UNIVERSITY OF
ARKANSAS

2022-2023
Enrollment Services Annual Report

Enrollment Services supports the University of Arkansas' land-grant and flagship mission to recruit, enroll and support academically prepared students who will graduate ready to succeed in their professional careers and contribute in meaningful ways to communities throughout Arkansas, the nation and the world. During 2022-2023, the U of A experienced record growth, welcoming a cohort of 7,096 students *(see Figure 1)*. Enrollment Services staff pursue excellence in higher education service broadly, providing services to prospective and current students that range from recruitment outreach and marketing to scholarship and financial aid administration to academic recordkeeping and prestigious award advising. The following report outlines key activities between July 2022 and June 2023.

2022-2023 Enrollment Management Support Annual Report

Figure 1

30,936 2022 Total Enrollment

7,096 2022 Freshman Enrollment

2,799 2022 Arkansas New Freshman

17.2%

Increase in degree-seeking New Freshman enrollment since 2021

7% Increase in Arkansas New Freshman enrollment

1,434 New Freshmen enrolled in the Honors College

2,392 New Freshmen submitted AP scores for credit

10,694 Individual courses for credit (or 31,725 hours)

2.8 million emails sent to **418,000** prospective students

111,650 outgoing text messages

16,000 incoming text messages

321,450 pieces of mail

Preview Day Attendance

224 Razorback Reveal

228 Ready Razorback

341 Razorback 101

Tuesday Talks
7 Virtual events
1,388 students

Razorback Connections
Little Rock: **30** students
Jonesboro: **23** students

Scholarship Ceremonies and Signing Days: **47** events attended

Headed to the Hill
Little Rock
66 students

Fayetteville
113 students

New Transfers/Freshmen attending New Student Orientation: **6,900**

26,210 applications for admission

ADMISSIONS

Recruitment

The Office of Admissions recruitment team focuses on supporting prospective students and their families by providing individualized, close support throughout the college search and admissions process. This year, the team worked to increase the university's visibility by attending more fairs and high school visits, which allowed more interactions with prospective students and families.

Class of 2022
570 High School Visits
377 College Fairs

Class of 2023
830 High School Visits
498 College Fairs

Special Events

We were able to host all six of our Preview Days this past year, including Razorback Reveal, Ready Razorback, and Razorback 101.

- Razorback Reveal - **224** students
- Ready Razorback - **228** students
- Razorback 101 - **341** students

Tuesday Talks
- Hosted **7** events **1,388** students attended

Hosted Razorback Connections events in both Little Rock and Jonesboro.
- Little Rock - **30** students
- Jonesboro - **23** students

Hosted Headed to the Hill
- Little Rock - **66** students
- Fayetteville - **113** students

We continue to see a high demand in scholarship/signing day ceremony invites.
- Attended **47** such events

Campus Visits

The demand for college visits is at an all time high, with full capacities being met almost daily. 154 groups ranging from 8th graders to potential transfer students visited this year.

Scholarships & Financial Aid

The mission of the Office of Financial Aid and Scholarships is to ease the financial burden of a college education and to make education accessible for students from all financial backgrounds. The office assists prospective and current students by collecting and processing information and by creating the best possible financial aid package for each individual student in a timely manner. The 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. Loans and work-study make up self-help aid. A federally mandated formula resulting in an estimated family contribution (EFC) determines eligibility for federal grants, work-study, and student loans. Although the family is primarily responsible for financing the student's education, the Office of Financial Aid provides individualized assistance according to each family's financial circumstance based on information reported on the Free Application for Federal Student Aid (FAFSA). Additionally, the Office of Financial Aid and Scholarships acts as the clearinghouse for all student financial aid. The following charts provide context for the volume of work performed by the office, especially as federal regulation is the framework through which other aid must be

considered for all students who receive aid.

Federal Aid Application Processing

Processing and Systems	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
FAFSA's Loaded	25,574	25,122	26,787	27,730	29,976
Selected for Verification	5,871	4,503	4,681	5,274	2,364
Completed Verification	3,622	2,858	2,673	4,071	1,615

Accurate metrics for faxes are in Perceptive Content.

Serving Students

Post-pandemic office traffic still does not compare to the in-person contact we had with students prior to spring 2021, but this year the return to full in-person instruction and the largest freshman class added to great retention of current students means we serve the largest student body ever for the university. The number of tasks increase with the student volume but the interpersonal interaction has shifted significantly to email and phone.

Call Center

Leadership for the Call Center pushed to increase staffing and worked to keep 10 federal work-study students employed across the spring and fall semesters. We can also offer full-time summer employment for the students. The higher academic year numbers help us to have a larger group of fully trained students to work during New Student Orientation, new freshman aid packaging, and in August.

The number of calls accepted via TEAM VOIP service averages 3232 per month for almost 39,000 call this year.

Workflow and Documentation Preservation via Perceptive Content

More students are using Enrollment Verification service through the Registrar and UAConnect. This accounts for the decrease in Student Scholarship Records. STFA Student Records has only slightly more volume because the Department of Education continued to allow waiving verification for

spring 2022 to finish the 2021-2022 aid year.

Document Type	2021	2022
STFA Office Record	62	41
Return to Title IV	1195	342
Student Scholarship Records	2030	972
STFA Student Records	346677	352344
Totals	349,964	353,699

Satisfactory Academic Progress (annual review of student eligibility for federal aid)

In 2022, thirty-two meetings were held to review student appeals for federal aid. This supports over 200 students and represents multiple contacts with students and academic units to prepare files for review. There is also continual administrative maintenance post committee review. Students approved for aid must complete electronic counseling and meet with an aid officer to review their role to continue aid eligibility. Aid must be manually posted and eligibility reviewed each semester until the student graduates or regains federal eligibility by getting off Academic Probation and exceeding a 67% course completion rate.

The university SAP policy was updated prior to spring break 2022. Our website was updated and emails to 2021/2022 federal aid recipients sent notifying the student body the U.S. Department of Education is now holding Title IV schools accountable to report a cumulative GPA and completion percentage that includes all earned grades. A university may have policies like our Grade Exclusion but to receive federal aid the earned D or F must be included to calculate for federal aid. The programming work to run the calculations was in place for the 2022 SAP run. With Faculty Senate and Registrar input it will be used May 2023 for aid eligibility in the next year, beginning summer 2023.

	Federal Aid	Institutional Aid	Outside Aid	State Aid	Total
2019	$129,234,485	$50,056,656	$35,509,536	$29,689,046	$244,489,723
2020	$126,681,954	$52,034,218	$37,852,438	$30,050,497	$246,619,107
2021	$118,852,484	$63,158,410	$35,852,314	$31,768,821	$249,632,030
2022	$125,933,891	$60,592,598	$43,522,612	$29,711,963	$259,761,064
2023	$135,396,847	$68,531,533	$48,903,845	$31,420,709	$284,252,934

Financial Aid by the Numbers

Financial Aid Disbursed by Type of Aid

Summary Data Regarding Aid Disbursed

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Total Aid Disbursed	$244,489,724	$246,619,107	$249,632,030	$259,761,064	$284,252,934
Total Recipients	18,050	18,611	20,581	19,767	20,856
Percent of Enrollment Receiving Aid	64.97%	64.89%	71.50%	64.89%	61.7%
Percent of Enrollment Receiving a Pell Grant	20.55%	19.83%	19.31%	19.74%	24.06%
Estimated Undergraduate Cost of Attendance (Resident)	$24,827	$26,144	$24,518	$25,904	$27,200

Grant Aid

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Federal Pell Grant	$21,109,860	$20,368,098	$19,970,402	$21,532,666	$23,327,113
Federal Supplemental Educational Opportunity Grant	$1,051,976	$1,067,432	$1,573,275	$1,342,148	$1,544,920
State Higher Education Opportunities Grant	$229,158	$95,250	$8,691	GO! Grant phased out over prior years	
Total	$22,390,994	$21,530,780	$21,552,368	$22,874,814	$24,872,033

Work Study

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Students Employed	528	480	221	318	*
Amount Earned by UA Students	$1,073,749	$1,025,520	$425,531	$607,523	*
UA Students Employed in Community Service	114	103	41	24	*
Total Earned by UA Students in Community Service	$205,349	$217,348	$112,101.56	$49,383.25	*

* Information not yet available.

Student Loans

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Subsidized Stafford	$26,296,440	$24,853,646	$21,733,560	$22,839,234	$24,115,514
Unsubsidized Stafford	$49,396,970	$48,429,904	$48,641,933	$51,309,889	$52,951,548
Perkins	$10,204	$0	$0	$0	$0
Parent PLUS	$28,339,275	$29,130,347	$24,457,585	$27,948,144	$33,871,843
Graduate PLUS	$2,066,501	$1,780,032	$2,475,729	$3,075,847	$2,553,351
Federal Nursing	$32,040	$20,778	$11,200	$21,500	$9,374
Private Loans	$22,525,682	$25,099,197	$21,430,991	$25,540,371	$31,377,663
Total	$128,667,112	$129,313,904	$118,750,998	$130,734,985	$130,157,279

Scholarship/Financial Aid Major IT Projects

Server Relocation
• We have set up our server on virtual desktop to enhance performance and security

Email
• Our finaid@uark.edu email has been converted to a shared inbox

Workday Align/Prototyping
• Workday has gone through several Align/Prototyping sessions since last August in which we supplied metrics and hard data to assist them in building a new Financial Aid module to Work Day Student.

OFFICE OF THE REGISTRAR

The Office of the Registrar serves as the University's central academic support unit for:
• Collecting and recording student and instructional academic program information, including conducting and managing processes related to registration
• Coordinating and producing official enrollment and academic certification from academic records
• Providing support for determining academic and administrative progress
• Developing and managing degree audit programming and processes
• Implementing and monitoring academic and administrative policies
• Producing the schedule of classes
• Providing the degree processing and diploma distribution
• Coordinating campus classroom assignment process
• Evaluating and posting transfer/test credit for undergraduate students
• Managing access to and coordinating the release of student academic information in compliance with federal regulations and university policies
• Supporting and maintaining curriculum through program and course inventory
• Coordinating enhancements and providing support for maintenance and upgrades to the Student Information System and Auxiliary Software systems
• Coordinating graduation processes and commencement ceremony

Mission Statement
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

Accuracy, Integrity, Service

Pre-Enroll Data
During the spring of 2023, the Registrar's Office redesigned the extract of data for fall 2023 new students to provide to advisors in the colleges prior to orientation so that the students could be better pre-enrolled into classes they needed and advised once they were at Orientation.

Improvements included the addition of a listing of all courses the student already has credit for through AP or dual enrollment, a listing of all courses the student anticipates credit for based on AP or dual enrollment that has not yet been articulated, courses the student has exemptions from based on test grades, and a listing of all courses the students is already enrolled in for summer or fall.

These changes were well-received by the college advisors and allowed the colleges and the Registrar's Office to more accurately pre-enroll the students into the classes they needed.

Department Reorganizations
The 2021-2022 year included the end of the "Elevate" and all of the "Align & Prototype" stages for Workday Student Implementation. This required a major investment of time with some weeks including ten to thirty

hours of meetings and homework for each senior staff member to properly describe the University of Arkansas policies, data systems, academic structure, and student record keeping processes. Extracts of current and historical data were also created to allow the Project One and Deloitte teams to begin configuring the Workday Student tenant for our purposes.

Common Course Numbering Preparation

Prior to going live with Workday Student, the University of Arkansas System will implement a common course numbering system so that courses already determined by the institutions to be equivalent will have the same subject and catalog number. This is an expansion of the Arkansas Division of Higher Education's Arkansas Course Transfer System (ACTS). In preparation for this numbering system the registrar's office provided a workbook indicating the UA course equivalency for every course at every UA system school.

The agreed upon format for the new course numbering system was for institutions to share four-character subject codes as much as possible and then use a five-character catalog number with the first character representing the course level, the second and third characters representing an individual course identifier, the fourth digit will use a "1" or "2" for courses with credit hours greater than "9". The digits 3-9 would be used in the fourth digit fi additional digits are needed as a course identifier. Otherwise, the fourth digit will be "0". The fifth digit would represent the number of credit hours in most instances, and be used in conjunction with the fourth digit in cases where the number of credit hours is greater than "9".

Improvements to Class and Room Scheduling Processes

Due to enrollment increases, the Office of the Registrar has worked more closely with colleges and academic departments to ensure that they are scheduling classes so that no more than 65 percent of them are within the "prime-time" period. This allows the university to better utilize its existing classroom space to minimize the need for additional classrooms to meet the needs of its growing student body.

Doctoral Diploma Changes

Based on a suggestion from a recent doctoral graduate, the university decided to change its doctoral diploma from an 8.5" X 11" format to an 11" X 14" format which matches the size of the current UA law diploma. There were some additional logistics and expenses associated with the change, but it was felt that the larger diploma was appropriate and better represented the effort of our doctoral graduates.

Return to Normal Grading and Standing Policies

From spring 2020 to summer 2021, the University maintained more lenient grading and academic standing policies to accommodate the extraordinary needs of students during the midst of the COVID-19 pandemic. In the beginning of fall 2021, students were notified that the grading and academic standing policies would return to normal, so that those who had grown accustomed to the other policies, would be prepared for the "return to normal". Many students were able to use the period to improve their academic standing.

Degree Audit Updates

The Fulbright College of Arts and Sciences needed to enforce the 50% completion of major requirements to be completed at the UA campus as stated in the Fulbright College graduation requirements. Local modifications were developed and implemented to calculate the percentage based on the requirements for each major and minor under the Fulbright College of Arts and Sciences.

Pre-Enrollment of New Freshmen

The departmental reorganizations of Rehabilitation, Human Resources and

Communication Disorders (RHRC) to Counseling, Leadership and Research Methods (CLRM), the change of Occupational Therapy (OCTH) to Communication Disorders and Occupational Therapy (CDOT), and the merging of the Department of Electrical Engineering (ELEG) and the Department of Computer Science and Computer Engineering (CSCE) into the Department of Electrical Engineering and Computer Science (EECS) were completed in May and June of 2023.

This resulted in 38 program changes and 560 course changes being processed in both CourseLeaf and UAConnect. Almost 1,500 class sections were updated in future scheduled terms to reflect the department changes. Hundreds of instructors were also updated to reflect their new department numbers and/or department names. Approval roles in workflow management were also updated.

Pilot Program for Mixed-Mode Classes
During the 2022 – 2023 academic year, a pilot program to introduce new class delivery modes was started. The new modes introduced were campus mixed-mode and online mixed-mode classes which were aimed at giving instructors more options for content delivery and to save classroom space.

Campus mixed-mode courses include a combination of in-person and distance instruction where more than 25% but less than 50% of the course is delivered at a distance. In mixed-mode courses, all students attend class together at a designated physical location and the instructor is present to lead learning activities for the entire class for more than 50% of scheduled class times. Designated physical location can be on campus or at an approved off campus location with both the instructor and students present on site. In this mode, the instructor is not teaching simultaneously to in person and distance students; rather they deliver in person instruction to all students on some days and distance instruction to all

students on other days. Distance instruction could be asynchronous, or synchronous at the regularly scheduled class times. Instructors are required to maintain course content and resources in the approved Learning Management System (i.e., Blackboard).

Online mixed-mode courses are courses with 50-99% of online instruction and some face-to-face meetings arranged with the instructor at a designated physical location. Designated physical location can be on campus or at an approved off campus location with both the instructor and students present on site. Online instruction can be synchronous or asynchronous.

The pilot program was kept fairly small (about 30 classes), but performing the setup for myriad meeting patterns for these classes took a lot of time from the curriculum team and didn't result in a noticeable improvement in classroom space savings. The pilot has shown that to deliver on the promise of classroom savings, the mixed-mode classes would need to setup in ways where multiple classes can share space in a consistent manner. Unfortunately, most of the classes in the pilot were not setup that way.

Math and English Remediation Standards
During the 2022 – 2023 academic year the University adjusted the method of determining remediation needs for math and English. These changes were made based on data from statewide and internal studies of the predictors of success in College Algebra and English Composition classes. These studies showed that overall high school GPA was a better predictor of success than placement test scores.

For the English placement pilot program, it was determined that remediation was not required for students with a high school GPA of 3.20 or higher. Subject-based placement scores continue to be used to allow students to be placed without remediation as well.

For the math placement pilot program, it

was determined that remediation was not required for students with a high school GPA of 3.70 or higher. Subject-based placement scores continue to be used to allow students to be placed without remediation as well

Parchment Diplomas

Traditionally the Registrar's Office staff has printed UA diplomas in-house.   This requires a lot of staff time from an already understaffed area. With the number of graduates expected to rise by 50 – 100 % within the next few years, it was decided to contract out the printing of diplomas to the same service that provides our duplicate diploma service. This change happened following the fall 2023 graduation term.

Workday Student Implementation Preparation

The 2022-2023 year included "Architect, Prototype, and Configure" stage for Workday Student Implementation. This required a major investment of time with some weeks including ten to thirty hours of meetings and homework for each senior staff member to properly extract and validate the University of Arkansas systems and structure within the Workday Tenant. *(see Figure 2)*

Common Course Numbering Preparation

Prior to going live with Workday Student, the University of Arkansas System will implement a common course numbering system so that courses already determined by the institutions to be equivalent will have the same subject and catalog number. This is an expansion of the Arkansas Division of Higher Education's Arkansas Course Transfer System (ACTS). In preparation for this numbering system the registrar's office provided a workbook indicating the UA course equivalency for every course at every UA system school.

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Improvements to Class and Room Scheduling Processes

Due to enrollment increases, the Office of the Registrar has worked more closely with colleges and academic departments to ensure that they are scheduling classes so that no more than 65 percent of them are within the "prime-time" period. This allows the university to better utilize its existing classroom space to minimize the need for additional classrooms to meet the needs of its growing student body. *(see Figure 3)*

Pre-Enrollment of New Freshmen

In the spring of 2023, the Office of the Registrar in coordination with academic staff in the colleges performed enrollment for 6,325 (down from 6,692 the previous year) new freshmen into nine or more hours of courses before the students arrived for orientation. There were 217 different classes and labs used for this process, which amounted to a total of 71,073 pre-enrolled hours. Assessment of the pre-enrollment process will be done using eleventh day census enrollment data in September 2023

SMS Enrollment Reminders

26,364 SMS messages were sent, reminding students who had "opted in" about their upcoming enrollment appointments. These text messages are personalized to each student and contain the date and time of when their eligibility to enroll begins.

Room Scheduling

Room Scheduling personnel completed two major projects in 2022. The first was to incorporate Supplemental Instruction sessions into UAConnect. This allows students to register for their sessions within UAConnect and shows the class in their student schedules. Getting the information into UAConnect also streamlines data moving into Blackboard for these sessions (400+ sections per Spring & Fall terms) resulting in significant time savings for the Blackboard staff as they are no longer required to enter this data manually.

The second project was to use 25Live to create an open calendar for the Cordia Harrington Center for Excellence (CORD) for the university population to reserve specific spaces within CORD. The campus community can now request use of the listed spaces and the request routes to the designated approvers. Visibility can be turned off and on at the request of the Academic Support & Outreach Programs office, allowing them to finalize tutoring schedules the first 2-3 weeks of each term, then opening it up for student utilization for the remainder of the term. Event information is kept off the public view of the calendar for security and privacy. *(see figure 4)*

	Spring 2021 %	Spring 2022 %	Spring 2023 %	Fall 2019 %	Fall 2021 %	Fall 2022 %
Room Utilization	23.5	59.6	56.3	39.2	73.0	65.8
Seat Utilization	32.3	71.5	69.7	68.5	67.1	72.7
Schedule Compliance	75.9	100%	67.9	52.6	100	77.0
Total General Access Classrooms	164	164	161	169	164	163

Note: There are a number of classes with no rooms assigned Parameters used: M-F 7:30 am 0 5:30 pm. Classes without a meeting pattern are not included in these percentages.

Student records

• Enrollment Verification: 1,601 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: 3,547 grade changes that could not be done in UAConnect by the instructor were processed by staff.
• Grade Exclusion Forms: 5,032 grade forgiveness request forms were processed.
• Residency Reclassifications: 4,366 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

• 39,173 transcripts were delivered per students' request in 2019/2020. Over 24,397 of the requests for official transcripts were made online.
• College Transcripts/Course: 20,478 college transcripts were evaluated with 142,613 courses articulated and posted to the students' records.
• Transfer Equivalency: 3,393 institutions included 4,761 classes added last year for a total of 386,464 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 (1226, 1229, 1233 terms only)
• 33,142 credit hours awarded from AP, CLEP, IB, Credit by Exam, etc.
• 2,727 unique students received AP credit
• 30,124 credit hours awarded from AP test scores
• 175 unique students received other credit (escrow, military service, credit by exam, etc.)
• 2,228 credit hours awarded from escrow, military service, credit by exam, etc., in addition to AP, CLEP, and IB credit

Graduation
• Applied to Graduate: 9,921 students applied to graduate during this period, which includes the summer 2022, fall 2022 and spring 2023 terms.
• Degree Awarded: 6,682 degrees were awarded during this same period

Curriculum Inventory
• Course Changes/Add/Deletions: 2,337 course changes were submitted online through CourseLeaf; corresponding updates were recorded in UAConnect. Course proposals involving requisite changes resulted in the following Enrollment Requirement updates *(see figure 5)*:

Changes processed for the Requirement Group Detail resulted in a 73% increase from the previous year.

• Program Changes: 386 program changes were submitted online through CourseLeaf; updates were recorded in UAConnect as warranted.

Miscellaneous Changes
25 miscellaneous proposals were approved via CourseLeaf; these proposals included the addition of 5 new centers, 3 department reorganizations, 2 center or name changes, 4 changes to test credit, and 11 changes/ additions to endorsement and teacher licensure programs.

Department Reorganizations
The department reorganizations of RHRC to CLRM, OCTH to CDOT, and the merging of ELEG and CSCE to become EECS were completed in May and June of 2023. This resulted in 38 program changes and 560 course changes being processed in both CourseLeaf and UAConnect. Almost 1,500 class sections were updated in future scheduled terms to reflect the department changes. Hundreds of instructors were also updated to reflect their new department numbers and/or department names. Approval roles in workflow management were also updated.

Course and Program Documentation Scanning
In conjunction with processing course and program changes, a total of 1,740 course and program proposals were reviewed and scanned into Perceptive Content, the university's document repository, utilizing our electronic workflow process.

Annual Course Review
Per Academic Policy 1622.11, 408 courses were submitted for department and college review; of those, 16 courses were removed from course inventory altogether and 360 courses were inactivated. More than 100 courses were archived. An enhancement that we implemented last year was including the ecosystem for all courses submitted for review. The ecosystem identified all instances of use in other courses and programs, easily identifying the impact of course inactivations.

Program and Unit Changes Updates
Curriculum staff collaborated with the Director of Curriculum Review and Program Assessment to update Registrar's Office website information for program and unit changes. The project is ongoing, due to revisions implemented by the Arkansas Department of Higher Education and to changes in university policies/procedures for campus approval of curriculum updates. The reconfiguring of the University Course and Program Committee to the Undergraduate Council resulted in working with CourseLeaf to update workflows for both course and program changes. Revisions to the Office of the Registrar website were also made to reflect these changes.

Common Course Numbering
In preparation for common course numbering, subject code changes were processed for 132 courses effective Fall 2023, leaving 136 subject changes that will need to be processed effective Fall 2024. We are currently testing a process that will programmatically update our course numbers from 4 digits to 5 digits and are also working

with CourseLeaf developers in hopes they will also be able to programmatically update the course numbers. As part of this project, any courses used in catalog descriptions will also be programmatically updated.

CLSS Phase Management

CLSS Phase Management was reviewed and re-configured to establish eight phases, adding descriptive names and a specific timeline for changing from one phase to the next. The new phase management is charted for easy reference. A user version is provided to new schedulers and will be added to the Call for Classes.

CourseLeaf Software Updates

Curriculum staff continued to partner with CourseLeaf to tweak the online curriculum management system for course and program updates to improve functionality and to accommodate reporting/policy changes implemented by both the Arkansas Department of Higher Education and the university. Considerable time is being devoted to updating the Course Inventory Management form and the Program Inventory form to account for the division of the University Course and Program Committee to the Undergraduate Council and the Graduate Council. The forms are now in the testing phase and will be moved to production once all issues have been addressed.

CLSS Software Updates

Curriculum staff, in conjunction with the Room Scheduling Unit, continued work with CourseLeaf on the schedule of classes software module CLSS. CLSS streamlines the scheduling process and reduces the number of errors in class setup; it also allows the university to enforce several scheduling guidelines and policies that were previously monitored via quality assurance reports. New rules and tests are constantly being developed as requested by department schedulers to aid in quality assurance.

Service Learning Project

Approximately 181 classes were approved as Service Learning offerings across the fall 2022 to fall 2023 terms. Curriculum staff facilitated entering the appropriate SL course attributes, transcript topic titles and class notes in UAConnect for each of the approved sections.

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 706 data issues in preparation for the census day pull for each term of the academic year. Additionally, 63 off-schedule class sections were created to capture initial enrollment for a total of 70 students for census data.

Workday Student

Extensive data cleanup projects started in preparation for our transition to Workday Student. Curriculum staff is identifying and fixing data errors, updating incomplete data, and working with Project One to ensure we provide the most complete and accurate data possible. Many hours were spent validating academic organizations, course, and class data in the Workday tenant as well as data cleansing in UAConnect. Curriculum Management is also re-building approximately 5,000 course requisites in the Workday tenant. This is an extensive and ongoing project.

Registration

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 increased by 2,130 from the previous year, from 38,881 in 2021/2022 to 41,011 in 2022/2023.

Advance Registration (three-week totals)

For the summer 2023 advance registration period, 26,614 registration appointments were created and 6,551 students registered. This means 25 percent of the students with enrollment appointment times registered for summer classes during advance registration. For fall 2023, 27,462 appointments were created and 17,866 students, 65 percent, registered during advance registration.

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 13,212 manual class enrollments during 2022/2023, an increase of 1,435 from the previous year.

Final Exam Policy: In support of the fall 2022 final exams the office sent out 3,304 emails with supporting documentation and for the spring 2023 term 2,480 emails were generated to inform the students of their ability to adjust their finals schedule due to multiple daily finals as defined by policy.

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. Staff wrote, tested and implemented several new Microsoft Access Macros. Each macro is designed to 'run' a series of queries. There were 125 different entries scheduled on the Production Calendar over the course of the year. Almost 11,181 runs were scheduled on the Production Calendar during the year, with approximately 11,911 outputs created. There were 99 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 Specialist

During the course of the year staff documented the following support assistance via on site, phone, email and Teams for the Office of the Registrar at UPTE and HUNT.

Hardware

380 issues documented (installs, repairs, troubleshooting/research, updates/upgrades, moves/setups, surplus), Network – 201 issues documented (troubleshooting, RDC, VPN, VOIP, wireless, printer and LAN), Software – 1,010 issues documented (installs, troubleshooting/research, upgrades/updates, adware/virus issues, database builds/converts/changes and special query requests). VOIP phone system troubleshooting - ongoing.

•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 also 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 and Purchasing and Installing

1 Dell Laptops, 3 Dell Monitors, 2 Printers, 37 VOIP Phones, 2 Webcams, 21 Headsets, 5 Ergo Keyboard, 3 Multimedia Hubs

Surplus

• 2 surplus consisting of 61 items completed during the 2022/2023 fiscal year.

• 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.

Website Updates
Routine maintenance and updates continue. Over 60 web page changes were made during the last year.

SharePoint Updates
Routine maintenance during year.

UA Connect Security
Staff supported the Office of the Registrar by evaluating security requests and assigning appropriate security roles to campus users of UAConnect. Registrar staff continue to handle 1,925 manual updates for instructor access to UAConnect because of delays in having that information ported from Workday. The registrar's office processed 359 user requests via the UAConnect security request process for new or additional student records access to UAConnect that were not Instructor/Advisor access.

Staff also processed 248 Cherwell tickets related to UAConnect access or other issues from students, faculty and staff.

Overall, this represents an increase of more than 20% in requests compared to last year.

Degree Audit
(see figure 6) The degree audit continues to be a very useful tool for advisors and students. Out of 119,963 reports generated, 61,751 were generated on the Student Self Service. Some 58,212 were generated by advisors, administrators and a batch process that runs weekly to update degree audit status for each individual plan. Degree audit reports are used for advising purposes and are very important in the degree clearance process.

Academic Advising Requirement Updates
(see figures 7 & 8)

Change Request for CourseLeaf Section Scheduler (CLSS)
Worked with CourseLeaf and UITS to implement their newest version sets to UAConnect. This included troubleshooting

table permissions, system access, and validating data. A connection to CourseLeaf's development server was also established to allow for enhanced testing for future iterations.

RazAlert/RAVE Population Update
The extract for RazAlert and the UA Directory was updated to pull faculty and staff populations from Workday instead of BASIS.

Phire Projects and Integration Improvements
• Modified course evaluation to pull the correct name

• Changes to faculty/staff page and load from Workday

• Modified AIM extract for CEA Office

• Modified MyLaw extract to pull primary instructor

• Added additional files to the GivePulse extract for the law school

Automated Communications

Student		
R01	FERPA Annual Notice	An annual notice which gets emailed to students every fall.
R03	Confirmation Reminder	An email asking students to login to UAConnect to confirm their semester enrollment.
R05	Enrollment Appointment Reminder	An email notifying students of their enrollment appointment which also listed any enrollment holds which were active for the student. This email was sent 2 weeks prior to their appointment, one week prior, the day before, and the day after if the student did not have any reported enrollment for the semester.
R06	Withdrawal Date Reminder	An email reminding students of the last day to withdraw for the semester.
R07	Degree Audit Reminder	An email reminder to students about the degree audit and how to use it.
R09	Enrl Appt Reminder No Enroll	An email reminder to students of their past enrollment appointment, but still have no enrollment.
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.
R37	Term Withdrawal Confirmation	An email, confirming to the student that their term withdrawal has been processed.
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).
R43	Apply Graduation Reminder	An email sent to potential graduates with information on how to apply for graduation.
R89	Honors Discontinued	An email to current students who status with the Honors College is no longer active.
R90	Honors Probation	An email to current students who status with the Honors College is in Probation status.
		676,275

Faculty		
R50	Grade Roster Reminder	An email reminder to faculty which haven't submitted or finalized their grade roster
R51	Class Attendance Confirmation	A confirmation email summarizing the students the faculty member entered an attendance status for the previous day
R53	General Faculty Communication	A general broadcast message to Faculty.
R55	Expiring Affiliates	An emailed report which goes to college departments notifying of their affiliates which are set to expire soon.
R57	Interim Suspension	An emailed report which will eventually go to college departments, but not set for internal distribution. It lists instructors who are assigned to a class, but do not have active employment.

		10,797
RH1	Honors Daily Summary	An emailed report distributed daily listing all honors records activities (added or updated).
RH2	Honors Applicants Pending	An emailed report distributed weekly listing all honors records which need to be evaluated by the college for admittance
		7,563

Data Conversion

Registrar's staff worked on Workset A, Workset B and are currently working on Workset C. Extracting and formatting the data based on the specifications has been very challenging. Crosswalks have also been part of the conversion, and they get updated constantly.

SIS User Management: 2022-2023

The UAConnect/Workday Student Management unit continued to maintain UAConnect while expanding the focus on implementing Workday Student. To better reflect the work done in this unit, the name was updated this past year to SIS User Management. The unit's role is to support the student information system, whether it is the current UAConnect or the future Workday Student system.

Staffing changes for 2022/2023:

• Sarah Langley, Change Management Specialist, left her position in April 2023. Workday Student

Workday Student lead changes for 2022-2023

• Divya Muralidhara replaced Carla Martin as the UAF Reporting Lead in November 2022.

• Tyler Carr was added as Security Lead in January 2023.

OFFICE OF 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 postgraduate 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. The office also supports students applying to graduate, law, and medical school (the director sits on the Pre-Medical Advisory Committee).

During the 2022-23 academic year, University of Arkansas students received more than $1.75 million in nationally competitive scholarships and awards. Success stories for the year include a Schwarzman Scholar, a Truman Scholar, two Udall Scholars, a Goldwater Scholar, two Fulbright U.S. Student Scholars, seven NSF Graduate Research Fellows and more. For the Harry S. Truman Scholarship – an award that supports students preparing for public service – the university ranks in the top 10 among public universities and 1st in the SEC. For the Barry Goldwater Scholarship – a prestigious STEM award for undergraduates – the U of A is ranked in the top 25 among public universities and 4th in the SEC. The university is in the top 30 among public universities and 3rd in the SEC for the Marshall Scholarship – a top scholarship for high-achieving American students who plan to study in the U.K. In total, U of A students have received 103 Fulbright U.S. Student Awards, 162 National Science Foundation Graduate Research Fellowships, 13 Udall Scholarships, 4 Gates Cambridge Scholarships, 2 Schwarzman Scholarships, and 1,138 Student Undergraduate Research Fellowships.

Several winning students are profiled below.

Student Profiles

Alex Davis is one of two U of A students named 2023 Udall Scholars. A Muscogee (Creek) Nation citizen, Davis is an agriculture business, pre-law junior with a minor in international economic development. An active campus leader, she works with the Indigenous Food and Agriculture Initiative and the U.S. Fish and Wildlife Service Directorate Resource Assistant Fellowship. Davis is focused on advocating for Indigenous agriculture and sustainable practices, with future plans to pursue environmental law, and ultimately, uplift the Muscogee (Creek) community in agricultural pursuits.

J.P. Gairhan, a 2019 graduate and honors student in African and African American studies, history, and political science, was named a 2023 Schwarzman Scholar, securing a full scholarship for global affairs graduate study at Tsinghua University in Beijing. Originally from Cabot, Gairhan has served in various leadership roles and worked domestically and internationally, including as a Fulbright English teaching assistant to Botswana and an AmeriCorps VISTA volunteer. He plans to pursue a career with the U.S. Agency for International Development, focusing on youth development and education.

Anna Mathis, an honors agricultural education, communications and technology major, was awarded the prestigious 2023 Harry S. Truman Scholarship. She is committed to rural and international agricultural development, particularly food security. Involved in community service and food security programs, she aspires to work on rural and agricultural policy in Washington, DC, and international agriculture development nonprofits before returning to Arkansas to focus on equitable food systems. The scholarship will fund her master's degree in global development and agricultural economics, furthering her ambition to

champion rural America.

Stephen Pierson is an honors mechanical engineering student who focuses on microchannel heat sinks research. He was named a 2023 Goldwater Scholar. Pierson's research includes using advanced manufacturing techniques to improve thermal performance in liquid-cooled heat sinks. With three first-author publications and presentations at significant conferences, Pierson is making strides in his field. He's also an active tutor and volunteer, an Honors College Fellow, Arkansas Governor's Distinguished Scholar, and National Merit Scholar. Praised for his academic achievements and leadership, he plans to pursue a Ph.D. in mechanical engineering.

Amelia Southern-Uribe is one of two U of A students named 2023 Udall Scholars. A Colombian American journalist, climate activist, and artist, Southern-Uribe is majoring in broadcast journalism and political science. They founded Zero Hour Arkansas, a climate justice organization and served as the director of southeastern chapters for This is Zero Hour. Southern-Uribe is committed to environmental justice, climate communication, and intersectionality and plans to be a climate communications coordinator, bridging the gap between policymakers and communities, and intend to pursue a master's degree in environmental management to further these ambitions

UACONNECT

PeopleSoft/UAConnect Upgrades

• Applied and tested six upgrades to Clean Address for address cleaning process

• Applied and tested three PeopleSoft upgrade images (PUMs)

• Installed four critical patches for financial aid

• Installed a critical patch for student financials

• Created multiple staging databases to prepare data conversion to Workday

• Applied Phire software upgrade

• Applied four security patches for the WebLogic webservers

• Applied two security updates for the Oracle databases

UAConnect Training and Security

• UAConnect Basic Training – 51 Attendees

• UAConnect Viewing Student Records for Faculty/Advisors – 27 Attendees

• Query Manager Training – 16 Attendees

• Cherwell tickets assigned to UAConnect team – 228

• Security Request – 514

Workday Student Activities

Architecture and Configure Phase - The Elevate Phase of Workday Student finished in summer 2023 and the Architecture and Configure Phase kicked off in August.

The major activities included:

Data Conversion Extracts
• Workset A data extracts were submitted in October and November – 63 files
• Workset B data extracts were submitted on March 3 - 74 extracts with approximately 20 million rows of data
• Preparation began for Workset C extracts. It was decided by Project One that these would be broken down into groups with the first group submitted on July 14, 2023

Data Validation
• Data validation began once the Workset A data extracts were loaded in Workday
• Required staff from multiple units to validate data that made it into Workday as part of the conversion loads. Most of the effort was done by student records and the

SIS team.

Reporting

• Project One provided a list in May 2023 of reports that UAF would be responsible for developing. Divya Muralidhara and Workday Student team continue to review the list to determine who will be responsible for developing specific reports or whether the report is actually needed.

• Submitted Student Report Writer developer list to Project One for training and access to be assigned. Approximately 20 staff members from the SIS team, functional units, and ITS will be assisting with report writing.

Integrations

• Project One provided a list in June 2023 of integrations that UAF will be responsible for developing. Currently, there are 44 integrations on the UAF list. Requests were made for 18 integration developers from the UAF to get SnapLogic training and Report Writer training as needed. Initial integration strategy meeting was held in June 2023.

Academic Requirements Configuration

• Training began on December 6, 2022 with the Workday Student team and college representatives who were assisting with academic requirements configuration. Three half-days of training were provided by Project One and Deloitte.

• Follow-up meetings were held with colleges throughout January - March in 2023. UAF met the deadline to have programs from the current catalog configured by June 30,2023. Over 950 programs were configured.

Course Eligibility Rules Configuration

• Training for configuring course eligibility rules (prerequisites) began in March 2023. Over 3,350 active courses with prerequisites had to be configured. The curriculum team in the registrar's office began configuring these in late May and were on track to meet the July 31 deadline.

Common Course Numbering

• Meetings were held throughout the year to develop the plan to convert courses to the Common Course Numbering scheme beginning with the 2024 catalog. Working with ITS and the curriculum team, all preparations were in place by June. The process will run in mid-August 2023 to update UAConnect.

Change Management

• The "Spring 2023 Project Implementation Developments" newsletter was sent to all faculty and staff in May of 2023.

• The "Workday Student at the University of Arkansas" SharePoint site was created and advertised to campus faculty and staff. This site includes detailed information about the project timeline, team, demonstrations of key functionalities, and resources for campus users. The site has been viewed by 251 unique users 659 times since launch in May of 2023. The homepage, "About Workday Student", and "Academics" pages have the highest amount of traffic.

• All members of the Change Management team and one member of the UAConnect team completed the three-day intensive Practitioner Program from November 8th – 10th, 2022. The ProSci model acts as the base for all change activities within the Workday Student project. Upon completion, practitioners gained access to the tools in the ProSci portal including assessments that will be used later in the implementation.

• The Change Management team organized three training sessions in the building of academic requirements with representatives from each college including Law and the Graduate School.

• Meetings with Project One, Deloitte consultants, and campus employees who were building academic requirements were scheduled and attended by the Change Team. Over 30 meetings were organized. Communications and questions regarding academic requirements were fielded by the team.

• A substantial number of academic requirements were built by the Change

Team including all graduate programs and all programs in the College of Education and Health Professions.

• From October 2022 to February 2023, a detailed evaluation of campus stakeholders was compiled by the Change Team. All users in UAConnect and their connected security roles were compiled into a report and reviewed to be grouped by professional role and level of influence. These groups were then evaluated for likelihood to be impacted by the implementation of Workday Student. This information was then reported to Project One.

• Monthly Change Management meetings are held between all the Cohort 2 Change Managers and Project One Operational Change Management leadership.

• The ADKAR (Awareness, Desire, Knowledge, Ability, Retention) timeline for students, faculty, and staff was developed by the team and approved by project leadership. These timelines define which change activities will take place until 2026. This information was then simplified and added to the Workday Student at the University of Arkansas SharePoint site.

• Two team building activities were organized and implemented by the team.

• Purchasing and travel responsibilities were taken on by the Change Team for most of the academic year as newer staff was introduced to these responsibilities.

Steering Committee

The UAF Workday Student Steering Committee, formed with representatives from across campus in 2021, was expanded to include more platform representatives. Current members include:

• Dave Dawson, Chair, Senior Associate Vice Provost for Enrollment Services/Workday Student Director

• Suzanne McCray, Vice Provost of Enrollment Services and Dean of Admissions

• Terry Martin, Provost

• Jason Rankin, Bursar

• Steve Krogull, CIO

• Philip Blevins, Director of Financial Aid

• Wendy Stouffer, Associate Vice Provost for Enrollment Services, Assistant Dean of Admissions

• Gary Gunderman, Registrar

• Kim Needy, Dean/Faculty Representative

• Adrienne Gaines, Advising Representative

• Ann Bordelon, Vice Chancellor for Finance and Administration

• Doug Miles, Research Analyst in Office of Strategic Analytics and Insights

• J'onnelle Colbert-Diaz, Director of HCM Solutions

• James Morrison, Senior Director of User Solutions Team

• Chris Butler, Director of Information Technology, Dean of Students

• Trevor Francis, Associate Vice Provost, Student Success

• Bridgette Harris, Senior Director of Payroll Services, Human Resources

• Margaret Sova McCabe, Vice Chancellor for Research and Innovation

Figure 2

Figure 3

Figure 4

On-Campus enrollments by day and hour (September 7, 2023)							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
7am	0	0	0	0	0	0	0
8am	0	1,083	7,185	1,205	6,907	637	49
9am	0	8,530	7,207	8,627	6,964	7,692	49
10am	0	9,389	9,998	9,523	9,579	8,597	49
11am	0	10,005	10,125	10,011	9,748	9,054	49
12pm	0	7,955	9,217	8,214	8,931	6,784	49
1pm	0	8,596	10,025	9,111	9,671	7,650	41
2pm	0	8,788	9,630	8,566	9,444	6,797	41
3pm	0	7,723	8,533	8,056	8,271	3,750	41
4pm	0	4,642	8,523	4,986	8,318	1,229	41
5pm	0	4,468	3,124	4,853	3,361	1,816	41
6pm	0	1,536	2,587	1,453	2,758	120	0
7pm	0	1,756	3,643	2,103	2,514	100	0
8pm	0	854	2,851	834	1,789	19	0
9pm	0	175	188	319	874	19	0
10pm	0	51	26	44	326	19	0

On-Campus enrollments by day and hour (Fall 2023)

On-Campus enrollments by day and hour (Fall 2023)
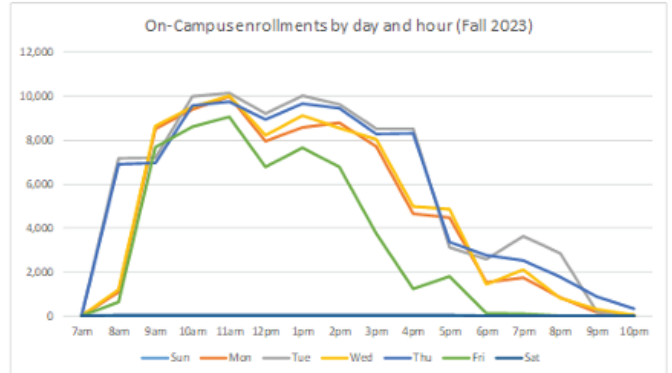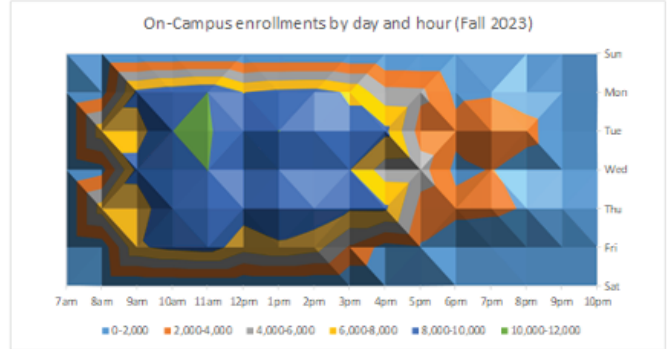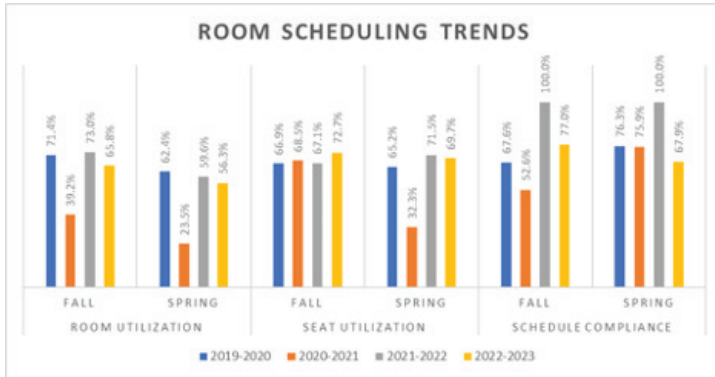
* Includes only Fayetteville on-campus (no-online) classes.
*RFI\Busiest Class Times\

Figure 5

Action	Requirement Group	Requirement Group Detail	Main Requirements	Requirement Lines	Course list	Course List Detail
Added	555	1664	74	216	39	60
Changed	215	6009	19	59	4	32
Deleted	1	20	0	0	1	0

Figure 6

119,963 Total Reports Generated in 2022 - 2023

- AGLW: 32
- LAW: 494
- GRAD: 6,503
- UNV REQTS: 28,475
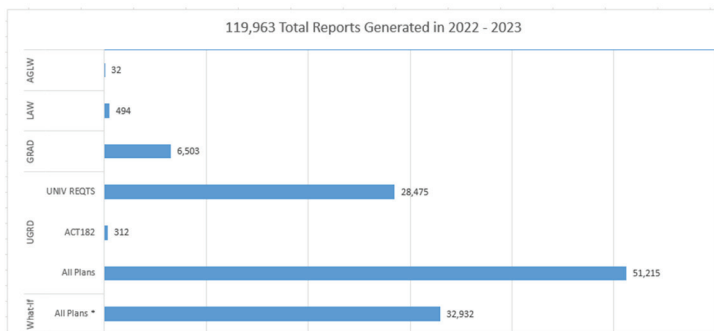- ACT182: 312
- All Plans: 51,215
- All Plans *: 32,932

Figure 4: Chart showing the number of degree audit reports run during 2022-2023 by career and type.

*What-If reports included in Total.

Figure 7

Requirement_Group	Requirement Group Detail	Main Requirements	Requirement Lines	Req Line Details	Course List
UGRD	808	1850	176	1961	3195	183
Added	276	234	247	698	2376	7
Changed	515	1581	134	1080	681	176
Deleted	17	35	5	183	138	0
GRAD	173	627	145	266	560	2
Added	77	103	85	162	368	0
Changed	94	506	60	103	155	2
Deleted	2	18	0	1	37	0
LAW	0	0	0	3	0	0
Added	0	0	0	1	0	0
Changed	0	0	0	2	0	0
Deleted	0	0	0	0	0	0
AGLW	0	0	0	5	0	0
Added	0	0	0	0	0	0
Changed	0	0	0	5	0	0
Deleted	0	0	0	0	0	0
ALL CAREERS	0	0	7	36	19	561
Added	0	0	3	5	14	509
Changed	0	0	4	31	5	52
Deleted	0	0	0	0	0	0
Grand Total	981	4477	528	2271	3774	746

Figure 8

	As of 6/29/2023
AFLS	75
ARCH	19
ARSC	398
EDUC	47
ENGR	61
GRAD	71
Honors	2
LAWW	1
SMCK	8
WCOB	4
Catalog	328