

Dartmouth College Registrar's Office Annual Report

Executive Summary 2019-2020

HIGHLIGHTS 2019-20:

- Moved the major standing certification process online so that departments and programs no longer need to submit paper forms, and major/minor completion data is recorded directly to Banner
- Added the final 9 majors into *DartWorks* so that most students can now easily track their major progress towards degree completion in almost all majors
- Engaged in significant staff change and development which included promotions, new hires, and training to improve our effectiveness
- Maintained high quality service delivery to students and faculty during the ongoing global health crisis and shift to remote working and learning.

We are an OPERATIONAL office.

- Over 50% of our work centers on academic operations in support of students and faculty

We are a COMMUNICATIONS office.

- 35% of our work is communications to the Dartmouth Community

We are a PROJECT office.

- We engaged in 3 major technical projects, 11 COVID-19-related projects, and 3 internal projects.

We are a REPORTING office.

- We provided over 100 ad-hoc reports for departments, programs, faculty members, deans, and the Provost
- We reported student enrollment data to the National Student Clearinghouse and Veterans benefits data to the Veterans Administration

We are **PROFESSIONALLY ENGAGED**, with several staff members who participated in regional and national professional conferences prior to the pandemic by speaking, presenting, and organizing. Additionally, M. Braz participated in the AAU Registrar's Group after Dartmouth joined the AAU.

We are **INVOLVED** widely in the Dartmouth and broader community, serving on 10 standing Dartmouth COMMITTEES, and many more ad-hoc committees.

We are a PRODUCTIVE office. In AY 19-20:

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| • 8,435 official transcripts produced | • 1,994 enrollment verifications produced |
| • 3,824 D-Plan changes managed (1,834 between March and June 2020) | • 143 students studying on non-Dartmouth programs supported |
| • 2,174 courses managed and scheduled | • 65 awards made to VA benefit recipients |
| • 1,140 student petitions reviewed | • 1,051 undergraduate students graduated |
| • 1,305 classrooms assigned for courses | • 36,000+ registrar inquiries answered |