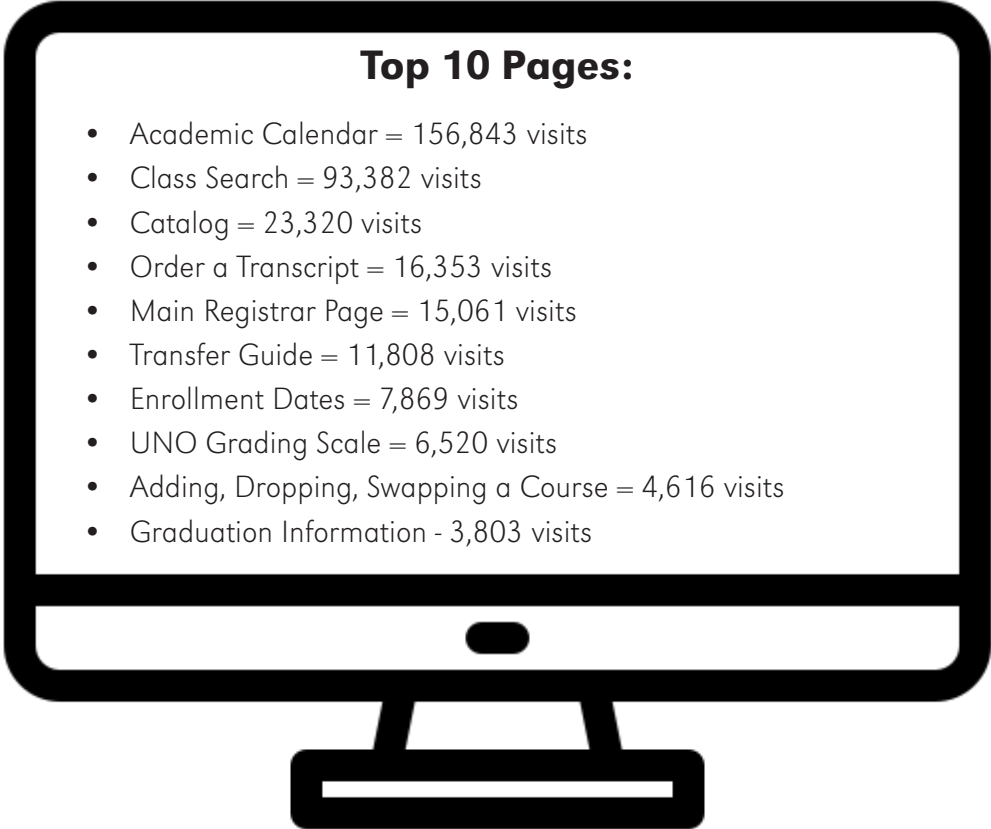
Senior Learning Passports

Due to COVID and courses moving to an online format, no senior learning passports were processed for Summer 2020, Fall 2020, and Summer 2021. For Spring 2021, we had one (1) processed.

KEY PRODUCTION NUMBERS (UNO)

Website Traffic: UNO Registrar

420,718 visits on all Registrar pages | 184,280 users on all Registrar pages



Athletic Certification Information

With the addition of Men’s Swimming and Diving, UNO has approximately 325 student-athletes in 16 sports for the 2021-2022 season.

Athletic Monitoring Forms

Approximately 600 athletic monitoring forms were completed during the 2020-2021 school year (including summer).

Transfer student athletes transcripts evaluate

Evaluated transcripts for 70 prospective student-athletes for the 2021-2022 academic year.

Incoming student-athletes

Weekly tracking of approximately 120 incoming new and transfer student-athletes, including applications and admissions status and holds and to do items to complete.



30,213
Incoming Emails



39,274
Outgoing Emails



9,317
Incoming Calls



Peak Call Time:
2 p.m. to 3 p.m.



Avg. Wait Time:
0.9 seconds

131
SSN Changes

220
Name Changes

87
UNO Pathway
Agreement Views

Image Now:
6,924 Permanent
Records Scanned

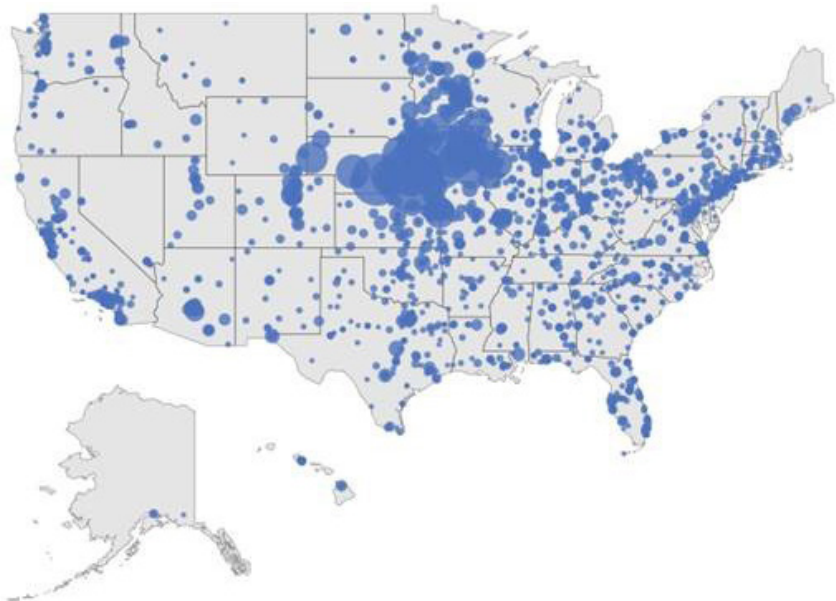
Image Now:
9,420 Current
Student Files Scanned

17
Documents
Notarized

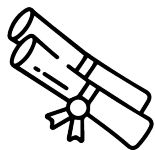
KEY PRODUCTION NUMBERS (UNO)

UNO Transfer Equivalency System (TES)

This graph depicts the equivalencies that UNO has established with each institution across the US. Bigger bubbles indicate more equivalencies.



May 2021 Milestones at UNO



44

Greatest Number of Undergraduate Dual Degrees Awarded



569

Greatest Number of Students Graduating with Academic Honors

UNO Transfer Equivalency System (TES)

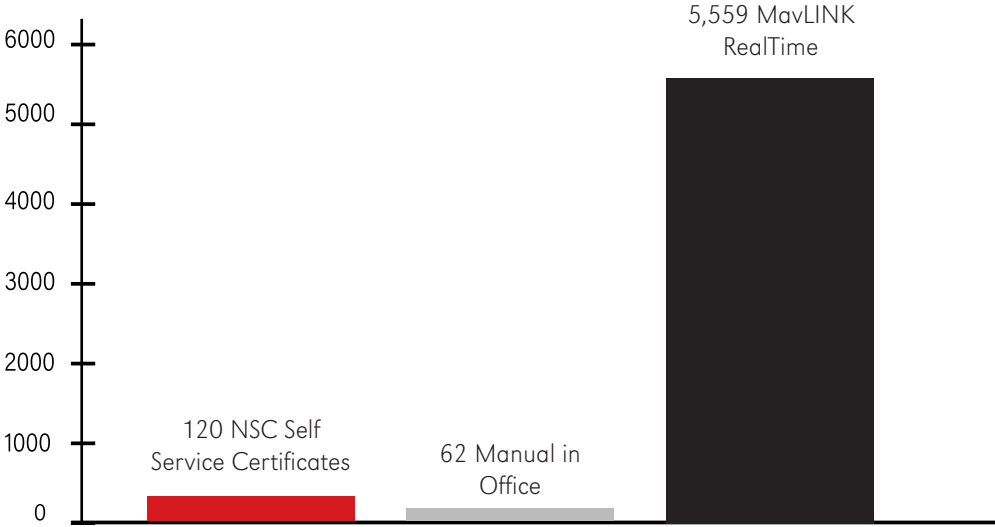
3,605 TES Equivalencies Created
11,337 Course Descriptions Viewed
5,025 TES User Logins
2,091 Institution Profiles Viewed

Transferology Match Detail Views

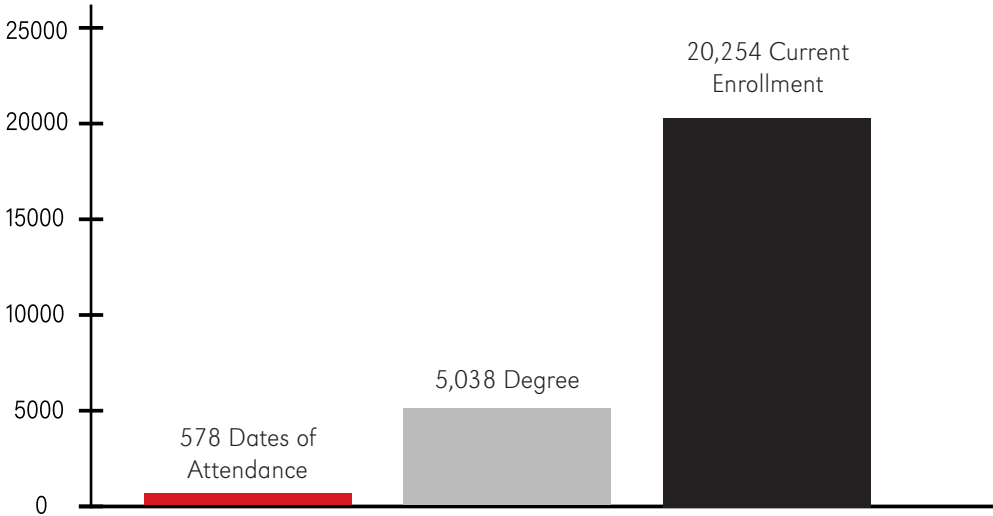
294 Program Views	Number of times students viewed UNO program information
512,724 Transfer Path Matches	Number of times UNO was shown as a match on the “Will My Courses Transfer?” results
149 Accounts Created	Number of students referred by UNO website link who created accounts in Transferology
Match Detail Views	
2,148 Transfers	Number of times students viewed match details on the “Will My Courses Transfer?” results
303 Replacements	Number of times students viewed match details on “Find a replacement course” results for UNO

KEY PRODUCTION NUMBERS (UNO + UNMC)

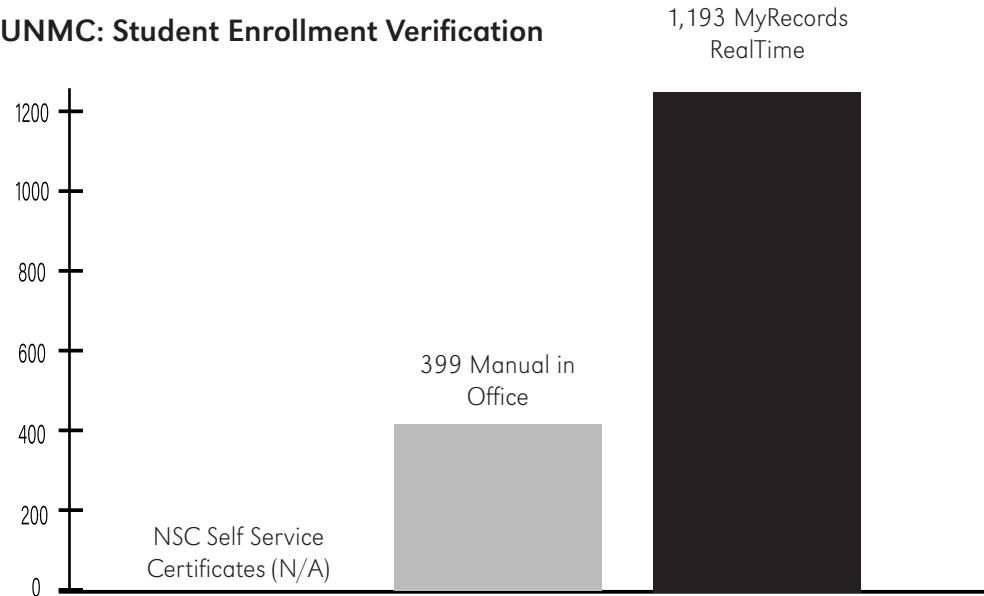
UNO: Student Enrollment Verification



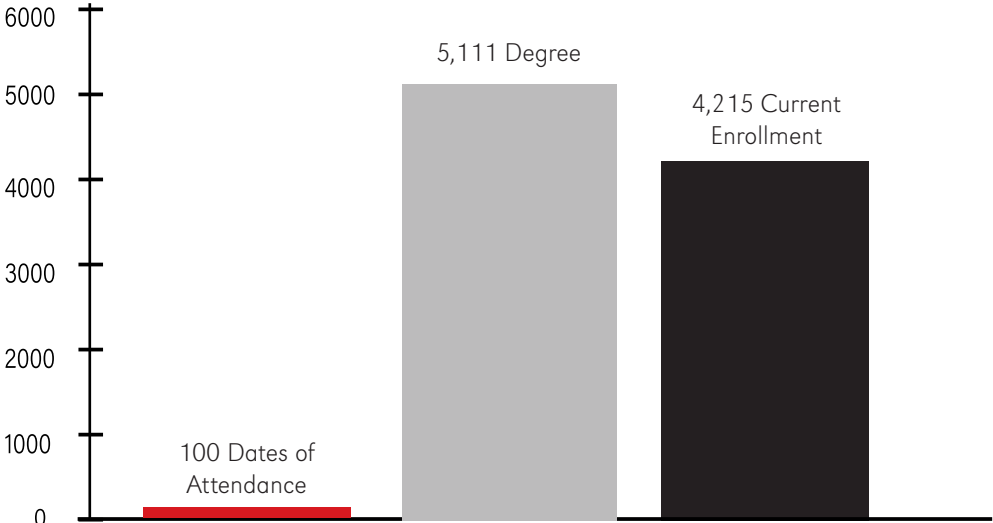
National Student Clearinghouse (NSC) Third Party Verifications (UNO)



UNMC: Student Enrollment Verification

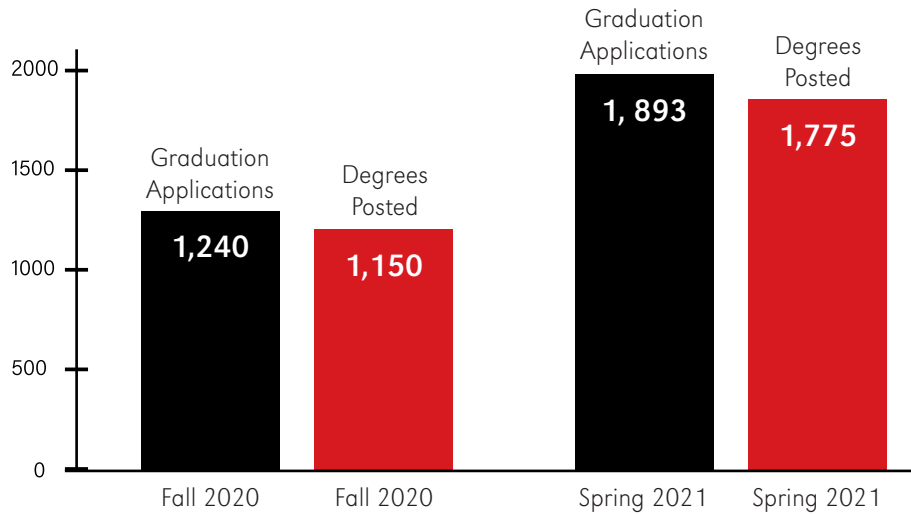


National Student Clearinghouse (NSC) Third Party Verifications (UNMC)

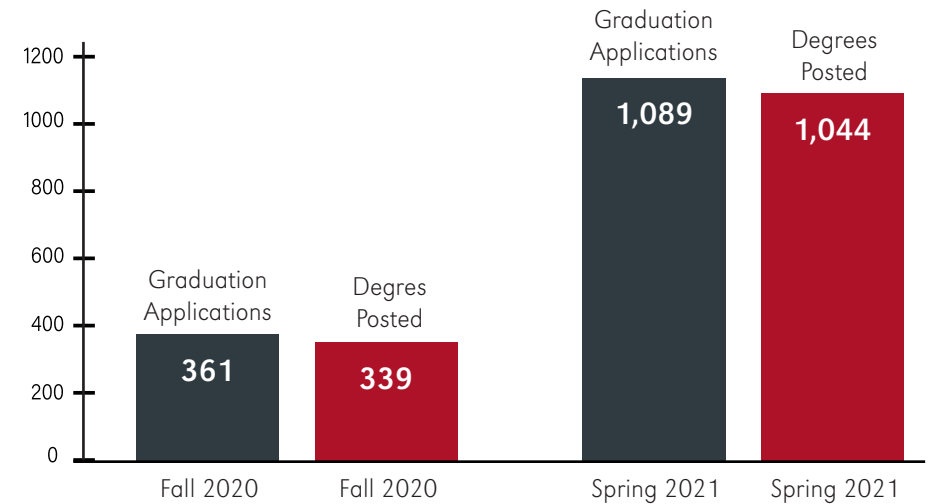


KEY PRODUCTION NUMBERS (UNO + UNMC)

UNO: Graduation Applications vs Degrees Posted



UNMC: Graduation Applications vs Degrees Posted



Credit/No Credit Processed

723 Online Change to CR/NC forms processed

NeSIS Maintenance Numbers

Oversaw maintenance and testing for four quarterly Peoplesoft upgrades and large PeopleTools Upgrade 8.57 and 8.58 in Spring 2021 to the Student Information System through five environments

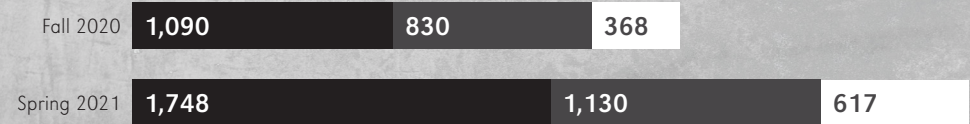
NeSIS Reporting Numbers

- Daily validation reporting for College and Programs for Advising assignment and Major changes
- Provided oversight for WebFocus College Dashboard and Analytics Data Reporting requests

NeSIS Mod Numbers

- 136 total NeSIS Student records Change Requests validated, tested and promoted to NU Peoplesoft Production.
 - 55 specific to UNO Student Records services. 46 to UNMC SR
- Standard Appeals Numbers - 384 per query (Due to re-reviews, our total is 393)
- Medical Appeals Numbers - 224 per query (Due to re-reviews, our total is 234)

UNO: Digital Diplomas and Certificates



UNMC: Digital Diplomas and Certificates



Degrees Issued
 Degrees Claimed
 Degrees Downloaded

SYSTEMS, COMMITTEES, & CONFERENCES

Systems Maintained

- Degree Works
- Parchment Online Transcript Ordering
- Transfer Equivalency System and Transferology
- PeopleSoft – Student Information System
- TRACK – UNMC student data system
- MavLINK and MyRecords Faculty, Staff, and Student Dashboard
- CourseLeaf Class Section Scheduling System
- EMS Academic Room Scheduling Software
- ImageNow Student Records Document Imaging System
- Registrar Website Content Management System
- Assisted in the testing and implementation of over 100 modifications for the NeSIS system
- Oversee access and data into 28 campus-wide 3rd party systems

New Integrations with Student Data

- Gender Identity, Pronoun and Chosen Name implementation
- Hubspot CRM
- People are Everything HR platform
- AIM Accessibility Services software
- UNO Athletics Fusion Compliance software
- Instructure Bridge Compliance LMS
- SignalVine Text Messaging platform
- National Student Clearinghouse ETX implementation
- UNO DAX Access Management software
- GradImages Graduation Services
- ProctorU Testing service
- Presence Student Engagement platform

Committees

- Staff Advisory Council
- Athletics Committee ex officio member
- Lead Student Registration Appeals Committee
- Probation/Suspension Group
- Prevention Sub Committee
- Early Alert Taskforce
- UNMC Student Affairs Council
- UNMC Education Policy Subcommittee
- NeSIS Integration Team – UNO Lead
- Strategic Enrollment Planning Committee
- NeSIS Campus Community committee – UNO/UNMC
- NeSIS Student Record Committee – UNO/UNMC
- NeSIS Dashboard Committee – UNO/UNMC
- Non-Binary Gender Values Steering Committee – UNO/UNMC
- NACRAO Member Services Committee
- Peoplesoft SIS account – SR/Final Approval – Data Steward
- American Association of College Registrars and Admission Officers (AACRAO)
- Nebraska Association of College Registrars and Admission Officers (NACRAO)
- PESC Academic Credentialing and Experiential Learning Task Force
- Student Data Contract Review Team
- Information Governance Committee
- UNO Incident Command Organization (ICO)
- UNO Staff Advisory Council
- UNO General Education Committee
- DegreeWorks Core Team
- Commencement Committee – UNO/UNMC
- MavTRACK Advisory Board

Conferences

- Enrollment Management Day - Emotional Intelligence Overview Presentation
- International Ombuds Association 2021 conference “Bridging the Distance”
- NCAA Regional Rules 2021 seminar
- NACRAO 2020 Fall Conference
- CourseLeaf Leapfrog User Conference
- Re-Imagining U
- Emotional unrest – how to stay grounded (provided by Re-Imagining U)
- Facebook Global Security Panel
- Branded UNO Digital Template/Lucidpress training
- NU IT Accessibility Training
- UNO Faculty/Staff Sexual Misconduct Prevention and Response
- NU Fundamentals of FERPA
- UNO Health and Safety Modules

COLLABORATIONS & PROFESSIONAL DEVELOPMENT

Workshops & Presentations

Lead yearly educational meetings on NCAA rules with individual colleges/ departments

Training/Videos/Tutorials

This also includes training for preparing for orientation

- How to issue a permission number
- Advisor picks
- MavLINK/PeopleSoft/Degree Works training
- Mavtrack Training



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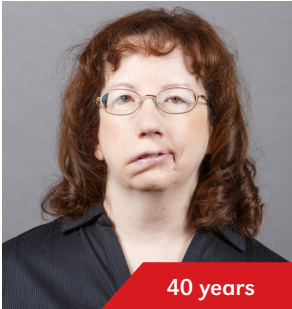
Collaborations

- Weekly compliance and academics meetings
- Monthly Coaches educational meetings
- Monthly Student Records NeSIS meetings (taking notes and distribute to UNMC staff)
- Monthly Campus Community NeSIS meetings (taking notes and distribute to UNMC staff)
- Trained Assistant Registrar at UNMC on the process and build of UNMC Academic Calendar

New Staff

Reallocated the new position that supports both Office of University Registrar-related initiatives and processes. This position supports day to day operations of UNMC Academic Records and Registrar-related initiatives and processes.

Office Service Awards



Joan McCullough
Education Records Representative



Janet McLaughlin
Associate Registrar



Tracie Anderson
Assistant Registrar, Athletic Certification



Allison Junker
Associate Registrar



Stephanie McGowan
Assistant Registrar



Matt Schill
Registrar



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