



2019-2020

Non-Instructional  
Department Review  
Registrar's Office

M. Shabbir, Registrar

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## 1. SUPPORT OF THE COLLEGE MISSION

### 1A. SUMMARIZE DEPARTMENT IN TERMS OF KEY FUNCTIONS AND RESPONSIBILITIES.

The Registrar's Office is the custodian of student records and responsible for safeguarding the accuracy, integrity, and security of records while adhering to institutional policies and complying with federal and state regulations. Major functions include enrollment and degree reporting to National Student Clearinghouse, course registration set up, course catalog update, transcripts services, transfer credit evaluation, grade processing, end-of-term processing, student appeals, academic planning tool set up, degree audit and awarding, commencement, enrollment verification, and FERPA compliance. In addition, the office provides support to Student Success Advisors, TRiO, Veterans Services, and Faculty Advisors with various questions and issues.

### 1B. DESCRIBE HOW THE DEPARTMENT SUPPORTS THE OVERALL MISSION OF THE COLLEGE AS ADOPTED BY THE BOARD OF EDUCATION.

The office focuses on student success by delivering quality support services to students, faculty, and staff. These services and responsibilities align with the following strategic initiatives of Klamath Community College.

#### **Excellence**

- Improve quality and efficiency of communication. Create processes and procedures that ensure consistency and understanding by all members of the college community in order to make informed decisions and accurate advising.
- Contribute to increase in retention rate. Through clear and consistent processes and procedures, the Registrar's Office contributes to accurate and timely advising practices that can increase retention (fall to fall and term to term) and program progression.

#### **Prosperity**

- Improve student completion rates through systematic, intentional practices. Strategically use resources (time, technology) to increase completion rates.

#### **Planning**

- Improve college compliance with federal and state laws and regulations. Improve processes that increase compliance with enrollment reporting, state archiving, and FERPA.

### 1C. DESCRIBE THE POPULATION SERVED BY THE DEPARTMENT

The department serves students, instructors, advisors, and staff involving various service needs as listed below.

- Students: Registration, enrollment verification, transcripts services, transfer credit evaluation, grades posting, end-of-term academic status and honor roll, student appeals, degree audit and awarding, Commencement.

Klamath Community College Non-Instructional Department Review:

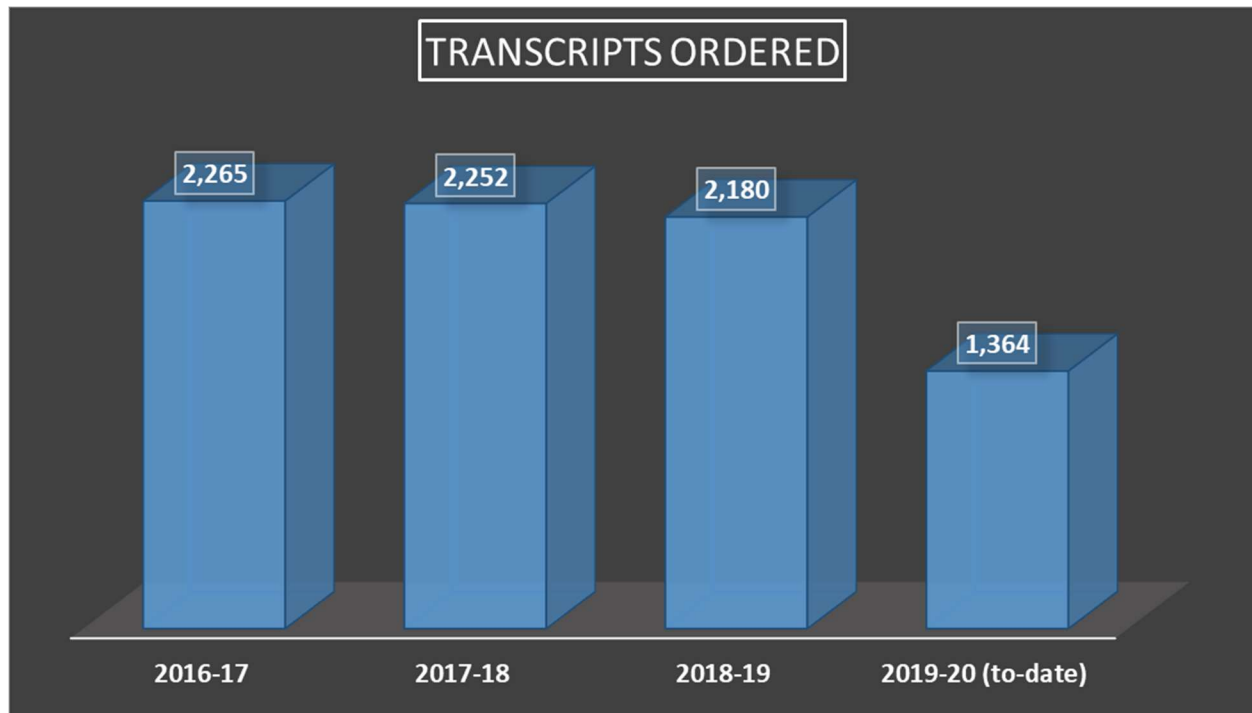
- Instructors: Grades entry, prerequisites research, Early Alerts support, new course CIP and course number questions, Incomplete grades resolution.
- Advisors: Course substitution and waiver, degree audit, program questions.
- Staff: Business Office, Financial Aid, KCET, and CE. The support involves students and Jenzbar issues.

**1D. DESCRIBE DEPARTMENT RESOURCES INCLUDING USAGE METRICS.**

Please see brief explanations below and related charts and graphs.

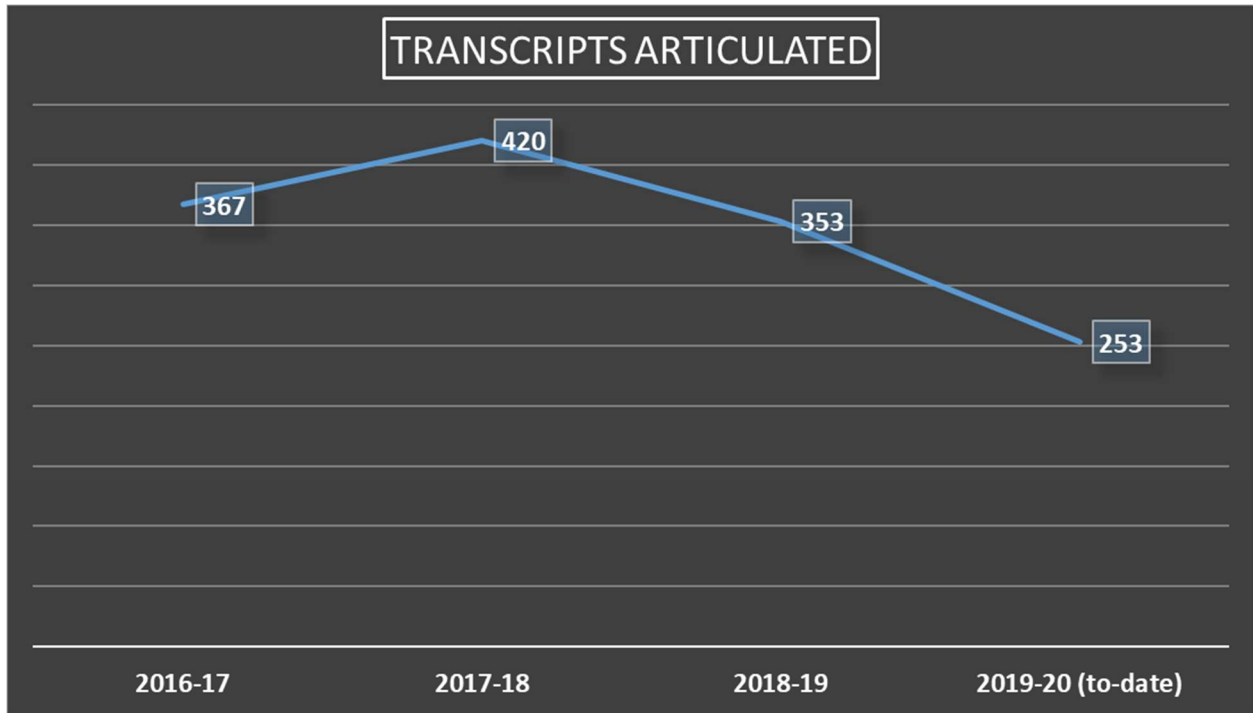
(1) **TRANSCRIPTS ORDERED:** Approximately 45 transcripts are printed and mailed each week, requiring 2 hours of work each morning.

	2016-17	2017-18	2018-19	2019-20 (to-date)
Jul	207	162	257	260
Aug	203	189	187	207
Sep	158	166	163	165
Oct	136	174	138	144
Nov	187	178	88	99
Dec	176	153	148	190
Jan	248	229	210	177
Feb	245	213	185	122
Mar	191	236	258	0
Apr	161	170	192	0
May	150	150	116	0
Jun	203	232	238	0
<b>TOTAL=</b>	<b>2,265</b>	<b>2,252</b>	<b>2,180</b>	<b>1,364</b>



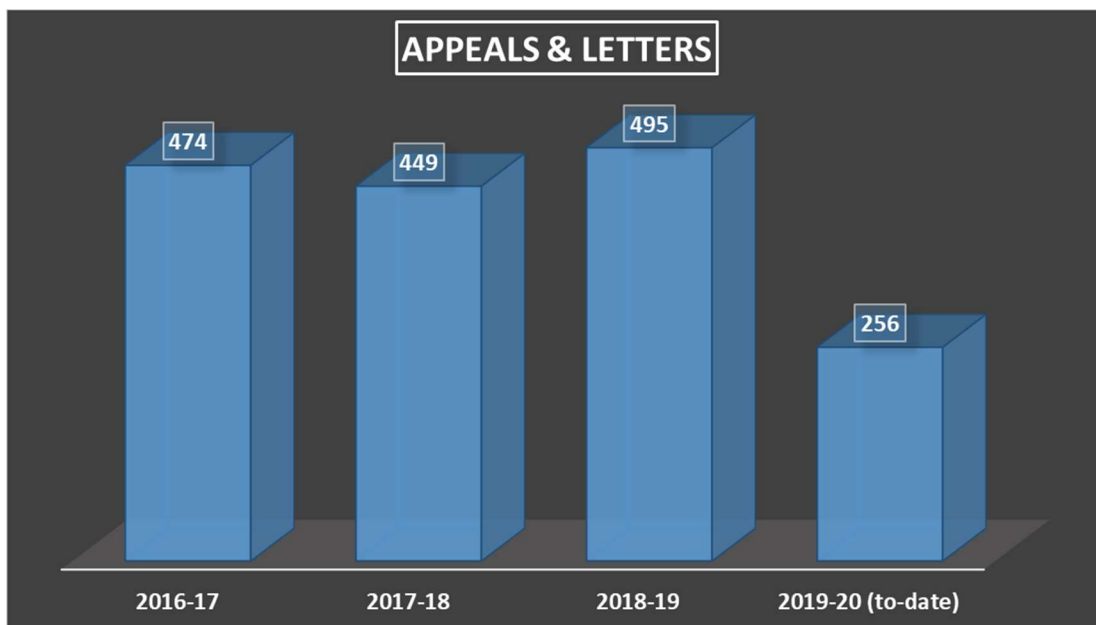
(2) **TRANSCRIPTS ARTICULATED:** Transcript articulation is a manual data entry process, in which one course information entered at a time into student record (Jenzabar) after evaluating all the courses on a transcript for equivalency. The average time to articulate a transcript from another institution is approximately 2 hours and 6 to 7 transcripts are articulated each week.

	2016-17	2017-18	2018-19	2019-20 (to-date)
Jul	72	46	80	44
Aug	42	66	35	18
Sep	35	43	39	40
Oct	23	52	25	46
Nov	23	45	17	17
Dec	20	22	8	45
Jan	34	24	33	25
Feb	40	34	32	18
Mar	28	50	34	0
Apr	20	30	30	0
May	10	4	9	0
Jun	20	4	11	0
<b>TOTAL=</b>	<b>367</b>	<b>420</b>	<b>353</b>	<b>253</b>



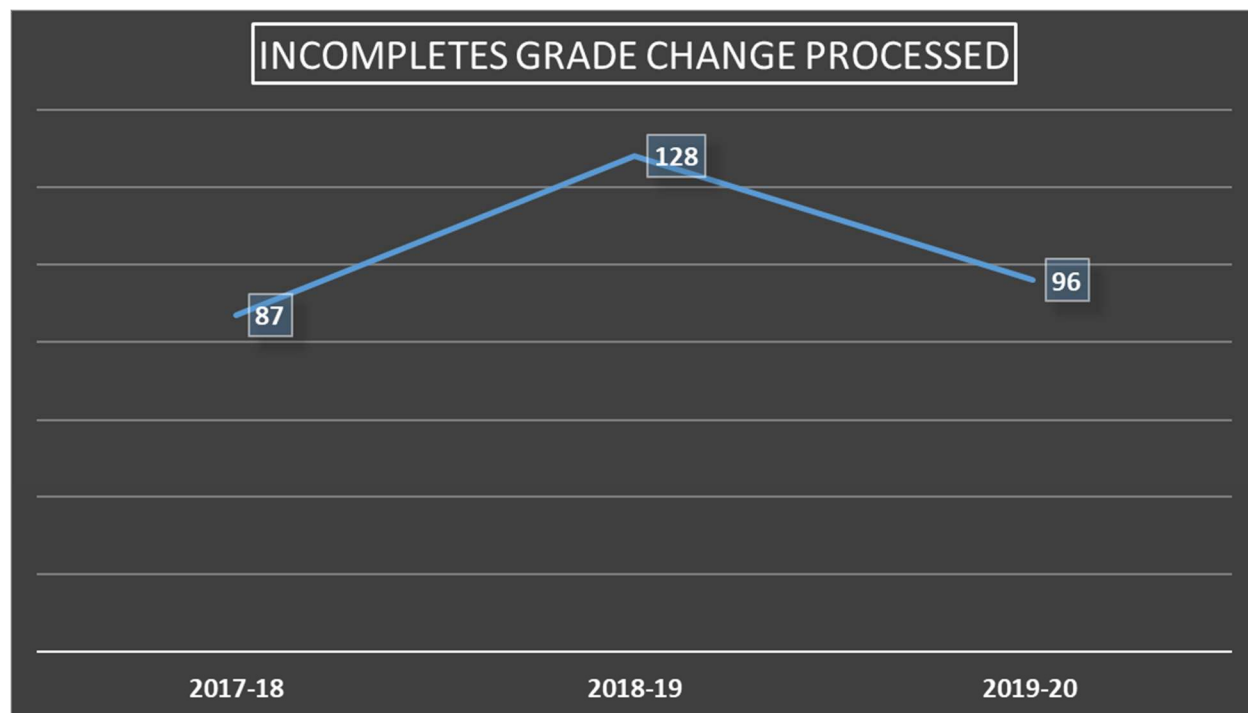
(3) **APPEALS & LETTERS:** Appeals Committee meets every other week, and twice a week the week before and the first week of each term. Appeal decisions were mailed until Summer 2019 when we switched to the email notification. This allowed students the extra time to re-appeal or make the necessary adjustment to their academic plans and class schedule.

	2016-17	2017-18	2018-19	2019-20 (to-date)
<b>TOTAL=</b>	474	449	495	256



(4) **INCOMPLETES GRADE CHANGE PROCESSED:** Incompletes from any term are normally resolved before the end of the following term. This process requires some follow up work with instructors through email first. In addition, after making the grade change, it is necessary to update the student's academic status and honor roll information as well as notify all stakeholders (financial aid, business office, student, and advisor). Please note that other type of grade changes are also processed regularly, however, the number is less than 4 (four) each term and not included in this data.

	2017-18	2018-19	2019-20 (SU - FA)
SU	24	14	31
FA	30	34	65
WI	10	44	0
SP	23	36	0
<b>TOTAL=</b>	<b>87</b>	<b>128</b>	<b>96</b>

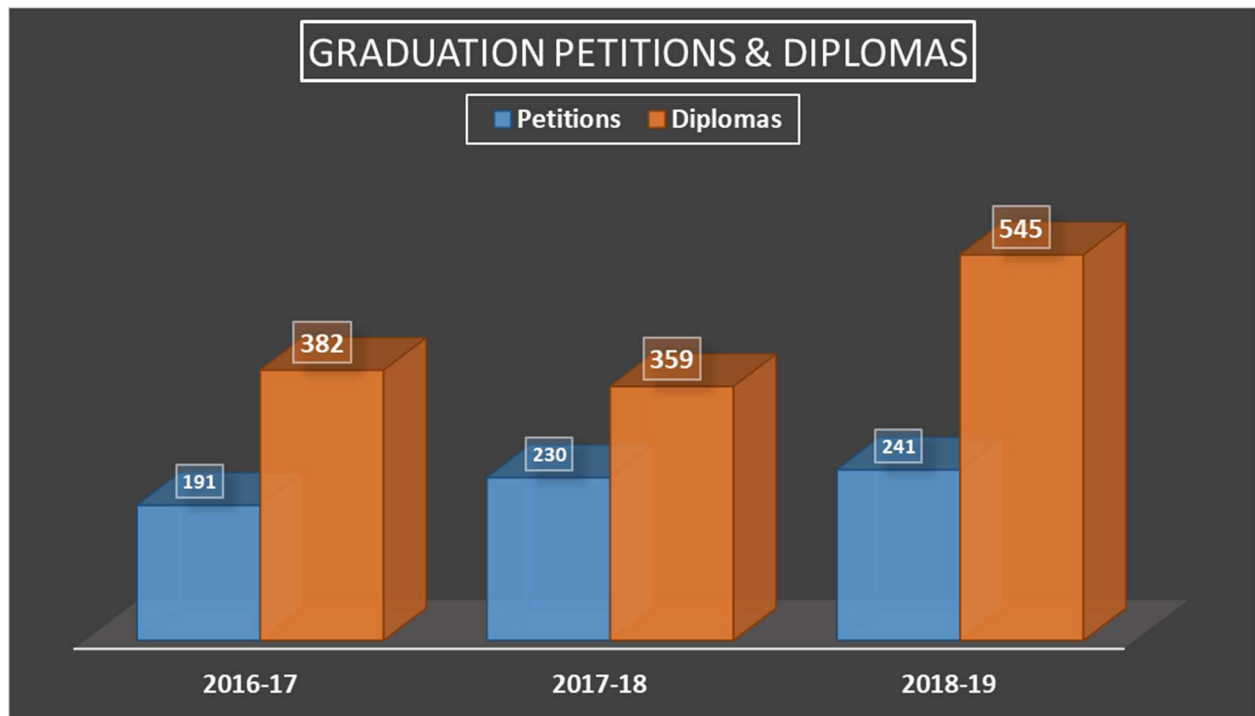


(5) **GRADUATION PETITIONS & DIPLOMAS:** KCC currently offers 31 Associate degrees, 18 one-year Certificates, and 25 Pathway Certificates. Petitions can be submitted for one or more of these offerings. All efforts are made to process these petitions within 1-week of receipt. The average time to complete processing a petition is one hour. The petition related communication with students is done by email and student's MyKCC account. At this time, the petition is a paper form; an electronic version is being implemented.

	2016-17	2017-18	2018-19
Petitions *	191	230	241
Diplomas **	382	359	545

\* Petitions count is from Fall to Summer

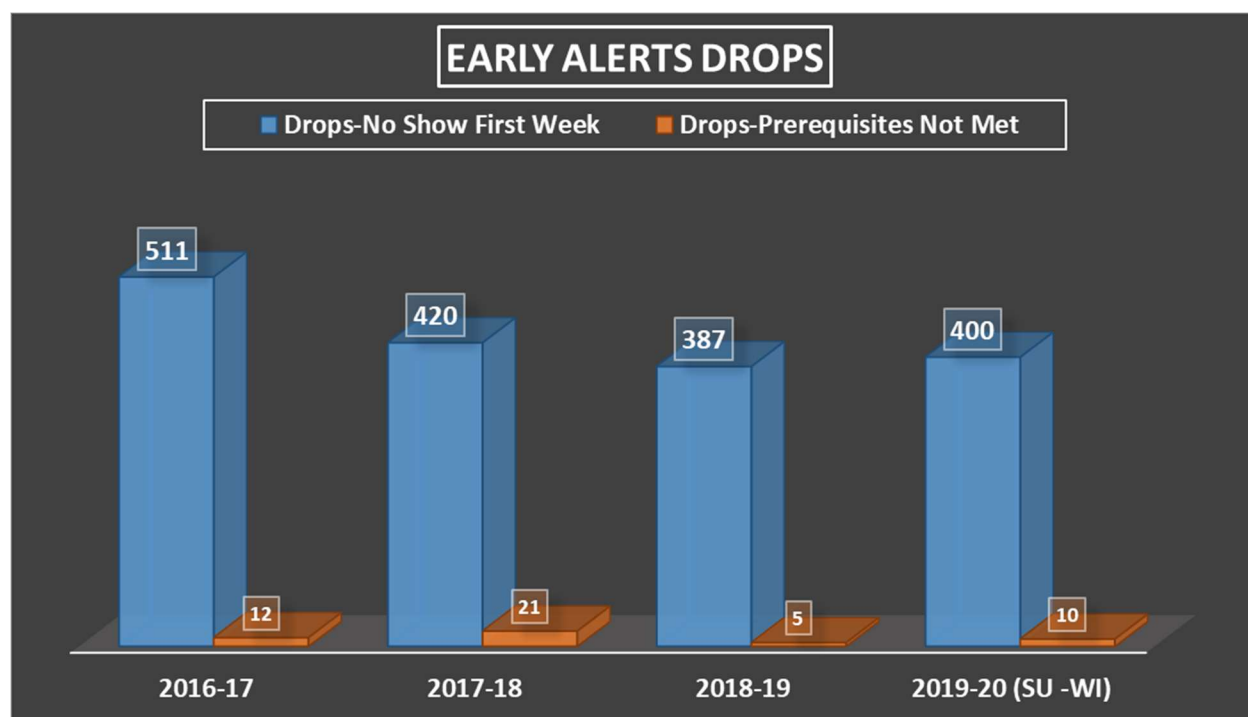
\*\* Diplomas include auto-awards



(6) **EARLY ALERTS DROPS:** This occurs during the first week of each term through Sunday midnight when the Registrar monitors these early alerts and processes the drop requests.

	2016-17	2017-18	2018-19	2019-20 (SU -WI)
Drops-No Show First Week	511	420	387	400
Drops-Prerequisites Not Met	12	21	5	10





(7) **SAP (Student Academic Progress) SUMMARY:** Please refer to four graphs in Appendix A. After the finals each term, the end-of-term processing is completed and the following data sets are compiled. Students receive email notification of Warning, Probation, or Suspension along with instructions on their next steps. Students receive a physical letter in the mail about their honor roll status, including President's list and Dean's list.

	Warning	Probation	Suspension	Good Standing	Total Headcount	President's List	Dean's List	Honor Roll
Summer 2017	23	51	19	449	542	52	15	107
Summer 2018	18	40	30	386	474	61	24	95
Summer 2019	45	47	27	416	535	76	27	123
Fall 2017	105	141	68	1360	1674	167	103	253
Fall 2018	76	139	49	1233	1497	182	90	249
Fall 2019	117	159	63	1382	1721	232	82	269
Winter 2018	88	107	44	1707	1946	192	96	334
Winter 2019	103	92	46	1580	1821	194	94	287
Winter 2020	-	-	-	-	-	-	-	-
Spring 2018	99	126	72	1710	2007	178	83	344
Spring 2019	119	137	59	1684	1999	198	83	322
Spring 2020	-	-	-	-	-	-	-	-

(8) **COURSE SUBSTITUTION AND WAIVERS:** An electronic form was created in early Fall 2019 replacing the old paper form. The number of course substitutions and waivers varies significantly from year to year and is dependent on what catalog year or program a student is in. At this time, we do have specific

data on the total numbers, as the previous paper forms were not logged correctly or shredded after archiving. Nevertheless, it is estimated that approximately 30 course substitutions and waivers are processed each term.

(9) **REGISTRAR PAGE ON WEBSITE:** Information on the Registrar page is kept updated and easily accessible, with an initial review in March each year during the new catalog development cycle. The Student Handbook review is also done at the same time. The links are listed below.

<https://www.klamathcc.edu/en-US/Students/Registrar>

<https://www.klamathcc.edu/en-US/Students/Student-Handbook>

## *2. DEPARTMENT MISSION/GOALS AND LINK TO STRATEGIC PLAN*

### **2A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.**

This is the very first program review for the Registrar's Office; however, there have been several goals along with their progress and success notes listed in the strategic plan as well as in the budget presentations. The link to the strategic plan goals is [Registrar Strategic Plan](#)

**Goal 1 (Planning)** - Improve college compliance with federal and state laws and regulations. Improve student completion rates through systematic, intentional practices. Strategically use resources (time, technology) to increase completion rates.

- ✓ The error resolution reports from National Student Clearinghouse has cut down to one-thirds of what it used to be a year ago. The report requires submission of correct student enrollment status, which has an impact on the financial aid amount approved for students, enrollment certification for various entities, and graduation status for potential employers.
- ✓ After over a year of planning and collaborative work with IS Department, Registrar's office introduced the email delivery of Student Academic Progress (SAP) notification in Fall 2019. This is part of end-of-term processing. This new email notification will allow students to respond much quicker than the notification sent by mail in the past, and is particularly helpful when the term break is much shorter between Winter and Spring and between Spring and Summer. We believe this is a big step forward for the institution in terms of our overall Retention efforts.

**Goal 2 (Excellence)** - Improve quality and efficiency of communication. Contribute to increase in retention rate.

- ✓ Communications improvements have been made in Fall 2018 in such areas as Early Alerts, transcript ordering, and Jenzabar registration module.
- ✓ In early Spring 2019, automated email communication to students was implemented in regards to their petition to graduate status. This allowed students to log into MyKCC and review their progress towards graduation instantly.

- ✓ In Summer 2019, our Transcript Records Specialist worked diligently with IS Department to create an electronic Course Substitution form which was first used in Fall 2019. This cut down the turnaround time by half through electronic submission and routing.
- ✓ In Fall 2019, KCC official transcript was updated with new information and legends.

**Goal 3 (Prosperity)** - Improve student completion rates through systematic, intentional practices. Strategically use resources (time, technology) to increase completion rates.

- ✓ In Fall 2018 a newly created Close to Graduation report allows us to connect with students and assist with their completion. It assisted with 9 additional students completing an Associate or a Certificate in Fall 2018.
- ✓ In Spring and Summer 2019, several degree and certificate acronyms were updated due to CIP code changes and corrections. This allowed for proper identification of auto-award candidates.
- ✓ In Spring and Summer 2019, worked with Student Success Advisors to ensure successful graduation of several 2016 IPEDS cohort students. This contributed to KCC's 30% completion rate in 2019.

2B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☒ Yes

☐ No

### 3. PERSONNEL SUMMARY

#### 3A. PROVIDE AN ORGANIZATIONAL CHART OF THE DEPARTMENT.

The Registrar's Office consists of two full-time staff.

Registrar: M. Shabbir

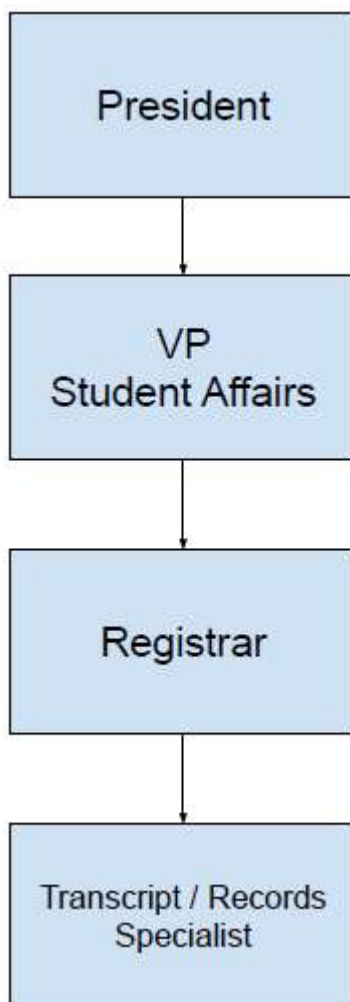
Transcript Records Specialist: Cathy Medina

#### BRIEF DESCRIPTIONS OF DUTIES

Please see full job descriptions in Appendix (B).

**Registrar:** Manages the operation of the Registrar's office, including safeguarding the accuracy, integrity, and security of student records while adhering to academic policy, maintaining efficient student systems, and complying with federal, state, and institutional regulations. Responsible for enrollment reporting to National Student Clearinghouse, department budget, and program review. Manages the Registration module.

**Transcript Records Specialist:** Responsible for transfer credits articulation, course substitution, graduation petitions processing, appeal letters, and transcripts order processing. Manages the Advising module.



3B. ARE CURRENT MANAGEMENT AND STAFF ADEQUATE TO PERFORM FUNCTIONS AND RESPONSIBILITIES SATISFACTORILY TO ACHIEVE DEPARTMENT GOALS? EXPLAIN THE JOB FUNCTIONS OF EACH POSITION.

☒ Yes

☐ No

☐ Somewhat

However, recent turnovers are appearing to affect the pace to achieve all goals timely. Please see job descriptions for both positions in Appendix (B).

3C. DESCRIBE ORGANIZATIONAL CHANGES THAT WILL IMPROVE DEPARTMENT PERFORMANCE, PROVIDE TIMELINESS FOR THE ACHIEVEMENT OF SUCH CHANGES, AND DESCRIBE MEASURES THAT WILL ASSESS THE EFFECTIVENESS OF SUCH CHANGES.

There is no organizational change needed at this time; however, due to the recent staff turnover and its impact on daily processing work, the department will review the needs this Summer. The solution may lie in adding a part-time support staff, as explained above, or seeking assistance from Student Services staff.

#### 4. STAFF DEVELOPMENT

##### 4A. DESCRIBE SPECIFIC PROFESSIONAL DEVELOPMENT ACTIVITIES IN WHICH DEPARTMENT MEMBERS PARTICIPATE, AND EXPLAIN HOW SUCH ACTIVITIES BENEFIT OR ENHANCE THE DEPARTMENT.

There are several resources available for professional development as listed below.

- Jenzabar conference (JAM): Annual conference that covers an array of topics on various modules, including the Registration and the Advising modules, which are managed by the Registrar's office.
- AACRAO and OrACRAO conferences: Multiple conferences throughout the year covering all operational issues faced by colleges and universities. The OrACRAO is the Oregon branch of American Association of Collegiate Registrars and Admissions Officers (AACRAO).
- Webinars: Offered by all entities above.
- Institutional trainings: Offered by IS Department

The best resource for this department has thus far been the IS Department and few webinars. None of the two staff could attend the 2019 JAM conference in June, which is a critical time for this department with graduation and Commencement work. However, one or both staff are planning to attend the 2020 conference in May. The Registrar has been able attend only two OrACRAO meetings remotely, but both staff will be attempting to attend more of these meetings this year.

##### 4B. DESCRIBE AREAS OF UNMET PROFESSIONAL DEVELOPMENT NEEDS AMONG PERSONNEL IN THIS DEPARTMENT AND OUTLINE PLANS TO ADDRESS THOSE NEEDS.

Both the Registrar and Transcript Records Specialist need to attend more conferences and webinars. The current workload involving daily processing tasks and deadlines, along with the learning curve impact from new staff, has been the primary obstacle to meeting the needs. The current plans to overcome these obstacles include following.

- Attend as many OrACRAO meetings as possible remotely (ZOOM or dial-in), when available
- Attend JAM and AACRAO annual meetings in person
- Utilize Jenzabar eLearning resources

#### 5. FACILITIES AND EQUIPMENT

##### 5A. ARE CURRENT FACILITIES, SUCH AS CLASSROOMS, OFFICES AND EQUIPMENT, ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

☐ Yes

☐ No

☒ Somewhat

Registrar's department is located in Building-3 with separate offices for the Registrar and the Transcript Records Specialist. Both offices are in the hallway with heavy traffic, which causes interruption to crucial data entry work such as grade entry, transcript articulation, end-of-term processing, and office meetings. Often both staff conversed about the desire to have a quieter location.

There are two EPSON scanners and one HP LaserJet black & white printer in the department, which are adequate at this time.

#### 5B. IS AVAILABLE EQUIPMENT ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

☒ Yes

☐ No

☐ Somewhat

#### 5C. DESCRIBE PLANS FOR FUTURE CHANGES IN SUPPORT FACILITIES OR EQUIPMENT.

The only foreseeable need would be a small transcript printer for use in the Transcript Records Specialist's office. The HP LaserJet printer will be moved to the Registrar's office.

### 6. BUDGET

#### 6A. PROVIDE A FINANCIAL REPORT. EXPLAIN DEVIATIONS FROM BUDGET EXCEEDING 10% OF ANY LINE ITEM.

The Registrar's Office has been responsible for a six line item budget since 2018-19 budget year as listed below. The Commencement budget is under Student Affairs budget which will be presented by VP of Student Affairs. Line item 7350 is over in the current budget year by 104% due to miscalculation of a payment date from the previous year. This issue will be resolved with the proposed increased amount for the line item for 2020-21.

Fund:		001		General Fund					
Department:		3006		Registrar					
Primary Contact:		Shabbir							
VP / Dean		Allison							
ACCT_CMP_5	Print	ACCT_CMP_5_DESC	2018/19_YTD	2018/19 Budget	2019/20 Budget	2019/20 Posted	Over/Under 2019-20	2020/21 Budget Proposed	
7050	P	Supplies	785	2,000	1,200	86.17		800	
7100	P	Printing	310	2,000	2,900	1,951.00		3,620	
7240	P	Travel	-	2,000	2,000	0.00		3,000	
7250	P	Training & Continuing Education	(44)	3,500	3,500	0.00		3,500	
7350	P	Dues / Memberships	85	500	300	612.00	(312.00)	1,000	
7360	P	Subscriptions	3,316	3,075	3,500	3,384.58		3,500	
		<b>Totals</b>	<b>4,451</b>	<b>13,075</b>	<b>13,400</b>	<b>6,033.75</b>		<b>15,420</b>	

#### 6B. DESCRIBE BUDGETARY CHALLENGES.

At this time there are no other budgetary challenges expected for the current or next year.

## 7. CONCLUSION

### 7A. DESCRIBE DEPARTMENT STRENGTHS.

Based on collaborative work with and support from IS Department, Dean's office, faculty and staff, the Registrar's office feels it has demonstrated the following strengths over the past one year.

- **Improvement in processing and turnaround time:** Course substitution (1 to 2 days); transfer credits articulation (2 weeks); grade change (1 day); transcripts orders processing (1 to 2 days); petition to graduate (1 to 2 weeks). These incorporate 25 to 30% improvements over the past 2 years depending on the type of processing needs.
- **Creation of electronic forms and email communication templates:** Electronic course substitution form; electronic petition to graduate form (March 2020); email templates for communication with students related to appeals decisions, petition to graduate status, transcripts articulation, and end-of-term SAP status.
- **Early Alerts for first week drops:** All drops were processed timely each of the last four terms and before the following Monday's 9AM deadline.
- **End-of-Term processing:** Completed timely on Wednesday after the finals week each of the last four terms with no grade missing. This is important, as missing grades have negative impact on academic status as well as additional work resulting from late grades.

### 7B. DESCRIBE DEPARTMENT WEAKNESSES.

- High volume of petitions to graduate received during March, April and May, along with Commencement preparation tasks, makes it challenging for the two-staff department to complete all other routine tasks as listed in 7A, first bullet point, above.
- Not comfortably knowledgeable about many Jenzabar module functions.
- Reverse Transfer Degree work has been stagnant.

### 7C. DESCRIBE SUPPORT NEEDED.

- Additional staffing during Spring term.
- Additional training in Jenzabar modules.
- Further collaboration with SOHEC (Southern Oregon Higher Education Consortium) partners, particularly Oregon Tech, and Institutional Research.

### 7D. OUTLINE NEW GOALS INCLUDING TIMELINESS FOR COMPLETION, MEASURES FOR EVALUATING ACHIEVEMENT OF SUCH GOALS, AND A PROCESS FOR IMPLEMENTING IMPROVEMENTS.

Two goals as listed below.

Klamath Community College Non-Instructional Department Review:

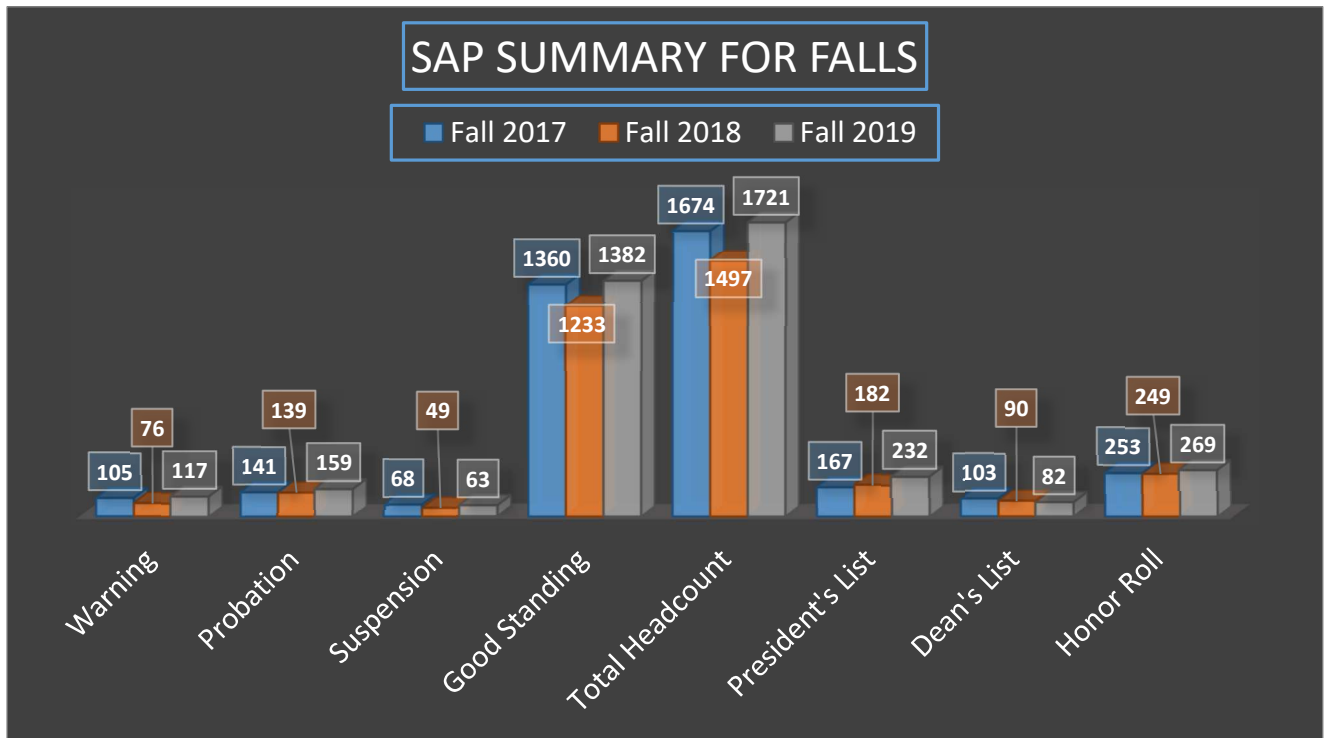
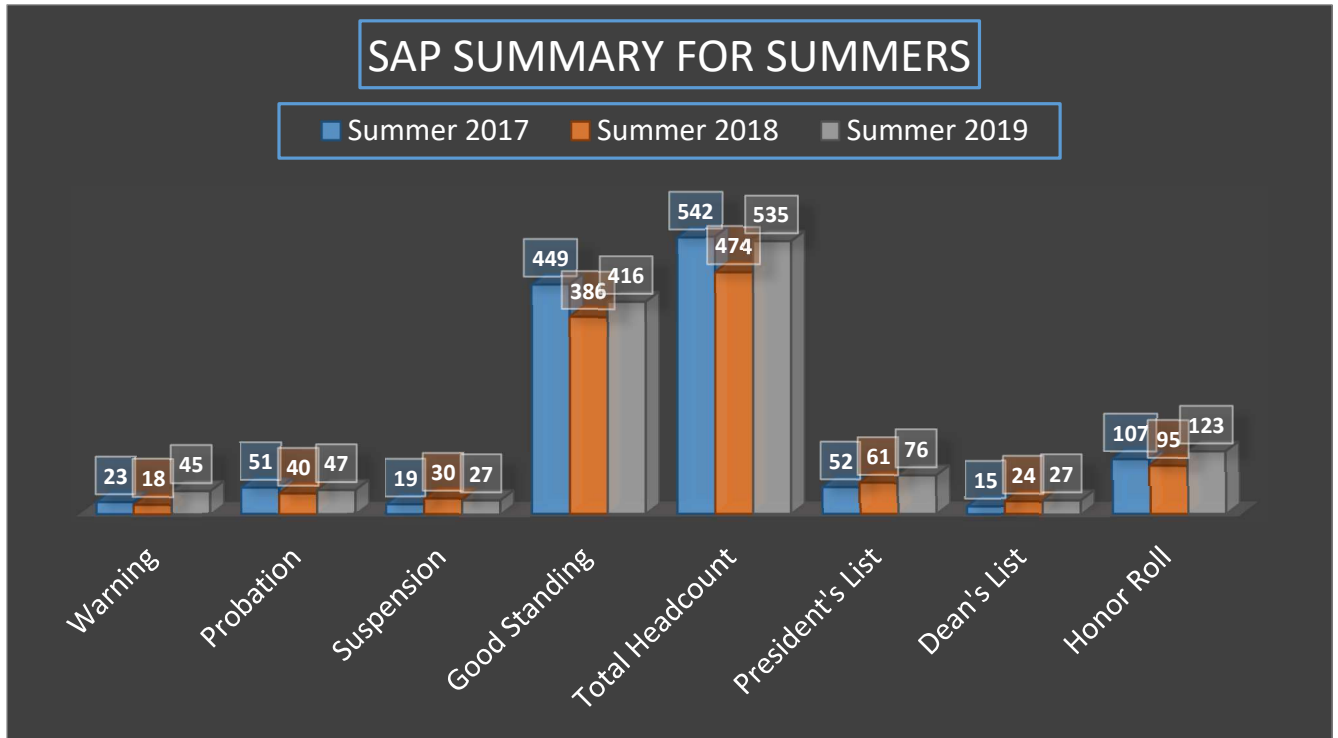
1. Implement Jenzabar parent module for FERPA permissions by Spring 2021. This will require collaborative work with the IS Department. The measures for evaluation of achievement will be the usage metrics by students once implemented.
2. Archiving and Documents Management process improvements by Spring 2020. This is work in progress at this time, with an initial review of department's current archiving process. The department is working with the IS Department on this project and assess the need for any process improvement deemed necessary. The measures for evaluation of achievement will be the numbers of documents archived successfully.

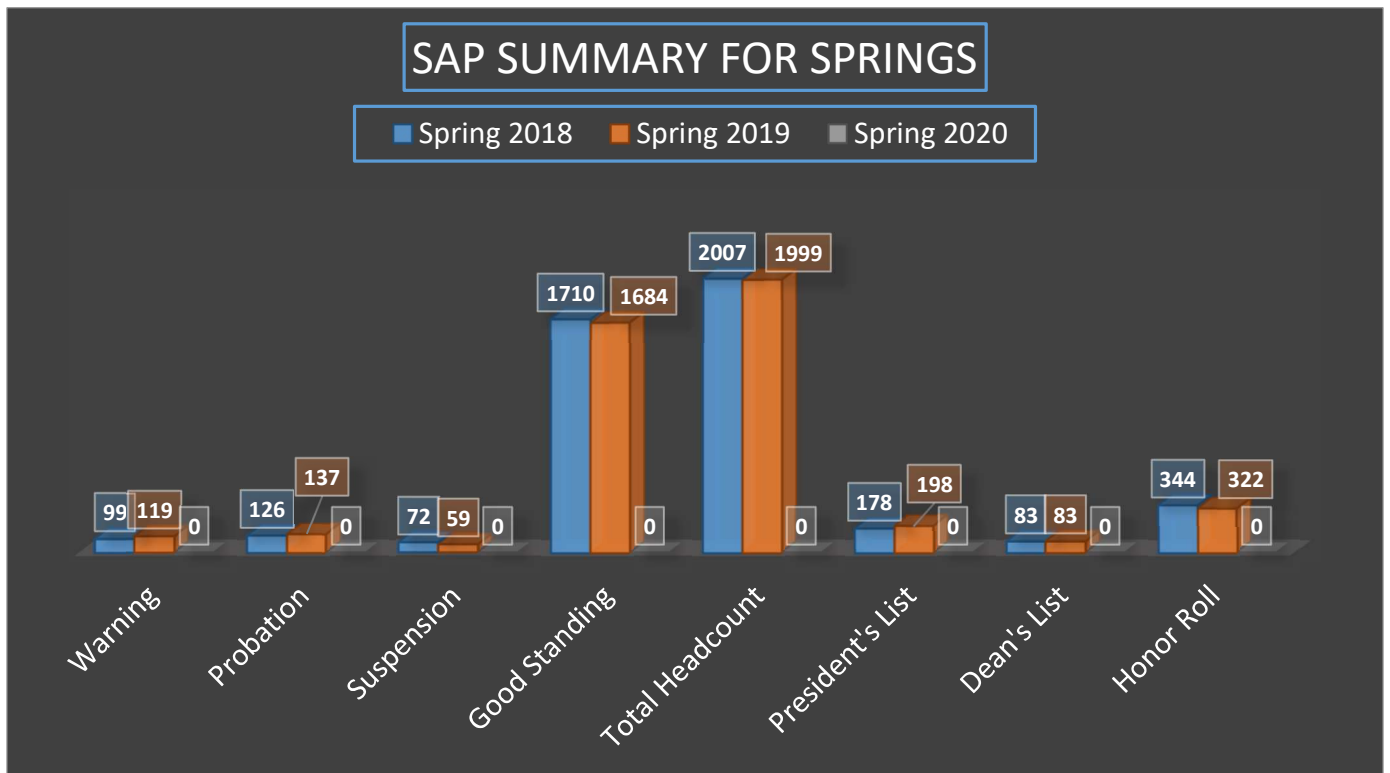
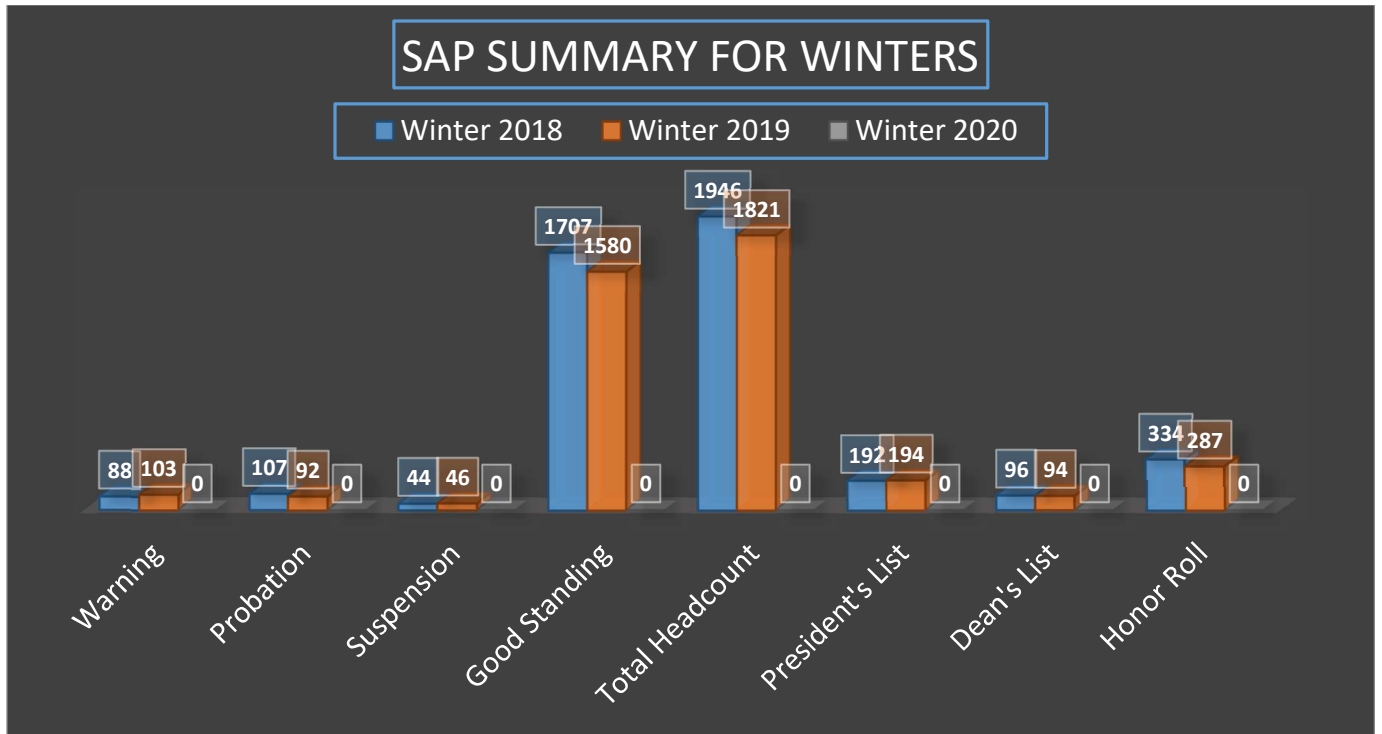


## 8. APPENDICES

### Appendix A: SAP (Student Academic Progress) SUMMARY. Please refer to 1D. (7)

	Warning	Probation	Suspension	Good Standing	Total Headcount	President's List	Dean's List	Honor Roll
Summer 2017	23	51	19	449	542	52	15	107
Summer 2018	18	40	30	386	474	61	24	95
Summer 2019	45	47	27	416	535	76	27	123
Fall 2017	105	141	68	1360	1674	167	103	253
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Winter 2020	-	-	-	-	-	-	-	-
Spring 2018	99	126	72	1710	2007	178	83	344
Spring 2019	119	137	59	1684	1999	198	83	322
Spring 2020	-	-	-	-	-	-	-	-





**(B) JOB DESCRIPTIONS**



## Klamath Community College

### Registrar | Job Description

Employee Name: \_\_\_\_\_ Status: Exempt

Department: Enrollment Services Location: Main Campus Reports to: Vice President of Student Affairs

#### JOB SUMMARY

Serves as the College Registrar and FERPA officer. Oversees graduation, registration, student records, telephone and in-person access, transfer, transfer credit evaluation, and transcripts. Provides leadership for development, maintenance, and growth of Jenzabar Exi Registration and Advising module.

Serves as *ex officio* member of Academic Council and Student Affairs and Enrollment Management Council. Chairs the Commencement Committee.

The position supervises the full-time Transcript Specialist and student workers.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

**To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

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##### **Commencement.**

Obtains from the President the confirmation of Commencement speaker.

Oversees the selection of the national anthem singer.

Works with the Vice President of Student Affairs to obtain student experiences to spotlight during the ceremony.

Oversees the ordering, storage, distribution, and collection of Commencement regalia as needed.

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##### **Enrollment and registration.**

Responsible for the setup and maintenance of procedures and systems for registration.

Oversees the monitoring of enrollment, advising, and trends.

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##### **Family Educational Rights and Privacy Act (FERPA).**

Serves as the College's FERPA officer, publicizing rules and interpreting FERPA when needed.

Ensures management, sharing, access, and safeguarding of records in compliance with FERPA.

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Works with Human Resources to provide accurate materials for new employees and annual employee training.

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**Graduation.**

Oversees graduation evaluation process and ensures validity of awards and credentials.

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**Jenzabar modules and technology.**

Serves as the module manager for Jenzabar RG and AV modules.

Studies, stays current on, and advocates for the use of technology to free staff for interpersonal student engagement.

Works with IS to correct the DBCC error reports.

Reviews non-degree course program reports and corespondence with students.

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**National Student Clearinghouse (NSC).**

Responsible for contracts and payments to NSC in collaboration with the Business Office.

Ensures regularly scheduled uploads of College data to NSC and that services from NSC are fully utilized.

Responsible for managing all corrections to the monthly report.

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**Reports on enrollment and retention.**

Assists Vice Presidents of Student Affairs for analysis of enrollment and retention.

Provides monthly reports to the Vice President of Student Affairs for reporting to the College Board of Education.

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**Retention.**

Serves on the Retention Committee

Fosters 100% Student Engagement so that all students are connected to appropriate resources for success.

Works closely with the Retention module manager and others to implement retention processes.

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**Satisfactory Academic Progress (SAP)/probation and honors.**

Oversees the quarterly running of SAP, posting of honors, probation, and warning statuses; handles related appeals.

Arranges with the Transcript Specialist to display names of honors recipients in the Commons.

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**Student records.**

Protects the integrity of the transcript and its contents.

Oversees the collection and posting of grades and the documentation of grade changes.

Oversees the posting of authorized and approved co-curricular activities in academics, leadership, and service.

Oversees archival, retention, and confidential destruction of student records, both paper and digital.

Responsible for updating policies and procedures sections of the online Catalog (Acalog)

Coordinates with Academic Affairs and IS for Jenzabar export into online Catalog (Acalog)

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**Supervision.**

Supervises, coaches, and mentors department personnel.

Conducts annual performance evaluations.

Works with supervisor and Human Resources to conduct appropriate disciplinary inquiries and action, if warranted.

Makes recommendations on hiring and terminations.

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**Budget.**

Administers the approved Registrar's budget.

Works with the Vice President of Student Affairs to develop annual budget proposals.

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**Transfers.**

Oversees the evaluation of incoming transfer credit to ensure that all permissible credit is granted in a timely fashion.  
Publicizes and applies articulation agreements to maximize credits awarded at receiving institutions.  
Provides incoming and outgoing transfer students with seamless support.

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

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Other duties as assigned.

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**KNOWLEDGE, SKILLS AND ABILITIES NEEDED TO PERFORM THIS ROLE:**

- Clear understanding of the role of the Registrar in protecting the integrity of the academic record.
- Knowledge of retention strategies and ability to design and implement retention plans.
- In-depth knowledge of FERPA and records security.
- Ability for student records filing, archiving, and destruction (paper and digital).
- Knowledge of implementing and maintaining student information systems and web-based services.
- Skill in supervision, management, and leadership (such as budgeting, team development, planning and organization, and the like).
- Excellent written, presentation, and oral communication skills.
- Strong analytical skills with general knowledge of descriptive and inferential statistics.
- Proficiency in the use of Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).

**EDUCATION AND EXPERIENCE:**

- Bachelors degree required. Master's degree in educational administration, student services, or a related area of study preferred.
- Minimum of two years of full-time administrative experience in enrollment management, marketing, student services, or a related area, preferably at a community college.
- Supervisory experience is required.
- Experience using integrated student information systems; knowledge of the Jenzabar EX information system is desirable.
- Data management experience including development of services using technology to help students and staff.
- Experience with transfer credit evaluation and transfer students.
- Experience in areas such as advising, graduation, records, retention, transfer credit, and enrollment management required.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- Frequently moving from stationary sitting positions to standing and walking.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

MM/DD/YY

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

MM/DD/YY



## Klamath Community College

### Transcripts/Records Specialist | Job Description

Employee Name: \_\_\_\_\_

Status: Exempt

Department: Student Affairs

Location: Main Campus

Reports to: Registrar

#### **JOB SUMMARY**

The Transcripts/Records Specialist assists the Registrar with activities related to records and registration in support of College programs, goals, and regulatory compliance. The Records Specialist is also responsible for contributing to an environment that promotes an effective and responsive registration and records program that meets College goals and students' needs.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform the job successfully, an individual must be able to perform satisfactorily each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

##### **Assists with activities related to records and registration in support of institutional programs, goals, and regulatory compliance.**

- Assists in the administration of the Registrar's Office.
- Advising module manager
- J1 Academic Planning Tool Set Up
- Manages course substitutions
- Assists Registrar with various duties as needed. These include but are not limited to: grade entry at various times throughout the term.
- Manages the graduation procedure to include processing Petitions to Graduate, communication with students, staff and faculty as necessary, posting degrees to the student system, and distribution of diplomas.
- Assists the Registrar in maintaining degree audit functions and helps address any issues.
- Develops, implements, and maintains an archiving process of student records in accordance with state regulations and best practices as set forth by the American Association of Collegiate Registrars and Admissions Officers (AACRAO).
- Verifies student enrollment status to a variety of entities and performs verification reporting functions to the National Student Clearing House.

## Klamath Community College Non-Instructional Department Review:

- Ensures that College website content is accurate regarding the Registrar's Office (graduation, transfer evaluations, catalog, and related features of the website).
- Processes and inputs data in the student information system for students who are participating in the dual enrollment program between the College and other post-secondary institutions.
- Contributes to maintaining a current and accurate registrar procedure manual consistent with College policies and procedures.
- Assists the Registrar with transfer credit evaluation functions including data entry, evaluation of courses completed at another institution, letter generation, and mailing of transfer evaluations.
- Processes transcript request and sends out College transcripts.
- Assists with student registration as needed.

### **Contributes to an environment that promotes an effective and responsive records and registration program that meets institutional goals and students' needs.**

- Provides training on Family Educational Rights and Privacy Act (FERPA) to faculty, staff, and students up to several times a month.
- Manages the process of notifying students each term regarding their academic status, such as probation.
- Communicates with students regarding the outcome of Financial Aid and suspension appeals, including generating and mailing letters in a timely manner.
- Communicates with students, staff, faculty, and community members via phone, email, and in person regarding Registrar issues within established timelines set forth by the College and office.

### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Participates in catalog development meetings, Commencement Committee, Appeal Committee, and other committees.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE**

- Ability to communicate clearly, effectively, and professionally in oral and written formats.
- Ability to manage multiple projects and activities, self-direct, and meet critical deadlines with minimal supervision.
- Proficiency with Microsoft Office Suite (Word, Excel, and Outlook). Typing speed >60 WPM.
- Excellent attention to detail, accuracy in transcription and records management, and outstanding commitment to standards.
- Excellent interpersonal skills and the ability to work effectively with colleagues and students to create a diverse, inclusive office and campus.
- Understanding of and ability to keep current on FERPA issues and other state and federal regulations.
- Ability to represent the College in an outstanding, professional, and positive manner.
- Ability to develop and apply flexibility, resourcefulness, and creative approaches to unique problems while prioritizing delivery of superior customer service.
- Must be enthusiastic, organized, and possess a positive "can-do" spirit.
- Ability to work independently and as a team player.
- Keen awareness of confidentiality requirements and ability to maintain high standards of ethics, honesty, and integrity in all job-related matters.

### **EDUCATION AND EXPERIENCE**

- Associate's degree in business support or administration, accounting, medical transcription, or a related data management field.



Klamath Community College Non-Instructional Department Review:

- Bachelor's degree preferred.
- Prior experience in a college registrar's office is preferred.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

- Frequently moving from stationary sitting positions to standing and walking.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

MM/DD/YY

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

MM/DD/YY

## 8. NON-INSTRUCTIONAL DEPARTMENT REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
<b>1—Support of the College Mission</b>	Exhibits ongoing and systematic evidence of mission achievement.	Exhibits evidence that planning guides program and services selection that supports the College's mission.	Evidence that planning intermittently informs some selection of services to support the College's mission.	Minimal evidence that plans inform selection the of services to support the College's mission.
<b>2—Accomplishments in Achieving Goals</b>	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence that planning guides services selection that supports goal achievement.	Evidence that planning intermittently informs some selection of services to support the goal achievement.	Minimal evidence that plans inform selection of services to support goal achievement.
<b>3—Personnel Summary</b>	Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position.	Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Staffing is insufficient to meet needs.
<b>4—Staff Development</b>	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
<b>5—Facilities and Equipment</b>	Facilities and resources meet current and future needs of the College.	Facilities and resources meet current needs of the College	Evidence of a plan to have facilities and resources meet current and future needs of the College.	Minimal evidence that facilities and resources meet current and future needs of the College.

<b>6—Budget</b>	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
<b>7—Strengths and Weaknesses</b>	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
<b>8—New Goals and Plan</b>	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
<b>9—Overall Evaluation</b>	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the College.	There is evidence that planning intermittently informs some selection of services to support the College.	Minimal evidence that plans inform selection the of services to support the College.
	<b>Highly Developed</b>	<b>Developed</b>	<b>Emerging</b>	<b>Initial</b>