2021

RECORDS & REGISTRATION

Annual Report

WWW.GARRETTCOLLEGE.EDU

Contents

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.

Department 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).

Annual 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 delivering efficient student support through the effective use of technology; by providing students access to knowledgeable staff for 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
Associate Dean of Student Affairs/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
Admissions & Registration Assistant
Serving Garrett College since 2017

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

Committees

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 Swearengen

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, co-chair..Kim DeGiovanni

Finance, Facilities, Security, and Technology.. Robin Swearengen

Staff Senate, Secretary...Keela Pfaff

Student Conduct Appeal Board...Kim DeGiovanni & Robin Swearengen

Tech Ops Group...Kim DeGiovanni

AY2021-specific committees

NC-SARA Compliance Committee..Kim DeGiovanni

NRWT Faculty Search Committee..Keela Pfaff

OLA Faculty Search Committee ....Kim DeGiovanni

Tech Ops Group Formation

In response to several initiatives in the Garrett College FY2021-25 Strategic Plan addressing technology-related issues, the College's Senior Leadership Group announced the creation of a Tech Ops Group and appointed representatives from all areas of the College to both represent their areas of the College and also think collectively about the long-range good of the institution. The group charge includes: 1) Identifying and prioritizing the solution to institutional process-and-procedure pain points that have a technological solution, 2) Identifying and prioritizing technological supports that would enrich or simplify credit and CEWD instructional formats (virtual labs, game-based learning technology, etc.), and 3) Identifying and prioritizing cross-divisional technology solutions to create a holistic college approach (bridging Jenzabar/Higher Reach, registration technology that supports CEWD and credit, etc.).

Technology & Improved Efficiencies

The Office of Records and Registration strives to implement and refine technologies that support quality experiences for students, advisors, faculty, and other GC departments. ORR staff promotes innovation and efficiency across campus by sharing expertise and supporting other department's initiatives, and is recognized for its known ability to pursue innovation that supports institutional and departmental missions.

Students

The ORR continues its efforts to further develop processes that streamline procedures, eliminates hurdles, and improves the student experience.

Reports

A self-service enrollment verification (proof of enrollment) can now be accessed and printed directly by students from the my.garrettcollege.edu student portal.

A self-service student progress to degree report is now located in the student portal; this report details a student's progress toward graduation along with informative notes and reminders about applying for graduation and other academic information.

Online Forms

To improve the student experience and eliminate hurdles created by using paper forms requiring multiple signatures, the ORR assessed all transactions facilitated by the office, revised processes and reduced the number of signatures whenever possible, and converted these transactions into online submissions accessed within the student portal. The following transactions can now be accomplished at any time via online submissions.

- Dismissal Appeal, including:
    - Electronic workflow process for student submission and review of appeals
    - Automated outcome notifications
- Change Your Advisor
- Course Repeat Request
- Graduation & Diploma Application
- High School Dual Enrollment Registration
- New Student Data Sheet
- Student Information Release
- Waiver/Substitution Request

Improved Communications

With the goal of improving the student experience by providing students with timely information critical to their academic success as well as confirming receipt and processing of online submissions, the ORR developed several processes for auto-generating emails to students.

- Implementation of a summer advisor reassignment and a fall/spring 3rd week advisor reassignment for students with advanced standing, including automated email notification, allows high-achieving students to transition to faculty advising a semester earlier than prior processes.

- To celebrate and encourage students with no midterm deficiencies, an automated email process was developed which commends them for their achievement.
- An automated start-of-term email was constructed with advisor reminders and notification of important start of term information.
- Upon registering for courses, new and returning students now receive term-specific automated emails with important information regarding the "next steps" to be taken (how to pay your bill, textbook information, when classes start, etc.).
- Creation of a standard email confirming receipt and processing of a student's graduation application provides students and advisors with the necessary reassurance that their submission was processed and they are on track for graduation.
- Processing of grade changes now results in an automated email to both student and instructor, confirming the grade change and providing the student with instructions on viewing the new grade in the student portal.

Faculty & Advisors

Over the past year, the ORR developed and deployed numerous web-based tools for faculty and advisors, allowing each group quick access to many crucial datasets without needing to learn a new system or submit an official request.

Process Automation

Dramatic increases in high school dual enrollment brought about a request from the local high school to increase grade reporting information between institutions. The ORR developed an online process for faculty to submit grade percentages (normally not reported at the collegiate level) in addition to letter grades. Enhanced grade reporting to high school guidance offices was also developed.

Reports

A faculty PDF waitlist report was developed so that instructors can track progress of waitlists for their courses from within the my.garrettcollege.edu portal.

To provide Advisors better access to up-to-the-minute information, the ORR developed online advising reports that can be self-generated in the my.garrettcollege.edu portal:

- An Advisee Info report provides an account of advisees' enrollment and contact information.
- The Advisee Drops report can be used to identify and follow up with students who have dropped or withdrawn from courses.
- The FERPA Permissions report identifies individuals who have received permission to access a student's educational record.
- The Advisee Expected Graduation report details whether their advisees have applied for graduation.

Online Forms

To improve the ease of submitting information to ORR and eliminate obstacles created by using paper forms and requiring multiple signatures, ORR assessed all faculty transactions and converted them into online submissions accessed within the my.garrettcollege.edu portal:
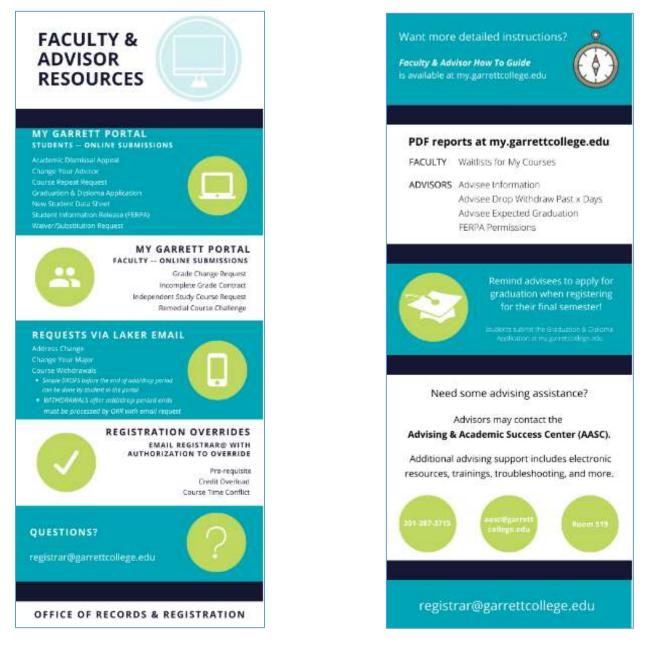
- Grade Change

- Incomplete Grade Contract
- Independent Study Course Request
- Remedial Course Challenge

Resources for Faculty & Advisors

A comprehensive *Faculty & Advisor Systems Guide* was distributed providing guidance on processes and policies, and detailed how-to guidance on working in the my.garrettcollege and laker.garrettcollege information systems.

Due to the high number of changes with processes and procedures, ORR developed a *Faculty & Advisor Resources* card which was distributed to all faculty and advisors and also posted to the faculty and advisor portals for convenient access.

Miscellaneous

Another aspect of revising office procedure was the need to develop new processes for capturing and retaining student transactions as part of a student's permanent academic record. All records are further manipulated and prepared for inclusion in our document management system for ease of retention and accessibility.

Some transactions were deemed not suitable as online submissions; for these items, paper forms were discontinued and an email request and approval process were developed:

- Address Change
- Change Your Major
- Schedule Changes/Withdrawals

Other processes which were reviewed and streamlined for efficiency include:

- The data entry for student State IDs was converted to an automated process, saving hours of manual data entry each term.
- Student email/letter notifications for numerous incoming and outgoing transactions were systemized, including templates for various tuition reimbursement renewal reminders, missing SSN notifications, and more.
- Reports to identify non-returners and assist with retention efforts were streamlined.
- The continuous enrollment report was revised to provide additional pertinent information including if a student is waitlisted or has a waiver in place.

Other departments

The ORR continues to assist other departments in streamlining processes and developing efficiencies. In collaboration with the Financial Aid Office, ORR built an online CARES funding application and also developed an online GC Scholarship OneApp, consolidating and simplifying students' submission of the Foundation and County Scholarship applications.

Projects & Initiatives

Restructuring of Student Affairs

With the recent reorganization of the Student Affairs Division, Registrar Kim DeGiovanni assumed a leadership role as Associate Dean of Student Affairs/Registrar, strategically aligning the Admissions and Records & Registration departments under her direction. With a focus on developing intentional plans focused on enrollment and retention, Kim has also been named co-chair of the cross-divisional enrollment management committee that drives the college's enrollment efforts.

Due to workforce reductions within the Admissions department, the ORR adopted admissions duties into its workload, including processing of acceptance letters, inquiry letters, and inquiries; receipt of high school transcripts; text message communications to high school dual-enrolled students; room reservations for Admissions events; requisition requests; data entry for Intersect; and recording of test scores as well as other tasks, as requested by Admissions.

COVID-19 response and support

Records and Registration staff continued to telework throughout the COVID-19 crisis with no loss of essential services; per College guidance, the office remained open to the public full-time with at least one ORR staff member on campus each day. The office continued to streamline student access to services by creating online forms available in the student portal to expedite advising and other services. Faculty and advisors were also supported with ORR's development of multiple reports and online submission forms which better respond to the needs of colleagues who are teleworking.

In an effort to better manage the needs of the College and students during the pandemic, changes to the College's Academic Calendar were implemented. The ORR was central to identifying trends and suggesting revisions such as extended withdraw period and the cancellation of spring break. All calendar changes were updated in the student information system and communicated to students and parents through Facebook posts, campus posters, student portal announcements, and the academic calendar published on the College's website.

National Student Clearinghouse

Following the IT system admin's retirement, the ORR assumed full responsibility for the National Student Clearinghouse data exchange. The existing processes were scrutinized and a streamlined, fully-documented procedure was developed and instituted. ORR staff now perform all monthly data uploads with no IT assistance.

NC-SARA distance education reporting, data collection processes

In response to increased federal reporting requirements, the ORR developed several data collection processes. To assist the college's AIR and Distance Learning departments, the ORR developed a methodology for faculty to record students' learning placement (internships, practicums, etc.) locations, along with a process for students to report their location while taking distance education classes. Data-views were also designed to assist in report extractions.

Graduation

Efforts to increase timely application

The ORR staff developed processes to identify and communicate with potential graduates and promote application. Throughout the term, extensive validation of student records is conducted on an on-going basis to determine whether students remain potentially eligible for graduation.

A social media campaign was also developed. Timely application benefits the student by allowing ORR staff adequate time to review degree audits and recommend schedule changes, as necessary to place students on track to graduate; and gives students access to information critical to successful completion of program requirements. Social media posts were designed by Keela and submitted to Marketing for publication at critical points throughout the academic year. Other methods of reaching potential graduates includes targeted postcards, emails, and texts.

Planning to graduate in December?

Apply now!

1) Log into the student portal
2) Student tab
3) Online Forms
4) Graduation & Diploma Application

www.garrettcollege.edu/commencement

Redesigned graduation application process

As part of the ORR initiative to improve student awareness and timeliness of application, the ORR streamlined the application process by developing an online application and taking on the advisor-checkpoint; students' applications now flow directly to the ORR for initial review. Upon receipt, the ORR reviews the application and degree audit and notifies the advisor and student of receipt via an auto-generated email. If there are any issues, the ORR informs the student to directly contact the advisor for guidance on how to resolve the issue.

Facilities Improvement

As the first point of contact for new students, our hallway in the Student Center is in dire need of a facelift. In collaboration with Admissions, Financial Aid, and Facilities, we assessed the informative and aesthetic aspects of our hallway keeping the needs of prospective students in mind. Due to budgetary constraints, current changes have included those with a zero-price point. De-cluttering and re-organizing the various items throughout the hallway, including the former site of the Bookstore, have already resulted in an improved aesthetic.

To provide easy access to information, a variety of new slides were designed for display on the TV located next to the Admissions Office. Information provided on the slides includes contact

Student Portal
my.garrettcollege.edu

View your transcripts, pay your bill, register for courses, apply for graduation, and much more within the Student Portal

Records & Registration

Keela N. Pfaff
Admissions & Registration Assistant

Robin Swearengen
Records & Registration Assistant

Kim DeGiovanni
Registrar & Associate Dean of Student Affairs

Order transcripts at www.garrettcollege.edu/transcripts
Add, drop, or adjust your classes at my.garrettcollege.edu

registrar@garrettcollege.edu
301-387-3113
Student Center, Room 410

information for multiple offices, tips for financial success, important academic dates, and reminders to apply for graduation.

Future potential improvements include informative and attractive posters as well as student photos placed throughout the area. With the location of Admissions on our hallway, it is the first point of contact for prospective students and the starting point for all campus tours; providing prospective students and their families with the best possible first impression of Garrett College is paramount to increasing enrollment.

Important Dates Social Media Campaign

Important calendar dates critical to the academic and financial success of students are communicated via multiple methods. Such methods include the academic calendar on the College website, TV slides published throughout campus, posters displayed throughout campus and in the residence halls, text message reminders sent to enrolled students at the appropriate time, table tents displayed in the Library and Academic Advising & Success Center, and virtual folder materials provided to new students.

In AY2021, the ORR developed a plan for sharing these important dates via social media as well. By publishing these important dates to Facebook and Instagram, parents of students will also have an opportunity to be notified of critical dates such as the last day to drop or withdraw for a refund.

Jenzabar Cloud Migration

Extensive time was spent preparing for and reacting to the College's migration to the Cloud-based Jenzabar system which also included mandatory version updates to address tax law changes. The ORR staff assisted IT with after-hours testing and continues to work collaboratively to troubleshoot and problem-solve various issues.

Legal Name/Campus Name

Recent upgrades to Jenzabar included new functionality to designate a Campus Name (preferred name) as well as a Legal Name for all name entities. ORR has tried to accommodate student and employee requests to designate a Campus Name for use as much as possible. This preferred campus name is now shown in name fields, processes, searches, and reports throughout Desktop, J1 Web,

and the campus portal except where legal name is required. To keep legal name information private, new permissions have been added that control which user groups can view it.

Regular, Ongoing Projects

Academic calendar

With assistance from other members of the Academic Calendar Committee, the 2021-2022 academic calendar was finalized in February 2021. 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 99 Fall 2020 student-athletes and 84 Spring 2021 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.

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.

Graduation & 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, signage, and a social media campaign. The ORR staff is integral to the delivery of the annual commencement ceremony, validating degrees, verifying graduate lists and programs, assigning awards and honors.

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.

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.

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 manages numerous 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.
- Learning Placement – Faculty report the location of student's internship, practicum, etc.
- Final Grades – End of term, faculty report grade and last dates of attendance for deficient grades.

ORR management of the grading processes at all 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.

		Midterm Grades	Final Grades	Total	Students
2021	FA	2044	2665	4709	637
2021	SP	1613	1777	3390	528
2021	SU	0	183	183	119
2021	WI	0	99	99	92
		3657	4724	8381	

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 292 requisites relative to 220 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.

Address changes	82
Advising Alterations, Waivers, & Substitutions	133
Advisor/curriculum changes	106
Alternative & transfer credits entered	1,968 hours entered for 99 students
Courses created (SU, FA, WI, & SP)	498
FERPA permissions entered	68
Grade changes entered	119
Graduation applications processed	112
Incomplete contracts managed	33
Items scanned and indexed into document management system	9,231 documents with 16,407 pages
Name changes recorded	37
New Student Data Sheets processed	287
Pre- and co-requisites created	292
Registrations manually processed by ORR	526
Add/Drop changes manually processed by ORR	933
Student-athletes tracked and monitored	99
Students exited from the college	396
Technical skills proficiencies recorded	34
Transcript requests fulfilled	960
Transcripts evaluated	129
Transfer equivalencies established	428

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.

In 2021, Garrett College transitioned to the Jenzabar Cloud solution, migrating all server and system support responsibilities for the Jenzabar suite of products (J1 Desktop, J1Web, JICS, Higher Reach, and PowerFAIDS) from the GCIT team to Jenzabar. The expedited 4-week implementation timeline, required departmental power users such as the ORR to play an active role in the implementation and deployment of the Cloud system. Extensive time was spent by the ORR preparing for and reacting to the migration (which also included mandatory version updates), and ORR staff assisted GCIT with after-hours testing and deployment efforts. A notable improvement in system speed was achieved due to migration.

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.

Kim DeGiovanni	CAPACRAO Lunch & Learn: COVID-19 Reflection for Registrars
	NJCAA Summer Seminar: Required NJCAA Compliance & Eligibility
	NJCAA Summer Seminar: CONNECT
	J1 Clearinghouse Reporting
	Jenzabar: Regional Users Group Webinars
	Jenzabar: FormFlow at its Finest
	GC: 2021 Budget Employee Training
	GC: COVID-19 Employee Training
	MOCCRAO Spring Meeting
Robin Swearengen	ARTSYS—Zoom Training, USM
	MOCCRAO's First Virtual Meeting
	GC: COVID-19 Employee Training
	Leading Change in Higher Ed Through Customer Experience -GC's HR & CEWD dpts
	Leading Change in Higher Ed Through Customer Experience, Part II—GC's HR & CEWD departments
	Enrollment Management Professionals' Day with University System of Maryland
	Jenzabar Annual Meeting
Keela Pfaff	GC: 2021 Budget Employee Training
	GC: COVID-19 Employee Training
	Leading Change in Higher Ed Through Customer Experience by GC's HR and CEWD departments
	Leading Change in Higher Ed Through Customer Experience, Part II—GC's HR and CEWD departments
	Deer Oaks Leadership Webinar: How to effectively delegate tasks and responsibilities
	Deer Oaks Leadership Webinar: How to motivate, engage, and retain your staff
	Deer Oaks: Setting Goals for Your Future
	Deer Oaks: How to maximize productivity & job satisfaction while working remotely
	MOCCRAO Spring Meeting
	Overdose Response Training from the GC Health Department
	Enrollment Management Professionals' Day with University System of Maryland
	Jenzabar Annual Meeting

What others are saying about Records & Registration

Thank you for all that you do! Truly 😊 –Faculty member

Great, thank you so much! You made my life a little easier! I will pay that forward today :) – former student

Kim D., Registrar Extraordinaire, has saved the day yet again! –Faculty member

I just wanted to share that I just held my advisor training/meeting this afternoon and advisors were pleased to see the new form flows, fillable PDF registration form, and portal reorganization. I made sure to give ORR ALL OF THE CREDIT for these things! Thank you, so much, for all of your support!!! – AASC staff member

You (Keela) are so easy to work with. We're lucky to have you! –Faculty member

The online registration form you created was a game changer! Awesome job! Thanks again for everything you and your team do. I hope you know how much I appreciate it. –Staff member

Registrar's Office rocks! – Faculty member

Thanks for the help you gave a couple of our student-athletes today. Your willingness to help these kids is what separates Garrett College! -- Athletics staff member

I needed an extra class to be able to graduate at the end of this semester. My advisor, Dr. Taylor, immediately acted and took me to the registrar's office to get registered for the class. A very big thank you goes out to Dr. Taylor and Ms. DeGiovanni – they both made the process so easy for me and I really appreciate their help. – GC Student

Thanks so much for your help, Kim. I had no idea where to start with [student's] request since it reached across so many departments. I appreciate your expertise. :) --AASC staff member

As always, Garrett is the winner! I applaud your innovation in how you utilize J1, and I am very thankful for your response. --Research Analyst, Cecil Community College

This [new process developed by ORR] sounds absolutely magnificent! You all are amazing! --AASC staff member

I do like how you have streamlined many of the forms and have made processing forms easier for both faculty and students!! – Faculty member

I like [this new process]. I sooooooo appreciate your efforts and this seems like a much better tracking system! – Faculty member

100% support! Thanks for working so hard on this [improved process]. – Academic Director

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