



# Efficiency Gains in the Registrar's Office: Opportunities & Outcomes

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# Today's Speakers



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# Agenda

- Introductions
- Driving Efficiencies in the Registrar's Office
- Identifying & Communicating Outcomes
- Q&A



# Efficiency Gains Create Ripple Effects

Increased Efficiency Benefits Stakeholders Across Campus

Efficiency gains in the registrar's office



Increased staff and student satisfaction due to fewer errors, shorter wait times



Reduced time spent on manual tasks frees up time for other tasks



Additional time available to collaborate with other units on-campus



Freed up time can be used to work on other strategic tasks (data analysis, serving students)



Ability to handle workload with existing staff, negating need for additional hiring



# Driving Efficiencies in the Registrar's Office

- Building a better course schedule
- Leveraging analytics
- Improving curriculum change workflows
- Approaching changes holistically



# Building a Better Course Schedule

## Historical Processes No Longer Meet a Modern Institution's Needs

### Scheduling Challenges

Schedule created with disparate spreadsheets



Scheduling process disliked, hasn't been updated recently



Difficult to identify and address bottlenecks



Challenging to assess student course needs



Space resources not optimized to meet growing demands



### Scheduling Solutions



Consolidate scheduling processes into one platform



Implement new, user-friendly process



Implement scheduling rules to prevent undesirable outcomes



Leverage analytics to understand students trends, needs



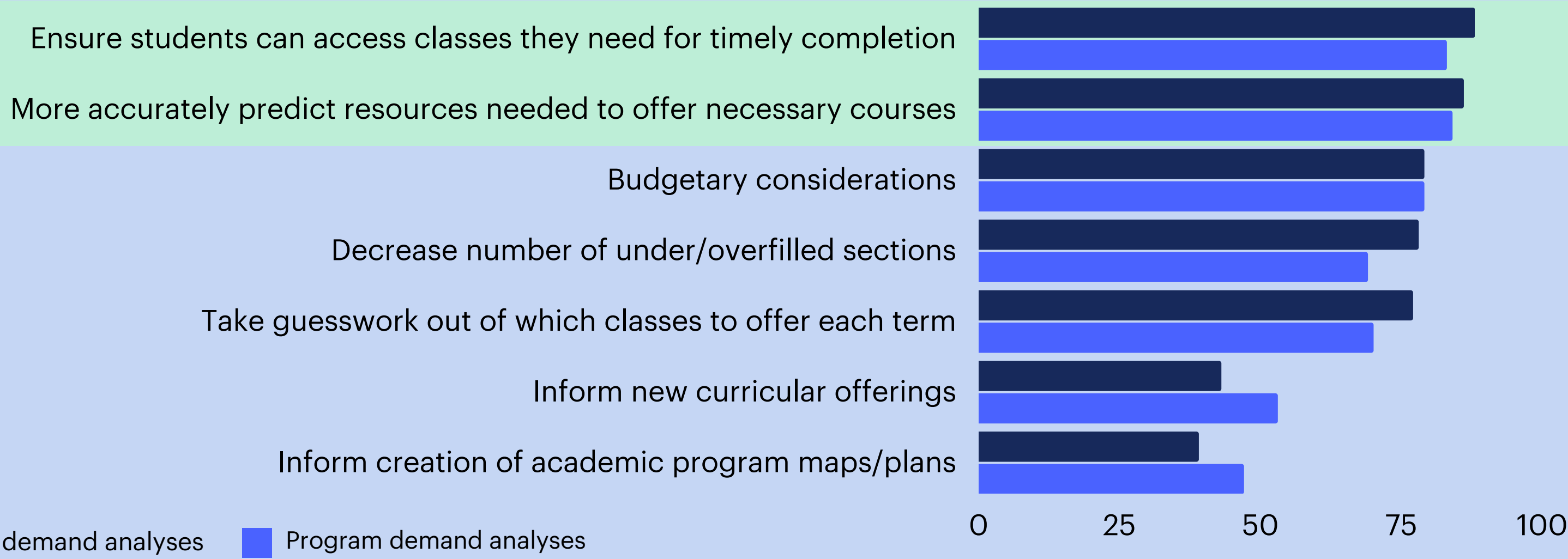
Implement and enforce standard meeting patterns to optimize space use



# Leveraging Analytics to Understand Students' Scheduling Needs

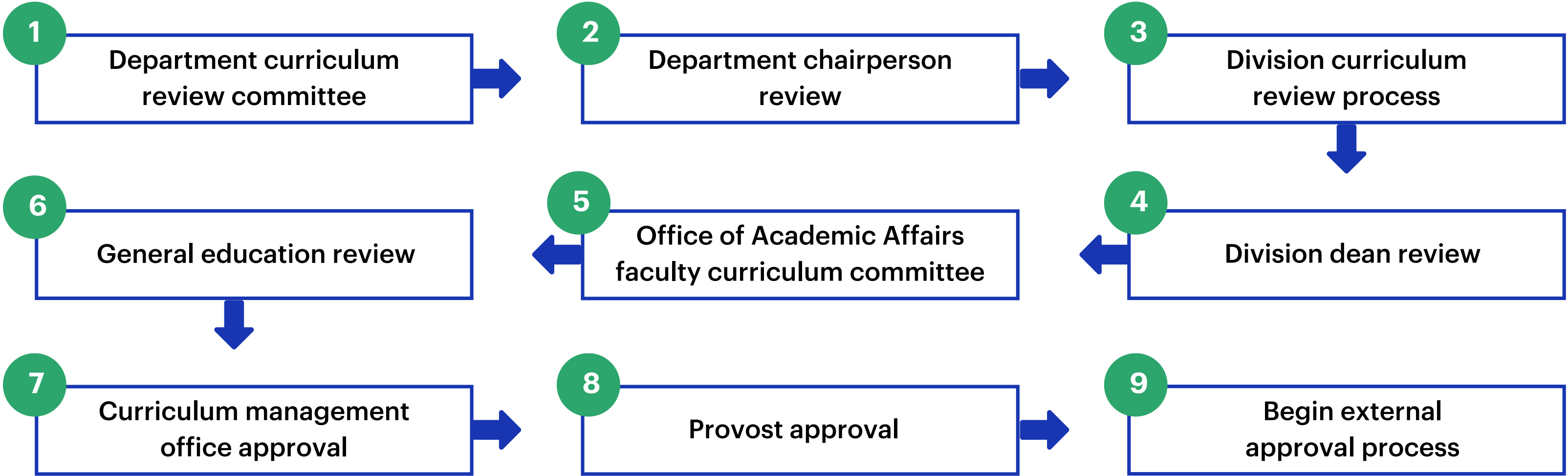
## Offer the Right Mix of Courses for Timely Completion

Reasons Why Using Data to Forecast Class and/or Program Demand is Important to the Institution



# Enhancing Curriculum Change Workflows

Help Users Navigate the Maze of Approval Processes





# Keeping Curriculum Changes on Track

## Increase Transparency & Speed



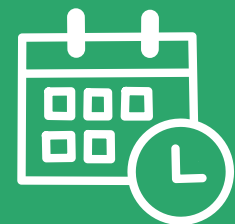
### Transparency & Accessibility

- Allow faculty and staff to view the status of proposals and which stage they are in



### Speed of Process

- Reduce the amount of time spent at each stage, which can lengthen time to decision



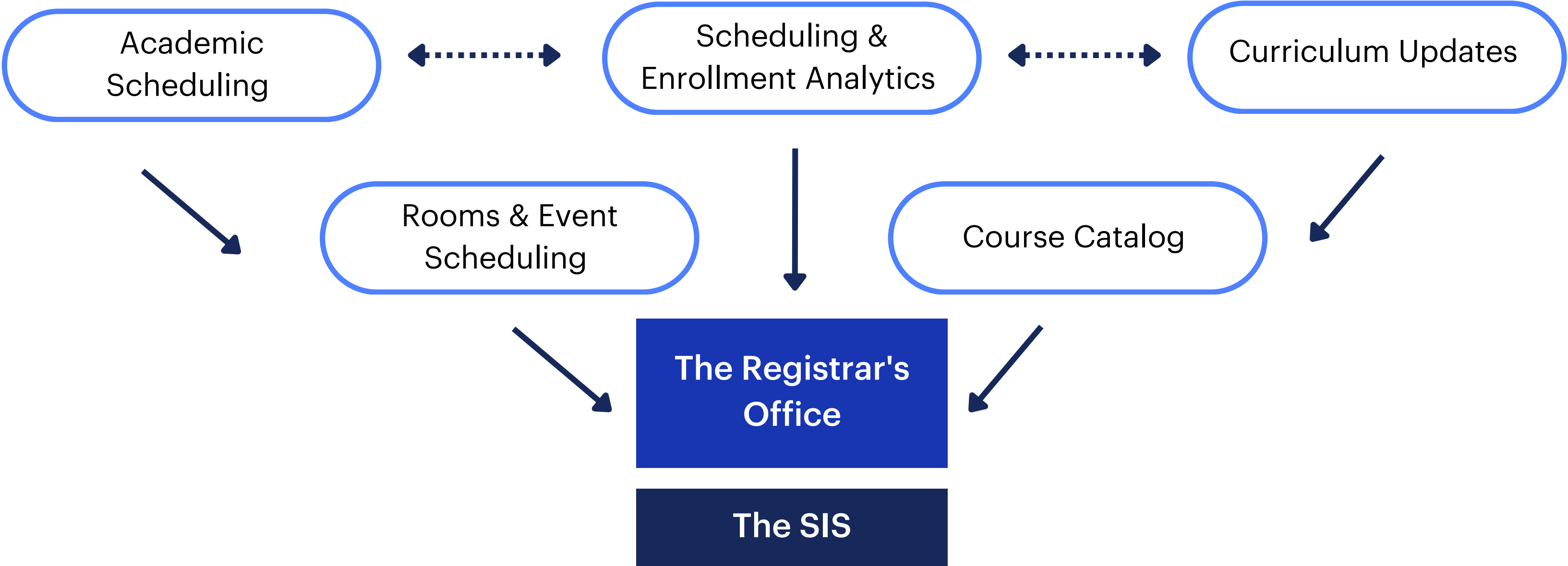
### Deadline Enforcement

- Set deadlines for each stage of review
- Enforce deadlines set for each stage with built-in mechanisms



# Driving Change in the Registrar's Office

Interconnected Processes Benefit from a Holistic Approach



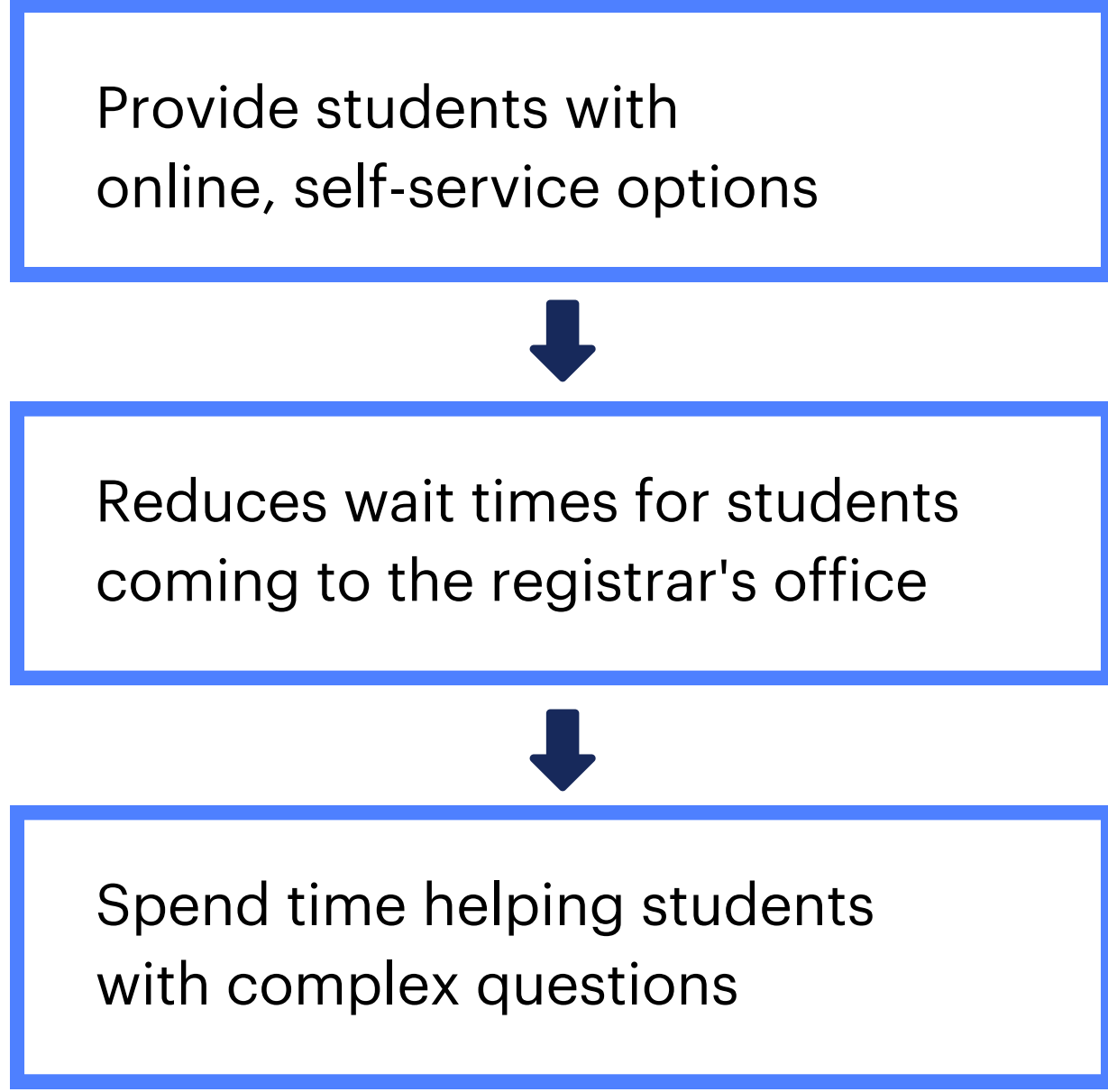
# Identifying & Communicating Outcomes

- The impact of efficiency on student and staff satisfaction
- Communicating changes and addressing concerns
- Lessons learned



# A Well-Oiled Machine Benefits Students

## Self-Service Options & Course Access Impact Student Satisfaction



**The Course Schedule Impacts Student Satisfaction & Completion**

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**65%**

of respondents report course scheduling issues significantly or somewhat impact students' time to completion



# Increasing Staff Satisfaction

## Efficiencies Reduce Stress & Repetitive Tasks



Decrease in manual, repetitive work



Build better relationships with academic units



Work with more user-friendly systems



More time for engaging, student-centered work



Stabilize workload when additional hiring is not an option



Time for professional development, learning new skills



# Change Can Be Scary

## Addressing & Assuaging Staff Concerns

### Questions & Concerns to Address



Will I be laid off?



How will this make my job better?



How will I learn these new processes/tools?



Will I still be able to accomplish everything I could with our old tools?



What work will still be left for me to do?

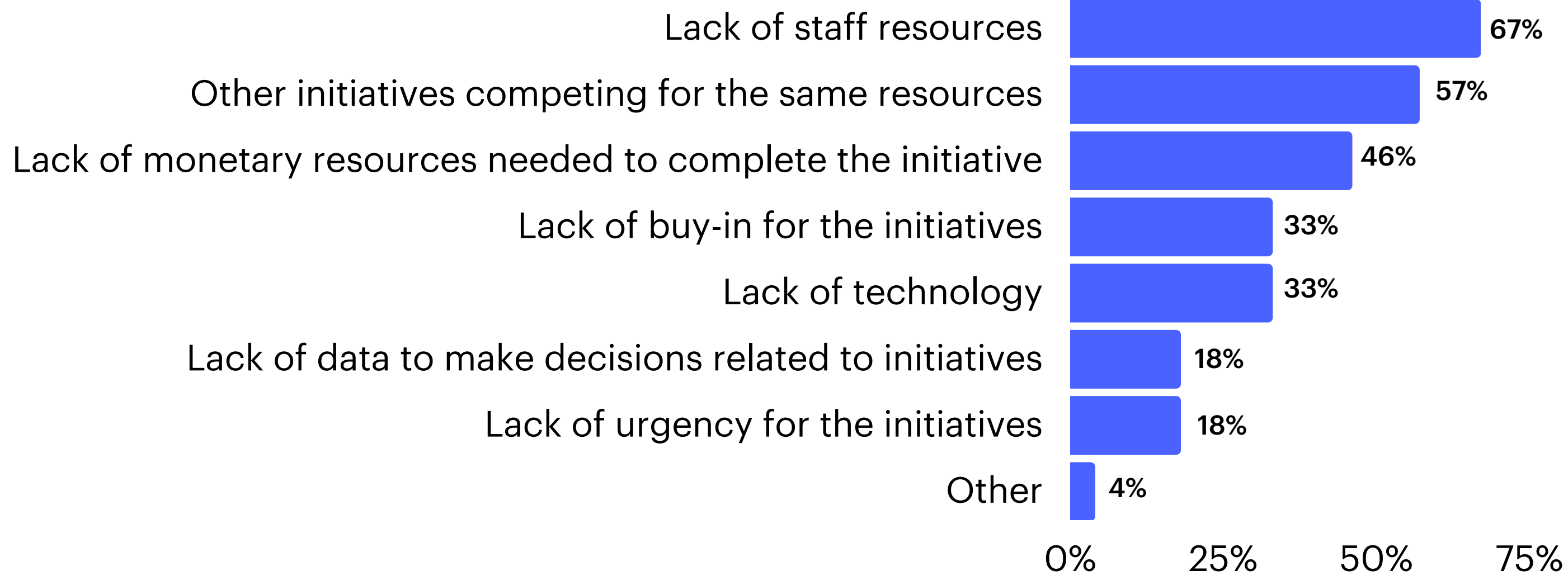


Will IT support these new tools?

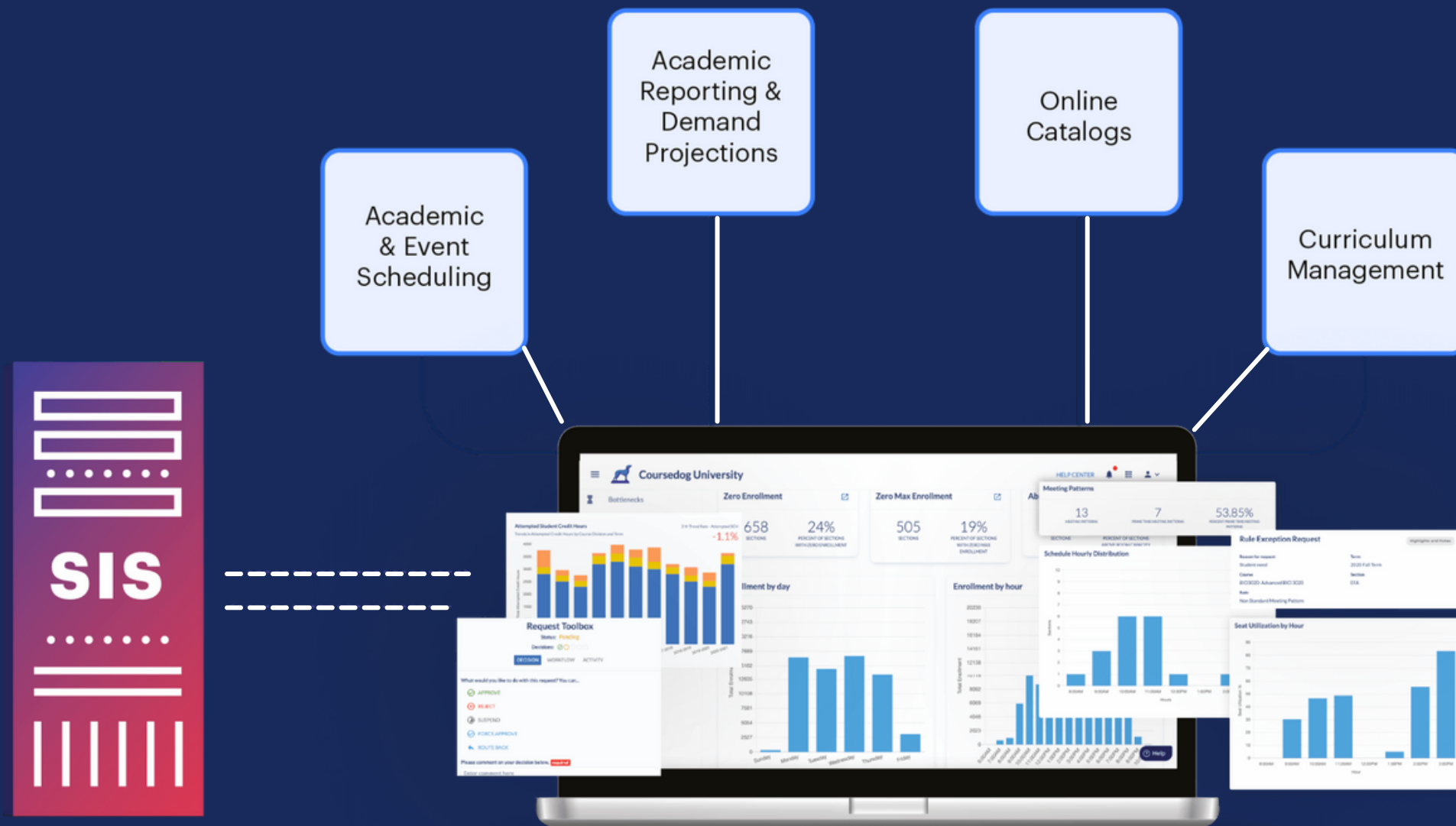


# Barriers to Academic Operations Strategic Initiatives

## Advice for Overcoming These Challenges



# Improving student success is a holistic initiative – your academic operations should be, too.



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[www.coursedog.com](http://www.coursedog.com)

## Student-centric

Improve access, engagement, persistence, and completion with student-first offerings.

## Flexible technology

Technology that fits the needs and processes of your institution.

## Data driven

Democratize access to data to inform decisions across campus.







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