

Enrolment Management Town Hall

Thursday, December 2, 2021



Celebrating our Collective Achievements

Office of the Registrar

The Office of the Registrar is the engine that helps drive the University of Windsor.

The Mission of the Office of the Registrar is to foster and enrich the learning experience through comprehensive enrollment services and student records management.

Transactionally, the number of touch points with faculty, staff and students is unrivalled across the institution.

Services provided include student support, academic advisement, convocation and graduation processing, transfer credit, system support, reporting (government and institutional), admissions, exam and class scheduling, just to name a few areas.



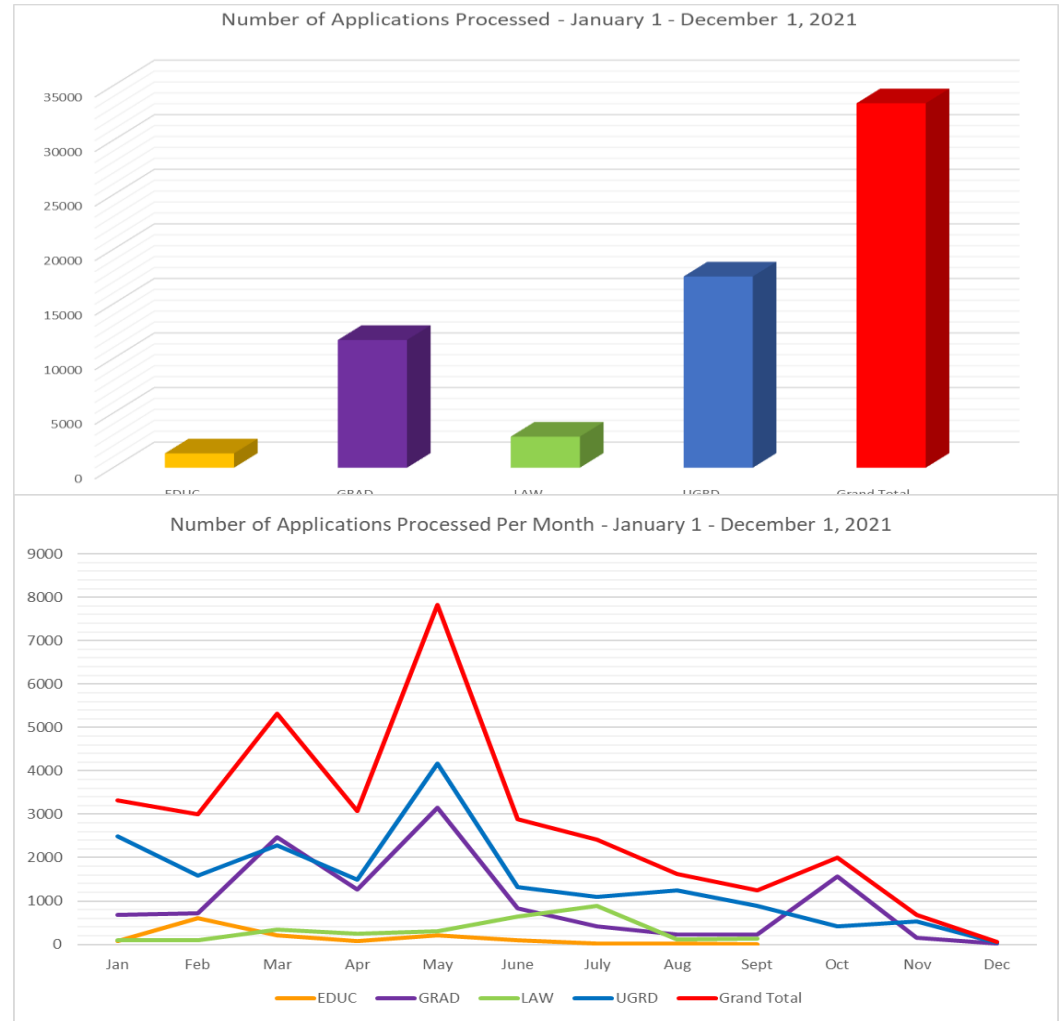
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Applications:

For the Admit Terms of Spring and Fall 2021 and Winter 2022, there were 38,281 applications received.

Of these applications 33,400 have been processed to date in 2021 by the Registrar's Office



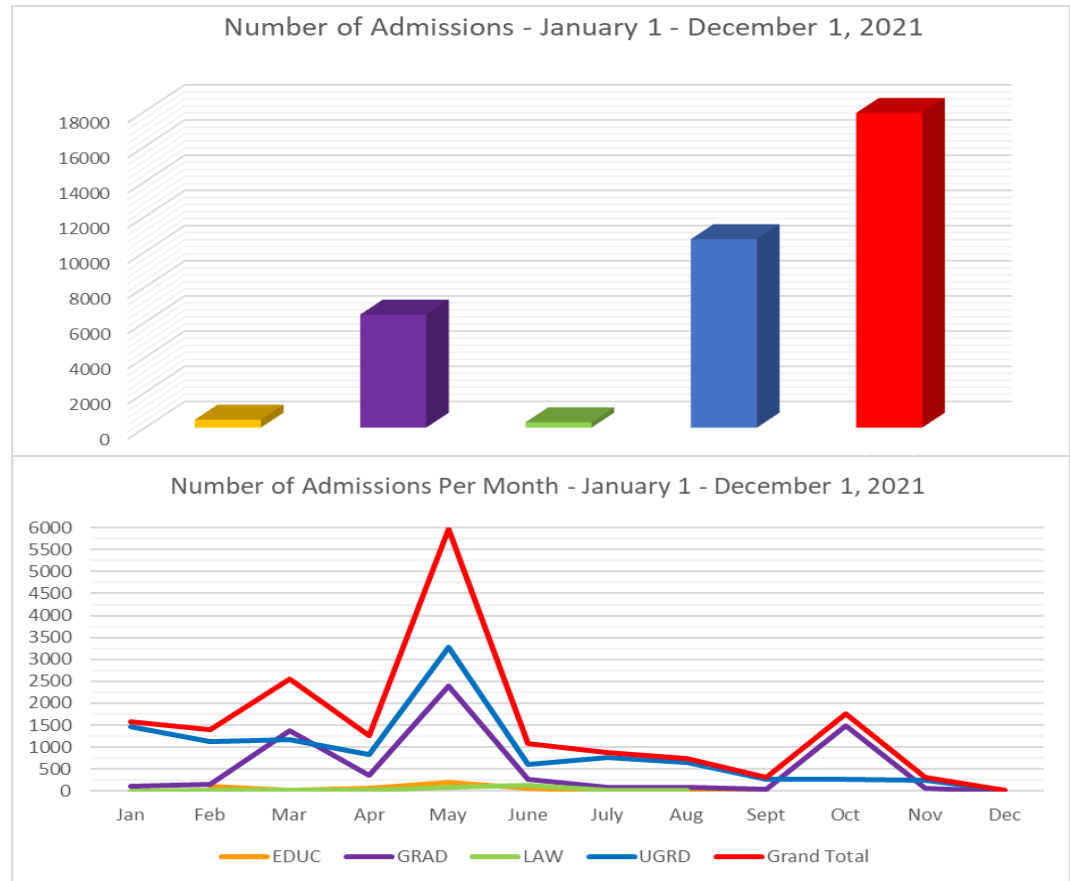
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Admissions:

For the Admit Terms of Spring and Fall 2021 and Winter 2022, there were 38,281 applications received.

Of these applications, there have been 17,891 Offers of Admission to date.

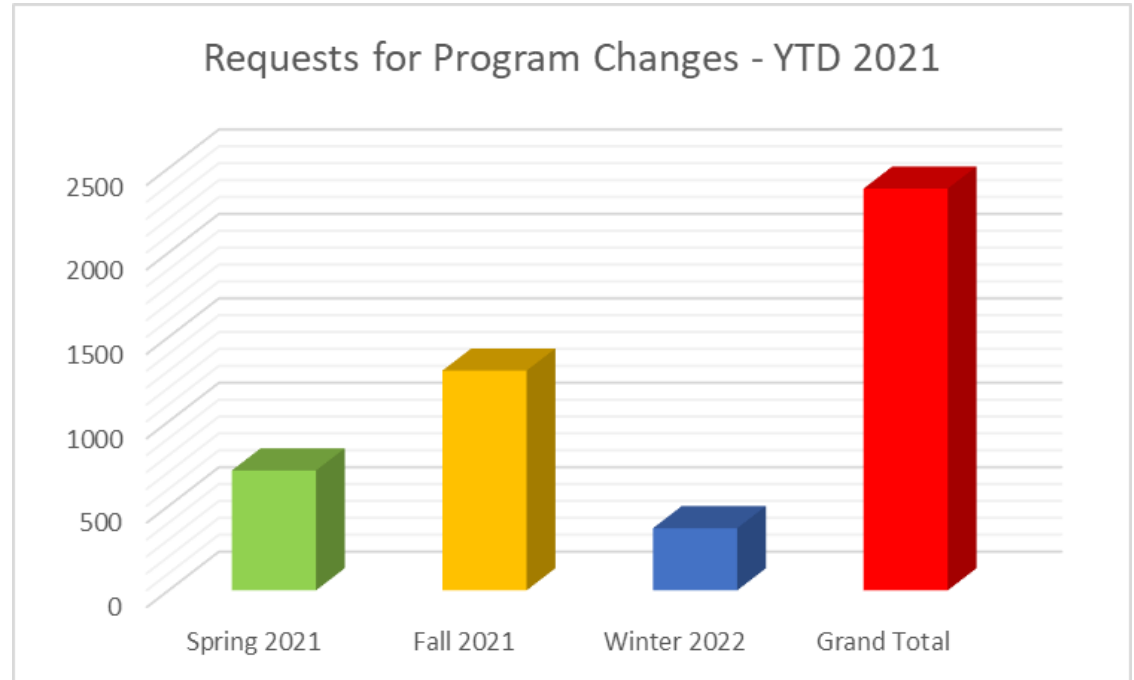


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Program Changes:

In addition to the 38,281 applications received, over 2,400 requests for program changes have been received to date.



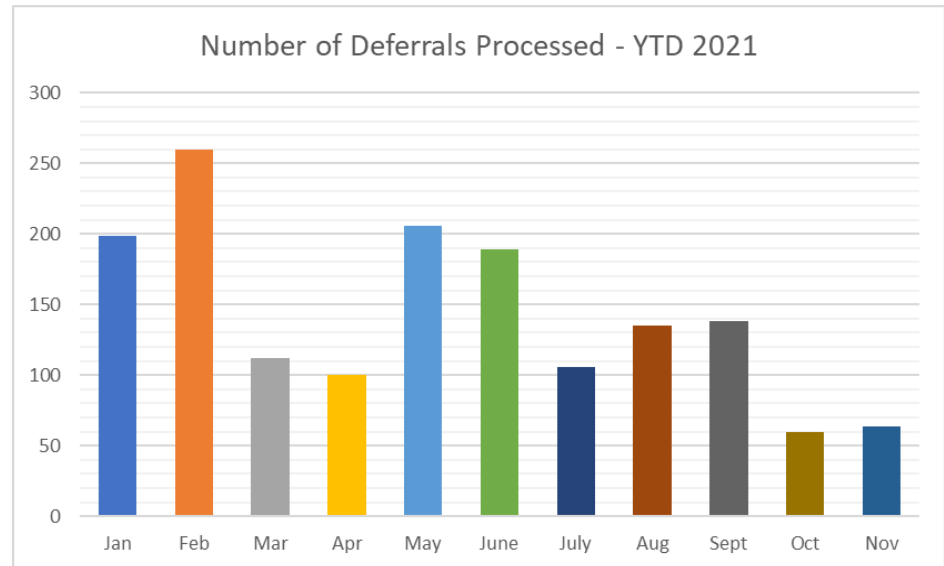
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Deferrals and Moves:

Many students elected to defer their admission offer or their application was moved to a different term.

In 2021, almost 6,800 applications were moved (including almost 100 stream changes), and 1,569 deferrals were processed.



Program	Winter 21 to Spring 21	Spring 21 to Fall 21	Fall 21 to Winter 22	Winter 22 to Spring 22	Stream Changes	Total moved per Program
Engineering	803	0	402	336	4	3195
Applied Computing	113	0	315	477	0	1305
Medical Biotech	0	0	251	0	0	351
Management	146	0	857	475	92	1940
Total moved per term	1062	0	1825	1288	96	6791



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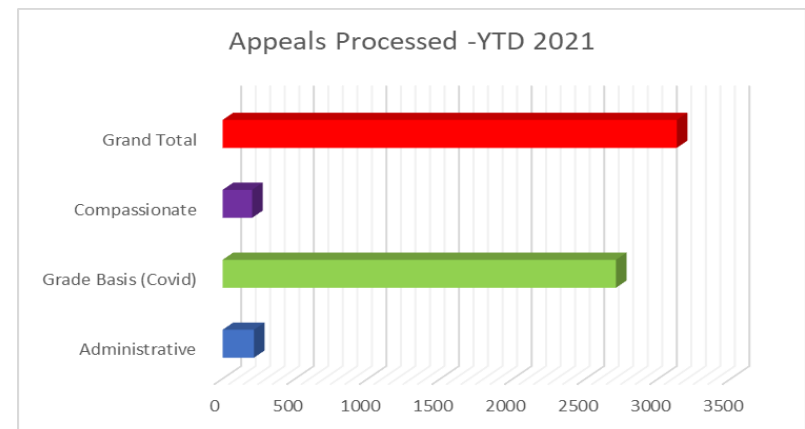
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Appeals:

Along with the normal appeals processed on an annual basis, the Registrar's Office, along with ITS, developed the ability for students to request grade changes through the Alternate Grade Policy for the University. In Winter 2020, the first semester where the policy was in place, over 3100 grade change requests were processed, in addition to normal appeals.

The Alternate Grade Policy was not in place for Fall 2020 and the policy was altered for Winter 2021.

In 2021, the Registrar's Office has processed over 3,100 appeals (including grade changes through the Alternate Grading Policy).



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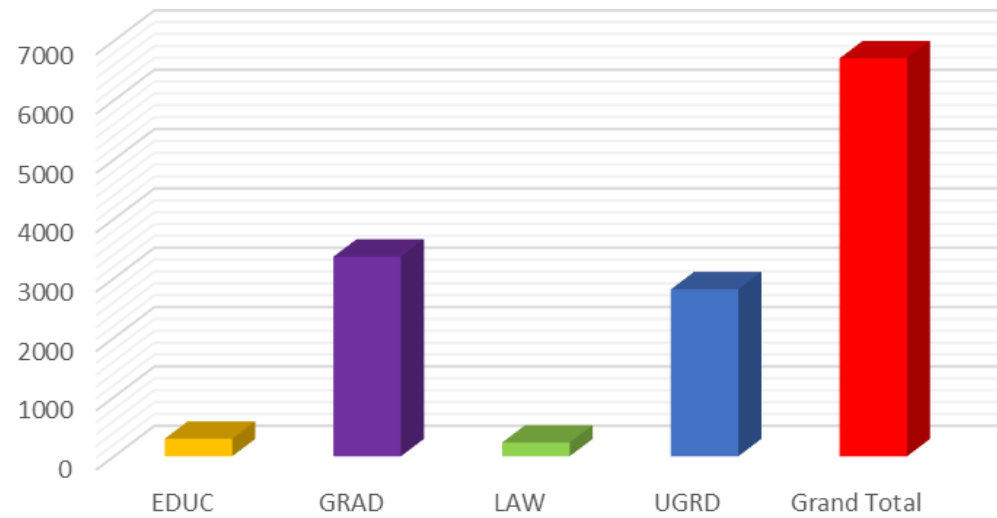
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Graduation/Convocation:

The Registrar's Office processed over 6,700 applications to graduate in 2021. Part of the process includes processing academic advisement exceptions, communicating with Faculties and Departments regarding eligibility, communicating with students not eligible to graduate, etc.



Applications to Graduate Processed - YTD 2021

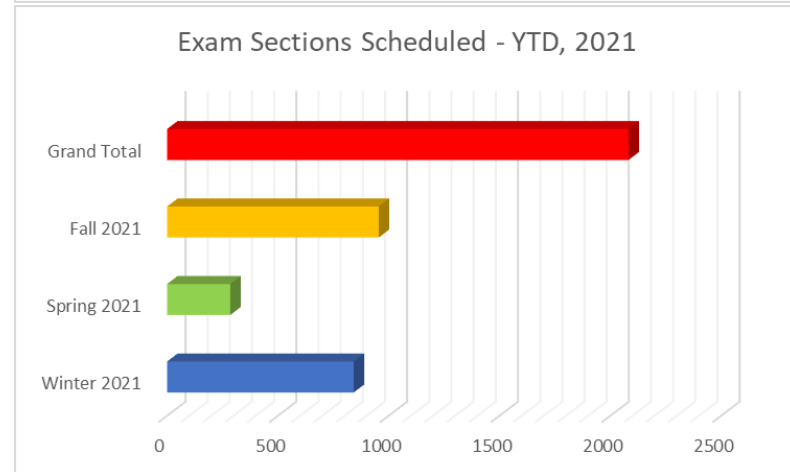
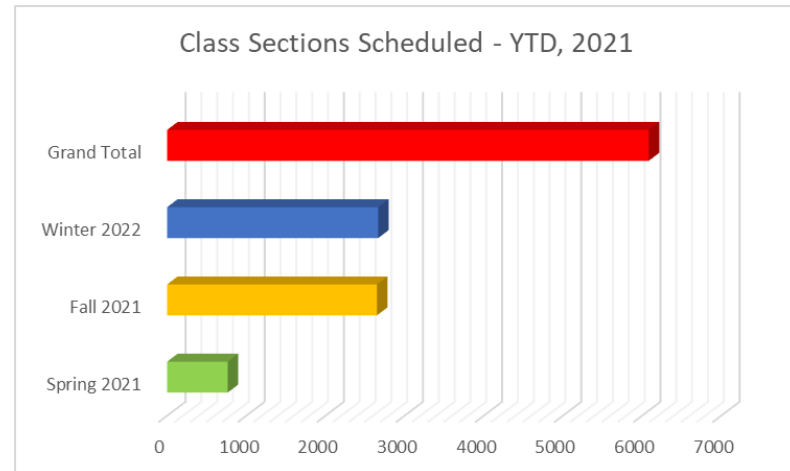


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Courses/Exams:

The Registrar's Office is also responsible for Class and Exam scheduling for the University. In 2021 over 6,000 class sections and 2,000 exam sections (primarily final exams) were scheduled. This does not include change activity, including cancellations, updates, etc. It also does not include prerequisite, and seating reserve changes.



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Client Interaction/Problem Resolution:

The Registrar's Office is in constant contact with the University of Windsor community. This includes resolution of service requests, use of chat (up until September 2021), processing of transcript requests and resolution of trouble tickets.

This is just one part of the story as it does not include email and Team interactions, phone calls, appointments, reporting, etc.

The addition of the Drop Box alone has seen over 150 documents submitted in just over a week.

Source	Resolved/Actioned
Service Requests	69,019
Chat (6 months)	17,986
Teamdynamix	578
Transcript Requests	9,839
Total	97,422



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Summary:

The Registrar's Office is in a constant state of activity. This summary provides a sense of the scope and magnitude of activity. However, this is not an exhaustive list. It does not include items such as the reports generated, support for academic standing, letters of permissions processed, individual student enrolments, block enrolment, system support, letters generated, projects supported, committee work, etc.

Activity	Volume
Applications Processed	33,400
Program Changes	2,400
Application Moves	6,791
Application Deferrals	1,569
Appeals	3,128
Graduation Processing	6,705
Course Sections Scheduled	6,085
Exams Scheduled	2,082
Interactions	87,583
Transcript Requests	9,839
Total	159,582



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Office of the Registrar – Notable Other Achievements

- PUM Update
- Mission and Vision Development
- MapIt Project
- CTIG Grant Work
- SET Support and Report Launch
- IQAP Reporting
- Successful Virtual Convocation
- Cross Training of Graduate Staff
- Covid Scheduling of Classes and Exams
- EDI Survey Development and Implementation
- Realignment of Admission Activities
- Participation at almost all Recruitment Events
- Training Illume Agents
- Full Service to Staff, Faculty and Students through Covid
- Reporting, reporting and more reporting (Government and Institutional)!
- Policy Review and Updates
- GT Forms

