for the RECORD

OACRAO

Like us on Facebook

Follow us on twitter

Thanksgiving Wishes

Thanksgiving wishes to you! It always amazes me when I get to late November and realize I have made it (almost) through another fall semester. On the Admission side, fall is our heavy recruiting time and it is good to have all the road running recruiters back in the office. I am much happier when we are all together, and I can hear the buzz of the work that goes on to "bring in the class." I hope your fall semester has gone smoothly and that you will get a bit of a breather in the next several weeks before we start all over again in January.

Your Board of Directors spent three days on retreat in early November to plan our OACRAO year. We have some exciting things in store, including rebranding the Support Staff Workshop, planning next summer's OSI, upgrading our website, revitalizing committees and of course, the biggie, we began discussions for next October at Sawmill Creek! We have much work to do but we are up to the challenge.

I will meet with our LAC Co-Chairs Chris Dorsten and Heather Pritchard later this month to begin the planning in earnest. They are leading a great committee, and I know they have already started thinking about activities, speakers, and meals.

Our goal is to make this organization one in which the membership benefits professionally and personally. Please let me know if you have suggestions or ideas that will help in achieving that goal.

Beth DaLonzo
OACRAO President

OACRAO 2017 Session Summaries

Head in the Clouds…a reflection on Ohio State's "Moving to a Cloud-based Student Information System"

Over the next few years, Ohio State will take a huge leap of faith. In late 2016, the university committed to implement Workday as its student information system. While Workday has a strong history with finance and human resource systems, their product for student information is still in development. At the 2017 OACRAO Conference, Jack Miner, Ohio State's University Registrar and Executive Director of Enrollment Services, shared their progress so far and gave some background on why they chose to move to the cloud.

Ohio State's attraction to a new student information system was the same as many other schools: new technology and the opportunity to move to a cloud-based system. A system built on new technology will allow the university the better serve our students with intuitive systems but it will also allow us to better leverage data to help advise students through their academic career. Moving to a cloud environment and into a model where all customers are on a single version of the software will streamline the process of supporting the SIS and ensure that we are delivering the newest functionality to our student, faculty, and staff customers.

History of Ohio State's Student Information Systems

1870 – 1889	Ledger Book
1890 – 1925	Record Cards (calligraphy)
1895	Registrar role created
1926 – 1972	Record Cards (typewritten)
1972 – 2007	Mainframe SIS
2008 – 2020	PeopleSoft
2020 – ?	Workday

Ohio State decided to use this as an opportunity to transform our business processes and make improvements to the way we serve students. This has allowed the university to use this as a larger Enterprise Project with goals of delivering high quality advising, personalized support, and a streamlined experience.

Staff involved in the project have the unique opportunity of not just bringing up a new student system, but Ohio State has also been working with Workday to help develop their product. Ohio State and other design partners assist in determining business process, design features and functionality of the product.

Ohio State will go live with the finance and human resources portions of Workday in 2019 and will begin going live with the student portion in 2020. This video provides more information on the project: https://vimeo.com/osumediaservices/review/232849230/6622a479dd

Look for more presentations and updates on Ohio State's progress at future OACRAO meetings.

Influencing Policy Making, by Cindy Suter, Registrar at Heidelberg University

At the annual OACRAO meeting at Mohican State Park, new and seasoned registrar staff attended my session to explore ways their expertise can influence policy making. Influencing should not be interpreted as subtlety manipulating a committee to agree to one's own thought or idea. Rather, as a registrar influence by becoming an advocate to create fair and equitable policy for all students.

On the committees that I serve, often assessed is the SWOT analysis tactic when the membership has been voted. This process helps me enter the committee with a clear understanding for how I will interact with the membership.
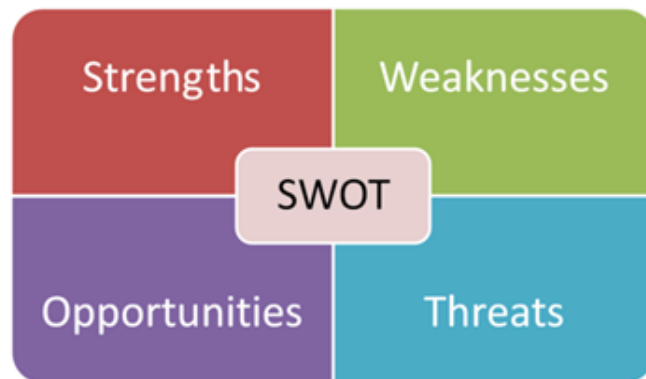
Questions that I frequently ask:

- **Why** do we need the policy?

- **Who** does it serve?

- **Is** the policy already someplace else and it's simply ineffective requiring review?

When writing policy consider:

- Clear, concise, simple language; write in a positive voice.

- Address the rule rather than implementing the rule

- Create the policy and then the process: document the process to guide students and advisors; be clear what authoritative body oversees the policy.

- Avoid names; use titles or reference an office/department.

If your committees are similar to mine, we meet one to two hours each week so once I know what direction the committee is heading, I offer to write draft statements. Since registrars are often permanent committee members you will begin witnessing the draft technic leading to faster policy completion. Making the draft available prior to meetings also gives members time to research and think about concepts prior to each meeting. While this is ideal, recognize this isn't always possible.

OACRAO 2017 Session Summaries Cont.

Another tip is to have a policy template if your institution doesn't already follow this guideline. Include the author, policy adoption or amended, definitions, how the policy is administered/procedures, and a cycle to review current policy to assess if they policy is still effective or outdated.

We are in a unique position since our colleagues are deeply connected and willing to assist in our research; essentially helping to avoid reinventing established policy. Remember, those of us who have been in our roles for many years convey confidence but we often seek the help of our peers and spend many hours researching policies at other schools. Which means, you don't have to be an expert every day; work smarter to avoid hitting road blocks.

Campus Scenes

Submitted by: *Daniel Kall, Law Registrar, University of Toledo*

March 2018 - Save the Date