For The Record!

In this issue

New Processes, Procedures and Updates in the Registrar's Office...

The Registrar's Office hopes to keep our College partners updated on staff, new processes and procedures, upcoming events and general department information. This newsletter will be issued quarterly, beginning May 2018, and posted on the Registrar's website page. Archived newsletters will remain posted as well, for easy reference.

Happy reading!

NOTICE: The Registrar's Office will be closed on the afternoon of Thursday, June 28 and all day Friday, June 29, 2018 for a Student Affairs/Enrollment Services meeting off campus.

Student Veteran Received Scholarship

The National Association of Veteran Program Administrators (NAVPA) 2018 regional Scholarship Award goes to UTHSC Nursing student, Megan Davis Janssen. The award was presented by Verlesha Wilson, assistant registrar and veteran certifying official for the Registrar's Office and Dr. Darrylinn Todd, interim associate vice chancellor for Student Affairs and Enrollment Services (Pictured from left to right are Verlesha Wilson, Megan Davis Janssen and Dr. Darrylinn Todd). (Photo by Allen Gillespie/UTHSC)

Each year NAVPA awards competitive scholarships to one recipient in each of its eight regions across the United States as a way to assist deserving veterans in achieving their educational goals. Congratulations to our Region III winner, Megan Davis Janssen, who was recognized for her outstanding academic achievement and determination. Megan transferred to UTHSC in the fall of 2017 from the University of Memphis with prior coursework from Southwest Tennessee Community College. Janssen had worked in Information Technology Services here at UTHSC for four years before making a career jump into health care. She

is currently working on her Bachelor of Science in Nursing degree and is considering working in postpartum care or labor and delivery after graduation.

The NAVPA scholarship is a $500 award to go to a veteran student who exhibits outstanding academic achievement. Ms. Janssen served eight years in the US Army Reserves, driving from her hometown of Cunningham, TN to Nashville for training once a month and for time during the summer. She received deployment orders three times throughout her military service, but each time her orders were cancelled.

Ms. Janssen told her story to UTHSC Communications Coordinator, Peggy Reisser, who interviewed her for an article now posted on the University's website at this link: https://news.uthsc.edu/bsn-student-honored-by-veteran-group-for-academic-achievement-determination/ Janssen said that although her military service is now part of her past, as she's been out of the army since 2013, it is nice to be remembered and recognized for it.

THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER.

Welcome Lyndsay Pittman, New UTHSC Registrar

Lyndsay Pittman Joins UTHSC Beginning Monday, May 14th

Lyndsay Pittman comes to UTHSC from Oklahoma State University in Oklahoma City where she has been Registrar for the past three years. With over a decade of experience as a registrar, she brings a wealth of knowledge to the team. She will be moving to Memphis with her two yellow labs, Annie and Roxie, and beginning her new role on May 14th.

Part of the draw to Memphis, Lyndsay told us during her interview, is the proximity to Nashville as she is a musician and singer. If you're curious, just check her out on YouTube and we know you'll be impressed! We're looking forward to her arrival, and she has promised to leave the tornados in Oklahoma.

Meet the Registrar's Office Personnel

In an effort to provide our UTHSC College partners with the very best customer service, we are providing a list of Registrar Office personnel and their duties to help you know who to contact for which services.

New **Registrar, Lyndsay Pittman** who arrives at UTHSC on Monday, May 14th (see article above) will serve as the chief administrative officer with oversight of policy and procedures, reports and data, certifications, records, and compliance. She will also oversee the operations and functions of the office and personnel. Her contact info to be provided in the next newsletter!

Associate Registrar, Ilisa Gunn can be reached by email at igunn@uthsc.edu or at ext. 81572. Ilisa, oversees the day- to- day processes of the office, including records and operations and compliance. In addition, she handles the Academic Common Market,

AAMC, Banner Security, Academic Calendars, Banner projects, Veteran Compliance, program updates for THEC, course data management and maintenance, name changes, curriculum rules and special projects.

Verlesha Wilson, Assistant Registrar and longtime veteran of the office can be reached at vjordan@uthsc.edu or ext. 84985. Verlesha oversees National Student Clearinghouse reporting, veteran student certifying and reporting, end-of- term status changes, beginning of term setup, block registration setup, standard operating procedure (SOP) guidelines, grade collection and the new OnBase system.

Student Services Coordinator, Jennifer Archibald, ext. 81598 jarchibl1@uthsc.edu oversees all things graduation including graduate clearance, degree audit system maintenance, program and graduate clearance, degree audit,

concentration changes, awarding degrees, National Student Clearinghouse Degree Verify, transfer credit, student adjustments (waivers/substitutions) and diplomas.

Thomas Davis, Student Services Specialist III, tdavi104@uthsc.edu and ext. 82850, works in the One Stop Shop handling all student walk-in registrar questions and needs. Thomas also oversees degree/enrollment verifications, block registration, Banner security, campus tours and responding to email for the registrar's office.

Susan Miller, Student Services Specialist II is at smill122@uthsc.edu and ext. 82495. Susan became part of the team in February and oversees student status changes, grade changes, drop/add, clerkship roll, attributes, admission records transfer, communications and website, email responses, academic standing and transcript requests.

PARDON OUR DUST!

5TH FLOOR ADMISSIONS AND REGISTRAR SUITE 520 GETS A REMODEL

A broken water pipe on the 5th floor back in March has facilitated a future remodel plan for the student affairs and enrollment services areas. Some staff offices have been temporarily relocated to the One Stop Shop while others are sharing offices as the project begins. The remodel is estimated to take approximately eight weeks for each half of the SAES suite 520.

Announcing Banner 9 Upgrade for May 1, 2018

This upgrade will impact faculty and staff Banner INB users only – faculty, staff and students using Banner Self-Service will see no change with this upgrade.

UTHSC is upgrading its student information system from Banner 8 to Banner 9. The "go-live" date for this upgrade is May 1, 2018. The new version of Banner has several advantages for us. Below are links to several sources of information to make the transition to Banner 9 fast and easy.

What?

Banner 9 is a major upgrade to the Banner System. The Banner 9 Application Navigator welcome screen offers a "google like" experience for navigating throughout Banner Admin pages, offering multiple ways to search. The Banner 9 pages are transformed, web-page-like versions of Banner 8 Internet Native Banner (INB) forms.

Why?

Banner 9 will provide a fresh look and updated functionality, including new functionality for faculty grading, student advising, and registration. Banner 9 replaces underlying Banner 8 technology that is being phased out, including Oracle Forms, and eliminates the need to run Java in the browser.

Some of its many new advantages include:

- ●Eliminating users' browser compatibility problems

- ●Ending dependency on Internet Explorer and allows for full browser support (Chrome, Firefox, Safari, MS Edge)

- ●Greatly simplifying the upgrade process for administrators

Here is a short video from Ellucian describing the benefits: https://www.ellucian.com/Banner9Vision/

Who?

Self-Service Banner is not changing at this point. Students, faculty, and staff who use Banner self-service (SSB) will see no changes in this activity.

This stage of the upgrade will change the Banner experience for users of the Banner 8 administrative forms, also known as INB.

Here is a short video that introduces Banner Student version 9: https://youtu.be/gqLH9fe9IYA

When?

Banner 9 will go live for all admissions, financial aid, and registrar Banner processes on Tuesday, May 1, 2018. Beginning May 1, all Banner activities should be completed through the Banner 9 Application Navigator. The link to the Application Navigator will be offered on the Banner Instance Product Links page. The Banner 8 INB forms will be available, as well, through June 22, but will be retired after that.

How to Process a Student Withdrawal

Step 1: Access Banner SSB via bannerlinks.uthsc.edu

Step 2: Access the UTHSC Staff tab and select Withdrawal of Student.

Step 3: The new form will look like this:

Step 4: Enter the student's ID number or perform student search. A name search will automatically populate enrolled students and looks like this:

Step 5: Once selected, the Personal Information items populate to ensure the correct student is selected.

Step 6: Enter the Effective Date of Withdrawal. Most often, this will be the Last Date of Verified Attendance.

Step 7: Select the Appropriate Reason for Withdrawal. (Refer to the Withdrawal Policy SA 104 (see link in column to the left). Attach any documentation required. Your signature will be required to submit the request.

Student Withdrawal Workflow Procedure

The Student Withdrawal Workflow was developed to facilitate the processing of student withdrawals within the guidelines of the Withdrawal Policy. This workflow should be used to initiate university withdrawals for non-academic reasons. In other words, this workflow should not be used for actions resulting in academic dismissal, academic probation, and good academic standing. See the Academic Standing Change Workflow Procedure should be used for those cases.

Access to the Student Withdrawal Workflow is defined by each College and maintained by the Registrar's Office. The authorized College representative can initiate withdrawals for students in that College. The workflow is started using the "Withdrawal of Student" link in the Faculty Services page in Self-Service Banner.

The procedure for initiating a student withdrawal is as follows:

1. Search for the student by name or enter the student ID number.
2. Enter the effective date of the withdrawal, which is generally the last date of attendance.
3. Click the radio button corresponding to the reason for the withdrawal.
4. Upload the documentation for the withdrawal by using the Browse button to locate the document on your workstation.
5. Click the Submit Withdrawal button.
6. Take note of the confirmation page.
7. When the withdrawal is initiated, a workflow alert goes to the Registrar's Office.

The Registrar will update the registration records of the withdrawing student with actions appropriate to the withdrawal effective date. Classes that have not begun will be deleted. Classes that have begun will be handled as either drop/retain or class withdrawal, depending on the date. The Registrar will also update the student's term record(s) to indicate a mid-term or end-of-term withdrawal, as appropriate, and make the student ineligible to register in the subsequent term. Withdrawn students would have to go through the reinstatement process in order to return to UTHSC.

The Banner forms that the Registrar uses for the updates are SFAWDRL, SFAREGS, and SGASTDN. After the Banner updates are done, the Registrar marks the workflow "complete" and the email notification are kicked off through the workflow processor. Details about the Registrar procedure are listed in the "Procedure for Processing Student Status Changes (w/ Workflow)" SOP document in the Registrar's sharedrive.

Change of Program Procedure

Faculty and Advisors

Student Information Menu
Term Selection
CRN Selection
Faculty Detail Schedule
Week at a Glance
Detail Class List
Summary Class List
Final Grades
Active Assignments
Assignment History
Class Schedule
Course Catalog
Syllabus Information
Office Hours
Faculty Grade Summary
Incomplete Grades Summary
Add or Drop Classes
Advisor Menu
View a student's transcript; View a student's grades.
Class Search
Allows faculty to search for courses to view CRNs and other pertinent information.
Grade Change Request
Academic History Grade Change Request
Withdrawal of Student
Form to be filled out by faculty or college to start a student withdrawal.
Academic Standing Change Request
Form to be filled out by college to change a student's academic standing.
Change of Program Request
Form to request a change of program of study for a student.

1. Sign in to Self-Service using your user name and password
2. Select "Change of Program Request"
3. Search by entering student information
4. Click on the drop down to locate the new program of study
5. Click "add"
6. Allow 24 hours for updates to be reflected in Banner

ACADEMIC STANDING CHANGE POLICY:

Find the policy at this link

Academic Standing Change Workflow Procedure

The Academic Standing Change Workflow was developed to facilitate the processing of student academic standing (good standing, probation, dismissal) actions within the guidelines of the Academic Standing Policy. This workflow should be used to report changes in academic standing.

Access to the Academic Standing Change Workflow is defined by each College and maintained by the Registrar's Office. The authorized College representative can initiate academic standing status changes for students in that College. The workflow is started using the "Academic Standing Change" link in the Faculty Services page in Self-Service Banner.

The procedure for reporting an academic standing change is as follows:

1. Search for the student by name of enter the student ID number.
2. Select the new academic standing.
3. Upload the documentation for the academic standing change by using the Browse button to locate the document on your workstation.
4. Click the Submit button.
5. Take note of the confirmation page.
6. When the withdrawal is initiated, a workflow alert goes to the Registrar's Office.

If the new academic standing is "dismissed," the Registrar will update the registration records of the dismissed student with actions appropriate to the dismissal effective date. Classes that have not begun will be deleted. Classes that have begun will be handled as either drop/retain or class withdrawal, depending on the date. The Registrar will also update the student's last term in academic history (the term in which the poor academic performance occurred). As long as this academic standing of dismissal record stands, the system will prevent any future registration. Next, the Registrar will update the general student record to indicate dismissal, which also makes the student ineligible to register in the subsequent term.   The Banner forms that the Registrar uses for the updates are SFAWDRL, SFAREGS, SHAINST, and SGASTDN. After the Banner updates are done, the Registrar marks the workflow "complete" and the email notification are kicked off through the workflow processor.
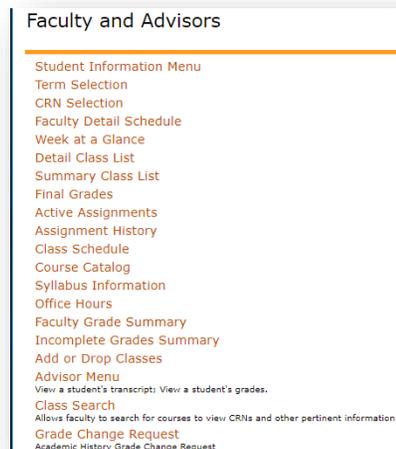
Grade Change Workflow Process

You are now able to complete grade changes online through your Banner Self-Service portal. Follow these easy instructions:

1. Go to Banner Links at http://bannerlinks.uthsc.edu/ and log in using your net ID and password.

2. Under the Faculty Services tab, select Grade Change Request.

3. Enter the term, section, and the student from your assigned class roster. The student's information will populate in the next box. You may check the "Show Grade" box to view the current grade.

4. Under Assign New Grade, select the new grade and Reason for Grade Change. The Grade Change Comment field is optional. Click submit. A message to confirm your submission will appear. If all is correct, then click OK. If not, select cancel to make additional changes.