

The Inside OUt

News from the Office of the University Registrar

Fall 2004

Volume XIII Issue 1

Ohio University

Office welcomes Mike Wickham as Assistant Registrar for Registration and Scheduling

The Office of the University Registrar is pleased to welcome Mike Wickham as Assistant Registrar for Registration and Scheduling. Wickham started on July 1.

Wickham is an OU graduate. While completing his degrees, he gained valuable experience as a work-study student in the Office of the Registrar, as a Graduate Assistant in the College of Education Student Services Office, and with Precollege Orientation. Wickham received a Bachelor of Education in Secondary Education in 1989 and a Master of Education in College Student Personnel in 1994.



After completing his studies at Ohio University, Wickham was hired as Education Coordinator of SEPTA Correctional Facility in Nelsonville. Wickham worked for the facility for ten years.

With a switch to larger scale administrative functions, Wickham is adjusting to his new position as Assistant Registrar for Registration and Scheduling. Wickham oversees registration, service windows, scheduling, and veterans services processes. This includes managing online registration, various assessments, class and classroom scheduling, production of the quarterly *Schedule of Classes*, online faculty class lists, and the production and distribution of student academic schedules.

Born and raised in Athens, Wickham enjoys being involved with the University. "I'm glad to be back on OU's campus. I enjoy being in an environment of higher education," Wickham said. "Everyone has been very welcoming, supportive, and helpful."

University Registrar Debra Benton said as an Ohio University alumnus Wickham brings a new type of knowledge to the staff. "We believe he is a great asset. He brings great knowledge about the University," said Benton.

Along with his extensive knowledge about the University, Wickham brings great expectations for his position. "My goal is to make sure this office provides accurate and efficient processing systems for students, faculty, and staff," said Wickham.

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OBR audit successfully completed

Ohio University successfully underwent an enrollment audit for the fiscal year of 2003 by the Ohio Board of Regents (OBR). The audit is required by statute and is an attempt to ensure that the enrollment information supplied to the Board is valid.

Student data supplied to OBR determines the amount of funding the University receives. The state of Ohio distributes over \$1.6 billion per year to colleges and universities through enrollment-based formulas. It is the OBR's job to ensure that the data used to distribute these funds are reliable, valid, and consistently report-

ed across campuses.

Michael Williford, Director of Institutional Research, was the audit coordinator and main University contact for the OBR. Williford oversaw the compilation of records required for the audit.

Many offices were required to give a significant amount of time and effort toward the audit. The Registrar's Office, along with Admissions, Student Financial Aid, Student Accounts, regional campuses, and Institutional Research helped prepare the materials

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Registrar's Corner



University Registrar
Debra Benton

Once again I'm writing about the retirement of a long-term employee. Ruth Van Schoor recently retired after 20 years of service to the University. Ruth has been with our office since 2001 but my ties with Ruth go back to my employment in the College of Arts and Sciences as a work-study student. Ruth was actually my supervisor and taught me how to use the "old" computer system. Ruth was a great supervisor and I hope I've been

as good to her as she was to me. Best of luck to you, Ruth, and enjoy your retirement.

One thing I've learned since becoming Registrar in 2001 is that you never have a full staff and there is always someone "new." We are happy to welcome Mike Wickham as the Assistant Registrar for Registration and Scheduling. Mike is an OU alum and glad to be back in higher education. I'm also happy to welcome Margaret Delaney as Records Management Assistant. Margaret will work at Registrar Services Window 5 and will work with scheduling as well.

Many of you are aware that Jane Pidcock has been out of the office due to illness. I'm happy to report that Jane's surgery went well. She is recuperating at home and thankful to many of you for your cards, thoughts, and prayers. She's been overwhelmed by the support she's received from her family, friends, and colleagues.

While staff changes occur, the functions of the office must continue (hopefully without a glitch). I'd like to bring your attention to the Schedule of Classes available on the Web. All information contained in the printed Schedule of Classes is also available on the Registrar Web site at www.ohiou.edu/registrar. Information available includes the informational section of the book, course offerings, and tentative course offerings for Winter/Spring Quarter. I hope that everyone will encourage students to check this site for information and, in particular, make students aware that the tentative course listings for winter and spring are available when the fall schedule is available. While we continue to print the Schedule of Classes to assist in the advising process, our goal is to make our Web site user-friendly. If you have suggestions, please pass them along. ❀

Wickham cont. from page 1

Wickham and his partner, Shannon, live in Athens in the house that his great-grandma built in 1939. He enjoys home repair and remodeling as well as bicycling. Wickham also plays trumpet in Communiiversity "Under the Elms" Summer Concert band, a group he has been involved with for over 20 years. ❀

Audit cont. from page 1

the OBR required for the audit.

The audit process, which included processing thousands of student records, began in March. To determine which students would be audited OBR conducted a random sampling of data files. The random sampling resulted in 6,329 data items being audited for the main campus and 32,207 data items audited university-wide.

University Registrar Debra Benton commended those who helped make the audit a success. "It was a massive paper process," said Benton. "It took a great deal of coordination."

After all the paperwork was submitted and the OBR had completed their preliminary report of errors an audit feedback session took place. On May 11, the OBR enrollment audit team visited Ohio University's main campus for an audit feedback session to discuss the audit findings.

Following the conclusion of the feedback session University staff had a chance to respond to the findings. The chancellor then submitted a draft of the final report to our University president who was then given a chance to respond. The final step was a final report to the president. This final step was received on September 15, which indicated that the audit was complete.

Institutions are allowed up to 5 percent error rate. The main campus had a 0.6 percent error rate. The highest regional error rate was 1 percent. University-wide Ohio University had a 0.8 percent error rate.

Benton expressed her contentment with the audit. "I think Mike and his staff did a great job," said Benton. "I am very pleased with the results."

Prior to this year's audit, Ohio University hadn't been audited since 1996. The OBR is working on getting back on a regular schedule of auditing. ❀

The Inside OUt

Editor
Sandra Whitta

The **Inside OUt** is an online publication created by the student newsletter coordinator of the Ohio University Office of the University Registrar. Current and past newsletters are available online at www.ohiou.edu/registrar/pubs.htm.

If you have any comments, questions, or suggestions for future issues of The Inside OUt, please call Yvonne Nice at 740-593-4213.

Photos by: Editor Sandra Whitta; University Photographer Rick Fatica

78th annual OACRAO meeting offers networking and informative sessions

The 78th annual meeting of the Ohio Association of Collegiate Registrars and Admissions Officers (OACRAO) was held October 20-22, 2004, in Indianapolis, Indiana. For 2004, the Ohio and Indiana associations joined forces for a joint conference.

The joint conference resulted in twice as many attendees compared to previous years. The greater number of attendees allowed for a greater diversity of people and more chances for networking.

Patrick Beatty, Assistant Registrar for Academic Records, helped organize the silent auction for the scholarship committee. The auction consisted of a large variety of items donated by OACRAO members. Bids were placed for items throughout the conference with the item going to the highest bidder at the close of the auction. All proceeds went to the OACRAO scholarship fund. This fund provides five scholarships to high school seniors in Ohio who plan to attend an Ohio school. The silent auction raised \$3,500 for the scholarship fund.

Registrar employees attending the conference were Beatty, Records Management Coordinator and Scheduling Supervisor Renée Coen, Records Management Assistant Lori Collins, and Assistant Registrar for Registration and Scheduling Mike Wickham.

Members attended a variety of sessions throughout the conference. Coen, Collins, and Wickham all attended a session for new members. Collins said she enjoyed the conference. "It was very interesting. I learned quite a bit about

what OACRAO does." Collins said her favorite speaker was Darnell Hillman, Director of Camps and Clinic/Alumni Relations for the Pacers Foundation. "I really enjoyed his speech about being part of a team," Collins stated.

Wickham said his favorite session was one on FERPA presented by Brad Myers, University Registrar at Ohio State University. "He was an interesting speaker. As an attorney, he understands the legal issues and how they work." Wickham also expressed his pleasure with the atmosphere of the conference. "All the people in attendance were nice, friendly, and welcoming. I feel being a member of the organization will be very beneficial."

Coen also expressed her enjoyment of the conference. "I really enjoyed meeting people from different colleges and learning different ways of doing things."

Beatty said his favorite part of the conference was having the chance to interact with other OACRAO members as well as his co-workers. "I enjoyed the opportunity to network and meet new people. It also gave me a chance to know my colleagues better." Beatty said his favorite session was one about how to write effective e-mail correspondence, presented by Lucille Hautau, Assistant Registrar at Miami University. "Most of the correspondence I do is through e-mail, so it helped me think more about how to better compose e-mail messages."

At the conference Coen and Wickham got the chance to see a demonstration on Ad Astra, a new scheduling software program that will be implemented here next year. ❄

Margaret Delaney takes position at service windows



The Office of the University Registrar welcomes Margaret Delaney. Delaney joined the staff on October 25 as Records Management Assistant.

Prior to working at the Registrar's Office, Delaney worked at the Ohio Valley Area Libraries (OVAL) regional library system in Wellston, Ohio. During her 15 years at OVAL, Delaney held four positions. Most recently she worked as the continuing education coordinator.

As Records Management Assistant, Delaney is responsible for assisting students with their registration needs. Delaney will also work in the scheduling department where she will schedule classes and rooms and assist with the preparation of the quarterly *Schedule of Classes*.

Delaney says she is very pleased to be working at Ohio University. "I have never felt more welcome. Everyone has been great." Since she is new to the area, Delaney takes advantage of the time she has to explore campus. "My favorite thing right now is at lunch time putting my tennis shoes on and heading out the door. There are a lot of places you can walk each day and it never be the same"

Cindy Irwin, Registrar Services Windows Supervisor welcomes Delaney. "We look forward to working with her. She makes an excellent addition to our staff."

Mike Wickham, Assistant Registrar for Registration and Scheduling, said he is happy to have Delaney as part of the team. "Margaret has been very enthusiastic and has been catching on very quickly to all of the processes we do."

Delaney lives in Jackson with her husband, Michael, her two sons, her daughter, and her stepdaughter. In her free time, Delaney enjoys playing piano, hiking, fishing, and spending time with her family. ❄



ZTRN Screen Highlight

Student Information System



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FUNCTION:                TRANSFER TOTAL SCREEN          11/04/04  RGYN  P056  0  ZTRN
-----
H-  ID/SSN.....= P00000000      000000000
   NAME (L/F/M): DOE                JANE                MICHELLE
   DIR-RELEASE.: Y  ETDT-TOT.: 59.00 TRCR-TOT.: 0.00 EXCR-T: 60.50

   INST   NAME                               ETDT   TRCR   EXCR
   =====
01- 1148   COLUMBUS STATE CMTY COLLE  56.00  0.00  56.00
02- 4602   PALOMAR COLLEGE           3.00   0.00   4.50
03-
04-
05-
06-
07-
08-
09-
10-

03-*L008 END OF FILE
  
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The Transfer Total (ZTRN) screen in SIS lists all of the colleges and universities a student has attended and the number of credits a student has earned from each school. The screen lets staff know how many credits a student has transferred as well as where the credits are in the transfer process.

The first three lines of the ZTRN screen show the student's primary information: personal identification number (PID); social security number (SSN); full name; directory release flag; ETDT-TOT (External Transcript Detail); TRCR-TOT (Transfer Credit); and EXCR-T (External Credit).

The body of the screen lists the institutions the student has attended. The institution's reference number is listed as well as the full name of the institution. Next to the name of the college or university is the number of hours a student has earned. This number comes directly from a student's external transcript and is entered by the Office of Admissions staff on the External Transcript Detail (ETDT) screen. All courses with a grade of a C- or higher are accepted.

After the hours are entered they must be evaluated and approved by the academic college in which the student is enrolled. If hours appear in the TRCR field it means the college is still evaluating the hours. The data in the TRCR field is transferred over from the Transfer Credit (TRCR) screen.

When hours appear in the EXCR field of the ZTRN screen it means the college has examined the credits and decided how many hours the transfer credits are worth. The data placed into the EXCR field comes from the External Credit (EXCR) screen. These hours can now be used on a student's DARS and the transfer process is complete.

If a higher number of hours appears in the EXCR field than in the ETDT field it most likely means that the college from which the student transferred was on semesters. If the same number of hours appears it is likely that the college was on quarters.

As a quick reference point for those looking at the screen, the total number of ETDT hours, TRCR hours, and EXCR hours are listed at the top of the ZTRN screen under the student's primary information.

The screen provides a quick reference for answering questions students have about transcripts and transfer credits. The screen is used by all college offices as well as the Office of Admissions.

As a reminder, DIR-RELEASE tells the viewer of the screen if the student gave permission for others to access their information. If a 'Y' appears next to this field it means the student agreed to let their information be accessible to appropriate people. If a 'N' appears it means the student has asked for privacy and no information should be given, except to the student with a valid photo ID. 📷



Service Windows provide students with registration and records services

The Registrar Services Windows, located on the first floor of Chubb Hall, have long been a popular stop for students.

Many student services are handled at the windows. The list includes fulfilling transcript requests, enrollment and degree verification, processing class permission (pink) slips, cancellations, and re-enrollment. The staff at the Registrar Services Windows also handle odds and ends like answering prerequisite, RAC, GPA, and class rank questions.

Currently there are four staff members working at the Registrar Services Windows: Lori Collins, Margaret Delaney, Karen Perez, and Teresa Schleter. Delaney will also be assisting in the scheduling area during non-peak times.

In an effort to make the service windows more efficient, students no longer have to wait for certain windows to obtain specialized assistance. All four of the employees are cross-trained and can answer both records and registration questions.

It is not uncommon for the four employees of the windows to receive questions about basically every department of the University. "We often get questions about things we don't do," said Collins.

Schleter agreed and added, "It's the nature of the windows. Students see people sitting there so they come up and ask." In order to help as many students as possible, the windows employees have a general knowledge of the University so they can point students in the right direction.

When the requested information or service is not

the responsibility of the Office of the University Registrar, then the principle is to help the student, faculty/staff member learn how to get the help they need.

Cindy Irwin, Registrar Services Windows Supervisor said the service window employees are very talented at answering all types of questions. "We enjoy assisting our students, faculty, and staff with their requests," said Irwin.

All four women agree that working with students and staff is their favorite part of the job. "The students are so appreciative when you help them figure out a problem," said Perez. "It is very rewarding."

Though the job is rewarding, it takes certain characteristics to keep up with its hectic pace. "You have to be able to deal with stress and have patience, especially at quarter opening," said Collins. "It is good to be able to stay calm and be organized. It is all about focusing on the person in front of you, helping them, and then focusing on the next person," Schleter continued.

Perez agrees organization is essential. "It also helps to have a sense of humor because it can get pretty crazy."

Delaney, the newest member of the service window team, says all the friendly people she interacts with are what make the job special. "Everyone has graciously helped me with any questions I have," Delaney stated, adding she looks forward to helping students the way her coworkers have helped her.

The Registrar Services Windows are open Monday through Friday from 8:00 a.m. until 5:00 p.m. ☼



Teresa Schleter, Lori Collins and Karen Perez assist students at the Registrar Services Windows.

Registrar employee honored for service to University

Congratulations to Vicki Christian, Records Management Assistant, for 25 years of service to the University. Christian has been employed by the Office of the University Registrar in several different positions and currently works in the Transcript area. Christian was honored at an awards program held on September 24. ☼

View Registrar's Office staff contact information online

Due to the online publication of the newsletter a contact information insert will no longer be printed and distributed. The 2004-2005 Registrar's Office contact information sheet is available online at www.ohiou.edu/registrar/qckref.htm. It will be periodically updated for your convenience. ☼

Ruth Van Schoor retires after 20 years of service to Ohio University

Ruth Van Schoor, Records Management Assistant, retired from Ohio University on August 31, 2004, after 20 years of service.

Van Schoor started working in the Office of the University Registrar at the beginning of Fall Quarter in 2001. During her time at the Registrar's Office Van Schoor worked at the Registrar Services Windows. By working at the windows, Van Schoor had the opportunity to work closely with students. She processed class permission slips, change orders, cancellations, withdrawals, and transcript requests.

Prior to working at the Office of the University Registrar, Van Schoor worked in the Office of Admissions for four years. She then moved to the College of Arts and Sciences where she worked for 15 years.

During her time with Ohio University Van Schoor was known for her exceptional knowledge of policies and procedures. Cindy Irwin, Registrar Services Windows Supervisor referred to Ruth as our "Book of Knowledge." "She was the person we could depend on to know the answer or know the source to find the an-



swer. Her experience with the University and background in the academic student services area was a true asset to the Registrar Services Windows," Irwin stated.

Van Schoor was also known for her friendly interaction with students. "She was an employee that always put the student first," said Debra Benton, University Registrar. "She was always willing to go the extra mile to help a student. We will certainly miss her as part of our staff," continued Benton.

Irwin also commented on Van Schoor's interaction with students. "She was so pleasant and knowledgeable that students always enjoyed going to her window and would sometimes wait just for her," Irwin stated.

"We miss her around here."

Van Schoor, who lives near Athens with her husband David, has numerous interests to pursue during her retirement. Her interests include traveling and enjoying time with her family, friends, and animals.

On August 26, friends, family and colleagues gathered to honor Van Schoor with a retirement reception, and to share memories of working with her throughout the years. ❀

Jackie Quigley takes new position, bids farewell



Jackie Quigley, graduation supervisor, recently accepted a position in the Facilities Planning and Construction Office at Ohio University. Her last day at the Office of the University Registrar was October 22, 2004.

Quigley has been employed with the University for five years, working first with the Disbursements and Loan department before she transferred to the Registrar's Office

in April of 2000.

As graduation supervisor Quigley was in charge of the graduation area. In her new position Quigley will provide administrative support to the Facilities Planning and Construction Office, located on The Ridges.

Prior to working at Ohio University, Quigley worked for the Vinton County Department of Job and Family Services.

Quigley expressed her feelings about leaving the office. "I'm going to really miss everyone here. You really form a bond with people," Quigley stated. "I am going to miss doing what I do. I like working in graduation," she continued.

Debra Benton, University Registrar, expressed support of Quigley's new position. "Jackie's done a great job as Graduation Supervisor. We will certainly miss her," said Benton. "I wish her the best of luck and congratulate her on her new position."

Quigley's supervisor, Patrick Beatty, Assistant Registrar of Academic Records, also lent his support. "I'll miss Jackie and her good work dearly, but wish her the best in the Facilities Planning and Construction Office. They will benefit from her work ethic and attention to detail," said Beatty. ❀

Common Blackboard questions answered

Since Ohio University began using Blackboard in the Fall of 1999, it has helped make classes run more smoothly for both instructors and students. Even though the program has been in place for five years, questions still commonly arise about how to use the program and all of its features.

Blackboard is an online course delivery and management system that allows instructors to incorporate learning materials from word processing, audio and video, spread sheets, and presentation files without ever learning HTML. To sign into Blackboard all users must use their Oak ID and password.

In order to ensure that students are put into the correct classes, Blackboard is linked to the Student Information System's (SIS) data warehouse. Blackboard is set to check the SIS data warehouse and automatically load students into their correct Blackboard courses. When a student adds or drops a course it is updated in SIS and then updated on Blackboard. The SIS data warehouse is updated nightly, Sunday through Thursday. Any changes that occur in the system would then be loaded into Blackboard at 5 a.m. the next morning. Students are automatically loaded into their courses beginning 10 days prior to the start of the quarter.

"Without that connection there is no way to have so many people using Blackboard because there would be no way to ensure the correct students would be in the right classes," said Terry Kelleher, Systems Administrator for Blackboard. "We would need a lot more people to support Blackboard if we had to do those things manually," Kelleher continued.

Blackboard is designed to be easy to use. Instruc-

tors can make Blackboard courses by simply clicking on the course in the Blackboard self-service page, which is a page that lists all courses an instructor is teaching that quarter. Blackboard automatically makes the course structure, and instructors can add specific information.

Once made, the course doesn't stay forever. Courses are available on Blackboard until the end of the second week of the next quarter. Faculty wishing to reuse a course they previously made on Blackboard must reactivate the course. "This is a very good service for faculty who teach the same course quarter after quarter," said Joy Bi, Blackboard Program Coordinator.

Every quarter there are more than 400 Blackboard courses with about 25,000 students, faculty, and staff using the program, according to Bi. Of those courses, 85 percent are used for classroom enhancement. "We don't have a lot of pure online courses," stated Bi.

In contrast to popular belief, teacher assistants (TA) can use Blackboard to create a course. "There is no policy saying TA's can't use Blackboard," sated Bi. "In order for a TA to use Blackboard to create a course their name has to be listed as the instructor of record," Bi emphasized.

There is currently no space limitation for faculty users. Even so, it isn't recommended that faculty use long audio files on the site. If the audio file is necessary it should be compressed to make the file size as small as possible.

On top of its other services, Blackboard also allows a means to provide online testing, self-study, and grade viewing. With its many function Blackboard continues to be of great assistance to faculty, staff, and students. ❄

News Blurbs



The Office of the University Registrar welcomes new student employees Josh Burwell and Nathan Smith. ❄



Thanks to Patrick Beatty, Cindy Irwin, Brenda Nelson, Shari Nogrady, and Inez Stanley-Linscott for their participation on the birthday committee and for the wonderful quarterly birthday party held on September 29, 2004. ❄

The staff and student employees enjoyed a Halloween Party held on October 29, 2004. Student employees were "treated" with a bag of candy. Thanks to Patrick Beatty, Lori Collins, Tina Ervin, P.J. Guthrie, Cindy Irwin, Brenda Nelson, Shari Nogrady, Inez Stanley-Linscott, and Maggie Thomas for organizing the event! ❄



Graduation Notice



Graduation is *not* automatic!

Students must apply to graduate.

Final deadlines for applying for graduation.

Apply online at www.ohiou.edu/registrar
(Oak ID and password required to apply online.)

APPLICATION DEADLINES

Apply for graduation by:
January 25, 2005
April 19, 2005
July 28, 2005
September 28, 2005

DEGREE GRANTING DATES

If you wish to receive your degree:
Winter Quarter – March 19, 2005
Spring Quarter – June 4, 10, 11, 2005
Summer Quarter – August 27, 2005
Fall Quarter – November 23, 2005

Deadlines Are Final