

2020

RECORDS & REGISTRATION

Annual Report

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Table of Contents

TABLE OF CONTENTS	2
MISSION	5
Profile	5
Goals	5
Records & Registration Staff	5
COMMITTEE WORK	6
Ongoing	6
Self-Study	6
Strategic Plan.....	6
AY2020-specific committees	6
COLLEGE POLICIES	7
Approved Policies.....	7
Collaboration and Review of Policies	7
Draft Policies	7
PROJECTS & INITIATIVES	8
COVID-19 response and support.....	8
Automated process for hold notifications	8
College-readiness continuous enrollment tracking	8
Document management system implementation	8
FERPA training and related materials.....	9
Gratitude Project.....	9
Jenzabar efficiencies	9
Kindness Connections	9
Onboarding courses	10
Student self-registration	10
Transcript evaluation process	10
REGULAR, ONGOING PROJECTS	11
Academic calendar	11
Athletic eligibility validation.....	11
Maintenance of online advising and degree audit tools.....	11
Commencement.....	11
Course scheduling	11
Degree audits	12
Final exam scheduling	12
Attendance & grade reporting	12
Preparation of college catalog	13
Prerequisite and corequisite entry.....	13
KEY PRODUCTION NUMBERS	14
STATE REPORTING	15
JENZABAR SOFTWARE UPDATES	16
PROFESSIONAL DEVELOPMENT	17
WHAT OTHERS ARE SAYING ABOUT RECORDS & REGISTRATION	19

Mission

The Office of Records and Registration serves as perpetual stewards of students' records from application to degree conferral. Teaching and learning at Garrett College are supported through the administration of academic policies; technical support of the Student Information System; maintenance and transmission of academic records; and data analysis and reporting. The Office strives to utilize technology-based solutions to increase efficiencies and improve data integrity in all areas.

Profile

The Office of Records and Registration (ORR) works closely with all College units to enroll, retain, and graduate students. We strive to serve our students, faculty, and staff, as we maintain the academic catalog, coordinate course scheduling, manage the student information system, facilitate student registration, update and maintain the student academic record, articulate student transfer credit, produce transcripts, advise on and confer degrees, report enrollment data, maintain the College's academic calendar, facilitate exam scheduling, and support data analysis and reporting. In addition, the specific role of the Registrar provides guidance and interpretation in regards to federal, state, and campus policy and practice including the release and protection of student records, as determined by the Family Educational Rights and Privacy Act (FERPA).

Goals

ORR goals reflect and support the College's Strategic Goals through the use and implementation of effective technologies, by using resources wisely in order to provide services, and by sustaining a welcoming and inclusive environment for students, faculty, and staff. Furthermore, the ORR aligns with the goals of the Student Affairs Division by providing student support through the use of technology and access to staff who provide guidance in navigating policies, procedures, and degree requirements in order to attain a degree; and through the support and maintenance of integral student information system modules and other key registration tools providing students and academic advisors current information to promote student success and minimize time to degree attainment.

Records & Registration Staff

Kimberly DeGiovanni, Registrar
Serving Garrett College since 2003

kim.degiovanni@garrettcollege.edu
301-387-3040

Robin Swearengen, Records & Registration Assistant
Serving Garrett College since 1995

robin.swearengen@garrettcollege.edu
301-387-3047

Keela N. Pfaff, Student Records Specialist
Serving Garrett College since 2017

keela.pfaff@garrettcollege.edu
301-387-3113

Committee Work

The staff of the Office of Records & Registration is committed to ensuring the success of the College by serving on multiple committees focusing on governance, communications, enrollment, curriculum, and academics.

Ongoing

Academic Calendar Committee, chair	Kim DeGiovanni
Academic Dismissal Appeal Board	Kim DeGiovanni & Robin Swearngen
Communications Workgroup, chair	Keela Pfaff
Communications Workgroup subcommittee, chair	Keela Pfaff
Curriculum & Academic Standards Committee	Kim DeGiovanni
Enrollment & Advising Task Force	Kim DeGiovanni
Enrollment Management Planning Committee	Kim DeGiovanni
Staff Senate, Secretary	Keela Pfaff
Student Conduct Appeal Board	Robin Swearngen

Self-Study

In preparation for the Self-Study report submitted to Middle States in January 2020, several workgroups were formed to compile and analyze information related to each of the seven standards.

Self-Study Standard II: Ethics & Integrity, chair	Kim DeGiovanni
Self-Study Standard IV: Support of the Student Experience	Keela Pfaff

Strategic Plan

During the process to redesign the Strategic Plan, various workgroups were created to address separate issues linked to the success of the College.

Strategic Planning Academic Workgroup	Kim DeGiovanni
Strategic Planning Enrollment Workgroup	Keela Pfaff

AY2020-specific committees

Technical Services Librarian Search Committee	Keela Pfaff
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College Policies

As stewards of students' personal information and administrators of academic policies, the Office of Records & Registration is often sought after for collaboration on the creation or revision of college policies and procedures.

Approved Policies

Privacy of Student Records - Family Educational Rights & Privacy Act (FERPA) Policy & Procedures	Approved by the Board of Trustees on February 19, 2019
Posthumous Awards for Students Policy	Approved by the Board of Trustees on May 21, 2019

Collaboration and Review of Policies

Employee Records Policy	Collaborated/reviewed with Shelley Menear, Director of Equity and Compliance
Identity Theft Prevention Program (Red Flag Rule Response)	Reviewed per request of Shelley Menear, Director of Equity and Compliance
Late Registration Policy	Enrollment and Advising Task Force collaboration
Privacy & Protection of Personally Identifiable Information	Collaborated/reviewed with Shelley Menear, Director of Equity and Compliance
Public Information Policy	Collaborated/reviewed with Shelley Menear, Director of Equity and Compliance
Relationships of Power or Influence	Collaborated/reviewed with Shelley Menear, Director of Equity and Compliance

Draft Policies

Chosen Name Policy	Research was conducted into the ramifications of instituting a Chosen Name Policy across campus. A proposed policy was drafted but has not yet been put forward for approval and implementation due to current limitations with various software. It is our hope that this issue can be revisited in the near future.
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Projects & Initiatives

COVID-19 response and support

Records and Registration staff tele-worked full-time throughout the COVID-19 campus closure with no loss of essential services. Staff quickly responded to the need of students, faculty, and advisors to obtain remote access to services: student forms were converted to fillable PDFs and posted online; procedures were adjusted as needed and communicated; changes were made to Jenzabar and JICS to allow students to withdraw through the extended withdrawal date; late start course dates were adjusted; staff conducted extensive updates and testing of the student self-registration experience and collaborated with the AASC to assist with remote advising and registration; and the academic standing rules were adjusted to provide a semester grace from academic dismissal. The office continues to streamline student access to services by creating online forms available in the student portal to expedite advising and other services.

Automated process for hold notifications

ORR staff collaborated with numerous offices to assist them in streamlining their student hold processes and communications. Based on each office's needs, the ORR developed email templates that can be automatically emailed when a hold is placed on or removed from a student, providing real-time notification of hold statuses and ability to register for classes and/or receive grade reports.

College-readiness continuous enrollment tracking

Garrett College supports the College and Career Readiness and College Completion Act of 2013 by requiring all degree-seeking students to maintain continuous enrollment in English, Reading, and Mathematics until (s)he has successfully completed the associated College-level course (or in the case of Reading, the terminal developmental course).

The Registrar worked closely with members of the IT department to develop an automated process which checks all currently enrolled students for adherence to the Continuous Enrollment requirement. This process saves staff time while also ensuring that all students remain in compliance by registering for the necessary English, Reading, and Mathematics courses, furthering their chances for successful completion within a reasonable time frame.

Document management system implementation

Implementation of the OnBase document imaging system coincided with the busiest time of year for student services; the ORR department worked to complete necessary training and testing without causing disruption to the College. Following a successful conversion, the system is up and running and the office continues working with IT to fine tune procedures.

A 27-page SOP (Standard Operating Procedures) was developed to document processes and ensure continuity of operations. This document continues to be revised and/or expanded, as necessary.

FERPA training and related materials

In support of the College's on-going commitment to protecting the confidentiality of student records, the ORR staff conducted a formal review and re-write of the College's Family Educational Rights and Privacy Act (FERPA) materials. The following items were updated for accuracy, re-designed and distributed to constituents:

- *Faculty & Staff Guide to FERPA* booklet
- *Parent Guide to FERPA* brochure
- *Understanding FERPA* Blackboard training module

The "Understanding FERPA" on-line training opportunity was developed to be delivered as part of Garrett College's mandatory Employee Compliance Training module deliverable via Blackboard. The module includes an in-depth 20-minute presentation followed by a self-assessment of understanding. In collaboration with the Director of Equity and Compliance, a process has been developed requiring all new employees complete FERPA training as part of their initial on-boarding process, with a bi-annual reaffirmation of understanding. To date 136 employees have completed this required training.

Gratitude Project

In the spirit of Thanksgiving, the ORR staff hosted the Gratitude Project, taking photographs of students, faculty, and staff of Garrett College as they share their appreciation and gratitude by completing the sentence, "I am thankful for..." This biennial program regularly reaches approximately 75 students, staff, and faculty. Experience the Gratitude Project by visiting garrettcollege.edu/gratitude-project.

Jenzabar efficiencies

Continual efforts are made to utilize Jenzabar functionality to provide efficiencies to students and colleagues across campus. Over the past year, the ORR researched, proceduralized and implemented the following Jenzabar efficiencies: streamlined repeat processing for online registration, developed reporting tools for business and financial aid offices eliminating paper processes, streamlined processes and developed automated emails to students dropped for non-payment and non-attendance, developed reports to assist athletics in monitoring student-athlete registrations, worked with AASC to enhance the student self-registration experience and implemented self-drop functionality, collaborated with AASC and IT on advisor data needs, created easy-to-use fillable PDF forms and began implementation of online form submissions.

Kindness Connections

In March 2019, the ORR hosted an on-campus Kindness Connections event encouraging the campus community to write positive notes for distribution on campus. Over 200 notecards were distributed to students, faculty, and staff. The event was well-received by many and garnered several enthusiastic responses and compliments from students and employees. It was wonderful to see the look on people's faces when they noticed their name on the Wall of Kindness and/or when they received their cards.

Onboarding courses

In an effort to improve student participation rates in new student orientation and student compliance training, the ORR initiated the development of onboarding pseudo courses. Incoming students are now registered for two courses, GAR010 *New Student Orientation* and GAR020 *Student Compliance Training*. The Director of Equity & Compliance can now issue “grades” to indicate completion of the course and can easily track and monitor whether students are fulfilling these requirements.

Student self-registration

As a result of collaborations between the Office of Records & Registration (ORR), the Advising & Academic Success Center (AASC) and the IT Department, student self-registration (online registration) is now available to all degree-seeking students. This student-centric initiative allows us to better utilize our software system, improve on internal campus efficiencies, and enrich the overall student experience.

In Fall 2018, the ORR set-up the functional system and collaborated with the AASC to pilot student self-registration (SSR) with all new, incoming spring semester students administered through New Student Advising. Positive results from students and AASC advisors led to a full implementation in April 2019 for all degree-seeking students to enroll via SSR.

Implementation included a partnership with the IT department in the development of a test system, which allowed the ORR to further streamline the functional system. This enterprise also prepares our outgoing graduates for the online registration they will experience at our four-year partner institutions.

Transcript evaluation process

Garrett College’s transcript evaluation policies and procedures are regularly reviewed to monitor adherence to federal regulations and review institutional best practices. A review of the guidelines set forth by the American Association of Collegiate Registrars and Admissions Officers (AACRAO) in the *2020 AACROA Academic Record and Transcript Guide*, indicates Garrett College policies are aligned with current regulations.

A review of recommended best practices indicated the evolution of institutions moving toward a model where all credits, regardless of major/degree at admission and transfer credit limit, are considered for transfer. After review of sister-institutions practices and based on consultation with the Admissions and Academics Affairs offices, the ORR has recommended adoption of this best practice, and beginning in AY2021 all eligible credits (max of 36) will be transferred in during the initial transcript evaluation (rather than only bringing in courses applicable to a student’s major/degree). This new process operates in the best interest of the student, allowing the student to run ‘what if’ scenarios to evaluate changing majors without having to request a re-evaluation.

Regular, Ongoing Projects

Academic calendar

With assistance from other members of the Academic Calendar Committee, the 2020-2021 academic calendar was finalized in February 2020. Important dates were entered into the academic calendar on the student portal as well as the student information system (Jenzabar); the calendar was also distributed across campus.

Athletic eligibility validation

The College holds membership in the National Junior College Athletic Association (NJCAA). In collaboration with the Laker Nation Athletics department, ORR staff worked to track and monitor eligibility of 10 athletic teams with 122 Fall 2019 student-athletes and 99 Spring 2020 student-athletes. The ORR tracked athletic participation within the student information system, monitored student-athlete enrollments throughout the semester to identify any potential eligibility issues, provided student-level documents for eligibility submissions, analyzed student-athletes' grades to ensure student-athletes are meeting NJCAA requirements and validated NJCAA Eligibility submissions. The ORR also worked closely with the Athletic Director to provide course transfer guidance, degree completion analysis, and advising assistance as needed.

Maintenance of online advising and degree audit tools

Students and advisors use online advising worksheets and degree audits to guide course enrollment choices and track progress toward degree. Annually, as part of the College Catalog review process, Academics may alter the requirements associated with a program, or may initiate new or deactivate existing programs (with appropriate approvals). The ORR staff executed the maintenance and creation of these tools in Jenzabar, which required development and interpretation of complex rules and scripts defining requirements for each major, minimum grade requirement, external testing requirements, and more.

Commencement

A major function of the ORR is year-round support of the College's graduation/completion agenda. The office provided technical leadership for graduation processes, monitoring applicants' status and officially validating each graduate. Efforts to promote graduation included hosting Destination Graduation every other October and strategic educational campaigns to on-board students, including text messaging, postcards, and signage. The ORR staff is integral to the delivery of the annual commencement ceremony, validating degrees, verifying graduate lists and programs, assigning awards and honors.

Course scheduling

The Office of Records & Registration executed the data entry of the Winter, Spring, Summer and Fall schedule of courses. The Associate Dean of Academic Affairs in collaboration with Academic Directors provided the ORR with details of courses to be offered along with meeting dates, days, and times. The ORR created the course and was responsible for calculating and determining

numerous other data points (may the course be dropped, is wait-listing allowed, who is instructing the course, mode of instruction, location, course fees and cost centers, etc.). Determining refund and reporting dates is a major function in the course schedule entry. For any course that does not follow the standard semester start/end dates, the ORR individually calculated and entered 100%, and 50% refund dates, drop dates, enrollment verification dates, and withdraw dates.

Ongoing changes were made to the schedule before and during student registration, with the ORR executing changes in a timely and accurate manner, to provide students, faculty and advisors with the correct information needed for scheduling classes.

Degree audits

One of the primary roles of this office is the review of students' academic records to determine eligibility for graduation. Degree audits, alternatively referred to as Advising Worksheets, are a useful tool for tracking student progress toward a degree or other credential. The review of degree audits is an ongoing task and, as such, it is difficult to quantify the number of audits reviewed during the course of an academic year.

In preparation for degree conferrals in August, December, and May, ORR staff ran multiple reports to assist in identifying those students who are potentially eligible for graduation. Outreach to these students included text messages, postcards, emails, contact with advisors, and phone calls. Assessment of students' academic progress was conducted multiple times throughout a semester as schedule changes can occur at any time. At end of term, all degree applicants were again reviewed and notified of graduation status.

Final exam scheduling

The Office of Records and Registration created and published the fall and spring Final Exam Schedules. The process involved determining and assigning time slots for all courses, and utilizing reporting tools to identify potential conflicts for faculty or students. When all conflicts were resolved, the exam schedule was made viewable for faculty, who may then request adjustments to their schedule. Once requested changes were complete, the exam schedule was made viewable to students.

Attendance & grade reporting

In order to support an effective retention strategy and to respond to governmental reporting regulations, it is necessary for the College to have a procedure for verifying enrollment status and grades for all students. The ORR oversaw three attendance and grading checkpoints:

- No Show Reporting – Approximately third-week of semester or 20% of shorter courses, faculty must confirm that a student is or is not in attendance. Accurate and timely reporting of student attendance is imperative to preventing the inappropriate release of aid awards.
- Mid-term Grades – Approximately ninth week of the term, faculty report grade and provide commentary for student success follow-ups.
- Final Grades – End of term, faculty report grade and last dates of attendance for deficient grades.

ORR management of the grading processes at all three checkpoints included ongoing electronic reminders of upcoming deliverables and due dates, monitoring and securing missing reports, and various reporting outputs to constituents. Additionally, students who are deemed entire no shows (not attending a single class) were withdrawn from the term.

2020FA	3152 Grades Recorded	Total Students: 659
2020SP	2232 Grades Recorded	Total Students: 610
2020SU	198 Grades Recorded	Total Students: 134
2020WI	134 Grades Recorded	Total Students: 117
TOTAL : 5716 Grades Recorded		

Preparation of college catalog

Annually, the Office spearheads a campus-wide review of the official College Catalog, including review and revision of academic program and degree requirements. The ORR is responsible for executing all requested updates and revisions in the Catalog, and disseminating and reporting changes to Marketing, Web Development, and other areas as appropriate. The Catalog is officially released to the public in April of each year.

Prerequisite and corequisite entry

The on-line registration system utilizes a complex pre-requisite and co-requisite checking system to verify students have successfully completed or are enrolled in the coursework deemed necessary for student success. The ORR managed over 300 requisites relative to 225 courses, which included an annual review and validation of course pre- and co-reqs, implementing changes from Academic Departments, and verifying consistency between the College Catalog and the Jenzabar system. System-generated pre-req validations were automatically conducted at time of student's registration. The ORR again validated students' upcoming enrollments at the end of term and disenrolled students who failed to meet the requirements.

Key Production Numbers

Production activities are those that are required in the usual academic cycle. Additional time is spent on projects, which are described in other sections. Below are representations of our main functions.

In addition to regular production activities, the Office of Records & Registration is a go-to resource for faculty, staff, students, parents, and others throughout the year. ORR staff field inquires and serve as a knowledge source providing guidance and assistance on a range of topics such as advising and registration procedures, application of academic policy, college-wide processes, Jenzabar troubleshooting and support, and more.

Transcript requests fulfilled*	929
Alternative & transfer credits entered	1,619
Transcripts evaluated	142
Transfer equivalencies established	464 courses across 73 schools
FERPA permissions entered	200
Graduation applications processed	104
Technical skills proficiencies recorded	41
Items scanned and indexed into document management system	11,026 documents for a total of 17,716 pages
Advising Alterations, Waivers, &Substitutions	155
Schedule changes managed by ORR	1,336
Registration forms processed	651
Name changes recorded	31
Incomplete contracts managed	93
Advisor/curriculum changes	167
Address changes	85
Courses created (SU, FA, WI, & SP)	534
Pre- and co-requisites created	294 across 223 courses
Grade changes entered	129
Student-athletes tracked and monitored	10 teams, 122 student athletes

*Official electronic transcripts were made available via Parchment beginning June 2018.

State Reporting

The Office of Records & Registration oversees the collection and submission of various institutional, State, and Federal reports. As the lead office responsible for state-funding reports, the following data collections are scrutinized and reported to the Maryland Higher Education Commission (MHEC) securing compliance with MHEC requirements and supporting state funding efforts.

Summer Term

Report	Description
CC-2	Annual FTE Funding
CC-2A	Statewide Funding
CC-2B	WV Reciprocity Funding
CC-2D	Health Manpower Funding
EIS	Student Enrollment Data
Near Completers Initiative	Near Completers Data
S-20	Exemption for Nonresident Tuition for Undocumented Immigrants
WV Reciprocity (WVHEC)	WV Residents Attending Garrett College
List A	Inventory of Career Offerings

Fall Term

Report	Description
CC-2A	Statewide Funding
CC-2B	WV Reciprocity Funding
CC-2D	Health Manpower Funding
EIS	Student Enrollment Data
List A Verification	List A Verification
S-6	Credit Hours Enrollment Data
S-7	Opening Enrollment Data

Winter Term

Report	Description
CC-2A	Statewide Funding
CC-2B	WV Reciprocity Funding
CC-2D	Health Manpower Funding
EIS	Student Enrollment Data
Freedom to Vote	Voter Registration Initiatives & Data

Spring Term

Report	Description
CC-2A	Statewide Funding
CC-2B	WV Reciprocity Funding
CC-2D	Health Manpower Funding
EIS	Student Enrollment Data
S-7	Opening Enrollment

Jenzabar Software Updates

Jenzabar releases, at a minimum, four software updates per year, containing new features and enhancements as well as fixes for known product defects (aka bugs). The Jenzabar system is a campus-wide solution not only for student records, registration, and advising, but also for payroll, accounting, and human resources, and as such the College must regularly update in order to stay current with Federal regulations and tax law changes. Every update must be thoroughly vetted by all departments and the ORR executes a detailed testing regime with each update.

Version	Release Date	Features and Impact Relatable to Records & Registration
2019.5.0.2	1/23/2020	Fixed fatal defects in J1Web grade entry, state reporting capture, resolved credit hours update miscalculations and compute student progress not running.
2019.5.0.1	1/10/2020	Fixed fatal defects in registration, admission to registration transfer, and performance issues in name search
2019.5	12/18/20019	Updated J1 Desktop, JICS, and J1Web. Major rewrite of numerous areas. 1098-T and tax code changes. Total redesign of J1Web grade entry.
2019.4.1	9/30/2019	Resolved defects in various areas.
2019.4	9/10/2019	Updated J1 Desktop, JICS, and J1Web. Began implementation of Campus / Legal Name features. Major overhaul of JICS. Total redesign of J1Web navigation.
2019.3.1.1	7/22/2019	Resolved defects in FormFlow, accounts payable, accounts receivable, general ledger.
2019.3.1	03/27/2019	Updated J1 Desktop, JICS, and J1Web.

Professional Development

The Office of Records & Registration actively pursues professional development opportunities to gain and improve the knowledge and skills important to the efficient, effective execution of their positions and job performance. To maximize the potential of the College's student information system, the department often seeks out Jenzabar-specific professional development opportunities, making use of free webinars to enhance skills with J1 Desktop, J1 Web, and Infomaker.

Jenzabar Annual Meeting, 2019

Registrar Kim DeGiovanni presented *Drop It Like It's Hot*, a presentation focused on how to automate mass drops

Registrar Kim DeGiovanni, along with Director of Admissions and Recruitment Melissa Wass, co-presented *All Hands On Deck: Enhancing the Onboarding Process*

Cecil College Networking

Garrett hosted representatives from Cecil College's admissions, registration, advising, and billing departments who, after attending presentations made by Kim DeGiovanni and Melissa Wass at the Jenzabar conference, contacted us requesting an on-site visit. Cecil reps collaborated on how they could mimic Garrett's efficiencies in using the Jenzabar system. As the only Maryland institutions that use Jenzabar, building these collaborations benefits both of our institutions.

Safe Zone Training

Keela attended the Safe Zone Training offered at the college in March 2020. This training offered an opportunity to learn about LGBTQ+ identities as well as gender and sexuality while examining prejudice, assumptions, and privilege. As a result of this training, it is hoped that LGBTQ+ students will feel safe, welcomed, and supported when visiting the Office of Records and Registration.

Jenzabar Webinars

Kim DeGiovanni	Using Rules Based Updates
	Using J1 Web Registration
	Using FormFlow for Students
	Student Communication (Notepad)
	InfoMaker Changes
	Utilizing the PDF Reports Portlet in JICS
	Academic Planning with Jenzabar One
	Introduction to Jenzabar One Web Registration for the Registrar's Office
	Jenzabar One Update

Robin Swearingen	Using Form Flow for Students
	Using J1 Web Registration
	Student Communication (Notepad)
	Registrar's Tips & Tricks
	InfoMaker Changes
	Post COVID-19/Now Is Your Time
	Academic Planning with Jenzabar One
	Jenzabar One Update
	Student Success in the Jenzabar One Ecosystem
Keela Pfaff	Using Rules Based Updates
	Using Form Flow for Students
	Registrar's Tips & Tricks
	Is going paperless enough? Answering disruption with digital evolution
	Introduction to Jenzabar One Web Registration for the Registrar's Office
	Academic Planning with Jenzabar One

What others are saying about Records & Registration

I am ever grateful for the collaborative and congenial working relationship between the Office of Records and Registration and the Advising and Academic Success Center. Processes between our two offices operate seamlessly and in strong support of student success. ORR staff are incredibly friendly, helpful, and student-centered in all endeavors. *-AASC staff member*

The Registrar's Office is always very cooperative; they are willing and able to answer all of my questions in a timely manner. I also appreciate how supportive they are of our students and their experience at GC. *--Faculty member*

I really enjoy working with the Office of Records and Registration. Everyone is very knowledgeable and willing to find the most efficient ways to manage tasks to make things easier for the campus community, all while ensuring the protection of student information. *-Equity & Compliance*

Thank you for always working on things so promptly! *-Faculty member*

Your comments are always uplifting and encouraging. We enjoy working alongside ORR to promote student success. 😊 *-AASC staff member*

I wanted to let you know just how much I appreciate all of the work Kim, Keela, and Robin are doing at this time. Anytime I have had a question or issue, one of you has gotten back to me so quickly. I really appreciate all of the help you all are giving [during teleworking]. *-Faculty member*



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