

On Course

A newsletter of the Dartmouth College Registrar's Office

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Registrar email—over 15,000 inquiries!

In an effort to better serve students and faculty members we have focused attention on how to best respond in the timeliest and most accurate fashion possible to the over 15,000 email inquiries sent to the registrar@dartmouth.edu account in AY '15-16. They came from the broad Dartmouth community which included students, faculty members, alumni, staff, and parents as well as the general public.

This does not include emails sent to individual accounts, the classroom scheduling account, phone calls, faxes, or walk-in traffic to the Registrar's Office. Each requires careful attention to detail and often research. In addition, the staff is engaged in essential tasks and technical project work which must be balanced with responses to inquiries.

While we have created an internal priority response structure, **to receive the most accurate and quickest information:**

- Start by checking the Registrar website which may answer your question. It includes multiple Guides, links to publications, dates and deadlines, etc. <http://www.dartmouth.edu/~reg/>
- Stop by the Registrar's Office if you are on Campus. There are Service Specialists available to assist.
- If applicable, attend a training session when offered, or request that a trainer visit your work station.
- Always send your email inquiry to registrar@dartmouth.edu or, if specific to a classroom to classroom.scheduling@dartmouth.edu . Do not send directly to a staff member email account.
- Make your email inquiry as clear, complete, and as easy to interpret as possible.
- Be patient! Recognize that student and faculty member requests are top priority, as are those which have a firm deadline. Therefore plan ahead and if you do have a deadline pending, be sure to clarify it.

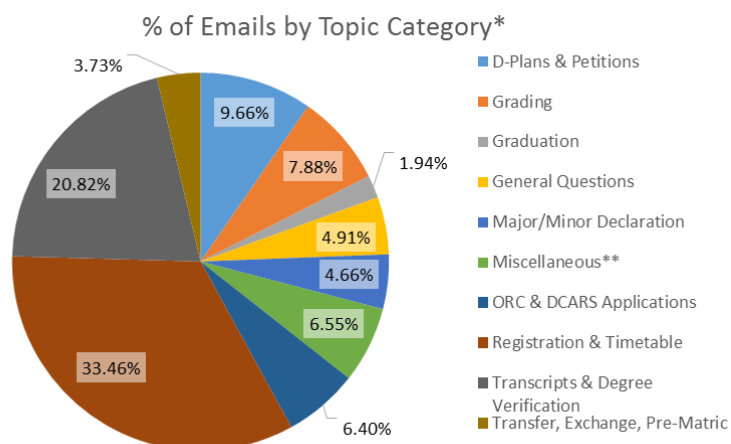
Do you know...

How many years has Dartmouth had the **NRO** (Non-Recording Option)?

See last page for answer...

Email Volume Received at Registrar@Dartmouth.edu

Total # of emails received in AY '15-16	15,646
Avg. # of emails received per work day	63



*The analysis of topic categories is based on an estimated percentage of total emails and a best-fit determination of topic as some inquires may fall in multiple categories.

**Miscellaneous includes the following categories: Access & Security, Course Assessment, Exams, Curriculum & Policy, Reporting & Institutional Research, and VA Benefits.

Department/Program Dashboards—your data at your convenience

The Registrar's office has developed a set of reports for department/program chairs and administrators. The initial set of reports is based on those questions we have been most commonly asked over the last several years:

- Who are my department/program's majors, minors, and modifiers currently?
- What courses were taught in my department/program over the last X years?
 - by whom,
 - and what were their enrollments?
- What are my department/program's enrollments by: year, term, subject, course number, or instructor?

Running these reports is simple and they are clearly labelled on a department/program dashboard. For more information visit our guide: http://www.dartmouth.edu/~reg/guides/department_program_reporting_dashboard.html

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Did you know...

Official transcript volume is split 60/40 between eTranscripts and paper transcripts. (It continues to shift to electronic).

772 courses went through DCARS last year, the Dartmouth Course Approval Routing System

We certified 44 VA benefit recipients

We are implementing improvements to prerequisite checking, major declaration, and soon students will be able to view their major requirements on Degree Works

We continue to work with "Improve Dartmouth" student representatives and ITS on ways to improve the student user experience on BannerStudent

View the full 2015-2016 annual report here: <http://www.dartmouth.edu/~reg/about/annualreport/index.html>

Personnel Announcements

A fond farewell to Pam Latimer who, after 37 years at Dartmouth (most of which was spent in the Registrar's Office) retired in July. Kristen Murphy has joined the department as Service Specialist – welcome Kristen!

In addition, Delia Mauceli, after many years in the position of Record Specialist has been promoted to Academic Coordinator. While she will continue to assist with some service requests, she will focus primarily on internal projects. Congratulations Delia!

Do you know...

Dartmouth has had the **NRO** (Non-Recording Option) for **50 years.**

New Class Schedule

Class times have changed.

View the detailed schedule [here](#).

Class Schedule

Monday		Tuesday		Wednesday		Thursday		Friday	
7:45 8	8:35	7:45 8	8:35	7:45 8X	8:35	7:45 8	8:35	7:45 8	8:35
9:05 9S	9:55	8:50 9L	9:05 9S	9:05 9SX	9:55	8:50 9L	9:05 9S	9:05 9LX	9:55
10:10 10		10:10 10A		10:10 10		10:10 10A		10:10 10	
11:30 11		12:00 11X		11:30 11		12:00 10X		11:30 11	
12:50 12		1:05 12X		12:50 12		1:05 2X		12:50 12	
2:10 2		2:10 2A		2:10 2		2:10 2A		2:10 2	
3:30 3A		4:15 3B		3:30 10AX		4:15 2A			
5:20 3AX		4:30 3BX		4:35 2AX		4:30 3A	4:30 3B		
5:35 6:25	5:35 6:25	6:20 6A		5:25 6A		6:20 6B	6:20		
6:30 8:20				6:30 6:30		6:30 6B			
							9:30		