Introduction from new Registrar and re-structuring of Office of the University Registrar

Lauren DiGrazia, University Registrar

- DiGrazia arrived ten months ago from the University of Connecticut where she was the Registrar.
- The Registrar’s goal with the reorganization is to create a system with redundancies so that there are no single points of failure. She is incorporating cross training to ensure that one single person is not solely responsible for important tasks in her office. This should also enhance collaboration across units in her office.
- The Registrar is trying to make more data-driven decisions, incorporating more planning so that they are less reactive. The Registrar is also working on documenting internal processes, which should help with cross-training and consolidating institutional knowledge.
- The Registrar has prioritized improvements to curriculum support, especially with a new curriculum underway for undergraduates. To advance this cause, the office has hired one more person in curriculum. Four new people in records and enrollment (where “Grades” now resides) were also hired to provide additional support to students, faculty, and staff.
- In the last 10 months, the Registrar’s Office has created new job descriptions and role portfolios for every single employee and created back-up structures for each position.
- See slideshow for additional notes on goals of restructuring and the new organizational chart.
- Feel free to contact the Registrar for suggestions to improve the workflows or service elements within her office.

CourseLeaf Curriculum Inventory Management System (CIM) Update

Nick Siedentop, Curriculum Director, Office of Undergraduate Curricula
Charlotte Stowe, Curriculum Specialist, Office of the University Registrar

- CIM will go live on Friday, August 10, 2018. The University no longer accepts new course submissions through the old Course Request Approval System (CRAS), but those submissions currently in CRAS will remain in the system and be processed until January 15, 2019, at which point, CRAS will be decommissioned.
- There is a reference guide and additional information about CIM on the Registrar’s website.
- CIM is a different approach to the course request process. The system can be leveraged to capture internal departmental processes and decision-making in the workflow. This should help departments with data gathering and sharing on the front end. What’s more, faculty can utilize this system and submit their own proposals, removing the time-consuming back-and-forth process between the staff submitter and the faculty member.
proposing a course. Staff can still submit course proposals on behalf of their faculty or unit, but emphasis has been placed on allowing faculty to submit their own courses for review. If SSMs are in the SSM role in their unit, they can then do quality assurance on the course submission once it gets to their step in the workflow.

- There are four different options for workflow, which were provided to academic units several months ago. See CIM webpage for details.
- Many SSM have access to view and submit courses in CIM since they have an SSM role in CIM. If you are not currently in this role or do not currently have this role in your workflow, please consult with administration in your unit. If approved by your unit’s administration, submit a request here (see “Workflow Updates”) to create the new SSM role and make sure to add yourself to it. You can also use this form to add or delete members from workflow roles in your unit.
- Faculty and staff will access CIM differently. Faculty will access CIM through faculty center. Staff have a link on the CIM webpage (see “Login Information”).
- CIM comes with some improvements over CRAS, including but not limited to, an option to see where the course proposal resides in the workflow, an option to see how a course change would affect curriculum in the UNC Catalog ecosystem, red-green mark-up to see changes to a course, the ability to attach multiple documents, built-in validation for submitters, a roll-back feature to send the proposal back to any role prior to your step in workflow, and a button to preview the workflow.
- Nick then demonstrated, with help from SSM in the audience, how to deactivate a course and revise an existing course in CIM.
- Training sessions will be available on the Registrar’s website; workshops/drop-ins may also be available. More trainings will be posted on the Registrar’s website in September. The Registrar is also attempting to move some of the trainings to central/north campus in GPC classrooms.
- Sarah Palumbo in the Registrar’s Office will be helping Charlotte Stowe with trainings and information about CIM. Since this is the case, please direct requests to Curriculum@unc.edu instead of Charlotte Stowe’s direct email address moving forward.

Reference Materials for New Student Services Managers
Ben Haven, Curriculum Analyst, Office of Undergraduate Curricula

- The Office of Undergraduate Curricula (OUC) and campus partners are attempting to put together a more systematic onboarding process for SSMs that will lead to better support for them in their first few months on the job. In the service of this idea, OUC met with campus partners in the Registrar’s office, Honors Carolina, Study Abroad, Summer School, and a couple of SSMs to put together some documentation to aid new SSM.
- The welcome letter sent to new SSM has been updated. Now included within the letter is more information about access to ConnectCarolina and other systems, as well as a check-list with a preferred order of operations to help SSM get started on the job with trainings.
• OUC is trying to meet with all incoming SSMs in their first couple of weeks on the job to go over the welcome letter and other introductory materials and check-in to see how things are going and provide support.

• To give SSM a preview of the academic year to come, the campus group put together a comprehensive SSM Academic Calendar, which will be distributed to new SSMs and is now available on the OUC SSM webpage.
  o Two calendar formats: static PDF and sortable spreadsheet
  o The column headings keep things organized by month/date, activity (meeting, deadline, important date, or message), term the work pertains to (fall, spring, or summer), and process (OSM, honors, registration, etc.).

Updates from the Office of Undergraduate Curricula
Nick Siedentop, Curriculum Director, Office of Undergraduate Curricula

• Siedentop closed the meeting with some important updates on the Online Learning Contract Manager (OLCM) pilot, the Online Syllabus Manager (OSM) response rate and deadlines, and fall registration deadlines. Please see presentation for more details.

Next Meeting: Wednesday, December 12, 2018 @ 10:30am

Previous agendas and minutes: https://curricula.unc.edu/committees/ssm/