Office of the University Registrar

Presentation to SGS Forum
November 23, 2011
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Presentation outline

• 2011-12 cycle
  – “The System – then and now”
  – Unexpected factors, unintended consequences
• Goals for the 2012-13 cycle
• The way forward
  – Comments regarding last year’s cycle
  – Development of administrative calendar
NEW KID IN TOWN
(Frey/Henley/Souther)
(Edited from the album K 53051
‘HOTEL CALIFORNIA’)
Produced by Bill Szymczyk for
Pandora Productions
EAGLES
2011-12 Cycle - review

“The System – then and now”

• Recall that PCICS allowed us to:
  – Register students without timetable planning
  – Adjust student payment plans freely and simply
  – Administer awards entirely outside of the student account
  – Required little consideration of interconnected elements (e.g. timing of registration vs. fees vs. payment plans, etc.)

• The new system:
  – Requires careful, step-wise administrative procedures to be enacted in a consistent manner and sequence
  – Requires much more effort if procedures are not followed or properly planned, as re-work is exponentially more complicated and time-consuming
2011-12 Cycle - review

Unexpected factors, unintended consequences

• Unexpected staff losses
• Significant production challenges for all Faculties and Schools
• Significant production backlog due to unexpected functionality problems (e.g. block registration)
• Lack of careful, step-wise administrative procedures resulted in far more re-work than should ever occur
• Lack of common understanding of who needs to be registered
Goals

- Significantly improved service for all graduate students and graduate departments
- Consistent, transparent, broadly understood set of administrative timelines and dates
- Integrated approach among formerly disparate offices:
  - SGS Awards
  - OUR
  - SGPS (opt-out)
2012-13 Cycle – goals and next steps

The way forward

1. Comments, thoughts, concerns, questions
   1. Discussion this morning
   2. Written response (follow-up)

2. Development of administrative timelines
   1. Opportunities for input
   2. Deadline to complete
Questions:
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