Open Forum – Fall 2019
September 25 & 26, 2019

Office of the Registrar
Our Agenda

- Welcome
  - Staff Changes
  - Informational
  - Quick Wins
  - Policy Focus
  - Projects
  - Your Interests
  - Food for Thought
- Discussion, Questions, &/or Suggestions
Staff Changes
Anica comes from UNC Charlotte’s College of Arts and Architecture
Katie comes from The Citadel
Dena comes from UNC Greensboro
Nickcoy comes from UNC Charlotte’s College of Engineering
Maureen is moving from another position within our office
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>October 31</td>
<td>Strongly recommended deadline for 'Course Revision' proposals to be launched and approved by Originator via Curriculog</td>
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<tr>
<td>December 31</td>
<td>Deadline for all course and curriculum proposals to be launched and approved by Originator via Curriculog</td>
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<td>March 2</td>
<td>Fall 2020 Schedule of Classes posted online</td>
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<td>March 23</td>
<td>Deadline for 'Course Revision' proposals to reach Banner step and receive Fall 2020 effective term</td>
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<td>March 30</td>
<td>Fall 2020 Registration begins</td>
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<td>April 1</td>
<td>Deadline for all course and curriculum proposals to be reviewed/approved by the UCCC and/or Graduate Council steps</td>
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<td>June 1</td>
<td>2020-2021 Undergraduate Catalog released online</td>
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<td>June 15</td>
<td>2020-2021 Graduate Catalog released online</td>
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We have been working with Leslie Zenk in Academic Affairs to align the catalog and banner together. When changes happen in the middle of the year, they get out of alignment. Banner will make the changes available, but it won’t be available in the catalog yet. The important dates here are March 23rd and April 1st, end dates for curriculum changes in Banner and the catalog.
Day of Remembrance – April 30, 2020
Calendar Change

Delayed Start of Finals – 1 day

April 28, 2020 – Last Day of Classes
April 29, 2020 – Reading Day
April 30, 2020 – Day of Remembrance
May 1 – 2, 2020 Examinations Begin
May 2, 2020 – Saturday Examinations
May 4 – 7, 2020 – Examinations Continued
May 8 – 9, 2020 Commencement

The Day of Remembrance is April 30th. This will push exams back one day. The University will be open but no classes.

Q: So no academic activities that day? We have an exposition of our student work that day? Should we reschedule it?
A: The intention of the Day of Remembrance is to free students, faculty, & staff to attend commemorative events. It is recommended that this event is rescheduled or it is classified as optional, with no grade impact.
Republican National Convention 2020
Center City Impact

The convention will impact the first week of classes in Fall 2020.

August 24-August 27

Several offices, including the Office of the Registrar, are working to anticipate changes in the Center City schedule and provide locations on the main campus, if requested.

If meeting times need to occur, our office will work to make space available on the main campus.
Application for Graduation
How far in advance can students apply to graduate?

The application is not limited based on student credit hour or their class level

The application for graduation is available three (3) terms out

Available application terms are:
Fall 2019, Spring 2020, & Summer 2020

The Fall online application submission deadline has passed, but we will still accept paper versions.
And, speaking of graduation...
Spring 2020 Commencement Update

- Graduates line up in the Practice Gym
  *(used in spring 2019 for the first time)*
- Metal Detectors/Bag Checks for students & attendees
- ‘Marching Order’ – projected use
  We already use Name Coach that allows students to record their name or provide a phonetic spelling, but this allows the nomenclators to prerecord the names. Marching Order will also allow the name to be displayed on the jumbotron.
- Proposed new schedule *(Faculty Council Review – 10/24)*
  
  - Friday 10:00 a.m. - The Graduate School *(all colleges)*
  - Friday 3:00 p.m. - COB, CCI, COED
  - Saturday 10:00 a.m. - COAA, COEN, CHHS
  - Saturday 3:00 p.m. - CLAS

This past spring we had a change in venue. The students lined up in the practice gym. It really worked out well holding it there, from our perspective.

Proposed new schedule for Spring 2020. The biggest change is the Graduate School would have their own ceremony.

We anticipate that the doctoral hooding ceremony will be included with the 10am Friday Graduate School ceremony.

We will share the final decision once the review is complete.
No one asked for this information, but we felt that knowing when we report enrollments and degrees and how NSC error checks our data before sending to NSLDS would be helpful.
Monique Wilson from our office created this guide. She will continue doing this each semester. We expect to have another out for spring soon.
Quick Wins
Because the drop and withdrawal actions are part of the registration process, 
Self-Service will not allow students to drop or withdraw online, if a financial hold 
is in place. With the help of the Bursar’s Office, we are no longer holding drops 
and withdrawals for certain financial holds.

- Undergraduate students wishing to perform these actions should send an 
  email to ninercentral@uncc.edu from their UNC Charlotte email account 
  with their name, ID, and CRNs for the course(s).
- Graduate students wishing to perform these actions should submit an 
  academic petition and use the “other course related request” category and 
  include the CRNs for the course(s).

These options provide a more student-friendly approach, while adhering to the 
primary intent of the hold, to prevent adding courses. The request from the 
student would still have to be submitted by the published deadlines and the 
withdrawal limit still applies. More information at: 
https://ninercentral.uncc.edu/billing-payments-refunds/holds.

Quick Wins
Drop or Withdrawal (with a Financial Hold)

We don’t want students to be penalized by incurring additional financial penalties. We 
want to prevent them from adding, but not withdrawing. 
This only applies to financial holds only.

Q: Does this trigger a removal of the hold?
A: No, Niner Central will override the process and allow them to withdraw.
Quick Wins
One-Time Course Approvals

When a global change to a course is necessary and the proposed change will not finalize until the next catalog cycle, a One-Time Course Approval can be submitted.

What does this solve?
Too often, requests for one-time course approvals is emailed to a staff member in the Office of the Registrar. The change is made, but the approval is not maintained. That could happen due to staffing changes or email archive settings. This avenue provides a transparent source to explain catalog discrepancies and ensure the change appears in the next year’s catalog.
**Quick Wins**
One-Time Course Approvals - Continued

Within Curriculog *(on the 2nd page of forms)*...

- Go to “Other Form 2. One-Time Course Approval”
- Needed info:
  - Department
  - Course Prefix & Number
  - Explanation of the request
  - Desired effective term
  - URL of submitted Curriculog proposal going thru the standard process.
- Workflow:
  - Originator
  - Technical Verification *(Matt Wyse - quick check)*
  - Department Chair
  - College Dean
  - Banner Team *(implementation)*

This is not used for just one student. This is for wholistic changes.
The reference to College Dean, is actually the respective Associate Dean.
Policy Update
Missing grades - Assigning an NG

Beginning in Summer I 2019, the Office of the Registrar returned to the practice of assigning an NG grade for any grades submitted after the grading deadline. An NG grade is a temporary administrative marker representing an unreported grade. The Office of the Registrar has been negligent in its application of University Policy 202.

Why? Not utilizing an NG has resulted in subsequent grade submissions via single recipient email rather than our approved grade change process, and thus complicating our grade change audit tracking. Additionally, the missing grade was being interpreted by Banner as having met the prerequisite requirements for the next sequential course, similar to how registration assumes a C grade, allowing registration in the next term.

Grades submitted after the grading deadline will now require a grade change in Self-Service Banner. Late grades will not be accepted outside of the grade change process. If you have questions about the grade change process, please contact the Office of the Registrar or reference pages 23-25 of the Self-Service Banner Manual.

How does this apply to the decision that gave our office the authority to drop courses when students haven’t met pre-requisites? This summer we had some students dropped out of classes that shouldn’t have been. The drop process worked as it should, enforcing all rules, but some students lacked the appropriate overrides, gained additional credits over the summer, and/or some courses were not accurately identifying the allow populations. If someone has a prerequisite course and they have an incomplete or NG, we don't know if they earned a passing grade or not, thus they do not meet the prerequisite requirements for the next course.

NG Grades: Two notifications are sent to instructors letting them know grades are due. NG grades are not assigned until after grading is turned off.

Q: What is the recourse for a student, if the instructor does not turn in the grade and the student is dropped from a course that they need?
A: We will do our best to work with the student and get them back into the class.
78 – Summer I
210 – Summer II
33 – Extended Summer
The Baccalaureate Degree Requirements policy was approved by the Faculty Council on March 14, 2019. This is now applicable for all undergraduate students, effective Fall 2019.

**Degree Audit updates are complete**

- There is no longer a section called “Additional Courses for Major/Minor GPA” at the bottom of the major and minor blocks.
- Major and minor GPAs only reflect coursework within their respective blocks and no longer uses above-and-beyond courses or courses that do not meet a minimum-grade requirement.
- This should make it easier for students and advisors to determine what courses are used in the GPA calculation and what a student needs to meet their requirements for graduation.
- No changes were made to the overall GPA calculation.

The Office of the Registrar staff did a great job updating all degree audits, working all summer to get this process in place and ready for fall.
Beginning in Spring 2020, all instructors will be required to enter the last date of attendance/participation for all students with failing (F) or unsatisfactory (U) grades. The Last Attend Date is required to comply with federal student financial aid reporting requirements. This is because a student cannot receive financial aid for a course he or she did not attend. Students who received an F or U may have to pay back their financial aid funds depending on their last date of attendance.

• The US Dept of Education requires the Office of Financial Aid to determine if a student who receives financial aid and fails to earn a passing grade in a course has actually attended and/or completed the course.

• 75% of our student population receives some form of financial aid. A student could become a financial aid applicant at any point during the academic year, therefore this information must be collected for all students. Plus, financial aid status is private information and is not identified to faculty members.

• A student cannot receive financial aid for a course he or she did not attend. For students who received an F or U, we use the last date of attendance to determine:
  o if they attended the class for the entire semester and "earned" those grades, or
  o if they attended all or part of the semester, to determine how much financial aid the student will have to pay back.
Policy Update
Last Day of Attendance

Participation Examples
- The date should be the last date on record that the student attended or participated in class.
- Options include:
  - physically attending/participating in a class activity
  - electronic attendance (ex: Poll Everywhere, attendance module in Canvas, Connect class attendance feature)
  - participating in an online discussion or activity about academic matters
  - attending a study group assigned by the instructor
  - submitting an assignment/project/test/tutorial/quiz
  - initiating contact with instructor to ask a question about the course or course content
- Note: Even if the class is an online or distance education course, the student simply logging into an online course or viewing a page does NOT count.

If the student attends all semester, takes the final and still earns an F or U, the last day of attendance will be the last day of class.
If the instructor does not add the last day of attendance for students earning the F or U, Self-Service and Canvas will not accept any grades for the rest of the class.
Policy Update
Last Day of Attendance

Resources:

Last Day of Attendance Webpage
https://registrar.uncc.edu/gradingholds/last-date-attendance

Last Day of Attendance Frequently Asked Questions
https://registrar.uncc.edu/gradingholds/last-date-attendance-faqs

How to enter final grades in Self-Service

How to enter final grades in Canvas

The FAQ also includes syllabus language, if an instructor wants to reference.
Last Day of Attendance reminders & mentionables at the above times.
These are open sessions in the event instructors have questions or want to see how this will work in the spring. No RSVP needed.
This is the same slide with showed you last spring, with the exception of the note in yellow. Formerly articulated test scores can be re-articulated for credit, only if the student moves to a catalog year 2019-20 or later. It is recommended that students discuss with their advisor, as this has the potential to do more harm.

**Action Item (from the Forums):** The Office of the Registrar needs to communicate to students that this is an option and they should seek guidance from their advisor.

**Response:** The Office of the Registrar is drafting a message (one-time) currently that will be sent to a targeted group...students who earned a 3 or higher on an AP exam.
There is an educational component to this. We need to educate the campus community that we are doing this. There are many systems that aren’t connected. Names showing are different, depending on which system has incorporated preferred first name and if not handled appropriately, could undermine this project.

Q: Are these banner fields that we can import?
A: Yes. [spriden_current.pers_pref_fname]

We’ve made a lot of progress, but we are still trying to fill in all the gaps.

Q: Since email is tied to your first name, can this be changed?
A: This isn't a UNC Charlotte system (it's Google). IT allows you to create an alias, but the user name won't change simply for PFN.
The University is moving away from two separate summer terms, beginning in Summer 2020. You may have referred to these as xxxx50 (Summer I & Extended Summer) and xxxx70 (Summer II).

A new single term will become standard for the upcoming and all future summer terms. It will be referenced as xxxx60.

Additional sub-terms have been added to the single summer term to represent the formerly identified summer terms, while also preparing for an expansion into other meeting time options during the summer.
Projects – Update
Single Summer Term

BANNER CODES WITH DESCRIPTIONS:
1 = Full Term
Hx = Half Term
Qx = Quarter Term
Tx = Tri-Quarter Term
Mx = Mini Session

Examples:
202180 H2 = Fall 2021 - Second Half Term
202210 Q3 = Spring 2022 - Third Quarter Term
202060 T1 = Summer 2020 - First Tri-Quarter Term

To allow students to complete multiple requirements within one overall term.
Courses to run end-to-end, one in the beginning of term and one in second half.
To allow final grading for the first-half course without having to wait until the end of the overall term.
Grants awarded by the UNC System for development of courses with this type of schedule.
Simplifies Financial Aid processes (half-time enrollments, disbursements, and compliance.

Q: Will students be able to graduate during the first-half term?
A: No, graduation will only occur at the end of the term.

Q: ISSO students – Students finishing their degree requirements, but not graduating for another term.
A: We will need to discuss this a little further, but we will work with these students. We are willing to write a letter on their behalf.

Student will see the sessions just as they do now. They won’t see these particular codes, only the descriptions.

Q: Study Abroad – How are registered? If they are gone the majority of the summer, they would be registered in the first half.
A: The full-term is still available. Elizabeth asked that they call her and they can discuss this further.
614 students registered during the spring pilot. None were cancelled for non-payment. Spring 2020 – students can register mid-way for Session B. (includes F.A. and billing options) Summer 2020 – being looked at as a single term with 2 sessions.
Banner Self-Service 9 (coming soon - delayed)

- Banner Self-Service 9 has been installed in a test environment
- Testing has begun
- Movement to production has been delayed
- SSB8 will be active, so no SOAR interference

This will probably be coming in late January. This was delayed because of a recent upgrade introduced that requires our entire team to test and get ready for production by October 26.
Projects – Update
Academic Petition Application

- Automatic notifications (*turn off during holidays*)
- View option (*without approval*)
- And more in the area of aesthetics, functionality, and retention

Thanks to the Graduate School for initiating and allowing us to tag along

This is in the works now. It is a very impressive application and has the potential to be a standard for similar needs.
This is more intuitive for students and administrators now. Hopefully this will be turned on in the Spring.
This is for undergraduate and graduate.

Q: Reporting and export capabilities?
A: We can certainly ask for this capability. We have to be careful with HIPPA, so we cannot put that out for distribution.
Projects – New
Prerequisites Not Met – Course Drop

The Office of the Registrar began handling drops for courses where prerequisites have not been met.

- Spring to Summer I 2019: 45 students dropped
- Summer I to Summer II 2019: 65 students dropped
- Summer II to Fall 2019: 733 students dropped

...but 208 were re-registered prior to student notification

Included in Pre-Req Not Met Drop process:
- prior course missing, failed, or withdrawn
- not registered for required co-req course
- pre-req course has an incomplete grade
- pre-req course has not yet been graded by the instructor (NG)
- course requires the student to be a senior, junior, sophomore, or freshman
- course requires a specific program of study, major, or minor
Projects – New
Prerequisites Not Met – Course Drop

Areas for Improvement (with timetable):

- Less restrictive section-level prerequisite authorized, change in course, reset to original prerequisite (most of these were the quick adds prior to notification) [Resolved with Curriculog One-Time Approvals]
- Additional restrictions were added above the catalog requirements to manage SOAR registrations [Alternative options are being reviewed – should not increase requirements above the catalog]
- Transient Study Credit, Transfer Credit, and AP Credit received after SOAR moved the student into a different class. [Timing is the issue – investigating ways to handle]
- Transient Study Credit, Transfer Credit, and AP Credit is expected to satisfy course prerequisites. [Timing is the issue – investigating ways to handle]
- Distribution list of students affected is not the same in every department/college. [Resolved]
As part of our graduation application, students are asked to complete a survey. This survey is meant to be a tool to improve the UNC Charlotte experience for future 49ers.

Discovery:
• 139 questions and not all students answering individual questions
• A few individuals were receiving the results, but they were only reviewing for problems
• A few questions around experiential learning (ie, study abroad, internships, etc.) were being used in Career Services, in conjunction with other data

What are we doing?
• Tara Plank, Graduate Assistant, has been working with various partner offices streamlining questions, strategically determining what is important to know, and working on a better process for asking and analyzing the questions.

Trying to get it down to 10-12 useful questions, but now that we have been asking around, there has been interest in this survey. Some didn’t realize we did it. The survey within the grad app is a satisfaction survey, so (in theory) we could use the results to improve the experience of future students, but the results aren’t being used as broadly as originally thought. In fact, the survey was a result of a UNC System Office requirement years ago. That is no longer a requirement, but we’ve continued nonetheless.

Q: There is already a survey that students receive in the semester they graduate looking to determine their future plans (ie, grad school, employment, salaries, offers, etc.) Will this be combined?
A: No, students can apply three terms out for graduation. The survey mentioned during the forum wouldn’t be as complete/accurate three terms out.
Projects – New
49er Next Overview

Goal:
Promotes student success in earning an Associates Degree at a community college to a seamless transfer to UNC Charlotte by offering collaborative advising that helps students progress toward timely degree completion, coordinated financial aid processes, career advising, and opportunities to develop financial literacy skills.

Requirements:
- First time, full-time college student
- Pursuing an associates degree with community college
- Remain in good academic standing
- In order to transfer to UNC Charlotte, student must complete application for admission and submit all required official transcripts

Benefits
- Proactive Advising
- Career Advising and Financial Aid Programming
- UNC Charlotte Library Access
- Charlotte 49er Athletic Events
- Rec Center Access ($25 fee per semester)
- CATS All-Transit Pass ($25 fee per semester)

The Transfer Center will be doing the proactive advising.
Projects – New
49er Next Phases

Pilot Phase- Implementation in progress
- Institution: Central Piedmont
- 111 Students enrolled in program for Fall 2019
- 49er ID card benefits available; proactive advising component begins December 2019
- MOU signing/Press Release: Fall 2019

Expansion Phase- Planning in progress
- Proposed Institutions: Catawba Valley, Gaston, Rowan, Mitchell, and Wake
- Invitation Extended: Fall 2019

Future Phases- TBD
- Streamlining Enhancements to program (xml)
We are re-aligning the two Banner Self-Service roles of advisor & faculty.

- **Advising role**
  - Will continue to provide access to the degree audit and other advising tools for all students.

- **Faculty role**
  - Will no longer have degree audit access and access will be limited to students within a faculty’s courses.

Note: The Office of the Registrar is not making decisions for which roles should be granted. That approval remains with the Department Chair or Associate Dean. We just need to know whether advising is a job expectation.

Reviewing to ensure that no one is impacted with this change. This affects future requests only. No movement since last reported in spring 2019.
Projects – On our radar
TBA – To be announced later

- Graduation Application Improvements
- Advisor Inactivation (upon departure/role change)
- Registration PINS
- Online Substitution/Waiver Submission
- Degree Planner Tool
- Capturing/Storing Credits at Graduation
- Online change of Major
- Transient Study
- And more...

No movement since last reported in spring 2019. Wanted to let you know that we haven’t lost sight of these improvements.
DegreeWorks

DW Upgrade: look will be changing soon. Estimated go-live is September 2020. If you want to watch a recording of the webinar where these screenshots were pulled, go to: What’s New for Ellucian Degree Works

DW Upgrade: look will be changing soon. Estimated go-live is September 2020. Old and new versions (side-by-side). These are screenshots from a presentation, thus harder to see.
If you want to watch a recording of the webinar where these screenshots were pulled, go to: What’s New for Ellucian Degree Works
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DegreeWorks has this tool out there already. We are looking again at SEP, as a possible tool. If you want to watch a recording of the webinar where these screenshots were pulled, go to: What’s New for Ellucian Degree Works [there is a discussion about the SEP tool]
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Your Interests
Q: I think that a review/discussion of FERPA vs. Guest Access Portal might be beneficial. I'm particularly interested in the processing of those online requests. Is there any type of schedule of how frequently that information is updated in Banner? I know that when students complete the online FERPA form, parents and students seem to expect that we (advisors) can immediately begin talking with parents about their student’s educational records, etc. Until we can see that the release has been in entered in Banner (SPACMNT), we aren't able to begin those discussions though. Is there any type of expected turn-around time that we could share with students/parents?

A: **FERPA vs. Guest Access Portal**

- The Family Educational Rights and Privacy Act (FERPA) states that university students have the right to determine who can view their education records

- The Guest Access Portal (GAP), a utility in Banner Self Service, allows students to provide selected guests view-only access to their academic records

- This electronic process replaces the “Student Consent for Access to Education Records” form, which at this point, should only be used by inactive students without GAP access

- Banner is updated immediately, when students submit.
Students & Guests

Incoming students are introduced to the GAP feature when they attend the Student Orientation, Advising and Registration (SOAR) Program.

A student has the option to create a “passphrase,” a unique verbal expression, that identifies a guest who has been granted access to that student’s education records.

A guest must use this passphrase to speak with a university employee about those specific records.

You should always ask for the passphrase.
Requested Topics/Questions
From you...

**GAP & FERPA Resources**
Details about student-guest relationships can be found using the **Guest Access Authorizations** link in the Banner Self Service Faculty and Advisors menu.

Please visit the Niner Central Guest Access Portal & FERPA webpage for additional information:

[https://ninercentral.uncc.edu/student-records-personal-information/guest-access-portal-ferpa](https://ninercentral.uncc.edu/student-records-personal-information/guest-access-portal-ferpa)
Q: Audit Form – Will this become an electronic option through Self Service?
A: This is on our project list and has been for some time. Our objective is to move away from paper or PDF submittal forms.

No movement since last reported in spring 2019.
Requested Topics/Questions
From you...

Q: Course Substitution/Waiver Form – Will this become an electronic option through Banner Self Service?
A: This is on our project list and has been for some time. Our objective is to move away from paper or PDF submittal forms.

Note: Regardless of current or future medium, please submit early or at the time it is discussed with the student. Late exceptions are the primary reason for delaying diploma distribution.

No movement since last reported in spring 2019.
Fall 19 – 33 are majors, 4 are minors
Spring 19 - 7 are majors, 3 are minors
Fall 18 - 6 are majors, 3 are minors

The numbers for the DW vs CAPP is based on the pre-clearance report, it is based on each degree so a student could be applied for multiple degrees.

The online graduation application deadline for fall 2019 has passed, but we will still take paper applications. This means students won’t get the graduation survey. If a student is eligible to graduate, we’re not going to prevent that. It’s likely they might miss the commencement program printing.
Students on older catalogs...
The significance of the dates – 2/26/2019 was the spring forums; 9/23/2019 is this fall’s forums.
Just a comparison to what we showed you in the spring.

**Post-Forum discussion (to clarify):** There are still some students who are utilizing different catalogs for 2nd majors/minors, etc. Our current process is to align all curriculums to the same catalog for the student. It is anticipated that all students will be in alignment in a couple of years. We may still have some students utilizing older catalogs, but at least their own curriculums will align with a single catalog year.
Food for Thought
Special Topics – What’s the topic?

Topics within special topic courses are entered in the Section Long Title in Banner (SSASYLB)

Tips:
- **You should not type over the course title on the main SSASECT form.** The course title rolls over to the section from the catalog level. The title of the course must appear the way that it was approved for degree audits, as well as, Institutional Research purposes.
- The correct entry of the Section Long title on the Section Syllabus form SSASYLB should be the *exact* course title as it appears in Banner, followed by a colon and then the Section title. For example: Seminar in AMST, Media Violence and American Culture (W,O) or Topics in International Studies: Politics of Terror.
- **Do not** use the Long title field for descriptions, instructional methods, indicating other sections, cross-listings, credit hours, pre/co-reqs, web links or HTML tags. (e.g. ‘50% Online’, ‘Hybrid’ or ‘<br>’).
- **Do not** use the apostrophe (‘) symbol in the long title. This interrupts printing transcripts.

**Why is this important?**
1. Maintained for archival needs
2. Enables the Office of the Registrar to correctly determine repeat for forgiveness (only if the same title).
There is no comparison data, as we just started collecting in this manner. Next recruitment cycle (spring 2021), we’ll have comparison data.
Q: Transient study form still on the table?
A: Still on the list, it has been delayed also. See slide 22.
Discussion, Questions, Suggestions

This doesn’t have to be the only time for questions or suggestions. We are here to help year round.
Thank you for attending.