Overview

1. Name of Activity Area: Office of the University Registrar
2. Name of Activity Area Lead: Patti Mathay
3. Name of individual submitting Activity Area Plan: Patti Mathay
4. Date of submission: October 19, 2020
5. Revision of a previously approved Activity Area Plan? Yes
6. A brief summary of the most critical pieces of your plan (a few bullet points).
   a. In general, the staff will continue to work remotely whenever possible. In the High Risk Posture some services will be limited. In the Elevated and Guarded Risk posture all services will be available one day per week.
   b. The number of staff who are going to campus will be limited to those necessary to complete the work required to be done on campus. Areas are choosing different days of the week to further de-densify the office.
7. All staff will complete the necessary training before going to campus. In addition, they will complete the daily attestation each time before going to the office. We are committed to maintaining a safe and healthy environment for our fellow Registrar Staff, as well as, for the greater University Community, and complying with the University’s Health and Personnel Standards and Guidelines.

I. Functions in Each Operational Posture

1. High Risk Posture
   a. Function 1
      i. What is being done: Transcript and Certification processing
      ii. How it is being done: Transcripts and Certifications are requested online via Parchment. Only electronic transcripts will be generated, requests for hard copy transcripts will not be available. Transcripts from 1990 until present will be processed remotely. Requests for transcripts prior to 1990 will be considered on a case by case basis, if absolutely necessary staff will need to go into G-3 Thackeray to complete the request, with the permission of the University Registrar.
      iii. Number of people/positions required on campus: 2 to 3
      iv. Buildings: Thackeray Hall
   b. Function 2
      i. What is being done: Graduation processing and Diploma reorders
      ii. How it is being done: Graduation processing will be done remotely using Box for receiving and processing applications. Diploma reorders will be suspended until we move to the Elevated Risk phase.
      iii. Number of people/positions required on campus: 0
      iv. Buildings: N/A
   c. Function 3
      i. What is being done: Grade processing
      ii. How it is being done: Most grade changes are entered into PeopleSoft electronically using the developed workflow process, those are
verified and processed as appropriate. For any unusual request the grade change form is submitted via a Box file and processed from there. This work is done 100% remotely.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

d. Function 4
   i. What is being done: Registration processing, including demographic updates
   ii. How it is being done: Forms that need to be processed are put into a Box file and processed from there. Any necessary documentation for demographic changes that is received is stored in ImageNow. This work is done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

e. Function 5
   i. What is being done: Course Catalog Updates and Class Scheduling
   ii. How it is being done: Requests are submitted electronically in PeopleSoft for the Class Scheduling and via Curriculog for Course Catalog updates. Requests are reviewed and processed as appropriate; issues are sent back to the requester. The work will be done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

f. Function 6
   i. What is being done: Classroom and Finals Scheduling
   ii. How it is being done: Initially an automated scheduling software assigns classes that need space a classroom. Staff then works with schools/departments on classes that cannot be placed due to lack of space on the days/times requested or the request does not match any available space. A block schedule for Finals is created at the start of the term. Around 6 weeks into the term an automated process runs to assign days and times for finals using the block schedule as input. This work will be done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

g. Function 7
   i. What is being done: Processing Requests for Student, Faculty, or Staff Events in Registrar Controlled Spaces
   ii. How it is being done: All events are scheduled remotely in the High Risk posture, Registrar controlled spaces are not available.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

h. Function 8
   i. What is being done: Academic Advising and Degree Planner setup, testing, and maintenance.
   ii. How it is being done: Schools and departments are using a variety of mechanisms to request changes to the Academic Advisement setup,
these include sending changes by email or placing them in a Box folder. Regularly scheduled meetings are continuing remotely, either via Zoom or Teams. Meetings and review sessions for the implementation and setup of the Degree Planner are also being held remotely.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

i. Function 9
   i. What is being done: Acalog and Curriculog Development and Support
   ii. How it is being done: Support for Acalog and Curriculog has been remote due to the size of the campus, in addition to having regional campuses. Acalog and Curriculog assistance is provided through dedicated Acalog and Curriculog support emails, phone and Teams or Zoom meetings. Forms are being created remotely in Curriculog. Any interface issues that may arise are being handled through email and calls.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

j. Function 10
   i. What is being done: Athletic Certification and Reporting
   ii. How it is being done: The eCECs are still being sent electronically, and the schools are completing them and returning them electronically. NCAA reporting can be done remotely. Regular communication occurs between the URO, Athletics, and the Schools via phone calls or Zoom meetings.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

k. Function 11
   i. What is being done: Records Management
   ii. How it is being done: The Records Manager is putting supporting documents in Perceptive Content for URO users. Staff from the service areas put their documents into a Box folder and the Records Manager moves them to Perceptive Content for archiving.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

l. Function 12
   i. What is being done: Hardware/Software Support
   ii. How it is being done: This work is being handled remotely using Teams or Quick Assist to take control of laptops or PC’s to resolve problems. In emergency situations where attempts to resolve issues remotely has failed, resulting in the employee being unable to perform necessary work, arrangements will be made to have an on-site appointment to work on the problem with the permission of the University Registrar.
   iii. Number of people/positions required on campus: 2
   iv. Buildings: Thackeray Hall

m. Function 13
i. What is being done: Answering inquiries, scheduling meetings, receiving and processing mail, and processing and depositing payments.

ii. How it is being done: Answering inquiries and scheduling meetings are being done remotely. Mail, including any checks, is being held at Mailing Services until the posture changes.

iii. Number of people/positions required on campus: 0

iv. Buildings: N/A

n. Function 14

i. What is being done: Business Manager functions including, but not limited to: processing financial, payroll, and personnel transactions, and maintain security access to the offices.

ii. How it is being done: All tasks are begin performed remotely.

iii. Number of people/positions required on campus: 0

iv. Buildings: N/A

o. Function 15

i. What is being done: Assisting schools and administrative offices with data queries.

ii. How it is being done: All tasks are begin performed remotely.

iii. Number of people/positions required on campus: 0

iv. Buildings: N/A

v. Buildings: N/A

p. Function 16

i. What is being done: Ad hoc access to the office space to collect materials and/or work on projects that require an in-person presence.

ii. How it is being done: Ad hoc access for reasons not addressed in prior functions will be approved by the University Registrar only in cases where waiting for a change to the Elevated posture will negatively impact a student or an alumni or a critical business process. Access will be coordinated such that only one individual is working in-person in a given space at a given time.

iii. Number of people/positions required on campus: 1

iv. Buildings: Thackeray

2. Elevated Risk Posture

a. Function 1

i. What is being done: Transcript and Certification processing

ii. How it is being done: Transcripts and Certifications are requested online via Parchment. Electronic request from records created after 1990 are generated automatically. Staff will go to the office once a week to generate any hard copy requests, as well as, electronic copies requested for records prior to 1990.

iii. Number of people/positions required on campus: 4 to 5, one day per week

iv. Buildings: Thackeray Hall
b. Function 2
   i. What is being done: Graduation processing and Diploma reorders
   ii. How it is being done: Graduation processing will be done remotely using Box for receiving and processing applications. Staff will go in once a week to process diploma reorders and other graduation related work.
   iii. Number of people/positions required on campus: 1 to 2
   iv. Buildings: Thackeray Hall


c. Function 3
   i. What is being done: Grade processing
   ii. How it is being done: Most grade changes are entered into PeopleSoft electronically using the developed workflow process, those are verified and processed as appropriate. For any unusual request the grade change form is submitted via a Box file and processed from there. This work is done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A


d. Function 4
   i. What is being done: Registration processing, including demographic updates
   ii. How it is being done: Forms that need to be processed are put into a Box file and processed from there. Any necessary documentation for demographic changes that is received is stored in ImageNow. This work is done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A


e. Function 5
   i. What is being done: Course Catalog Updates and Class Scheduling
   ii. How it is being done: Requests are submitted electronically in PeopleSoft for the Class Scheduling and via Curriculog for Course Catalog updates. Requests are reviewed and processed as appropriate; issues are sent back to the requester. The work will be done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

f. Function 6
   i. What is being done: Classroom and Finals Scheduling
   ii. How it is being done: Initially an automated scheduling software assigns classes that needs space a classroom. Staff then works with schools/departments on classes that cannot be placed due to lack of space on the days/times requested or the request does not match any available space. A block schedule for Finals is created at the start of the term. Around 6 weeks into the term an automated process runs to assign days and times for finals using the block schedule as input. This work will be done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A
g. Function 7
   i. What is being done: Processing Requests for Student, Faculty, or Staff Events in Registrar Controlled Spaces
   ii. How it is being done: All student events are being scheduled through the WPU Reservations Office. Staff and faculty requests for Registrar controlled rooms will be evaluated on a case by case basis. This work will continue to be done remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

h. Function 8
   i. What is being done: Academic Advising and Degree Planner setup, testing, and maintenance.
   ii. How it is being done: Schools and departments are using a variety of mechanisms to request changes to the Academic Advisement setup, these include sending changes by email or placing them in a Box folder. Regularly scheduled meetings are continuing remotely, either via Zoom or Teams. Meetings and review sessions for the implementation and setup of the Degree Planner are also being held remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

i. Function 9
   i. What is being done: Acalog and Curriculog Development and Support
   ii. How it is being done: Support for Acalog has been remote due to the size of the campus, in addition to having regional campuses. Acalog and Curriculog assistance is provided through dedicated Acalog and Curriculog support emails, phone and Teams or Zoom meetings. Forms are being created remotely in Curriculog. Any interface issues that may arise are being handled through email and calls.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

j. Function 10
   i. What is being done: Athletic Certification and Reporting
   ii. How it is being done: The eCECs are still being sent electronically, and the schools are completing them and returning them electronically. NCAA reporting can be done remotely. Regular communication occurs between the URO, Athletics, and the Schools via phone calls or Zoom meetings.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

k. Function 11
   i. What is being done: Records Management
   ii. How it is being done: The Records Manager is putting supporting documents in Perceptive Content for URO users. Staff from the service areas put their documents into a Box folder and the Records Manager moves them to Perceptive Content for archiving.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A
I. Function 12
   i. What is being done: Hardware/Software support
   ii. How it is being done: This work is being handled remotely using Teams or Quick Assist to take control of laptops or PC’s to resolve problems. In emergency situations where attempts to resolve issues remotely has failed, resulting in the employee being unable to perform necessary work, arrangements will be made to have an on-site appointment to work on the problem.
   iii. Number of people/positions required on campus: 2 as needed
   iv. Buildings: Thackeray Hall

m. Function 13
   i. What is being done: Answering inquiries, scheduling meetings, receiving and processing mail, and processing and depositing payments.
   ii. How it is being done: Answering inquiries and scheduling meetings are being done remotely. Mail will be delivered once a week, staff will go in to open and process the mail, process and deposit checks.
   iii. Number of people/positions required on campus: 1 to 2
   iv. Buildings: N/A

n. Function 14
   i. What is being done: Business Manager functions including, but not limited to: processing financial, payroll, and personnel transactions, and maintain security access to the offices.
   ii. How it is being done: Most tasks are being completed remotely. The Business Manager will go in once a week to complete tasks that are better suited for the office.
   iii. Number of people/positions required on campus: 1
   iv. Buildings: Thackeray Hall

o. Function 15
   i. What is being done: Assisting schools and administrative offices with data queries.
   ii. How it is being done: All tasks are begin performed remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

p. Function 16
   i. What is being done: Ad hoc access to the office space to collect materials and/or work on projects that require an in-person presence.
   ii. How it is being done: Ad hoc access for reasons not addressed in prior functions will be approved by the University Registrar and will be coordinated such that only one individual is working in-person in a given space at a given time (unless the instance of need specifically requires multiple individuals to be present).
   iii. Number of people/positions required on campus: Generally one person in a given space within the office.
   iv. Buildings: Thackeray
3. Guarded Risk Posture

a. Function 1
i. What is being done: Transcript and Certification processing
   ii. How it is being done: Transcripts and Certifications are requested online via Parchment. Electronic request from records created after 1990 are generated automatically. Staff will go to the office once a week to generate any hard copy requests, as well as, electronic copies requested for records prior to 1990.
   iii. Number of people/positions required on campus: 4 to 5
   iv. Buildings: Thackeray Hall

b. Function 2
i. What is being done: Graduation processing and Diploma reorders
   ii. How it is being done: Graduation processing will be done remotely using Box for receiving and processing applications. Staff will go in once a week to process diploma reorders and other graduation related work.
   iii. Number of people/positions required on campus: 1 to 2
   iv. Buildings: Thackeray Hall

c. Function 3
i. What is being done: Grade processing
   ii. How it is being done: Most grade changes are entered into PeopleSoft electronically using the developed workflow process, those are verified and processed as appropriate. For any unusual request the grade change form is submitted via a Box file and processed from there. This work is done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

d. Function 4
i. What is being done: Registration processing, including demographic updates
   ii. How it is being done: Forms that need to be processed are put into a Box file and processed from there. Any necessary documentation for demographic changes that is received is stored in ImageNow. This work is done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

e. Function 5
i. What is being done: Course Catalog Updates and Class Scheduling
   ii. How it is being done: Requests are submitted electronically in PeopleSoft for the Class Scheduling and via Curriculog for Course Catalog updates. Requests are reviewed and processed as appropriate; issues are sent back to the requester. The work will be done 100% remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A

f. Function 6
i. What is being done: Classroom and Finals Scheduling
ii. How it is being done: Initially an automated scheduling software assigns classes that need space a classroom. Staff then works with schools/departments on classes that cannot be placed due to lack of space on the days/times requested or the request does not match any available space. A block schedule for Finals is created at the start of the term. Around 6 weeks into the term an automated process runs to assign days and times for finals using the block schedule as input. This work will be done 100% remotely.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

g. Function 7
i. What is being done: Processing Requests for Student, Faculty, or Staff Events in Registrar Controlled Spaces
ii. How it is being done: All student events are being scheduled through the WPU Reservations Office. Staff and faculty requests for Registrar controlled rooms will be evaluated on a case by case basis. This work will continue to be done remotely.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

h. Function 8
i. What is being done: Academic Advising and Degree Planner setup, testing, and maintenance.
ii. How it is being done: Schools and departments are using a variety of mechanisms to request changes to the Academic Advisement setup, these include sending changes by email or placing them in a Box folder. Regularly scheduled meetings are continuing remotely, either via Zoom or Teams. Meetings and review sessions for the implementation and setup of the Degree Planner are also being held remotely.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

i. Function 9
i. What is being done: Acalog and Curriculog Development and Support
ii. How it is being done: Support for Acalog has been remote due to the size of the campus, in addition to having regional campuses. Acalog and Curriculog assistance is provided through dedicated Acalog and Curriculog support emails, phone and Teams or Zoom meetings. Forms are being created remotely in Curriculog. Any interface issues that may arise are being handled through email and calls.

iii. Number of people/positions required on campus: 0
iv. Buildings: N/A

j. Function 10
i. What is being done: Athletic Certification and Reporting
ii. How it is being done: The eCECs are still being sent electronically, and the schools are completing them and returning them electronically. NCAA reporting can be done remotely. Regular communication occurs between the URO, Athletics, and the Schools via phone calls or Zoom meetings.
iii. Number of people/positions required on campus: 0
iv. Buildings: N/A
k. Function 11
   i. What is being done: Records Management
   ii. How it is being done: The Records Manager is putting supporting
documents in Perceptive Content for URO users. Staff from the service
areas put their documents into a Box folder and the Records Manager
moves them to Perceptive Content for archiving.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A
l. Function 12
   i. What is being done: Hardware/Software support
   ii. How it is being done: This work is being handled remotely using Teams
or Quick Assist to take control of laptops or PC’s to resolve problems. In
emergency situations where attempts to resolve issues remotely has
failed, resulting in the employee being unable to perform necessary work,
arrangements will be made to have an on-site appointment to work on the
problem.
   iii. Number of people/positions required on campus: 2
   iv. Buildings: Thackeray Hall
m. Function 13
   i. What is being done: Answering inquiries, scheduling meetings,
receiving and processing mail, and processing and depositing
payments.
   ii. How it is being done: Answering inquiries and scheduling meetings
are being done remotely. Mail will be delivered once a week, staff
will go in to open and process the mail, process and deposit checks.
   iii. Number of people/positions required on campus: 1 to 2
   iv. Buildings: N/A
n. Function 14
   i. What is being done: Business Manager functions including, but not
limited to: processing financial, payroll, and personnel transactions,
and maintain security access to the offices.
   ii. How it is being done: Most tasks are being completed remotely. The
Business Manager will go in once a week to complete tasks that are
better suited for the office.
   iii. Number of people/positions required on campus: 1
   iv. Buildings: Thackeray Hall
o. Function 15
   i. What is being done: Assisting schools and administrative offices with
data queries.
   ii. How it is being done: All tasks are begin performed remotely.
   iii. Number of people/positions required on campus: 0
   iv. Buildings: N/A
p. Function 16
   i. What is being done: Ad hoc access to the office space to collect
materials and/or work on projects that require an in-person presence.
ii. How it is being done Ad hoc access for reasons not addressed in prior functions will be approved by the University Registrar and will be coordinated such that only one individual is working in-person in a given space at a given time (unless the instance of need specifically requires multiple individuals to be present).

iii. Number of people/positions required on campus: Generally, one person in a given space within the office.

iv. Buildings: Thackeray

II. Transitions between Operational Postures

The Office of the University Registrar will maintain the same plan for both the Elevated and Guarded Risk postures. If the posture changes to High Risk staff will receive an email from the Registrar noting the change and reminding them that access to campus will be restricted. When the posture is changed back to Elevated Risk staff will be notified of the change via email. Supervisors will work with their staff to develop a plan for a limited return to the office.

III. Stakeholder Outreach

We will provide updates to the student and alumni populations through our website and via our transcript ordering system when a posture change impacts how services are being provided. We will also notify Mailing Services of any changes needed in the delivery or pick-up of mail.

IV. Monitoring and Amendment

The Registrar will monitor compliance with this plan. In the event that the plan needs to be updated the Registrar will complete the change and it will be approved by the Provost and Senior Vice Chancellor.