

2016-2017 Annual Report

Enrollment Services Division comprises a group of professional service units dedicated to recruiting and supporting students at the University of Arkansas. These units include the Office of Admissions, the Academic Scholarship Office, the Office of Financial Aid, the Office of the Registrar, and the Office of Nationally Competitive Awards. During the 2016-2017 academic year, Enrollment Services staff collaborated to serve the division's mission to enroll, support, and graduate a diverse group of academically prepared students.

The incoming class of 2016 joined a record-setting student body. In fall 2016, the University of Arkansas welcomed its largest-ever overall enrollment of 27,194 students. This group included a cohort of **4,967 first-time, degree-seeking new freshmen**. Of these, **2,433 were students from Arkansas, and diversity in the student body also increased, growing 3.9% to 19.1% overall.**

In addition to joining the largest class to date, students in the fall 2016 freshman cohort demonstrated increased academic preparedness when compared to previous freshman cohorts. In key measurements, the number of students enrolling with an ACT score of 30 or higher **increased 52.7%** between 2009 and 2016 (Enrollment Services Division formed in 2009). Likewise, the number of new freshmen enrolling with a high school GPA of 3.75 or higher has **increased 87.5%** in the same time period. The number of students eligible to participate in the Honors College (3.5 GPA/28 ACT) has correspondingly **increased 73.5%.**

Enrollment Services Division attracts and supports prospective students through the application process to enrollment and through post-graduate studies. In this work, Enrollment Services supports the guiding priorities of the University of Arkansas, especially its mission of advancing student success, enriching campus diversity and inclusion, and reaffirming the university's land-grant and flagship responsibilities. The following is a brief summary of Enrollment Services Division's significant strategic activities during the 2016-2017 academic year.

BY THE NUMBERS

Each year, Enrollment Services collaborates with campus partners to predict enrollment for the coming fall in support of class and resource planning. The consolidated enrollment report for Fall 2016 is below.

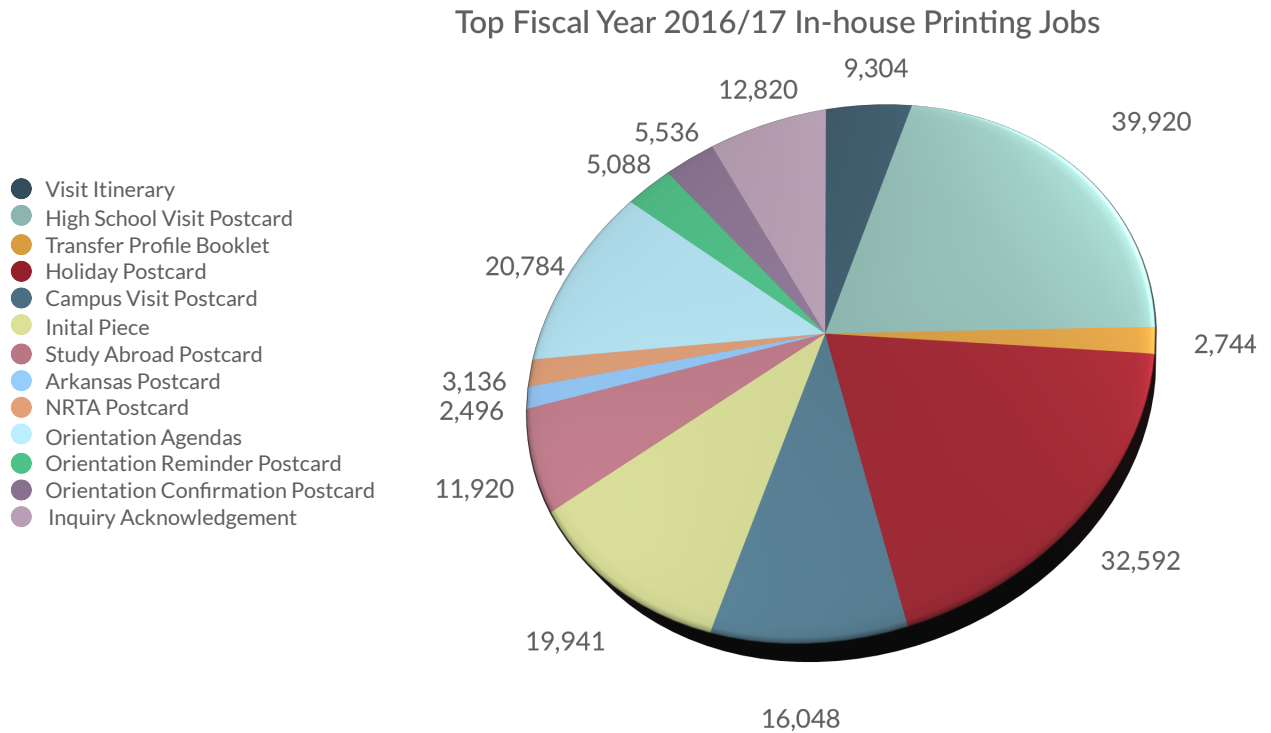
ENROLLMENT SUMMARY AND FORECAST FOR FALL 2016

		Fall 2016 Forecast	Actual Enrollment	Fall 2015 Total Enrollment	Fall 2014 Total Enrollment
Undergraduate	All	22,700	22,548	22,159	21,836
	Continuing	15,330	15,361	14,982	14,969
	New	7,370	7,187	7,177	6,867
	New Freshmen	5,200	4,993	4,926	4,590
	Degree Seeking	5,150	4,969	4,915	4,571
	New Transfers	1,450	1,386	1,463	1,462
	Returning	600	651	652	667
	Transfer Freshmen	70	85	75	68
	Unclassified	50	67	58	80
Graduate	All	4,100	4,275	4,220	4,022
Law	All	370	371	375	379
TOTAL	All	27,170	27,194	26,754	26,237

	Enrolled YTD		
	100% Online	50% Online	Total
Undergraduate	672	22	694
Graduate	717	328	1,045
TOTAL	1,389	350	

The Enrolled YTD Degree Seeking Numbers show the pre-enrolled and actual enrolled numbers.

Forecast Sources: Office of Institutional Research & Office of Graduation and Retention (Undergrad Continuing), Office of Admissions (Undergrad New), Graduate School (Grad), Law School (Law)



Communications

The Enrollment Services communication team reached more than **318,000 individual contacts** (prospective students and their parents), sending more than **1.5 million emails** and **4,032 text messages** through the office's customer relationship management (CRM) platform during the course of the year. Admissions staff also placed more than **22,600 outreach phone calls** during the year. In addition to planned communication, admissions staff corresponded daily with students and parents engaged in the campus visit, application, admission, orientation, or enrollment processes. The office's recruitment activities were subsequently supported by multichannel efforts that included traditional print advertising in Arkansas, direct mail, text messaging, and social media outreach.

In-house Print

Our in-house printing offers a wide range of print services. Top quality work delivered on time and within budget is the goal of our print services. Experience is the key to our success, and our knowledgeable staff works to handle any requested printing job professionally, from the most challenging booklet to the simplest of letters.

The ability to draw on our many resources for in-house processing provides the print/mail staff the flexibility to produce thousands of printed materials each year. For the fiscal year 2016/17 these resources include equipment such as a Minolta C6000 digital press, Neopost N90 automated envelope stuffer, Triumph hydraulic stack cutter, Epson roll printer, and many other pieces of automated and manual machinery used in the daily processing of Enrollment Services print and mail needs.

In-house printing allows for the customization and personalization of printed materials tailored to the demographics of specific potential students. Using XMPie software from Xerox and InDesign software from Adobe, publications can be created with information from the recruitment CRM, using

Qlingo logic to combine text and graphics into finished print materials that are specific to individuals. Thanks to XMPie, prospective students and parents can receive agendas featuring a picture of the student's name on Senior Walk, postcards introducing the prospective student's recruiter, or information about the University in brochures highlighting interests that match those of the student.

For fiscal year 2016/17 nearly 20,000 Initial Inquiry Publications were printed for students requesting additional information about the University of Arkansas. This publication, the first of many to follow, is customized with tuition information based on where the student lives, financial aid options, and details about majors and campus activities related to their interests.

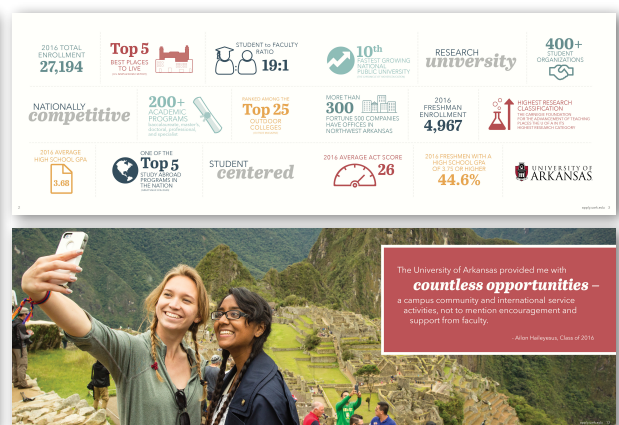


Offset Print

Offset printing technology uses etched plates which transfer an image onto a sheet of paper. Though not as customizable as in-house printing, offset printing allows for the cheap mass production of identical printed materials. Offset makes possible the economical distribution of materials such as the University Profile, which provides admission, general campus, and regional information to prospective undergraduate students.

Fiscal year 2015/16 saw the dismantling of the University of Arkansas Offset Press operations by Printing Services. The loss of this valuable resource has precipitated a change to the offset print management process. Per state law and University policies, offset-printed projects are opened for public bid for a minimum of a week on the U of A procurement website. This process means publications may be printed and spread out amongst many different vendors, requiring an added level of project management to maintain relationships and tracking of materials through the multi-step production process.

In one of the largest projects for new student recruitment, 95,000 undergraduate University Profile booklets were printed in the 2016/17 fiscal year by the Office of Admissions. Distributed at college fairs and high school visits, the University Profile is often the first print material a prospective student receives, with tuition, scholarship, housing, college, and regional information.



HOW DO I APPLY?

- Complete and submit an online application » apply.uark.edu » In order to take advantage of priority scholarship, housing, and orientation options, students interested in applying for the Fall 2018 semester are encouraged to do so before the priority application deadline of **November 1, 2017**.
- Send high school transcripts » Office of Admissions
232 Silas H. Hunt Hall
Fayetteville, AR 72701
- Send ACT/SAT test scores » ACT Code: 0144
SAT Code: 6866

MINIMUM ADMISSION REQUIREMENTS

- High school GPA » 3.0 or higher
- 16 Core Academic Requirements » English - 4 units
Mathematics - 4 units
Social Studies - 3 units
Natural Sciences - 3 units
Specific Electives - 2 units
- ACT scores » 20 or higher or SAT equivalent

YOU'VE APPLIED...WHAT'S NEXT?

UNIVERSITY EMAIL
Activate your University email account at its.uark.edu/accounts/new.

IMMUNIZATION RECORDS
Submit your immunization records. Learn how at health.uark.edu/immunizations.

HOUSING
Complete the online housing contract or request to live with a legal guardian. The University requires that all freshmen under the age of 21 live on campus or with guardians during the first year. Visit housing.uark.edu for more information.

NEW STUDENT ORIENTATION
Register for new student orientation, where you will learn more about life on campus and meet with an academic advisor to sign up for classes. Visit orientation.uark.edu for more information.

FINAL TRANSCRIPT
Request that your high school send a final transcript to the University.

important contacts

ADMISSIONS 1-800-377-8632 uofa@uark.edu admissions.uark.edu	HONORS COLLEGE 479-575-7678 honors@uark.edu honorscollege.uark.edu	HOUSING 479-575-3951 housing@uark.edu housing.uark.edu	REGISTRAR 479-575-5451 registrar@uark.edu registrar.uark.edu	FINANCIAL AID 479-575-3806 finaid@uark.edu finaid.uark.edu
CENTER FOR EDUCATIONAL ACCESS (Voice) 479-575-3108 (TDD) 479-575-3646 cea@uark.edu cea.uark.edu	IMMUNIZATION RECORDS 479-575-7723 imm@uark.edu health.uark.edu	NEW STUDENT ORIENTATION 479-575-4300 ns@uark.edu orientation.uark.edu	SCHOLARSHIP OFFICE 479-575-4464 scholar@uark.edu scholarships.uark.edu	TREASURER'S OFFICE 479-575-5651 treas@uark.edu treasurer.uark.edu

important dates

AUG - APRIL Schedule a visit: Meet students and college representatives while visiting the U of A campus. visit.uark.edu

SEP - OCT Begin application process for priority admission.

SEP Register for the October ACT. Send your scores to the U of A (0144).

OCT Take the ACT and/or register for the December ACT.

NOV 1 **Priority Application Deadline:** Submit application for admission, transcripts, test scores, and application fee.

NOV 15 **Priority Scholarship Deadline:** Learn more at scholarships.uark.edu.

SEP 1 - DEC 15 **Priority Housing:** Students applying early will receive priority for housing and orientation options.

JAN 1 **Priority Financial Aid Deadline:** Submit FAFSA forms by Jan. 1 to receive priority consideration for financial aid. Use the U of A code 001180.

FEB 1 **Fellowship & Scholarship Deadline:** Students must apply for university scholarships, fellowships, and admission by this date to be considered for merit awards.

AUG 1 **Late Application Deadline for Fall Admission:** Last opportunity for students wishing to enroll for the fall semester.

Additional materials offset printed and distributed by the Office of Admissions include Non-Resident Tuition Award cards, Razorback die-cut leave behind cards, Razorback Admissions Calendar bookmarks, and the Razorback Infographic Sheet.

GET TO KNOW the University of Arkansas

STUDENT TO FACULTY RATIO 19:1	400+ STUDENT ORGANIZATIONS
Top 5 BEST PLACES TO LIVE	200+ DEGREE PROGRAMS
	1,000+ STUDENTS STUDYING ABROAD IN 51+ COUNTRIES

find us ON SOCIAL MEDIA

[Instagram](https://www.instagram.com/UofAAdmissions) [Twitter](https://twitter.com/UofAAdmissions) [Facebook](https://www.facebook.com/UofAAdmissions)

@UofAAdmissions

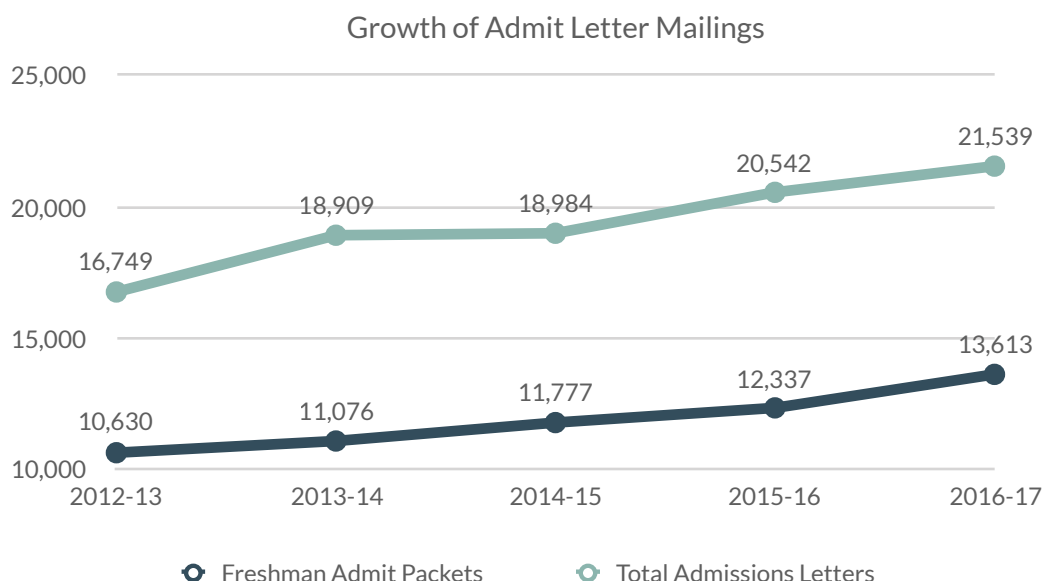
apply.uark.edu
uofa@uark.edu | 1-800-377-8632 | 479-575-5346

Mail

The Office of Admissions produces thousands of pieces of mail annually. Postcards announcing the arrival of recruiters, orientation confirmations, and degree-specific messages begin their journey to future University of Arkansas students. From iconic acceptance letters to requests for additional

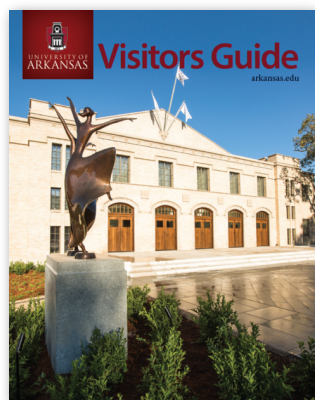
information, receiving correspondence from the University can be a joyous occasion for many prospective students. Enough mail is generated daily to warrant twice-a-day pick up from MailCo, the University's contracted postal provider.

Other mailings include request packets for teachers, information packets for high school counselors, and special targeted direct mail marketing activities.



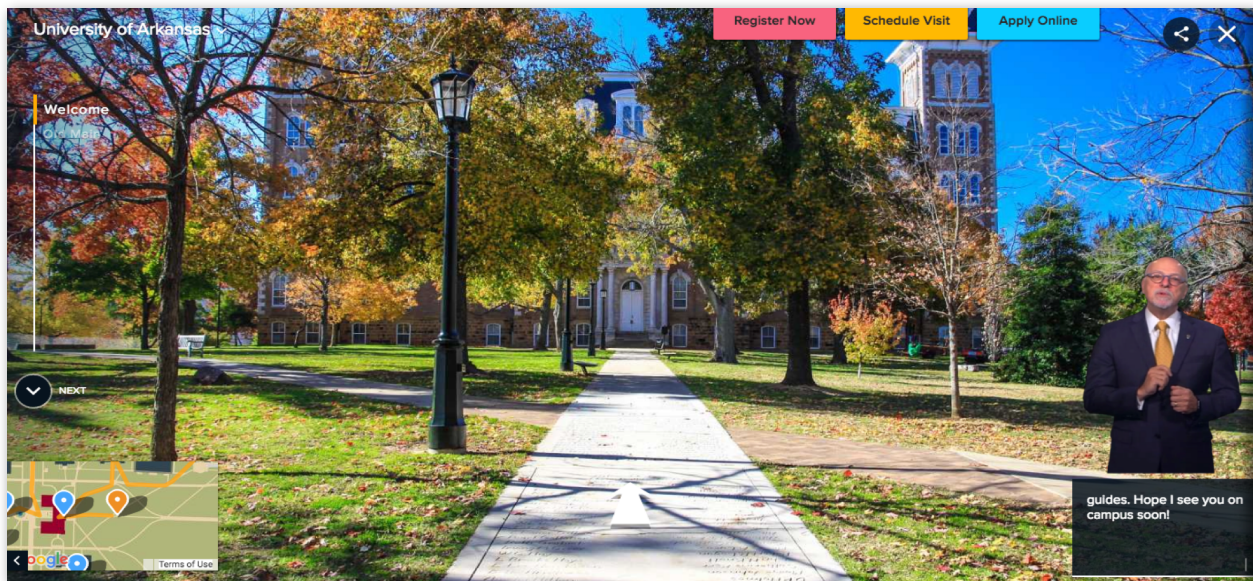
Vendor Partners

Vendors allow for the diversification of the marketing mix used to reach potential students and their families. Third party products customized for the University also enable the distribution of materials and software at a scale unfeasible for in-house production. A few such vendor products managed by Enrollment Services and produced by the U of A include the University of Arkansas Visitor's Guide and the online campus tour.



23,000 University of Arkansas Visitors Guide magazines were printed by Campus Publishers, free of charge, and distributed to visiting prospective students, newly admitted students, University guests, and various locations throughout Northwest Arkansas, including hotels and visitor centers.

The campus virtual tour was updated in spring 2017. The edits included reshooting along pathways around recently completed construction and the addition of several buildings/landmarks such as Memorial Hall, the Chemistry Building, and the Music Building. Images of the Arkansas Union were also updated. Each location featured a new undergraduate student speaker.



For fiscal year 2016/17, the University of Arkansas Virtual Tour had 35,532 visitors, with 7,562 of those from Arkansas. The virtual tour also produced 6,082 inquiries during the same period.

Print Advertising

Print ads run in local, regional, or national publications. Print advertising is a good way to reach a large number of people, especially parents aged 40-plus who tend to read publications more frequently than younger demographic groups. As a result, print advertisements are often designed to bring marketing value to both potential students and their parents.

Newspaper Advertisement in El Dorado News.

Fiscal year 2016/17 print advertising projects included newspapers, regional college guides, and endorsements such as logo placement on high school football magnetic calendars.

The El Dorado Promise is a scholarship program established and funded by the Murphy Oil Corporation. The Promise provides graduates of El Dorado High School with a scholarship covering tuition and mandatory fees that can be used at any accredited college, with a maximum amount payable up to the highest annual resident tuition at an Arkansas public university. The Office of Admissions has advertised in the Education and Success editions of the El Dorado News for more than a decade.

Promotional Items

In addition to advertising, communications takes care of promotional marketing. Promotional items produced in fiscal year 2016/17 included Headed to the Hill window tags, plastic cups, and yard signs, as well as insulated tote bags for high school counselors.

Photography/Video Media

Images of campus, student activities, and classes help familiarize prospective students and parents with the University of Arkansas to support the decision to attend the U of A.

In 2016, 281 gigabytes of still images of campus and student life were produced by Enrollment Services.

In addition to photography, video has become an important part of the marketing mix, both online and through traditional media outlets. For the summer 2017 orientation sessions, “Meet Your Orientation Mentors” was produced in-house. The video featured music by Arkansas alumnus Ben Rector and introduced the 60+ students serving as 2017 Orientation Mentors.

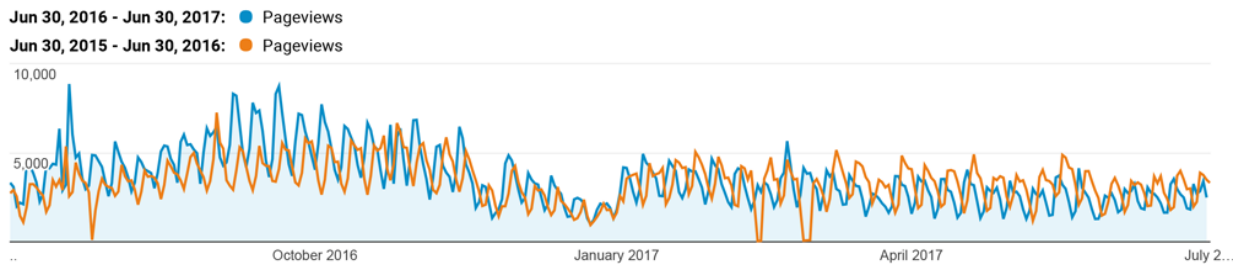


John Baltz photographs weight training for the communications photo archive.

Web Development

Communications completed the migration of Enrollment Services' websites to OmniUpdate Campus in June of 2017 with the launch of the updated Nationally Competitive Awards website (awards.uark.edu). At the same time, web development and communication staff supported ongoing maintenance and fine-tuning of existing websites, working to closely track departmental and student need and roll out updates to serve these needs in a timely fashion.

Due to a reconfiguration of analytics in 2016, the best metric available for year-over-year comparison of website activity is page views. Page views of admissions.uark.edu increased by 7.44% compared to 2015-2016. Unique page views increased by 12.87% in the same period. Entrances, which track closely to sessions, rose by almost 23%. Taken together, these data support the widely-held standard that a university's web presence continues to be a top resource for students engaged in college search and considering that university.



Information Technology

The Information Technology (IT) team in Enrollment Services supports the data and workstation needs of the division. IT responds to numerous requests for information each year, including direct support to each undergraduate-serving college on campus. In the last year, the IT unit completed approximately 2,200 data requests. In addition to supporting campus collaborators, IT also produces dozens of quality assurance and descriptive reports, both helping the Credentials Evaluation Unit ensure students are admitted in a timely fashion and providing real-time information about admissions activity to the division. The IT unit oversees the importation of admissions applications, test scores, EDI transcripts, and prospect records into the student information system and CRM.

The IT unit in Enrollment Services maintains, develops, and implements the student information software system (UAConnect), document imaging software system (Perceptive Content), and the CRM software system (Hobsons Connect). During the last year, the IT unit modified Perceptive Content to meet office business practices in order to maximize return on investment. The team modified search match parameters in UAConnect for application loads and test loads to reduce the incidence of duplicate records. The CRM extract from UAConnect was updated to reduce the number of manual data loads and duplication of records. In collaboration with CEU, the IT unit corrected historical duplicate records and created a daily process to maintain duplicate records within UAConnect and the CRM. The NRTA assignment process was redesigned to accommodate modification to the tuition award. Finally, the team redesigned security within the CRM.

Staff Changes:

- Della Jordan retired from the university after 35 years of service in the Office of Admissions.
- Tara Baniya was hired in September 2016 as the CRM Specialist to provide technical oversight to CRM users.
- LJ Estorninos was hired in January 2017 as the IT Business Analyst to oversee the student information system, document imaging software, and software integrations.

Credentials Evaluation

The Admissions Credentials Evaluation Unit (CEU) reviews incoming new freshman, transfer, non-degree-seeking, and returning undergraduate applications for admission. The unit's goals for this year included increasing processing efficiency, maintaining no more than a 2-week turnaround on posting final application decisions, and fully implementing a new GPA calculation process.

CEU processed over 30,000 actionable domestic undergraduate applications, over 31,000 academic transcripts, 4,700 independent test reports, and 3,477 miscellaneous documents for the 2016-2017 academic year. Despite the high volume, CEU processed documents more efficiently than any time before and successfully maintained a two-week or less processing window. In addition to processing applications and supporting documents, CEU completed approximately 11,520 internal office requests to modify admissions files.

After final implementation of a new GPA calculation process, CEU determined that automating data extraction and GPA calculation would not support the current volume of incoming transcripts, but rather would cause an untenable backlog. For this reason, the team tabled this process and returned to the previous method of GPA calculation. The unit will continue to search for software that allows GPA automation without interrupting transcript processing.

Staff Changes

- Six hourly workers joined the office during the 2016-2017 academic year to assist in processing applications and supporting documents.
- Tyler Carr earned promotion to Administrative Specialist III in July 2016 in an effort to provide additional support to New Student Orientation and Transfer Central.
- Brooke LeBlanc joined the office as an Admissions Analyst in July 2016.
- Cheryl Griffie accepted a position as an Administrative Specialist II in September 2016 to work in collaboration with the Office of Financial Aid and Academic Scholarships.
- Cynthia Burton joined the office as an Administrative Specialist II in November 2016 to work in collaboration with the Office of Financial Aid and Academic Scholarships.
- Connie Wallace became an Admissions Analyst in November 2016.

Admissions Overview

During the 2016-2017 academic year, Office of Admissions recruitment staff attended more than **1,300 off-campus recruiting events** and welcomed more than **10,000 students to campus for visits** (an increase of nearly 800 students since last year). Staff coordinated and attended a series of college fairs, high school visits, special events, on-campus visits, and college preview days to communicate with prospective students. In Arkansas, recruiters completed **266 high school visits**, conducted **55 counselor visits**, presented at **42 awards ceremonies**, and attended **93 college fairs and additional events**.

The Office of Admissions continued to strategically increase its staff and recruiting presence throughout the state. In addition to hiring five new recruiting staff, the office established a full-time recruiting position to serve Little Rock, Arkansas, and the surrounding area. Admissions also continues to work in coordination with Global Campus and The Center for Multicultural and Diversity Education to provide robust support to interested students in Arkansas. During the summer of 2016, Admissions staff supported outreach and communication to the first Accelerate Student Achievement Program (ASAP) cohort, and Admissions staff – especially the Eastern Arkansas Senior Assistant Director of Recruitment – continues work to inform first-generation students in Arkansas about the opportunity to participate in ASAP.

In addition to serving new freshman students and their families, the Office of Admissions also connected with students interested in transferring to the university. Admissions staff in Transfer Central participated in a total of 40 outreach events – an increase of 5.3% over last year. The transfer team also worked with area counselors, offering site visits, campus visits, and preview days for interested students.

RECRUITMENT

The Office of Admissions serves to recruit prospective students to the University of Arkansas, working collaboratively both within Arkansas and around the nation. This year, several new recruiters joined the staff: Hayley Cole, Michelle King, Liz Lee, Lexi Meador, and Zach Meyer. Hayley Cole's position was a newly created regional position based out of Central Arkansas. These representatives joined a professional and dedicated team, and, as in previous years, the recruitment staff promoted the U of A at over 1300 off-campus events.

The Office of Admissions made other personnel changes as well in the 2016-2017 academic year. In order to help saturate the state of Arkansas, Admissions added an additional recruiter to the in-state recruitment team to focus on recruiting in North Central Arkansas. The addition of this team member brings the total number of in-state recruiters to eight. The Office of Admissions also promoted five employees through the career ladder: Tara Carr and Kimberly Clark to Senior Assistant Director; Heather Edge and Rachelle Prince to Assistant Director; and Taylor Power to Senior Admissions Counselor.

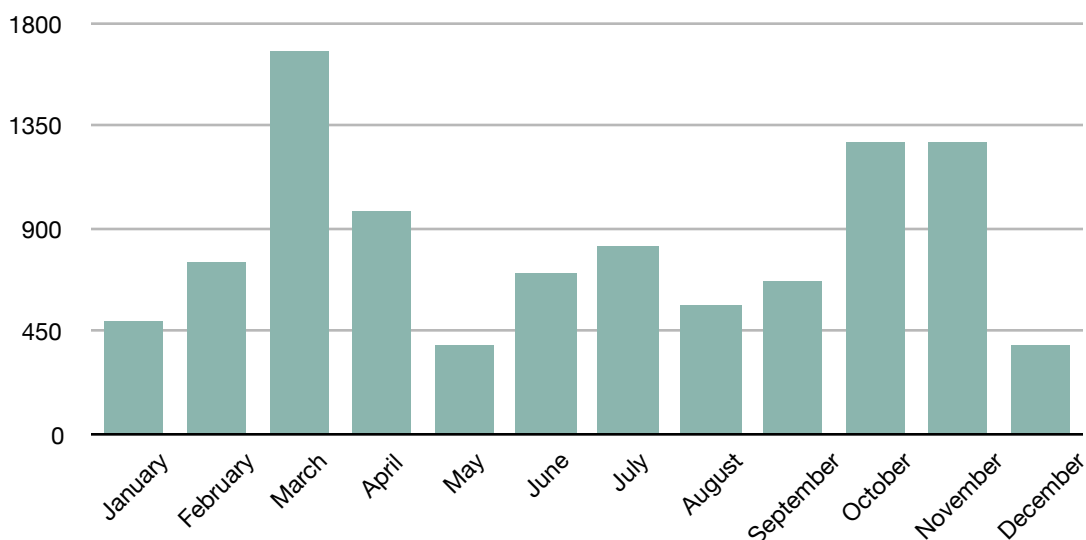
The Campus Visit

The Office of Admissions continues to place significant emphasis on the campus visit program. Given how influential a campus visit can be for prospective students, campus visit personnel are constantly looking for ways to improve the processes and overall customer service. The goal every year is to make the campus visit experience as effective and memorable as possible.

Admissions continues to use Hobson's as the campus visit database, which allows for greater flexibility, better tracking, and more student information. This year 10,006 students visited campus, an increase of 795 students over 2015-2016. Of the 10,006 campus visitors this year, 2,574 were from Arkansas and 7,432 from out-of-state.

As with previous years, the busiest month was March, when Arkansas and many of the surrounding states held spring break. During March, over 1,650 students visited campus with their families and guests. Outside of spring break, Football Fridays in the fall continue to be some of the most popular visit days. This year, Friday, November 11th set a new record with 255 students visiting campus the day before the Razorbacks played Louisiana State University.

The chart below provides the monthly visit breakdown for the academic year.



Student Ambassadors

One of the mainstays of the campus visit program continues to be the Student Ambassador Program, a volunteer-based registered student organization consisting of just over 100 undergraduate students. To be selected as an ambassador, a student must have strong leadership and presentation skills, a positive attitude, and an enthusiastic commitment to the University of Arkansas. Student ambassadors are required to give at least two tours a week, plus one Saturday tour per semester, and must assist with campus preview days such as Razorback Reveal. The Office of Admissions also chooses a select group of ambassadors to work during all holiday breaks and summer months.

In addition to their weekly commitments and extracurricular activities, ambassadors collaborate with the Office of Admissions on philanthropic projects such as the holiday gift drive. The Office of Admissions also recognizes an ambassador of the month, an award which qualifies the recipient for the end of the year "Heart of the Hog" recognition. Our "Heart of the Hog" recipients for 2016-2017 were Jill Goodrich, a senior from Greenbrier, AR; Michael York, a senior from Conway, AR; and Haley Walton, a senior from Highland Village, TX.

Special Events

The Office of Admissions hosts a series of campus preview days throughout the year. Razorback 101 is the first preview day of the academic year, hosted in July and early August for rising seniors. Razorback 101 is followed by Razorback Reveal in October, as well as Diversity Impact and Ready Razorback in the spring. Campus preview days allow students to tour the campus, have lunch in a dining hall, see a residence hall, and learn more about the upcoming process of applying to the University of Arkansas.

During the summer of 2016, the Office of Admissions hosted 404 students and their parents and guests for Razorback 101. Admissions also partnered with Transfer Central to host two Razorback 101 events specifically for transfer students. Just over 30 prospective transfer students attended.

2016 marked the third year for Razorback Reveal, a larger preview day held in the fall. Admissions partnered with the six colleges to host a total of 341 students. This event allowed each of the colleges to spend two hours with interested students, introducing them to the unique opportunities available through their college and at the University of Arkansas.

Admissions also hosts Ready Razorback, a preview day in the spring for high school juniors. The event is typically held in conjunction with the spring Red/White football scrimmage. The event includes an information fair, an opening session with admissions highlights and speakers from Enrollment Services, lunch in a dining hall, campus tours, housing tours, and breakout sessions with each of the six colleges.

Diversity Impact focuses on bringing 11th grade underrepresented students to campus. This event is a partnership with University Housing and the Multicultural Center. The event provides students with free transportation, lodging, all meals, educational workshops, and fun, engaging activities. Diversity Impact has been a very popular event for students and many participants have later enrolled at the University of Arkansas.

While the office still prefers students to schedule individual visits to campus, during which they receive more personalized interaction, university-wide participation at all of Admissions' preview days has made the events a huge success.

One of Admissions' most popular events continues to be Counselor Connection, held each spring. This spring, 24 counselors visited campus from seven different states, including Arkansas, Colorado, Illinois, Missouri, Kansas, Tennessee, and Texas. The counselors spent two days on campus meeting with Admissions and various university departments, eating in the dining halls, visiting Crystal Bridges, and touring campus. Overall, feedback was positive, and the Office of Admissions looks forward to continuing this event each year as a means of keeping high school counselors informed about the opportunities waiting for their students at the U of A.

The Office of Admissions' in-state recruitment staff continued to build on the successes they had last year with Headed to the Hill events. Held in seven different cities across the state, these yield events helped connect incoming freshmen with other students in their area, increase their excitement about attending the University in the fall, and further introduce them to campus partners. In total, 319 students attended a Headed to the Hill event, an increase of more than 100 students compared to the previous year.

TRANSFER CENTRAL

The Transfer Central recruiting team is committed to creating conditions that foster a smooth transition for students wishing to transfer from another institution to the University of Arkansas. The office additionally works to support students who wish to return to the U of A in order to finish their undergraduate degree. Transfer Central offers support and guidance to these students throughout the admission and enrollment process.

Transfer Central continues to promote, support, and complement the academic mission of the University by working collaboratively with community colleges, universities, faculty, and staff. During the 2016-2017 academic year, the Transfer Central office participated in 40 transfer events at various colleges in and out-of-state — an increase of more than 5.3% compared to the previous recruitment cycle. Transfer Central continues to work on building stronger partnerships with area community colleges, as well as out-of-state feeder schools.

Developing Partnerships and Connections

During the previous year, Transfer Central invited prospective transfer students to participate in one of several Transfer Preview Day events held on campus. During these events, transfer students had the opportunity to learn more about the transfer process and services available to them as students, as well as network with current U of A students. Transfer students were also able to connect with representatives from their college of interest and meet with specific support departments such as Financial Aid, Scholarships, Veterans Resource Center, and Off Campus Student Services, among others. Fifty-seven students and their guests attended one of the three recruitment events held during the 2016-2017 academic year. We had an additional 160 students and guests registered to attend a spring event, but, due to inclement weather, the event was cancelled. A total of 217 people showed interest in attending one of our recruitment events, which was an increase of 13% from the previous year.

Representatives from Transfer Central made 15 individual visits to Northwest Arkansas Community College's Transfer Information Desk at both the main campus and the Washington County campus in Springdale. Transfer Central continues to present to individual students and groups interested in learning more about opportunities to transfer. Transfer Central representatives also met with 811 transfer students who scheduled individual campus visits.

Outreach

The Transfer Central team also supported the Arkansas Association of Two-Year Colleges as a sponsored partner. Transfer Central and two other institutions in the state partnered to provide an educational session during the organization's annual conference. In addition, the team recognized the state's Academic All-Stars, the top two students from each community college, with scholarship offers.

Transfer Central also continues to work closely with key transfer advisors in each of the colleges on campus to develop best practices for serving transfer students from recruitment to enrollment. Transfer Central has taken this collaborative approach to feeder schools through outreach to our two-year college advisors and administrators. Transfer Central helped welcome two Arkansas Community Colleges into the UA System: Rich Mountain Community College in Mena, AR, and Pulaski Technical College in North Little Rock. Transfer Central continues to partner with Graduate Northwest Arkansas and the Single Parent Scholarship Fund of Washington and Benton County,

organizations and initiatives that help drive the number of college graduates in the Northwest Arkansas region.

Transfer Central welcomed Paige Serzen, who joined the Transfer Central team in February.

By the Numbers

The University enrolled a total of 2,317 transfer students for the 2016-2017 academic year. This cohort included 1,386 new transfers in the fall of 2016, and 85 Transfer Freshmen. In spring 2017, 468 New Transfers and 64 Transfer Freshmen enrolled, and for 2017 Summer I, 204 New Transfers and 4 Transfer Freshman were enrolled. The Transfer Central team strives to provide relevant resources and a personalized approach to perspective transfer students each year. Additionally, the team recognizes the importance of outreach that includes college professionals at other schools who assist students wishing to transfer. Together, working with prospective students and colleagues at other schools proves to be a key strategy in serving the needs of transfer students at the U of A.

NEW STUDENT ORIENTATION

New students enrolling in the fall or spring semester have an opportunity to sign up for an orientation session that assists in their transition to the University. All students, including transfers and non-traditional students, have the opportunity to participate in an orientation session that best fits their needs. Students eligible to join the Honors College are invited to attend an honors-specific orientation but are welcome to attend any traditional orientation session. The office of New Student Orientation coordinates the honors orientations, the one-day and two-day traditional orientations, the on-campus transfer orientation, the online transfer orientation, and spring orientation for all new undergraduate students in January.

Offering Orientation Options to Meet Student and Family Needs

For new incoming freshman and transfer freshman students, the one-day orientation model allows for a total of 21 orientation sessions for the summer season. Regardless of which on-campus orientation a new student participates in, students connect with other new students and are assigned an orientation mentor. They meet with college representatives and advisors to register for classes. Students are encouraged to bring guests and family members to orientation, and information and transitional services are available for the entire family. New students are also provided various opportunities to connect with one another during orientation. The New Student Orientation staff, Orientation mentors, Admissions staff, and the entire campus community work together to provide a smooth and seamless transition to the University of Arkansas for new students.

Transfer students have the option of choosing either an on-campus or online orientation session designed to introduce them to the many resources and offices available to support their success at the U of A. Through the admission process, transfer students are connected to their particular college academic advisor to be advised and enroll in courses.

Students Leading the Way

The New Student Orientation staff supervises four graduate assistants, one summer intern, and 58 undergraduate orientation mentors during orientation. Orientation mentors are key to the success of the program and are often praised by attendees for their involvement and service during the program. The NSO mentors attend a 2-week, mandatory, residential training program in May, gaining

valuable leadership skills and learning vital information in order to serve incoming students and their families during orientation.

Enhancing the Orientation Experience

New Student Orientation collaborates with the Enrollment Services communication team to build an effective flow of communication for admitted students, encouraging them to sign up for orientation as soon as they are admitted. After registering for an orientation session, students and parents receive a series of communication pieces that guide them through orientation, from registration to attendance. During the 2016-2017 academic year, New Student Orientation continued to use a mobile app to provide easily accessible information to attendees during the orientation.

Based on feedback from the 2016 student and family evaluations, the New Student Orientation staff made adjustments to the agenda to include additional information about popular topics such as financial matters, scholarships, required books and materials, and overall tips for students transitioning from high school to college. We also added additional opportunities for new students to connect with professional staff and mentors in group activities to discuss topics such as Title IX, Student Standards and Conduct, and managing stress. The orientation staff also gave participants more opportunities to connect with professional staff to ask questions and connect with key offices on campus during orientation. Students and guests are allowed to customize their orientation experience by choosing optional breakout sessions to attend as a means of connecting with key offices they may wish to learn more about. Students and guests also have the opportunity to participate in campus, library, and housing tours. They are invited to meet with Honors College representatives, learn about additional scholarship information, and learn how to navigate financial systems within UAConnect.

Family members who attend orientation can participate in sessions tailored to parents and family members. In addition, the academic colleges on campus address family members and are available to answer questions that guests and family members may have. This has proven to be a highly effective way to partner with family members to ensure that students have favorable experiences at orientation.

By the Numbers

The 2016-2017 orientation season experienced growth as enrollment continued to increase. There was an overall increase of 13.4% more students and guests attending one of the orientation session this fiscal year. Total student attendance during the 2016-2017 orientation season was 5,811 – up from 5,785 in 2015-2016. New Student Orientation also experienced a 13.4% increase in guest attendance from the previous year. Guest numbers went from 5,295 during the 2015-15 season to 5,777 in this fiscal year.

Academic Scholarships

ATTRACTING STUDENTS WITH SCHOLARSHIPS

The Academic Scholarship Office is a resource for prospective and current undergraduate students seeking scholarship funding. The primary mission of the office is to administer university-wide, merit-based scholarships. In addition, it serves as a clearinghouse for scholarships awarded by academic departments and outside agencies. The office's goal is to support the University's mission of recruiting and retaining high-achieving students who help to enrich and diversify the academic environment of the University.

Entering Class	Scholarship Applications	Scholarship Offers	Average ACT of offered	Average GPA of offered
Fall 2017	6,642	2,980	27.03	3.77
Fall 2016	6,079	2,763	27.45	3.74
Fall 2015	5,399	2,644	29.52	3.93
Fall 2014	5,190	2,623	29.39	3.92
Fall 2013	5,312	2,190	29.39	3.90

ENTERING FRESHMAN SCHOLARSHIPS

During the 2016-2017 academic year, the competitiveness of the new freshman scholarship application process continued to increase. Applying students submitted 6,642 applications. 1,327 applicants reported a GPA of 4.0 or higher and an ACT of 30 or higher. The average GPA of awarded students was 3.77, while the average ACT was 27.03. The overall averages of the 2017 freshman cohort were a 3.64 GPA and a 26 ACT. Arkansas resident received 2,419 new freshman scholarship offers, while out-of-state students received 561 scholarship offers, a total of 2,980 scholarship offers.

Enrollment Services did not request additional scholarship funding for the 2017-2018 academic year; however, several members of the Enrollment Services division have been collaborating with the Advancement division and other key student support areas for the establishment of the Advance Arkansas scholarship program for freshmen, transfers, and current students for the 2018-2019 academic year and beyond.

ENTERING FRESHMAN SCHOLARSHIP OFFERS

For the fall 2017 entering freshman class, 6,642 applications were received. That is an increase of 563 applications over the fall 2016 entering freshman class. 1,327 applicants reported a 30 ACT or higher and 4.0 or higher GPA.

- Arkansas residents received 2,419 (81.2%, a 5.73% increase over fall 2016) scholarship offers.
- Non-resident students received 561 (42.7%, a 15.86% decrease from fall 2016) offers.
- Students from 25 different states and four different countries were given offers.

- Females received 1,709 (57.3%, a 12.36% increase) offers.
- Males received 1,271 (42.7 %, a 2.81% increase) offers.

Chancellor's Scholarship

The Chancellor's Scholarship is \$8,000 per year. Approximately 144 Chancellor's offers were upgraded to Chancellor's Merit or to a fellowship for Fall 2017. In Fall 2013, funding for 50 Chancellor's Scholarships was reallocated to the Chancellor's Community Scholarship program. A few more Chancellor's Scholarships were reallocated to the Chancellor's Community and Leadership Scholarship programs for Fall 2016 and Fall 2017 to keep additional Arkansans in Arkansas.

Chancellor's Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	338	33	4.14	154*
Fall 2016	458	34	4.16	171*
Fall 2015	476	33	4.13	190*
Fall 2014	476	34	4.11	157*
Fall 2013	423	33	4.11	153*

*Does not include students that were upgraded to a fellowship.

The Chancellor's Community Scholarship is a \$5,000 renewable scholarship. Competitive applicants must show a demonstrable commitment to community service.

Chancellor's Community Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	265	32	4.11	133
Fall 2016	228	32	4.10	109
Fall 2015	201	32	4.05	103
Fall 2014	215	32	4.07	102
Fall 2013	220	31	4.04	133

Silas H. Hunt Distinguished Scholarship

The Silas H. Hunt Distinguished Scholarship Program was created to increase the diversity of the undergraduate student body by targeting groups of students who have traditionally been underrepresented at the University. The primary area of focus is on students from

underrepresented communities who have demonstrated outstanding academic leadership qualities and potential. Underrepresented communities include, but are not limited to, underrepresented ethnic or minority groups, a student with an interest in a field that does not typically attract members of their ethnicity or gender, residence in an underrepresented county of Arkansas, or a first-generation college student.

Students awarded a Silas H. Hunt Scholarship are offered either a \$5,000 scholarship renewable for four years (five years in the PMAT or Architecture programs) or an \$8,000 scholarship renewable for four years (five years in the PMAT or Architecture programs).

Students offered \$5,000 Silas H. Hunt Scholarship:

Silas H. Hunt \$5,000 Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	143	28	3.98	82
Fall 2016	139	28	3.92	69
Fall 2015	139	27	3.87	83
Fall 2014	147	27	3.85	90
Fall 2013	125	28	3.91	72

Students offered \$8,000 Silas H. Hunt Scholarship:

Silas H. Hunt \$8,000 Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	69	31	4.03	35
Fall 2016	64	30	4.03	38
Fall 2015	71	30	4.04	36
Fall 2014	73	30	4.01	38
Fall 2013	46	30	4.02	21

Honors College Academy Scholarship

The Honors College Academy Scholarship is \$4,000 per year and is the largest privately funded scholarship in the general freshman scholarship program.

Honors College Academy Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
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Fall 2017	299	31	4.02	183
Fall 2016	278	31	4.00	164
Fall 2015	342	31	4.06	162
Fall 2014	363	31	4.04	170
Fall 2013	267	31	4.03	121

Razorback Bridge Scholarship

This is the only scholarship that the Academic Scholarship Office administers that has a programming portion to it. This renewable scholarship is \$3,500 per year. The Office of Diversity Affairs has secured funding to allow a cohort of 50 new freshman Razorback Bridge Scholars for the next four years.

Razorback Bridge Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	88	26	3.73	65
Fall 2016	74	26	3.79	42
Fall 2015	71	25	3.74	51
Fall 2014	83	25	3.65	60
Fall 2013	64	26	3.72	48

Leadership Scholarship

The Leadership Scholarship is \$2,000 per year. Funds from many of the other scholarship programs were reallocated to the Leadership Scholarship for 2016-2017 to expand the number of scholarship offers for Arkansans at the 26-27 ACT level. Although an additional 34 offers were available for the 2017-2018 academic year, students with a 26 or lower ACT were not eligible for a Leadership Scholarship due to an increase in the academic quality of students at this level. The average ACT increased from 29 to 30 and the average GPA increased to over 4.00 for the first time in several years.

Leadership Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	684	30	4.03	367
Fall 2016	650	29	3.97	354

Fall 2015	519	30	3.98	281
Fall 2014	366	30	3.98	182
Fall 2013	203	30	3.95	104

University Enrichment Scholarship

The University Enrichment Scholarship was first awarded for the Fall 2013 academic year. It is a \$2,000 one-time award with the same eligibility requirements as the Silas Hunt and Razorback Bridge scholarships. It is only awarded to Arkansas residents.

University Enrichment Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	67	24	3.64	44
Fall 2016	54	24	3.63	38
Fall 2015	47	24	3.53	32
Fall 2014	53	24	3.47	34
Fall 2013	31	25	3.58	18

Jewell Minnis Scholarship

Fall 2014 was the first year that this scholarship was awarded as a part of the University's general freshman scholarship award process. It is a \$2,000 privately funded one-time scholarship for Arkansas residents.

Jewell Minnis Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	83	28	3.73	56
Fall 2016	51	28	3.71	32
Fall 2015	38	27	4.08	17
Fall 2014	35	27	4.08	21

Freshman Success Scholarship

The Freshman Success Scholarship was awarded for the first time in Fall 2016. It is a one-time award for \$2,000 for Arkansas students only. It helps fund students at a lower ACT and GPA level.

Freshman Success Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	429	26	3.81	306
Fall 2016	289	25	3.73	195

Freshman Academic Scholarship

The Freshman Academic Scholarship was awarded for the first time in Fall of 2010. This \$1,000 non-renewable scholarship helps fund additional Arkansas students at a slightly lower GPA and test score level.

Freshman Academic Scholarship	Number of Offers	Average ACT of offered	Average GPA of offered	Number Expected to Enroll as of July 15
Fall 2017	515	25	3.46	370
Fall 2016	478	25	3.42	337
Fall 2015	740	27	3.70	507
Fall 2014	812	27	3.66	517
Fall 2013	811	27	3.80	533

TRANSFER SCHOLARSHIPS

The number of transfer scholarships available for the fall and spring terms has remained consistent. The spring 2016 application cycle had a total of 34 offers with an average GPA of 3.805. The fall 2017 application cycle had a total of 76 offers with an average GPA of 3.88. The Chancellor's Transfer Scholarship is a two-year award of up to \$3,000 per year. The U of A Transfer Student Scholarship is a two-year award of up to \$2,000 per year. The Phi Theta Kappa Transfer Scholarship is a two-year award of up to \$2,500 per year. The Academic Scholarship Office continues to award the Academic All-Star Transfer Student Scholarship to students who are classified as "Academic All-Stars" by their Arkansas two-year college.

Fall 2017 Applications	Scholarship Offers	Average GPA of Offers
362	76	3.88

Scholarship	Fall 2017 Offers	Average GPA
Chancellor's Transfer Scholarship	24	3.195
U of A Transfer Student Scholarship	44	3.795
Phi Theta Kappa Transfer Scholarship	8	3.736

Spring 2016 Applications	Scholarship Offers	Average GPA of Offers
110	34	3.805

Scholarship	Spring 2016 Offers	Average GPA
Chancellor's Transfer Scholarship	7	3.897
U of A Transfer Student Scholarship	21	3.862
Phi Theta Kappa Transfer Scholarship	6	3.625

THE NEW ARKANSAN NON-RESIDENT TUITION AWARD

The New Arkansan Non-Resident Tuition Award Scholarship pays the majority of the difference between in-state and out-of-state tuition, but beginning with the 2011-2012 entering student class, the award has a fee associated with it. Students who enrolled in summer 2011 were charged \$450 per semester, and their fee will continue at that amount as long as they receive the award. The 2012-2013 entering class pays a \$560 fee each semester as long as the student is receiving the award. Starting with the 2013-2014 entering class, the New Arkansan Non-Resident Tuition Award had two separate eligibility levels and paid either 80% or 90% of the difference between in-state and out-of-state tuition. Beginning with the 2016-2017 entering class the New Arkansan Non-Resident Tuition Award has three separate eligibility levels and pays 70%, 80%, or 90% of the difference between in-state and out-of-state tuition.

The Academic Scholarship Office is responsible for processing renewals of the New Arkansan Non-Resident Tuition Award, the Board Policy tuition waiver, the Alumni Legacy, the International Non-Resident Tuition Award, the Bolivian Tuition Advantage, the Caribbean Tuition Advantage, the National Collegiate Network Tuition Advantage, the Panama Tuition Advantage, the Rwanda Tuition Advantage, the Panamanian Tuition Advantage, and the Dimitris Perrotis College of Agricultural Studies Tuition Advantage.

At the end of spring 2017, 78% of Alumni Legacy Scholarship and New Arkansan Non-Resident Tuition Award recipients automatically renewed the award. Students have until the end of summer to meet the renewal requirements.

SCHOLARSHIP RETENTION AND RENEWAL

Scholarship renewal for the 2015-2016 academic year has remained steady at 93% compared to the previous year's 94%. Freshman 2015-2016 scholars decreased the year-over-year numbers with 90% renewing versus 92% of the 2014-2015 scholars. Sophomore 2015-2016 scholars also decreased to 90% from the previous year of 96%, and juniors slightly increased to a 96.9% renewal from the previous year of 96.1%.

Of the 2,520 students due to renew their scholarship at the end of spring 2017 term, 2,256 (89.5%) of them renewed automatically (85% of freshmen, 92% of sophomores, and 91.8% of juniors). Five students still have incomplete grades, and their renewal will be determined at the end of the summer 2017 term. The 269 students who did not renew automatically due to low grade point average and/or hours have the opportunity for renewal by taking summer classes. 136 of those students have communicated with the Scholarship Office and are working toward summer renewal of their academic scholarship. Previous analysis revealed positive scholarship renewal rate increases by emailing with students below 3.2 GPA at mid-term and with students below 3.0 GPA at the end of their fall semester. The office will continue emailing with all students below 3.2 GPA at mid-term and 3.0 GPA at the end of their fall semester to suggest a meeting with scholarship advisors and/or the Center for Learning and Student Success.

OUTSIDE SCHOLARSHIPS

The Academic Scholarship Office is responsible for posting outside scholarships to student accounts once the awards have been received by the Treasurer's Office. For the 2016-2017 academic year, the U of A received approximately five million in outside scholarships. This is the 6th consecutive year

that over four million in outside scholarships has been received. This represents approximately a 122% increase in outside scholarship funding from 13 years ago.

Aid Year	2017	2016	2015	2014	2013	2012
Total	\$5,595,013	\$5,588,054	\$5,031,169	\$5,083,832	\$4,890,854	\$4,410,128
Aid Year	2011	2010	2009	2008	2007	
Total	\$4,020,062	\$3,612,805	\$3,121,728	\$3,032,755	\$2,648,990	

SCHOLARSHIPS FOR CURRENT STUDENTS

As of the May 2017 notification date, the 2017-2018 Current Student Scholarship program has offered \$615,750 in privately funded scholarships (this includes a \$150,000 annual allocation from the University's institutional scholarship budget; however, there was no one-time allotment from the institutional scholarship budget for this award year) which represents a decrease from last year's awarding of \$684,500 by \$68,750 or 10.04%. Additionally, 309 students were awarded through this program, compared to 396 awarded in the 2016-2017 program. The average award amount was approximately \$1,993, and the average recipient's cumulative GPA at time of application was a 3.84. The endowments that support the private scholarships had a small amount of accumulated earnings which we were able to use to help offset the lack of roll-over funds from the institutional scholarship budget for 2017-2018. However, most of the additional accumulated earnings used for 2017-2018 will not be available to assist with any lack of roll-over for 2018-2019.

The 2017-2018 program had a total of 3,691 general applications submitted in the online system, and of those, 1,614 were complete and deemed eligible for consideration in the University-Wide Current Student Scholarship (UWCSS) program and 2,077 were deemed not eligible as of the February 15, 2017 submission deadline. The 1,614 UWCSS applications constituted the 2017-2018 applicant pool. Of these, 816 applicants were deemed academically high priority and reviewed. The applicant's academics, as seen in the cumulative GPA, and class standing, as seen in cumulative GPA hours, were used to determine which applicants would be identified for review.

All six of the undergraduate colleges were represented. The Walton College of Business had the largest representation with 403 students, followed closely by the Fulbright College of Arts and Sciences with 392 and the College of Engineering with 363. There were also 678 Honors College students representing 42% of the pool. The School of Architecture had the smallest representation with only 97 students. Additionally, over 100 different academic programs were represented. As the campus continues to transition to the new AcademicWorks system at both the departmental and college-wide levels, it is anticipated that the academic units represented will continue to fluctuate.

In-state students represented 56% of the pool, followed by out-of-state students at 38% and international students at 6%. The international applicants represented 31 countries and the out-of-state applicants represented 26 states. The in-state applicants represented 63 of the 75 counties in Arkansas.

Finally, the overall academic quality of the applicants stayed relatively the same from the 2016-2017 program to the 2017-2018 program. The profile applicant in the 2016-2017 program was a sophomore who had completed 40 hours and had a cumulative GPA of 3.561. The profile applicant in the 2017-2018 program was a sophomore who had completed 43 hours and had a cumulative GPA of 3.557. The continued shift in class standing from junior to sophomore occurred since spring term

grades were not factored into scholarship consideration. The 2016-2017 program had 276 students with a 4.0, representing 19% of the applicant pool, and 612 student, or 42% of the pool, were Pell Grant eligible. The 2016-2017 program had 321 students with a 4.0, representing 19% of the applicant pool, and 422 students, or 26% of the pool, were Pell Grant eligible, and 280 students, or 17% of the pool, self-identified as being first-generation.

In October 2013, the Scholarship Office began a campus wide implementation of the AcademicWorks scholarship administration software system. For the 2017-2018 selection cycle, most of the academic units on campus are using the AcademicWorks system to varying degrees, including the Arkansas Alumni Association's incoming freshman scholarships. Some units are using the system to administer all aspects of their programs while others are only using it for application intake. As we prepare for the 2018-2019 selection cycle, the Academic Scholarship Office will work closely with the College of Engineering, Fulbright College of Arts and Sciences, and the Arkansas Alumni Association to continue a holistic implementation of the system at all levels.

SERVICE

Garrick Hildebrand was nominated for the fifth year by the Office of Study Abroad to participate in one of the national scholarship selection panels for the Gilman Study Abroad Scholarship Program. The Gilman Study Abroad Program is funded by the U.S. Department of State Bureau of Educational & Cultural Affairs and is administered by the Institute of International Education.

Wendy Stouffer was selected to a three-year term to the board of the Single Parent Scholarship Fund of Northwest Arkansas. She is the chair of the Scholarship Policy Committee.

EDUCATIONAL OUTREACH

Educational outreach is a large part of the mission of the Academic Scholarship Office. The staff held presentations for the freshman classes, Admissions, Academic Success, and Orientation.

Educational Outreach	Date
ASAP	7/21/16
Razorback 101 (Prospective Freshmen)	7-25-16/7-29-16
Razorback 101 (Transfer Students)	7/29/16
Razorback 101 (Prospective Freshmen)	8-1-6/8-5-16
Razorback 101 (Transfer Students)	8/5/16
Orientation	8-8-16/8-9-16
Transfer Student Orientation	8-18-16
Army ROTC	8-19-16
Springdale Public Schools	9/24/16
Honors College Convocation	9/26/16
Admissions Officer Training	9/26/16
Transfer Preview	9/30/16

Razorback Reveal	10/1/16
Rogers New Tech High School	10/7/16
Fayetteville HS Agri Night	10/11/16
SURF	10/20/16
Upward Bound	10/29/16
Single Parent Scholarship Fund	11/1/16
Friends of Magdelene Serenity House	11/7/16
Friends of Magdelene Serenity House	11/14/16
HarBer HS Financial Aid Night	1/6/17
Transfer Student Orientation	1/10/17
Don Tyson School of Innovation	2/2/17
Kipp Delta HS Senior Visit	2/9/17
Diversity Impact	2/24/17
Counselor Connections	3/30/17
Off-Campus Services Lunch Series	4/4/17
Greenland High School Award Ceremony	4/28/17
Honors College Discovery Day	5/20/17
Orientation Mentor Training	5/23/17
Orientation	6/5-30/16

Financial Aid

The Office of Financial Aid addresses need-based aid. Its mission is to ease the financial burden of a college education and to make education accessible for students from all economic backgrounds. The office assists prospective and current students by collecting and processing information and creating the best possible financial aid package for each individual student in a timely manner. The Financial Aid Office keeps students informed of all current federal government regulations and changes in those regulations. The office keeps accurate records for each student and makes information readily accessible while maintaining confidentiality. By keeping lines of communication open, the office works toward maximizing student service and office efficiency for the benefit of the University community and outside agencies.

Financial aid comes in the form of gift aid and self-help aid. Gift aid consists of scholarships and grants. Self-help aid is made up of loans and work study. Eligibility is determined by use of a federally mandated formula resulting in an estimated family contribution. Although families are primarily responsible for financing the student's education, the Office of Financial Aid provides individualized assistance according to each family's financial circumstance from information reported on the Free Application for Federal Student Aid (FAFSA). A total of 18,359 students received \$224,415,467 in funding for 2016-2017.

ACCESS AND TECHNOLOGY IMPROVEMENTS

Financial Aid TV is an important online educational tool for the Office of Financial Aid. It provides over 250 short informational videos that cover many basic financial aid topics in an easy to understand format. Between July 1, 2016-June 30, 2017, 18,141 videos were viewed by current and prospective U of A students and parents. The most-viewed video is "What is financial aid?", viewed 1,217 times.

New improvements made in UAConnect's Student Center allow students to upload documents required by the Office of Financial Aid. This allows for greater accessibility, convenience, and security. This is currently specific to verification required documents. 268 documents were uploaded between July 1, 2016-June 30, 2017.

The Office of Financial Aid added a new Lexmark copier in the lobby. This copier allows for documents to be copied, printed, emailed, and scanned electronically into our imaging system which improves security and processing time. Since its installation in January 2017, 443 verification and satisfactory academic progress documents have been imported into our imaging system through this printer, allowing all staff the ability to scan into Perceptive Content. Previously only the two imaging staff members could scan documents directly into the office into the system. This change has increased productivity, accuracy, and time-savings.

EDUCATIONAL OUTREACH

Educational outreach is a large part of the Office of Financial Aid mission. The staff held presentations for local high school, counselors, freshman classes, Admissions, Academic Success, and Orientation.

Event	Date
University Perspectives Class Presentation	9-14-16
Prairie Grove High School Financial Aid Night	9-21-16
National Training for Counselors and Mentors	9-23-16
Springdale High School College Night	10-1-16
Haas Hall Financial Aid Night	10-10-16
Rogers Heritage High School Financial Aid Night	11-1-16
SWASFAA - Committee and Presentations	11-9-16
Huntsville High School Financial Aid Night	11-9-16
Har-Ber High School Information Night	1-9-17
Diversity Impact Information Fair	2-24-17
Headed to the Hill (online Mt Home)	4-13-17
Headed to the Hill/Jonesboro, AR	4-13-17
Freshman Commuter Retention	4-25-17
Honors College Discovery Day	5-20-17
Orientation Information Fair & Presentations	6-2017

FINANCIAL AID BY THE NUMBERS

The Office of Financial Aid disburses millions of dollars of aid and serves thousands of current students, prospective students, and previous students each year.

	Federal Aid	Institutional Aid	Outside Aid	State Aid	Total
2013	\$119,068,552	\$34,614,171	\$14,837,294	\$33,549,960	\$202,069,977
2014	\$121,233,896	\$36,079,433	\$16,435,010	\$29,697,179	\$203,445,518
2015	\$125,352,995	\$36,935,830	\$18,042,551	\$27,566,265	\$207,897,641
2016	\$125,755,915	\$39,408,675	\$22,303,831	\$27,165,201	\$214,633,622
2017	\$129,331,700	\$42,871,766	\$25,704,956	\$26,507,043	\$224,415,467

Summary Data Regarding Aid Disbursed	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total Aid Disbursed	\$202,069,977	\$203,445,518	\$207,897,641	\$214,633,622	\$224,415,465
Total Recipients	17,707	17,876	18,113	18,310	18,359
Percent of Enrollment Receiving Aid	67.86%	66.59%	66.09%	65.46%	64.66%
Percent of Enrollment Receiving a Pell Grant	23.73%	23.26%	22.63%	21.42%	20.32%
Estimated Undergraduate Cost of Attendance (Resident)	\$21,472	\$22,212	\$23,066	\$23,506	\$24,302
Average Graduating Undergraduate Indebtedness	\$27,095	\$24,111	\$24,120	\$24,768	\$24,182
Three Year Cohort Default Rate	8.1% (2010)	6.7% (2011)	6.3% (2012)	6.6% (2013)	6.9% (2014 draft)

Grant Aid

Financial aid funds that do not have to be paid back.

Type of Grant Aid	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Federal Pell Grant	\$20,565,561	\$20,906,585	\$21,190,671	\$20,335,658	\$19,525,343
Federal Supplemental Educational Opportunity Grant	\$897,775	\$936,753	\$898,005	\$788,662	\$1,022,608
State Workforce Improvement Grant	\$180,300	\$162,912	\$176,063	\$174,000	\$183,000
State Higher Education Opportunities Grant	\$545,250	\$485,930	\$499,785	\$532,750	\$564,616
Other	\$1,965,039	\$1,706,350	\$1,604,583	\$1,799,485	\$1,796,740
Total	\$24,153,925	\$24,198,530	\$24,369,107	\$23,630,555	\$23,092,307

Work-Study

A total of 93 campus offices employ work-study students. Those offices receive a 75% subsidy for the student's earnings leaving the office obligated for the remaining 25% of the earnings. In addition to on campus work-study employers, there are 10 off campus community service organizations that employ work-study students.

Work-Study Facts	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Offices that Employ Work-Study Students	109	109	107	101	93
Students Employed	557	576	585	576	541
Amount Earned by UA Students	\$1,138,524	\$1,051,109	\$1,140,689	\$1,144,836	\$1,094,744
UA Students Employed in Community Service	129	133	109	87	100
Amount Earned by UA Students in Community Service	\$251,498	\$224,856	\$197,776	\$164,684	\$182,221

Student Loans

Loans are money that must be paid back with interest. Students use both federal and private loans to help pay for their education. Students who receive private loans are encouraged to make use of their federal loan eligibility as a first option.

Loan Type	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Subsidized Stafford	\$25,729,675	\$26,180,395	\$26,261,233	\$25,703,214	\$25,969,993
Unsubsidized Stafford	\$55,387,284	\$54,522,925	\$54,664,402	\$53,268,457	\$53,299,762
Perkins	\$2,372,063	\$2,165,619	\$2,268,444	\$1,950,169	\$2,310,564
Parent PLUS	\$11,283,275	\$13,809,777	\$16,785,742	\$20,780,305	\$23,959,630
Graduate PLUS	\$1,674,713	\$1,637,433	\$2,116,498	\$1,877,103	\$2,373,542
Federal Nursing	NA	\$9,679	\$14,906	\$5,359	\$5,136
Private Loans	\$6,867,579	\$8,195,929	\$9,461,102	\$12,322,188	\$15,328,372
Total	\$103,314,589	\$106,521,757	\$111,572,327	\$115,906,795	\$123,246,999

ARKANSAS STATE PROGRAMS

The Arkansas Department of Higher Education administers state aid programs. The largest of these programs are the Academic Challenge (funded by the lottery), the Governor's Distinguished Scholarships, and the Higher Education Opportunities Grant (GO! Grant). State Program funding received by U of A students totaled \$26,507,043.

SERVING STUDENTS

The counseling staff is assigned to students alphabetically by students' last name. Counselors are available to see students as walk-ins, as well as communicate with students by email and phone. Walk-in students totaled 14,106 with students having to wait an average of 3 minutes and 12 seconds before seeing a counselor. To assist students with questions and to provide reliable access to office staff, the Office of Financial Aid maintains a call center. The financial aid call center answered 46,916 calls. Total inbound call talk time was a combined 3,353 hours with an average call time of 4 minutes and 17 seconds.

PROCESSING & SYSTEMS

The Federal Government requires colleges and universities to verify or confirm the data reported by students and their parent(s) on the FAFSA. The U.S. Department of Education selects students for verification through a random selection process or if data irregularities data are identified. Verification requires students and parent(s) to provide documentation to the Office of Financial Aid. During this verification period, processing time once the documentation was received was 1 day.

Processing and Systems	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
FAFSA's Loaded	21,660	21,795	22,015	22,232	22,171
Selected for Verification	4,770	5,664	4,735	4,368	3,916
Completed Verification	3,413	4,132	3,423	2,868	2,562
Faxes Received	4,512	4,418	3,672	3,183	2,861

Registrar

The Office of the Registrar contributes to the mission of the University of Arkansas by constantly pursuing excellence in the accuracy of academic records, the integrity of academic processes, and the quality of service given to our university community and the general public. In so doing, we strive to create an environment that:

- Seeks efficient and effective ways of operating
- Encourages personal and professional growth
- Utilizes teamwork
- Respects diversity
- Promotes open communication
- Cultivates a service attitude

Awarded Outstanding Staff Team for 2017

For the second time in three years, the Office of the Registrar was honored with the Staff Senate Outstanding Staff Team Award. This year, the award recognized the Room Scheduling Unit and the Center for Learning and Student Success (Class+), who teamed up to develop a more efficient process for scheduling Supplemental Instruction (SI) classes. In 10 years, the number of SI sessions grew from 65 to over 500, causing a scheduling bottleneck that could take four to six weeks to resolve. Working together and utilizing the room scheduling software, R25, the teams streamlined and automated this process, eliminating much of the manual entry that had been required previously. Now, this process is completed within one week.

Released Blackboard Grade Upload to UAConnect

Registrar's office staff worked with UITS and Global Campus to integrate Blackboard Grade Journey with UAConnect to allow instructors to upload grades from Blackboard directly to their grade roster in UAConnect. This has had a significant impact on large classes where instructors previously had to enter grades manually in both systems.

Upgraded Audio-Video Support of Commencement

The office implemented a software product that displays the student's name and degree on video screens as they cross the stage at commencement. This required training, setup, and coordination with Media Services. Overall, it was a successful pilot and provided a personal touch to the ceremony. Plans are to continue offering the name display for future ceremonies.

Automated Process to Upload AP Test Scores and Award Credit

The registrar's office developed a process to programmatically upload AP test scores into UAConnect. After the scores are loaded, another process evaluates if credit is to be awarded. Once the evaluation is validated, the test credit is awarded. Previously, this process was done manually and took up to six weeks to complete the massive July file. Now it is done as scores come in from College Board and can be completed in 3 days. In the past, AP test credit for new freshmen was loaded, evaluated, and posted after orientation. This year, for new freshmen alone, the office posted AP credit for 557 students (1,508 courses/4,440 hours of credit) before orientation.

Released Degree Audit to Graduate School

The Office of the Registrar worked closely with the Graduate School to code 155 new program plans for the degree audit. In spring 2017, the degree audit was used by the dean's office to clear over a third of the degree candidates. This marked the beginning of our campus using the degree audit for every student at the university.

Enhanced Degree Audit

The office continued to make enhancements to the degree audit, including the addition of logic to prevent the clearance of an undergraduate degree candidate in an on-campus program who exceeds the online course limit. Other improvements include a display of the online hours a student has completed and a redesign of exception security to provide a more flexible, stable, and faster way to grant security by career, by program, and/or by specific plan(s).

Pre-Enrolled New Freshmen

In the spring of 2017, the Office of the Registrar began the planning process for enrolling 4,880 new freshmen into nine hours of courses before the students arrived at orientation. There were 27 different classes and labs used for this process, which amounted to a total of 39,273 pre-enrolled hours.

Assessment of the pre-enrollment process on 07/17/17 showed the following:

- 59.19% kept the class and in the same section as pre-enrolled
- 12.33% kept the class but in a different section than pre-enrolled
- 28.48% did not keep the class
- Overall more than 71% of classes scheduled during pre-enrollment remained on the schedule for a student after orientations in June ended. This was a three percent improvement from last year and an eight percent improvement from 2014.

Room Scheduling

Room scheduling staff completed a project to place room assignments in UAConnect for Final Exams in Fall 2016. Students and faculty can now easily view the location where the exams will take place and can plan more effectively.

Room scheduling staff assisted the colleges with the placement of 2,234 classes for Fall 2016 and 1,980 classes for the Spring 2017 terms. An additional 565 classes & exam reviews were placed for the Enhanced Learning Center for Fall 2016, and 641 classes/review sessions for the Spring 2017 term.

Room/Seat Utilization and Scheduling Compliance

	Spring 2017 %	Spring 2016 %	Fall 2016 %	Fall 2015 %
Room Utilization	59.3	59.6	73.8	66.1
Seat Utilization	62.3	61.8	61.4	62.4
Schedule Compliance*	69.8	73.7	72.2	66.2
Total General Access Classrooms	172	173	172	175

*Note: There are a number of classes with no rooms assigned. Parameters used: M-F 7:30 to 5:30. Total classes reflect classes with meeting patterns. Classes without a meeting pattern would not be moved into R25 or X25

Curriculum Management

Three major projects in curriculum management were completed last year in coordination with the colleges and academic departments.

- Dual Level Course Conversions: Curriculum staff, in coordination with the colleges, continued administratively eliminating dual level course listings for their departments. Existing 4000-level courses were adjusted to undergraduate credit only, and corresponding stand-alone 5000 level courses were created for graduate offerings. This year, approximately 249 courses have been converted (in both UAConnect and in CourseLeaf), which translated into 747 new course creations. Additionally, curriculum staff moved 22 other courses in the History department from 6000-level numbers to 7000-level numbers because of extenuating circumstances connected to the dual level conversion project. The project is ongoing.
- Requisite Updates: Effective Spring 2017, requisites for graduate-level classes were implemented in UAConnect. This resulted in updating 1450 courses in UAConnect so that the system enforced requirements previously only stated in course descriptions.
- Intersession Cleanup Project: Beginning summer 2017, intersession terms were eliminated and May, August and January intersession classes were rescheduled into their corresponding major terms. Curriculum staff rescheduled 142 class sections for the summer 2017 term, 80 sections for the fall 2017 term and 105 sections for the spring 2018 term.

Office Calls/Walk-In Traffic

- 59,672 calls handled by the switchboard, registration, and transfer credit phone lines
- 14,403 walk-ins for transcripts, registration, and graduation services

Student Records

- Enrollment Verifications: 2,331 student-requested personal enrollment verifications were produced by the office. These are generally used by students and parents to validate enrollment for insurance purposes.
- Grade Change Forms: 1,398 grade changes that could not be done in UAConnect by instructors were processed by staff.
- Grade Forgiveness Forms: 1,684 grade forgiveness request forms were processed.

- Residency Reclassifications: 3,371 residence changes were completed. The Office of the Registrar processes all residency reclassifications and manages the appeal process for non-residents who want to petition for resident status.
- Transcripts: 33,261 transcripts were delivered per students' request in 2016/2017. Over 26,000 of the requests for official transcripts were made online. There were 17,256 requests made through Transcripts on Demand, the online transcript service. An additional 8,752 requests were made by current students through their Student Center page in UAConnect.

Transfer/Test Credit

- College Transcripts/Courses: 21,123 college transcripts were evaluated with 116,142 courses articulated and posted to the students' records.
- Transfer Equivalency Guide: 3,302 institutions are currently included and 4,725 classes added last year for a total of 373,093 individual classes listed in the guide.
- Test Credit:
 - 2,841 unique students had test credits (AP, CLEP, IB, Credit by Exam, etc.) posted to their student record (1166, 1169, 1173 terms only)
 - 18,514 credit hours awarded from AP, CLEP, IB, Credit by Exam, etc.
 - 1,928 unique students received AP credit
 - 16,587 credit hours awarded from AP test scores
 - 2,409 unique students received other credit (escrow, military service, credit by exam, etc.)
 - 62,203 credit hours awarded from escrow, military service, credit by exam, etc., in addition to AP, CLEP, and IB credit

Graduation

- Applied to Graduate: 6,551 students applied to graduate during this period, which includes the summer 2016, fall 2016, and spring 2017 terms.
- Degrees Awarded: 6,069 degrees were actually awarded during this same period, representing 92.6 percent of those who applied.

Curriculum Inventory

- Course Changes/Adds: 1,207 course changes/adds were completed via the online course change facility, CourseLeaf, and recorded in UAConnect.
- Program Changes: 149 program changes were completed online through CourseLeaf and updates made to UAConnect as necessary.
- Miscellaneous Changes: 14 miscellaneous proposals were approved via CourseLeaf. Of those, all required updates to the Catalog of Studies, and 4 of those required updates in UAConnect—two department name changes and two test credit changes.
- Catalog Research for Colleges: Curriculum staff researched the history of multiple degree programs at the University of Arkansas for the Dale Bumpers College of Agricultural, Food and Life Sciences and the College of Education and Health Professions. Research included

identifying when the program was first approved to be offered, historical degree name and/or requirement changes, and approved/eliminated concentrations.

- **Dual Level Course Conversions:** Curriculum staff, in coordination with the colleges, continued administratively eliminating dual level course listings for their departments. Existing 4000-level courses were adjusted to undergraduate credit only, and corresponding stand-alone 5000 level courses were created for graduate offering. This year, approximately 249 courses have been converted (in both UAConnect and in CourseLeaf), which translated into 747 new course creations. Additionally, curriculum staff moved 22 other courses in the History department from 6000-level numbers to 7000-level numbers because of extenuating circumstances connected to the dual level conversion project. The project is ongoing.
- **Thesis/Dissertation Repeatability Project:** For the degree audit to function correctly for graduate students, all thesis and dissertation courses needed to be updated to allow repeatability; 136 courses were adjusted for this project.
- **Intersession Cleanup Project:** Beginning summer 2017, intersession terms were eliminated and May, August and January intersession classes were rescheduled into their corresponding major terms. Curriculum staff rescheduled 142 class sections for the summer 2017 term, 80 sections for the fall 2017 term and 105 sections for the spring 2018 term.
- **Service Learning Project:** Approximately 156 courses/classes were approved as Service Learning offerings across the Fall 2016-Fall 2017 terms. Curriculum staff facilitated entering the appropriate SL course attributes, transcript topic titles and class notes in UAConnect for each of the approved sections.
- **Class End Date Cleanup Project:** In order to assign rooms for final exams in UAConnect, class end dates on the Schedule of Classes needed to be updated to reflect the last day of classes, rather than the last day of the term. This change impacted 10,062 class sections for fall 2016 and 10,462 class sections for spring 2017.
- **Training:** Curriculum staff presented 11 training sessions on Schedule of Classes, Post Enrollment Requirement Checking (PERC) and CourseLeaf. These sessions included both group and individual training to a wide variety of campus constituents.
- **AHEIS (Arkansas Higher Education Information System) Reporting:** Curriculum staff served as the Office of the Registrar's liaison with Institutional Research (IR) for ADHE census day reporting, and was responsible for data integrity/cleanup between UAConnect live files and AHEIS sink files. This year, curriculum staff evaluated and corrected approximately 1,120 data issues in preparation for the census day pull for each term of the academic year.

Registration

Term Activations

- **Term Activations:** (the process to make students eligible to register for a term): Term activations for which various registration holds or enrollment appointment dates were applied decreased by 2,585 over the previous year, from 39,976 in 2015/2016 to 37,391 in 2016/2017.
- **Priority Registration:** For the summer 2016 priority registration period, 22,701 registration appointments were created and 6,019 students registered. This means almost 27 percent of students with enrollment appointment times registered for summer classes during priority registration. For fall 2016, 22,701 appointments were created and 13,020 students, 57 percent, registered during priority. For spring 2017, there were 26,830 appointments set and

18,015 students, 67 percent, who registered during priority registration. In comparison to the previous year, there was an increase in priority enrollment for each term except summer. In summer 2016 priority registrations decreased by 440 students. In fall 2016 the increase was 35 students and in spring 2017 the number of students registering during priority registration increased by 426 students.

- **Administrative Enrollment:** The Office of the Registrar performs administrative enrollment into classes in the form of adds, drops, or swaps for both current enrollment periods and also historical periods to update student records with prior degree and course information. The office performed 17,222 manual class enrollments during 2016/2017, an increase of 107 from the previous year.
- **Final Exam Policy:** In support of final exams the office sent out emails to inform the students of their ability to adjust their finals schedule due to multiple daily finals as defined by policy. 2,422 emails with supporting documentation were sent for fall 2016, and another 2,990 emails were generated for the spring 2017 term.

Reporting, Security, and Tech Support

- **Reporting Production:** Reporting staff supported the Office of the Registrar by running scheduled reports and creating new reports as needed. Staff worked throughout the year to consolidate query outputs, refine queries, and discontinue obsolete queries. There were 102 different entries scheduled on the Production Calendar over the course of the year. Over 8,700 runs were scheduled on the Production Calendar during the year, with approximately 13,900 outputs created. There were 64 external reports processed during the year (including Alumni, honor societies, military recruiters, etc.). On average, 50-70 UAConnect production processes were scheduled on a nightly basis.
- **Computer Support:** During the course of the year staff documented the following support assistance via on-site, phone, email and jabber for the Office of the Registrar at UPTE and HUNT.
 - **Hardware** – 258 issues documented (installs, repairs, troubleshooting/research, updates/upgrades, moves/setups, surplus), **Network** – 75 issues documented (troubleshooting, RDC, VPN, wireless, printer and LAN), **Software** – 1,249 issues documented (installs, troubleshooting/research, upgrades/updates, adware/virus issues, database builds/converts/changes and special query requests).
 - **Computer Equipment Inventory:** During the course of the year, staff documented the following assistance with pricing/purchasing of new computer equipment/supplies and the surplus of old equipment. The staff kept inventory records for the year that included tagging and entering new inventory, documenting inventory that was moved between different offices at UPTE and also moved from UPTE to HUNT. It included documenting the removal and/or surplus of any replaced/outdated equipment that was no longer in use by the Office of the Registrar at UPTE and HUNT. It included the storage of computer equipment used as backup/replacement for UPTE and HUNT.
 - **Pricing, Purchasing and Installing:** 17 Dell desktop computers, 9 Dell laptops, 8 Dell monitors, 1 Logitech wireless keyboard and mouse combo, 1 Dell laptop battery, 2 USB portable hard drives, 46 Adobe Acrobat Pro 11 license renewals, 3 Adobe Creative Cloud licenses, 2 Logitech webcam, 26 cables (video, printer, network), 1 USB printer switch, 3 laptop cases, 6 surge protectors, Epson printer ink supplies.

- Website Updates: Routine maintenance and updates continue. Over 115 web page changes were made during the last year.

UAConnect Security

- Staff supported the Office of the Registrar by evaluating security requests and assigning appropriate security roles to campus users of UAConnect. New security roles were created and assigned to users as needed. Staff manually evaluated and processed numerous requests for assistance with Instructor Advisor access, processed 332 user requests for new or additional access to UAConnect that were not Instructor Advisor access, and evaluated 3 BASIS/UAConnect security comparison reports which resulted in the manual evaluation of 43 individuals.

Data Integrity

- Identified and corrected over 10,500 data integrity issues around students' records.
- A crucial component that affects several areas of UAConnect is the uploading of information for faculty and staff conducted in a nightly process. Almost 32,900 of these records were loaded into UAConnect this past year with over 3,300 needing some attention for item resolution.
- Ensured accurate transfer credit posting for over 4,900 students whose work had been entered but who had not yet been matriculated.
- Maintained athletic student groups to ensure holds are removed or added in a timely manner (weekly monitoring over 500 students).
- Assisted the Office of Admissions with over 1,000 changes to student admit terms and application status changes.
- Completed over 8,000 changes to correct student data for National Student Clearinghouse submitted files.

Degree Audit

- Administrative Academic Advisement Reports: A total of 72,038 reports were generated. These reports are used by colleges for advising purposes and for degree clearance; reports are also generated in batches to update degree audit statuses.
- Self-Service Advisement Reports: 5,038 reports generated by students through UAConnect, compared to 1,631 the year before. This more than 200 percent increase demonstrates how much the new degree audit is being used.
- Core Check Advising Reports Produced: 19,020 reports were generated administratively and 5,083 on the self-service side (each of these ran an average of 4-5 times per student through the reporting period for the Fall and Spring graduation ceremonies). These reports were processed for current and future applicants for graduation and used to validate the completion of University requirements and the State Minimum Core for undergraduate applicants.
- Encoding: 155 new program plans were coded for the graduate school and 117 program plans were re-coded to accommodate catalog year changes and other minor adjustments for undergraduate and law careers.
- Degree Audit Security: The following entries exist in Degree Audit Exception Security:

- 6 Office of the Registrar Super Users
- Undergraduate career
 - AFLS: 4 with security to all plans
 - ARCH: 2 with security to all plans
 - ARSC: 18 with security to all plans and 47 with security to a specific plan and/or plans
 - EDUC: 2 with security to all plans and 3 with security to a specific plan and/or plans
 - ENGR: 5 with security to all plans and 18 with security to a specific plan and/or plans
 - WCOB: 2 with security to all plans
- Graduate career
 - 4 with security to all programs and all plans and 124 with security to a specific plan or plans
- Agri Law career
 - 1 with security to all programs and all plans
- Law career
 - 1 with security to all programs and all plans

UAConnect Student Records Projects

The Office of the Registrar's staff opened 226 cases and completed 115 projects throughout the year. Projects completed reflect the Office of the Registrar's constant efforts to add functionality, maintain a stable and efficient database, and assist users across campus. Some major projects have been described above; others are outlined below.

- Chancellor's and Dean's List: Converted the process for awarding chancellor's and dean's list from a seven-step modified process to one using delivered functionality in UAConnect.
- Degree Audit: Enhancements continued to be made for the degree audit, including:
 - Logic to enforce the Online Policy on Degree Clearance page so that when a student pursuing a face-to-face degree exceeds the maximum number of online hours allowed, they will need an exception before getting the degree cleared
 - Total online hours toward degree and plan added to the degree audit page
 - Redesigned the Degree Audit Exception Security. The new setup provides a more flexible, stable and faster way to grant security by career, by program and by specific plan(s)
 - Identified courses that cannot be used due to grade forgiveness and bankruptcy. These courses were moved to the Courses Not Used Above group
 - Added GRADING_BASIS_ENRL of 'REG' to the Degree Audit
 - Modifications to display the University Requirements plan once if more than one exists on the plan selection page
 - Excluded distance education courses from total online hours calculation

- Resolved issue of online hours not calculating correctly
- Enrollment: Modifications to enforce UA policy that new freshmen students cannot enroll in an intercession. Also, modifications to check and enforce enrollment term limits for Fall and Spring, based on term limits now excluding intercession sessions.
- Graduation Application: Modifications to capture the following information on the graduation application if student was admitted to a graduate program or accepted a job.
 - Company/Organization/School Name
 - Graduate Program Title/Job Title
 - Full-time or Part-time job
 - Location: (City, State, Zip)
 - Changed hours needed to apply for graduation - UGRD > 89, LAW > 59
- Import of Blackboard Grades: Began work to allow instructors the ability to export their grade rosters from Blackboard and then upload them directly into their grade rosters in UAConnect. A successful pilot was completed for 2016 summer session I classes. Plans are to expand this functionality to all instructors beginning in summer session II.
- Full List of Completed Projects:

Title	Functional Area	Open Date	Close Date
AA: NCSU Capture Online Courses on Degree Audit Report	REGR - Academic Advising	6/13/2016	7/28/2016
UA Degree Clearance Audit update	REGR - Academic Advising	5/20/2016	8/23/2016
Enforcing Online Policy on Degree Clearance page	REGR - Academic Advising	8/24/2016	9/14/2016
AA: NCSU DA Plan selection page issue.	REGR - Academic Advising	9/27/2016	9/29/2016
Fix Online hours link on top of another link on Degree Clearance page	REGR - Academic Advising	9/14/2016	10/28/2016
AA: NCSU Degree Audit identification of Grade Forgiveness/Bankruptcy	REGR - Academic Advising	10/4/2016	11/4/2016
AA: NCSU Add GRADING_BASIS_ENRL of 'REG' to the Degree Audit	REGR - Academic Advising	11/10/2016	11/11/2016
Change requirement term	REGR - Academic Advising	10/27/2016	11/11/2016
Exclude distance Ed courses from online hours calculation.	REGR - Academic Advising	11/3/2016	11/16/2016
AA: NCSU Modification to Degree Audit Security to make exceptions	REGR - Academic Advising	4/21/2016	11/23/2016
Additional Mods to DA Exception Security	REGR - Academic Advising	11/23/2016	12/12/2016
Degree Hold for Neg Service Indicated DNC	REGR - Academic Advising	12/2/2016	1/17/2017
AA: NCSU Send Graduate courses taken as undergraduates to unused courses.	REGR - Academic Advising	1/19/2017	3/7/2017
Update to grad degree audit to allow preclear options	REGR - Academic Advising	4/20/2017	5/16/2017
Modify import of Bb Grade Journey files	REGR - Blackboard	7/8/2016	8/8/2016
SR:Implement Blackboard Grade Journey	REGR - Blackboard	1/18/2013	9/15/2016

Change to Blackboard import process - new Grade Journey extract	REGR - Blackboard	11/28/2016	12/12/2016
AIM extract needs to include audit only	REGR - Campus Community	8/12/2016	8/23/2016
Modification to UA library patron extract	REGR - Campus Community	7/26/2016	8/23/2016
PERSDATA REFRESH	REGR - Campus Community	5/4/2007	9/16/2016
Sunapsis mapping for enrolled students	REGR - Campus Community	9/21/2016	12/15/2016
Remove pstd affiliates from RazAlert	REGR - Campus Community	1/31/2017	2/16/2017
Fix for Transactional Exam Processing	REGR - CollegeNet	2/3/2017	5/17/2017
Migrate query to CSPRD	REGR - Curriculum	7/20/2016	7/22/2016
New run control	REGR - Curriculum	7/22/2016	7/29/2016
UA_CLASS_DT_AFTER_LASTDAYCLASS	REGR - Curriculum	8/12/2016	8/15/2016
UA_CIP_CD	REGR - Curriculum	9/1/2016	9/14/2016
Problem adding instructors to old classes with newer rows on instr/advisor	REGR - Curriculum	9/20/2016	10/26/2016
UAXBKST - UA Bookstore Extract Modification	REGR - Curriculum	4/15/2016	11/9/2016
Create SQL to delete course and related child tables for term 1179	REGR - Curriculum	11/4/2016	11/28/2016
Create UASRROLL	REGR - Curriculum	5/9/2016	11/28/2016
Alternate Schedule of Classes- Wait List	REGR - Curriculum	1/16/2015	5/11/2017
Error - attendance roster	REGR - Faculty Center	7/14/2016	9/2/2016
Blackboard upload button missing on EP grade rosters	REGR - Faculty Center	10/3/2016	10/4/2016
Grade roster error with ep/final grade rosters	REGR - Faculty Center	12/12/2016	12/22/2016
Change acad standing value	REGR - Faculty Center	8/24/2016	1/30/2017
Degree honors posting	REGR - General	5/10/2016	7/11/2016
Modification to UA advocate/symplicity extract	REGR - General	3/3/2016	7/15/2016
Move Queries	REGR - General	7/14/2016	7/19/2016
New view - UA_SR_PREV_TERM_VW	REGR - General	7/14/2016	7/19/2016
AA: NCSU Make Degree Audit available to all plans for 'GRAD' career	REGR - General	7/7/2016	7/19/2016
Move Query	REGR - General	7/27/2016	7/28/2016
Move query	REGR - General	7/28/2016	8/4/2016
UASRXAIM Modification for Server Name Change	REGR - General	4/18/2016	8/12/2016
Move Query UA_SR_TEST_SCORE_LOAD	REGR - General	8/11/2016	8/19/2016
HPER UREC extract - add on campus	REGR - General	7/26/2016	8/23/2016

Sunapsis Extract change	REGR - General	1/20/2015	8/25/2016
UA Class Roster Attendance field delete	REGR - General	2/29/2016	8/26/2016
Modify SQL for UA_SR_PRVTRM_VW	REGR - General	8/11/2016	8/29/2016
Document View in Student Center	REGR - General	5/20/2016	8/29/2016
INVALID STUDENT STATUS	REGR - General	4/29/2008	9/1/2016
Move table UA_EF_COURSES to CSPRD	REGR - General	9/2/2016	9/2/2016
Move Queries	REGR - General	8/31/2016	9/2/2016
Move Queries	REGR - General	9/6/2016	9/8/2016
Move query UA_SR_R82_ASSIGN_TIX_REMINDER	REGR - General	9/9/2016	9/13/2016
HogsAbroad datafeed change	REGR - General	5/23/2016	9/21/2016
Move query UA_SR_R83_ASSIGN_GBL_TIX_RMNDR	REGR - General	9/22/2016	9/22/2016
Update CLASS_MTG_PAT end date and Fix for SREXSCHD.SQR	REGR - General	8/10/2016	9/22/2016
Alter UA_EF_COURSES.UA_EF_GROUP	REGR - General	9/7/2016	9/26/2016
Move Query UA_SR_CACT_TEST_NOT_LOADED	REGR - General	10/7/2016	10/20/2016
New view UA_CC_BEGTRM_VW	REGR - General	10/6/2016	10/20/2016
Change hours needed to apply for graduation	REGR - General	9/14/2016	10/28/2016
SQR to populate - Title IX (Haven) table	REGR - General	8/18/2016	11/7/2016
Move UASRTSTL.SQR	REGR - General	10/26/2016	11/9/2016
Modify View SQL (UA_SR_NEWGRD_VW)	REGR - General	9/23/2016	11/14/2016
Migrate UASRTSTL.SQR ASAP	REGR - General	11/14/2016	11/15/2016
RAZalert Table Entry Deletions	REGR - General	11/16/2016	11/22/2016
Starfish - Phase 2	REGR - General	8/22/2014	12/6/2016
Capture additional information on online graduation appliction form	REGR - General	9/29/2016	12/7/2016
Move Queries	REGR - General	12/2/2016	12/8/2016
Terra Dotta/HogsAbroad change to hosted	REGR - General	5/9/2016	12/13/2016
Apply to graduate hours to 90	REGR - General	12/7/2016	12/22/2016
Buffer error on instructor/advisor table	REGR - General	1/13/2017	1/19/2017
AcademicWorks change to admit term selection & add expt grad term	REGR - General	11/16/2016	1/19/2017
New View - UA_SR_ORGSYNC_VW	REGR - General	1/20/2017	1/30/2017
New View - UA_SR_FORGIVEN_SUM_VW	REGR - General	12/12/2016	1/30/2017
Move Queries	REGR - General	12/8/2016	1/30/2017

Instructor/advisor data conflict issue	REGR - General	1/25/2017	1/31/2017
Transcript Report getting partially processed	REGR - General	1/13/2017	2/3/2017
Modify student extracts for advancement office	REGR - General	5/10/2016	2/9/2017
Transcript script to delete temporary table info	REGR - General	2/15/2017	2/22/2017
AA: NCSU Online Hours not calculating correctly	REGR - General	2/2/2017	3/3/2017
CoursEval fix	REGR - General	1/26/2017	3/3/2017
SQL to update class end dates	REGR - General	2/10/2017	3/7/2017
Move query UA_CC_TABLE_PERMISSIONS_LOOKUP	REGR - General	3/13/2017	3/16/2017
XML Transcript issue	REGR - General	2/7/2017	4/18/2017
Exam Rubric	REGR - General	4/20/2016	4/21/2017
UA student term summary move ID to top of search	REGR - General	4/10/2017	4/22/2017
Changes to UA_SR_ORGSYNC_V	REGR - General	3/13/2017	5/5/2017
Move UASRTSTL.SQR	REGR - General	3/13/2017	5/5/2017
Apply to graduate for NDUG CP needs to be set to 10 hours	REGR - General	4/14/2017	5/16/2017
AcademicWorks formatting errors	REGR - General	1/31/2017	5/29/2017
Instructor/advisor buffer error	REGR - General	5/17/2017	6/1/2017
Remove UA fields from delivered instructor/advisor table	REGR - General	1/26/2017	6/1/2017
Minor change to the heading on the Honors and Awards Page in Student/advisor center	REGR - General	3/17/2017	6/6/2017
New view	REGR - Grade Mgmt	8/5/2016	8/17/2016
Move Grade Journey Fix to Rosters	REGR - Grade Mgmt	3/20/2017	5/5/2017
Grade Change error on Grade Roster	REGR - Grade Mgmt	5/5/2017	5/24/2017
UASRENRL Change To Recalculate For Current Term	REGR - Registration	8/11/2016	8/26/2016
UNIV 1001 Enrollment Error Message Change	REGR - Registration	9/28/2016	11/9/2016
Delete records from STDNT_ENRL_APPT	REGR - Registration	2/21/2017	3/7/2017
Move Class Search and UA Inactivate Schedule of Classes fixes	REGR - Registration	3/29/2017	4/17/2017
Interession Pre-Enrollment Edit	REGR - Registration	4/25/2017	6/2/2017
UASRUIEL - UA International Enroll Limits Modification	REGR - Registration	11/14/2016	6/8/2017
Combined section classes allow instructors without grad teaching status	REGR - Security	6/27/2014	10/13/2016
Problem adding instructors to old classes with newer rows on instr/advisor - object fix	REGR - Security	11/9/2016	11/16/2016
Remove grade option in quick enroll should only be available to REGR	REGR - Security	10/28/2016	12/6/2016

Apply to Graduate Hours to 95	REGR - Student Center	6/17/2016	8/23/2016
Modify Student Center link	REGR - Student Center	7/8/2016	8/29/2016
Change Message catalog	REGR - Student Center	9/7/2016	9/13/2016
Student Center - Advisor Name	REGR - Student Center	11/7/2016	11/16/2016
Change Parent Center email verbiage	REGR - Student Center	6/6/2016	11/17/2016
Official withdraw issues in the student center	REGR - Student Center	11/18/2016	11/29/2016
Access to immigration address and add address type of local	REGR - Student Center	8/26/2016	12/21/2016
Local address change to population	REGR - Student Center	1/5/2017	1/23/2017 Bottom of Form

Communications

Student		
R20	Academic Standing Change	An email notifying the student of their new standing, specific to their standing status
R21	Academic Standing Early Warning	An email reminder sent mid-term for those at risk of receiving a negative academic standing
R30	Grade Forgiveness Processed	An email notifying the student of a change due to grade forgiveness
R31	Class Attendance - Student	An email to the student notifying him/her that an attendance status of either 'At Risk' or 'Never Attended' has been applied to one of their classes.
R33	Change in Class Meeting Pattern	An email notification that a class attribute related for their class has changed (meeting location, time, day of week, etc.)
R34	Grade Change - Student	An email, notifying the student of a grade submission.
R35	Enrollment Change	An email summarizing their enrollment changes for the day
R36	Grade Forgiveness Eligibility	An email notifying the student that he/she may be eligible for grade forgiveness.
R40	Diploma Address Verify	An email verifying the student's diploma name and address.
R41	Degree Status Update	An email notifying the student of their graduation approval status (awarded, deferred, or denied).
R42	Graduate Survey - CDC	An email sent to graduates from CDC, requesting they submit a graduation survey.
R43	Apply Graduation Reminder	An email sent to potential graduates with information on how to apply for graduation.
R80	Title IX - Initial	An email to new students about their Title IX training requirement.
R81	Title IX Complete	Confirmation of completion of Title IX training.
R82	Title IX - Reminder	A reminder email asking students to complete their Title IX training.
R83	Title IX - Online	A Title IX email targeted to online students.

Faculty		
R50	Grade Roster Reminder	An email reminder to faculty who haven't submitted or finalized their grade roster
R51	Class Attendance Confirmation	A confirmation email summarizing attendance status for the previous day
R54	Grade Change - Faculty	A summary of the current attendance status for each student in the instructor's class. This is generated a few times per semester.
		6,219

UAConnect

UAConnect supports the more than 32,000 students with active accounts as well as the more than 2,500 faculty, 14,000 parent, and 30,000 undergraduate and graduate applicant users who all have daily access to the system. The UAConnect team works diligently to keep the system accessible, pertinent, and convenient for all users.

Upgrades

The UAConnect functional, technical and database teams worked on two major upgrades that will have significant impact on users: Oracle|PeopleSoft Campus Solutions v9.2 (CS 9.2) and the University System ERP initiative.

Work began on the CS 9.2 upgrade in spring 2016 and is scheduled to culminate with an October 17 go-live. This upgrade will introduce a new, updated interface for students and faculty, a new mobile offering, and easier access for staff.

The Highstreet IT consulting firm was engaged to perform a fit-gap review and assist on the functional upgrade, while our own database administrators handled the technical side of the massive change. System upgrades take a considerable amount of time and focus. Functional and technical teams will make sure the new system is ready for users by the time all instances go live in October.

While the CS 9.2 upgrade was gearing up, the University of Arkansas System Office revealed a plan for all UA campuses to fall under the same cloud-based system for HR, Financials and Student Information starting in FY 2017-18. The consulting firm overseeing the RFP for the new system, ISG, scheduled meetings with all campuses to gather requirements. The entire UAConnect team was heavily involved in these efforts, and participated in information gathering and the week-long demonstrations put on by each of the three finalists. Once a vendor has been selected, the team will begin the planning phase for moving to the cloud, which is anticipated to occur in approximately five years.

Training Room Update

When UAConnect moved to the Uptown Campus facility in 2012, it was decided to create a training room that could be shared by offices residing in the building. The UAConnect training coordinator secured computers that IT Services (ITS) was preparing to surplus, to use as the foundation of the new training facility.

Since that time, UAConnect has updated the room by purchasing new computers and securing additional equipment. This year, the goal of making the UPTC training room one of the best facilities on campus continued with the acquisition of work stations from Walton College. The work stations store the computer monitors out of sight until needed and allow more space for class participants.

Liz Medvetz, a trainer at the University at Albany, was impressed when she visited the updated UPTC space: "The UAConnect training room is one that any trainer would be excited to have available to them. I am anxious to share details of the facility with my peers at Albany."

Single Sign On for All Users

Students have the ability to grant access to specific financial aid, student account and student records information. Individuals with delegated access have to log in using a separate Parent Center section on the login page. Currently, users are issued a password created in the UAConnect system. Because the student "owns" the delegated account, they are oftentimes required to reset these passwords.

This year, the UAConnect team created a new method for delegated users to access the Parent Center. The new method will set up the Parent Center in a separate directory, creating passwords through the university's Password Manager and "owned" by the delegated user. This will allow all delegated users to log into UAConnect through the UARK Central Login and change his or her own password, just like students, faculty and administrators. The change is currently being tested and expected to be unveiled prior to the start of the fall 2017 term.

Service

Throughout the past year, UAConnect has continued its tradition of outstanding service to our constituents. Communication to all users was intensified during system changes and modifications. Focused email, social media posts, announcements and Newswire articles alerted users of outages or upcoming changes and directed them to detailed documentation located on the Help-UAConnect website.

This year a new link was added to the login page for delegated users of the Parent Center to streamline the method for making payments on a student's account. All online payments are made directly to an off-campus eCommerce payment system that requires a separate password from UAConnect. By adding a direct link to the eCommerce payment system, delegated users no longer have to log into UAConnect to access the site for payment.

More than 27 group and one-on-one training sessions were created and presented to campus faculty and staff. In addition, the training office hosted a site visit by TransAmerica Training Management (TAM), which culminated in a contract focused on Oracle training for the UAConnect technical, database and functional groups. Training Office personnel participated in campus orientation sessions for new faculty and advisors, explaining the services UAConnect offers to the different audiences. In addition, training materials were created for campus offices specific to their role in UAConnect.

Nationally Competitive Awards

The Office of Nationally Competitive Awards (ONCA) provides information, resources, and support for students applying for a variety of merit-based, nationally competitive undergraduate and post-graduate opportunities, including scholarships, fellowships, internships, and study abroad programs. ONCA manages outreach and advising for students at the freshman through graduate level and works to connect students with opportunities appropriate to their long-term academic and professional goals. In addition to offering individual advising appointments, ONCA staff members organize informational meetings, group workshops, and practice interviews as means of preparing students to compete at the state and national level. The office also supports students applying to graduate, law, and medical school (the director sits on the Pre-Medical Advisory Committee).

BY THE NUMBERS

During the 2016-17 academic year, ONCA completed a review of the University of Arkansas' standing in several key scholarship programs. For the Harry S. Truman Scholarship, the U of A is ranked 1st in the SEC. Our all-time total of 23 scholars places us in the top 10 public institutions (t-9th) and in the top 25 (t-21st) public and private institutions in the nation. Since 2013, at least one University of Arkansas student has received a Truman Scholarship each year, and in both the 2016 and 2017 competitions, two separate U of A students received the scholarship each year.

For the Goldwater Scholarship, the U of A's total of 52 scholars ranks 2nd in the SEC, 18th among public institutions, and 32nd among public and private institutions.

In two major post-graduate competitions for study in the United Kingdom, the Marshall Scholarship and the Rhodes Scholarship, the U of A is in the top fifty among public institutions. Our record of 7 Marshall Scholars places the U of A in the top 25 public institutions and 2nd in the SEC. With a total of 10 Rhodes Scholars, the U of A is 41st among public institutions.

In total, U of A students have received 77 Fulbright Scholarships, 128 National Science Foundation Graduate Research Fellowships, 9 Udall Scholarships, 4 Gates Cambridge Scholarships, and 953 State Undergraduate Research Fellowships.

STUDENT AWARDS AND ACHIEVEMENTS

During the 2016-17 academic year, the University of Arkansas continued a long tradition of students winning prestigious scholarships, as U of A students received more than \$2 million in competitive fellowships and scholarships. Students earned awards on both the state and national level and were recognized for their commitment to academic excellence, research, public service, leadership, and community involvement. This year saw U of A students win some of the most prestigious and competitive scholarships and fellowships in the nation, including the Fulbright Scholarship, National Science Foundation Graduate Research Fellowship, Truman Scholarship, Gilman Scholarship, and Schwarzman Scholarship.

Several University of Arkansas juniors and seniors had great success in competing for some of the most prestigious awards in the nation. Senior Danielle Neighbour (a 2016 Truman Scholar) was named a 2018 Schwarzman Scholar, the University of Arkansas's first winner of this award. In addition, Danielle Neighbour and fellow senior Jake Smith were named Rhodes Scholarship finalists. Juniors Rachel Ungar and Maria Alejandra Zeballos both received DAAD RISE summer internships in Germany. Finally, Ryann Alonso and Sam Harris were named 2017 Truman Scholars. With their wins,

they became the University's 22nd and 23rd Truman Scholars overall, and because of their success, the University of Arkansas has produced 8 Truman Scholars since 2012.

Schwarzman Scholarship

Founded by Stephen A. Schwarzman, chairman and CEO of The Blackstone Group, the Schwarzman Scholarship offers students a fully-funded, 1-year Masters in Global Affairs at Tsinghua University in Beijing, China. Up to 200 scholarships are awarded worldwide each year, with 45% for US students, 20% for Chinese students, and 35% for the rest of the world. For the 2017 competition, 129 scholarships were awarded, and 373 semi-finalists were invited for interviews in Beijing, Bangkok, London, or New York.

Danielle Neighbour, a civil engineering senior from Lenexa, KS, was named a 2018 Schwarzman Scholar. A 2016 Truman Scholar, Danielle spent the majority of her undergraduate career working on issues related to clean water access. As an intern for Reach Beyond International, she designed and helped install point-of-use drinking water technologies in the Andes Mountains and indigenous communities in the Amazon. She also received a SURF grant for her research examining the viscosity of fluids on the surface of Titan, Saturn's largest moon. Neighbour graduated *summa cum laude* in December of 2016, and she is the University of Arkansas's first Schwarzman Scholar.

Gates Cambridge Scholarship

The Gates Cambridge Scholarship was established in 2000 by the Bill and Melinda Gates Foundation. Approximately 95 new scholarships are awarded each year: 40 to American students, and 55 to international students. For the 2017 competition, 97 candidates were chosen to interview from 800 applicants, and 35 scholarships were awarded to US students.

Autumn Lewis, a 2014 graduate, was named a 2017 Gates Cambridge finalist and was invited to interview in Washington, D.C. Lewis graduated *summa cum laude* in 2014 with degrees in political science and economics. As an undergraduate, she was named a President Fellow at the Center for the Study of the Presidency and Congress, and she also received a Senior Honor Citation, the Henry Woods Student Leadership Award, and the Harry M. Alexander memorial award. After graduation, she worked as a policy analyst and manager of aspiring teacher initiatives for the National Council on Teacher Quality, an education reform nonprofit in Washington, D.C.

The University of Arkansas has had 4 Gates Cambridge Scholars, including Ryan DuChanois (2016), Mariel Williams (2013), David Deitz (2006), and Lance Owen (2006).

Rhodes Scholarship

The Rhodes Scholarship is the oldest international scholarship program and was initiated after the death of Cecil Rhodes in 1902. The scholarship is intended to bring outstanding students from many countries around the world to study at the University of Oxford. Only 32 U.S. Rhodes Scholars are selected each year.

In the fall of 2016, two University of Arkansas students, Danielle Neighbour and Jake Smith, were selected as District 12 Rhodes Finalists and interviewed in Chicago, IL.

Danielle Neighbour, a civil engineering senior from Lenexa, KS, was named a 2018 Schwarzman Scholar. A 2016 Truman Scholar, Danielle spent the majority of her undergraduate career working on issues related to clean water access. As an intern for Reach Beyond International, she designed and helped install point-of-use drinking water technologies in the Andes Mountains and indigenous

communities in the Amazon. She also received a SURF grant for her research examining the viscosity of fluids on the surface of Titan, Saturn's largest moon. Neighbour graduated *summa cum laude* in December of 2016, and she is the University of Arkansas's first Schwarzman Scholar.

Jake Smith graduated *magna cum laude* with a degree in kinesiology in May 2017. As an undergraduate, Smith was selected by Governor Asa Hutchinson to represent the state's students on a statewide taskforce created to examine issues surrounding federal Common Core standards. He also served on the Executive Board of the Student Alumni Association, and was the vice president of development on the Inter-Fraternal Council and the Associated Student Government's director of special events. As the founder of the non-profit 1and1 Ministries, Smith used baseball to connect with underserved communities in Nicaragua. He will begin medical school at UAMS in the fall of 2017.

There have been 10 Rhodes Scholars from the U of A. Previous Rhodes Scholars include Anna Terry (2001), Eric Wear (1985), William Huff (1957), Gaston Williamson (1935), J. William Fulbright (1925), Phillip Brodie (1913), John Shipley (1911), Morris Cleveland (1908), Charles A. Keith (1907), and Neil Carothers (1904).

J. William Fulbright Scholarship

The Fulbright Program was established in 1946 through legislation sponsored by Sen. J. William Fulbright of Arkansas to promote international education as a means of fostering cultural and political understanding across the globe. More than 155 countries participate in the program, and approximately 1,900 students from all fields of study are awarded grants each year.

Caseys Kraichoke was awarded a Fulbright English Teaching Assistantship to Thailand for the 2017-18 academic year. Kraichoke graduated in 2014 with a bachelor of science in human environmental science, and again in 2017 with a master of education in teaching English to speakers of other languages. Outside the classroom, she volunteered as a graduate peer ambassador, a conversation partner for the Spring International Language Center, and an ESL tutor. Kraichoke is the U of A's 77th Fulbright Scholarship recipient.

National Science Foundation Graduate Research Fellowship

Six University of Arkansas students - three undergraduates and three recent graduates - received National Science Foundation Graduate Research Fellowships for the upcoming academic year. Each fellowship is worth \$34,000 per year and can be renewed for up to three years. Along with the renewable stipend, each student's institution will receive \$12,000 per year, bringing the total amount of funding awarded to these six students to more than \$800,000. The award recognizes not only academic excellence, but also the expected future contribution that each student's research will make to his or her field and to society at large.

Alex Khang graduated in 2016 with an honors degree in biomedical engineering from the College of Engineering. While an undergraduate, he researched Janus-type, polymer-protein nano fibers under the direction of Kartik Balachandran, assistant professor of biomedical engineering. Khang is currently pursuing a doctorate in biomedical engineering at the University of Texas at Austin.

Larissa Markwardt is a senior honors physics major in the J. William Fulbright College of Arts and Sciences. Her undergraduate research mentor is Bret Lehmer, assistant professor of physics. Markwardt's undergraduate research focuses on X-ray binaries in nearby, face-on spiral galaxies.

Kelly McKenzie is a senior honors electrical engineering and physics double major in the College of Engineering and Fulbright College. Her undergraduate research mentor is Morgan Ware, assistant professor of electrical engineering. In her research, she studies indium gallium nitride intermediate-band solar cells.

Madeline Meier is a senior honors chemistry major in Fulbright college. In her current research under David Paul, associate professor of chemistry, she studies biosensors. Their work resulted in a recent publication in the *Journal of the Electrochemical Society*, with Meier as a second author. She was also recently named finalist for the National Institutes of Health Oxford-Cambridge Fellowship.

This group of fellowship recipients brings the overall total of NSF GRFP winners from the University of Arkansas to 128. Three undergraduates - Christian Goodnow, David Jacobson, and Christopher Matthews; three current graduate students - Haley Brown, Hillary Fischer, and Ashly Romero; and one alumna - Michaela Mertz - were named honorable mentions.

Truman Scholarship

Two University of Arkansas juniors were named 2017 Harry S. Truman Scholars. Ryann Alonso and Sam Harris were two of 62 Scholars selected from 54 colleges and universities to be awarded the prestigious scholarships this year. Both will receive \$30,000 to be used toward their graduate studies. Truman Scholars are selected on the basis of their academic success, leadership skills, and the likelihood of their becoming public service leaders.

Ryann Alonso of Tulsa, Oklahoma is an honors political science and communication major in the J. William Fulbright College of Arts and Sciences. She is a Silas Hunt Distinguished Scholar, as well as an active member in Young Democrats, Razorback Action Group, and Associated Student Government. She was also named a National Forensics League All-American Debater. Alonso's interest in politics has led her to volunteer in numerous state and local political campaigns, and she has focused much of her time on issues related to voting rights and accessibility. In 2015 she initiated a movement to establish a voting center on campus, and she registered more than 500 students to vote during the 2016 election. Upon graduation, she plans to pursue a law degree with a concentration in constitutional law.

Sam Harris (Greenbrier, AR) is an honors agricultural business and agricultural education, communications, and technology major with an agricultural leadership minor in the Dale Bumpers College of Agricultural, Food, and Life Sciences. He is an Honors College Pilot Research Scholar, and in 2015 he earned an American FFA Degree, as well as the World Food Prize Foundation Elaine Szymoniak Top Research Award for his work on minimizing food insecurity in remote villages in India. On campus, Harris serves as vice president of the Student Organization Outreach Involvement Experience, assistant director of sponsorship for the Student Alumni Board, and a member of the Bumpers College Honors Students Board. Having focused much of his undergraduate career on alleviating global food insecurity, he has evaluated extension services in rural India, developed farm business plans for communities in rural Vietnam, and prepared a pilot research exchange program to help facilitate sustainable backyard poultry operations in Belize. He intends to obtain a Juris Doctor and Master of Laws in agricultural and food law before pursuing a career in the USAID Bureau for Food Security.

Alonso and Harris are the UofA's 22nd and 23rd Truman Scholars. Since 2012, eight University of Arkansas students have been named Truman Scholars. Recent winners include Danielle Neighbour and Victoria Maloch (2016), Grant Addison (2015), Cicely Shannon (2014), Nathan Coulter (2013), and Mike Norton (2012).

Gilman Scholarship

During the 2016-17 academic year, 24 University of Arkansas undergraduates received the prestigious Benjamin A. Gilman International Scholarship, sponsored by the U.S. Department of State, for the fall, spring, or summer terms. The Gilman Scholarship allows undergraduate students with high financial need the opportunity to study or participate in an internship abroad, develop valuable career and language skills, and prepare themselves for the global economy while serving as citizen ambassadors in their host country.

Gilman Scholars receive up to \$3,000 to apply towards their summer study abroad program costs, and a limited number of students will also receive additional funding for language study through the Critical Need Language Awards, for a total award of \$8,000. At present, over 100 U of A students have received the Gilman Scholarship since the program began in 2001.

Additional National Awards Won by U of A Students

Critical Language Scholarship

DAAD RISE Summer Internship

NASA Pre-Service STEM Fellowship

National Science Foundation Research Experiences for Undergraduates

STUDENT UNDERGRADUATE RESEARCH FELLOWSHIP

For the 2016-17 academic year, 39 U of A students earned Student Undergraduate Research Fellowships (SURF). These students' research interests represent a variety of fields.

Individual state awards ranged from \$2,125 to \$2,750, with the university providing matching funds for each student. SURF funds provide financial support for students to engage in research projects that are meaningful to their degrees and future careers, while also providing financial support to faculty research mentors who supervise student projects.

Student Name	Major	Mentor
Jaden Atkins	Political Science, Philosophy	William Schreckhise
Kayla Bartnicke	Mechanical Engineering	Steve Tung
Austin Berry	Economics, Marketing	Robert Stapp
Brett Bonine	Physics	Bret Lehmer
Rachel Browder	Food Science	Naval Hettiarachchy
Kylie Cleavenger	Biology	T.K.S. Kumar
Dhruba Dasgupta	Chemistry, Biochemistry	Jingyi Chen
Ethan Douglas	Kinesiology	Kaitlin Gallagher
Grady Dunlap	Biomedical Engineering	Jeffrey Wolchok
Hayden Elliott	Biology	Marlis Douglas

Student Name	Major	Mentor
Zakary Ford	Chemical Engineering	Lauren Greenlee
Harper Grimsley	Chemistry, Biochemistry	Stefan Kilyanek
Lydia Haake	Anthropology, Earth Science	Claire Terhune
Katherine Hicks	English	Lisa Corrigan
Rachel Holmer	Industrial Engineering	Shengfan Zhang
Anna Hudgeons	Industrial Engineering	Ashley Milburn
Sara Jeffress	Biology	Lucas Delezene
Kalleen Kennedy	Kinesiology	Matthew Ganio
Karli Lipinski	Chemistry, Biochemistry	Roger Koeppe
Mary Malloy	Chemistry, Biochemistry	Ryan Tian
Megan Marks	Nursing	Kelly Vowell-Johnson
Christopher Matthews	Electrical Engineering	Morgan Ware
Kylie McClanahan	Physics, Computer Science	Woodrow She
Logan Mills	Chemistry, Biochemistry	Susanne Striegler
Laura Ortega	Plant Pathology	Clemencia Rojas
Alexander Parr	Biological Engineering	Wen Zhang
Bailey Pearson	Communication Disorders	Kimberly Frazier
Matthew Pocta	Mechanical Engineering	Uche Wejinya
Taylor Pray	Journalism, Political Science	Karen Sebold
Stephanie Sandoval	Electrical Engineering	Zhong Chen
Rebecca Schamel	Kinesiology	Robert Elbin
Jonathan Schultz	Economics, Supply Chain Mgmt	Vikas Anand
Jacey Sites	Biology	Ines Pinto
Caroline Spainhour	Biomedical Engineering	Timothy Muldoon
Natalie Thibado	Political Science, Economics	Janine Parry
Tyler Thompson	Anthropology, Biology	Lucas Delezene
Olivia Tzeng	Biology, Psychology	Nathan Park
Rachel Ungar	Biology	Andrew Alverson

Student Name	Major	Mentor
Sarah Williams	Geology, Physics	Matt Covington

CAMPUS EVENTS

Outreach

ONCA staff participated in many events throughout the year to spread awareness about particular scholarships and the office in general.

In August, ONCA staff spoke to the incoming and returning Honors College Fellows at three separate meetings. In September, Suzanne McCray and Jonathan Langley spoke to prospective honors students and their families at Honors Convocation. In November, Jonathan Langley traveled to Rogers High School with Honors College staff to speak with National Merit Finalists about nationally competitive awards opportunities and our students' success stories. In January, Jonathan Langley and Emily Voight spoke to students in CIED 4131 (a pre-requisite for students entering the MAT program) about the James Madison Fellowship. In February, Jonathan Langley and Emily Voight spoke at an event organized by the department of African and African American studies focused on helping students prepare their applications for graduate school. In May, Jonathan Langley set up a table about the office at the Honors College Discovery Day informational fair.

Informational Workshops

Each year ONCA offers informational sessions for students interested in applying for outside scholarships and fellowships. This year, ONCA offered informational sessions for SURF, NSF, Truman, Goldwater, Udall, and - in collaboration with the Office of Study Abroad - Fulbright.

In addition, Suzanne McCray led a workshop for faculty members offering advice on writing letters of recommendation for SURF and other awards in September.

National Science Foundation Writing Workshop

ONCA organized a workshop for students planning to apply for the National Science Foundation Graduate Research Fellowship, along with other awards for graduate study in the STEM fields. The workshop included presentations from ONCA and U of A faculty. After participating in a discussion with Dr. Magda El-Shenawee, professor of electrical engineering and reader for the NSF GRFP, students met one-on-one with ONCA advisors and STEM faculty to discuss their individual application materials.

State and National Awards Reception

On Monday April 24, ONCA honored 276 students and close to 150 faculty members at its annual state and national awards reception at the Janelle Y. Hembree Alumni House. Among the students honored were a Schwarzman Scholar, two Truman Scholars, two Rhodes Scholarship Finalists, a Gates Cambridge Scholarship finalist, six NSF Graduate Research Fellows, 39 SURF Scholars, and a Fulbright English Teaching Assistant.

Provost Jim Coleman and Dean Lynda Coon presented awards to the winning students and their mentors. Vice Provost Suzanne McCray, director of the Office of Nationally Competitive Awards, also

presented staff gold medals to Jason Blankenship, director of retention and student advising for the Honors College, and Barbara Lofton, director of diversity and inclusion for the Sam M. Walton College of Business, in recognition of the continued impact they have on campus.

Continuing its tradition of honoring outstanding faculty mentors and their departments, ONCA also recognized eight faculty members and one department with the 2016-17 Faculty and Departmental Gold Medal Awards. Winners are selected because of their demonstrated commitment to student success. The 2016-17 Faculty Gold Medal winners were:

- Lucas Delezene, assistant professor of anthropology, J. William Fulbright College of Arts and Sciences
- Kaitlin Gallagher, assistant professor of health, human performance, and recreation, College of Education and Health Professions
- Lauren Greenlee, assistant professor of chemical engineering, College of Engineering
- Micah Hale, professor of civil engineering, College of Engineering
- Greg Herman, associate professor of architecture, Fay Jones School of Architecture and Design
- John Kent, clinical assistant professor of supply chain management, Sam M. Walton College of Business
- Angie Maxwell, associate professor of political science, J. William Fulbright College of Arts and Sciences
- Clemencia Rojas, assistant professor of plant pathology, Dale Bumpers College of Agricultural, Food and Life Sciences

The Department of Agricultural Economics and Agribusiness was recognized with the 2016-17 Departmental Gold Medal Award. Previous departmental winners include Civil Engineering; Journalism; Electrical Engineering; Crop, Soil, and Environmental Sciences; Marketing; International Relations; Biological Sciences; Chemical Engineering; History; Political Science; Chemistry; Economics; World Languages, Literatures, and Cultures; and Physics.

Arkansas Reads

In February 2017, ONCA continued its partnership with Greek Life by collecting over 5,000 books donated by the U of A Panhellenic Council for Dermott Elementary School in Dermott, Arkansas. The books will be delivered to the students at Dermott in October 2017.

In May 2017, ONCA staff members Emily Voight and Jonathan Langley revisited C.B. Partee Elementary in Brinkley, AR, Arkansas Reads' partner school from 2015. With money donated by Chancellor Dan Ferritor, ONCA was able to purchase 30 Kindle e-readers along with 390 books to load onto them. They met with twelve 5th grade students to present the e-readers and demonstrate how to use them.

SERVICE AND PROFESSIONAL DEVELOPMENT

Along with regular duties, ONCA staff enjoyed a productive year of service and professionalization.

In July, Jonathan Langley attended *Public Service and Nationally Competitive Scholarships - Government, Social Activism, Research and Advocacy*, a NAFA regional conference held in Washington, D.C.

Discussion focused primarily on scholarships related to government service, and several recipients of nationally competitive scholarships were on hand to discuss their experiences.

Within Enrollment Services, Jonathan Langley participated in two interview processes for hiring new admissions counselors. Langley also volunteered to give a campus tour for prospective students during Campus Latino Day.

Jonathan Langley volunteered as a judge for National History Day projects at Central Junior High School in Springdale, AR for the second year in a row.

Jonathan Langley joined admissions counselor Rafael Garcia for an event at Jones Elementary School in Springdale in May. The final night in a series of presentations called "Path to Graduation," the series brings in speakers to talk to underserved families about how to prepare their students for college. Langley spoke with parents about the University of Arkansas, the scholarship application process, and general college readiness.

Jonathan Langley was named a member of the Chancellor's Society for his support of the university.

Professional Activity

BOOK PUBLICATION:

McCray, Suzanne, Brzinski, Joanne, eds. (2017). Roads Less Traveled and Other Perspectives on Nationally Competitive Scholarships, University of Arkansas Press.

PRESENTATIONS:

National Refereed:

McCray, Suzanne, Coon, Lynda, Brigham, C., & Boyd, Terrance (2016, November). Broadening Access to Honors Opportunities: Alternative Approaches to Including Exceptional Students from Diverse Communities. National Collegiate Honors Council (NCHC) Conference, Seattle, WA.

McCray, Suzanne, Pittman, Noah, & Coon, Lynda (2016, November). Working Together for a Common Purpose: Coordinating New Honors Student Recruitment Efforts on Your Campus. National Collegiate Honors Council (NCHC) Conference, Seattle, WA.

National Interview:

McCray, Suzanne. Interviewed in Weintraub, A. (2016 Edition). How a MOOC Can Buff Your Creds? Best Colleges 2016 [Special Issue]. U.S. News and World Report.

Regional Refereed:

Carr, Robin & Murphy, Cliff (2017, February). Updating Your Business Practices. Southern Association of Collegiate Registrars and Admissions Officers Conference, St. Petersburg, FL.

Kulczak, Lisa (2017, February). Wearin' the T-Shirt. Southern Association of Collegiate Registrars and Admissions Officers Conference, St. Petersburg, FL.

Power, Taylor (2016, July). Transitioning from High School to College. Arkansas School Counselor Association (ArSCA) Summer Conference, Hot Springs, AR.

NATIONAL PROFESSIONAL AND SERVICE ACTIVITY:

Fowler, Jennifer (2016, November). Guest Speaker, Independent Educational Consultants Association (IECA) Annual Conference, New Orleans, LA.

McCray, Suzanne (2016, December). Panelist, College Board Enrollment Managers Roundtable, New York City, NY.

McCray, Suzanne (2016, December). First-Round Reviewer, Critical Language Scholarship.

McCray, Suzanne (2017, May). College Board Advanced Placement Higher Education Advisory Committee.

McCray, Suzanne (2017, May). Participant, Truman Scholars Leadership Week. William Jewell College, Liberty, MO.

McCray, Suzanne (2017, September). Chair-Elect, College Board Southwestern Regional Council .

McCray, Suzanne (2017). Morris K. Udall National Scholarship Selection Committee.

McCray, Suzanne (2017). National Association of Fellowships Advisors (NAFA) Communication Committee.

REGIONAL PROFESSIONAL AND SERVICE ACTIVITY:

Bloss, Mary-Ann (2017). Assistant Chair, Project & Change Management Advisory Group, Oracle/PeopleSoft Higher Education Group (HEUG).

Bloss, Mary-Ann (2016-2017). Member, Planning Committee. South Central Regional User Group (SCHRUG) Conference.

Bloss, Mary-Ann (2017). Product Council, Oracle/PeopleSoft Higher Education User Group (HEUG).

Bloss, Mary-Ann (2016). Vendor and Communications Chair, South Central Regional User Group (SCHRUG) Conference.

Carr, Robin (2017). Committee Member, Informational Technology. Southern Association of Collegiate Registrars and Admissions Officers.

Dawson, Dave (2017). ERP Steering Committee, UA System and UAF Campus.

Hildebrand, Garrick (2016). Member, National Selection Panel. Gilman Study Abroad Scholarship Program.

Jennings, Karen (2017). Chair, Project & Change Management Track. South Central Regional User Group (SCHRUG) Conference.

Jennings, Karen (2016-2017). Member, Planning Committee. South Central Regional User Group (SCHRUG) Conference.

McCray, Suzanne (2016). Arkansas Governor's Committee on College Affordability.

Mitchell, Jean (2017). Chair, Academic Calendars, Scheduling, and Publications. Southern Association of Collegiate Registrars and Admissions Officers.

Mitchell, Jean (2017). Vice President for Records, Arkansas Association of Collegiate Registrars and Admissions Officers.

Stouffer, Wendy (2016-2018). Board Member, Single Parent Scholarship Fund of NWA (elected).

Stouffer, Wendy (2017). Chair, Scholarship Policy Committee.

Stouffer, Wendy (2016-2018). College Board Southwestern Regional Council (elected).