Who are We?

- **Julie Isha**
  - Associate Vice President of Enrollment Services and University Registrar
  - Catholic University alum: Master of Arts in Education

- **Danielle Spinato**
  - Director of Enrollment Services Constituent Services and Associate Registrar
  - Catholic University alum: Master of Science in Library and Information Science

What is Enrollment Services?

- Office of Enrollment Services created in 2009 by merger of:
  - Office of Student Accounts
  - Office of the Registrar

- Enrollment Services oversees all functions related to:
  - Tuition Billing
  - Student Account Payments
  - Student Account Refunds
  - Veterans Education Benefits
  - Academic Records
  - Diplomas
  - Transcripts
  - Curriculum Management
  - Classroom Scheduling
  - Registration

What isn't Enrollment Services?

- Enrollment Services does NOT handle

| Action	Correct Office to Contact
Applications for Admission	Admissions
Enrollment Deposit Waivers	Admissions
Target X	Admissions
Matriculating New Students	Admissions
Scholarships	Student Financial Assistance ("Financial Aid")
Student Loans	Student Financial Assistance ("Financial Aid")
Employee Tuition Benefit	Human Resources
Tracking Sheets	Academic Deans' Offices
Instructor Contracts	Provost's Office
Student Advisement	Academic Dean's Offices and/or Undergraduate Advising Center
Class Permissions	Academic Department Offering Course
Cardinal Station Access	Technology Services

Enrollment Services is NOT the same as Enrollment Management.

Who is Enrollment Services?

- **Julie Isha**: Associate VP and University Registrar
  - **Danielle Spinato**: Director of Constituent Services and Associate Registrar
    - **Mallory Boyd**: Assistant Director for Student Services
    - **TBA**: Assistant Director for Curriculum Management
    - Student Service Associates
      - **Veronica Benton**
      - **Angela Elum-Brooks**
      - **Julie James**
      - **Carmen Parker**
      - **Michelle Walker**
      - **David Wright**
  - **Kevin Woods**: Director of Business Systems and Associate Registrar
    - **Caitlin Haswell**: Assistant Director for Business Services
    - **Charisse Hester**: Assistant Director for Accounting Services
    - Processing/Accounts Receivable Specialists
      - **Cathy Giancoli**
      - **Antonia Hawkins-Johnson**
      - **Jim Moloney**
      - **Kira Newburn**

Where is Enrollment Services?

Service Center located in
W200 Father O'Connell Hall
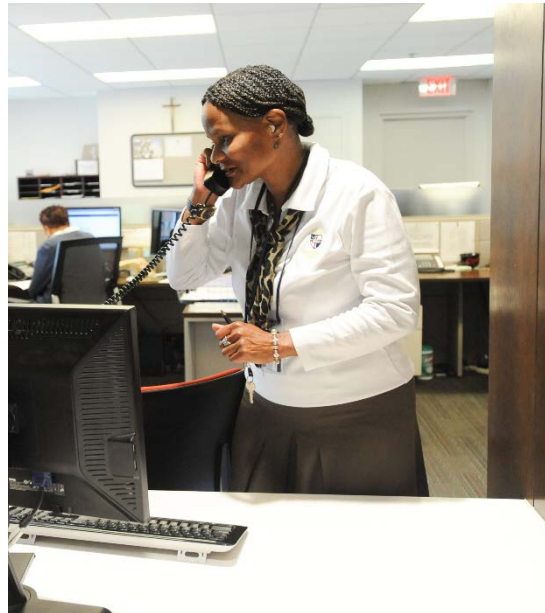
Student Accounts

- Students are charged on a per semester basis for tuition and fees.

- Account statements are generated on the 15th of each month (or first business day thereafter).
  - Statements are electronic and not mailed.
  - Statement notifications are sent via email to the student and to anyone else they have authorized to receive them.
  - Statements are available in Cardinal Pay, accessible via the Student Center in Cardinal Students.

- The due date is always the Friday before the semester begins.
  - New charges assessed after the due date are due immediately.

Student Accounts

- Students sponsored by a third party, such as a diocese or embassy, may elect to have a customized invoice sent to their sponsor.
  - Student's sponsor must submit a guarantee/letter detailing what they will pay.
    - This must be requested at the start of EVERY semester.
  - Preparation of invoices is held until after add/drop and takes several weeks; however, these students are exempted from financial penalties during invoicing period.

- Students who have sponsors who pay after courses are completed are responsible for paying at the start of the semester.
  - Sponsor essentially is reimbursing the student directly.

Student Accounts

- A monthly payment option is available through Tuition Management Systems (TMS) for students unable to pay in full at the start of the term.
  - Students must enroll in the plan at the START of the semester to avoid holds/financial penalties.

- Holds are assigned on unpaid balances <u>after</u> the end of the add/drop period.
  - Students with holds during add/drop owe balances from the <u>prior</u> semester.
    - Any pending financial aid and/or payment plans that a student brings up at this point aren't relevant, as they would not apply to past-due balances.

Veterans Education Benefits

- Enrollment Services has two School Certifying Officials for Veterans Education Benefits: Michelle Walker and Mallory Boyd
  - Inquiries can be sent to cua-veterans@cua.edu
- Catholic University participates in the following programs:
  - Post-9/11 GI Bill / Yellow Ribbon Program (Chapter 33)
  - Montgomery GI Bill – Active Duty (Chapter 30)
  - Veterans Educational Assistance Program (Chapter 32)
  - Montgomery GI Bill – Selected Reserve (Chapter 1606)
  - Reserve Educational Assistance Program (Chapter 1607)
  - Educational Assistance Program (Chapter 35)
  - Department of Defense Tuition Assistance
- Information available at http://enrollmentservices.cua.edu/Veterans/index.cfm

Holds

Not all "holds" are visible to students.

- Students only see negative service indicators (i.e., holds) in Cardinal Students. These are indicated by a 🚫.
  - Negative service indicators prevent a student from doing something.
  - These are the holds we want to be sure students are aware of.
- Faculty/staff may see positive service indicators in Cardinal Students. These are indicated by a ★.
  - Positive service indicators are informational only and do not prevent or hold a student from doing anything.
  - No need to make students aware of these!

Holds

Not all holds are managed by Enrollment Services.

- Two primary Enrollment Services holds are for:
  - Acceptance of Statement of Financial Responsibility (new students)
  - Outstanding Balances
    - Less than $300 = transcript/diploma hold only
    - $300 or more = registration and transcript/diploma hold

Holds for outstanding balances DO take into account pending financial aid and payment plans.

- Other offices that assign holds include:
  - Academic Deans' offices
  - Admissions
  - Advising Center
  - Dean of Students
  - Library
 - Student Health Services

Holds

Not all holds prevent registration

- Holds may also prevent:
  - Release of transcript/diploma
  - Ability to use financial aid

- When assisting students, be sure to review the hold before advising the student on what to do / who to contact.
  - Don't put students into a panic.
  - Don't send students to the wrong place.

Holds

Students are made aware of their holds.

- Holds are always visible to students via the Holds box on the right-hand side of their Cardinal Students Student Center.

- 10 days in advance of each registration appointment, Enrollment Services notifies all students with any type of hold (not just ES holds).
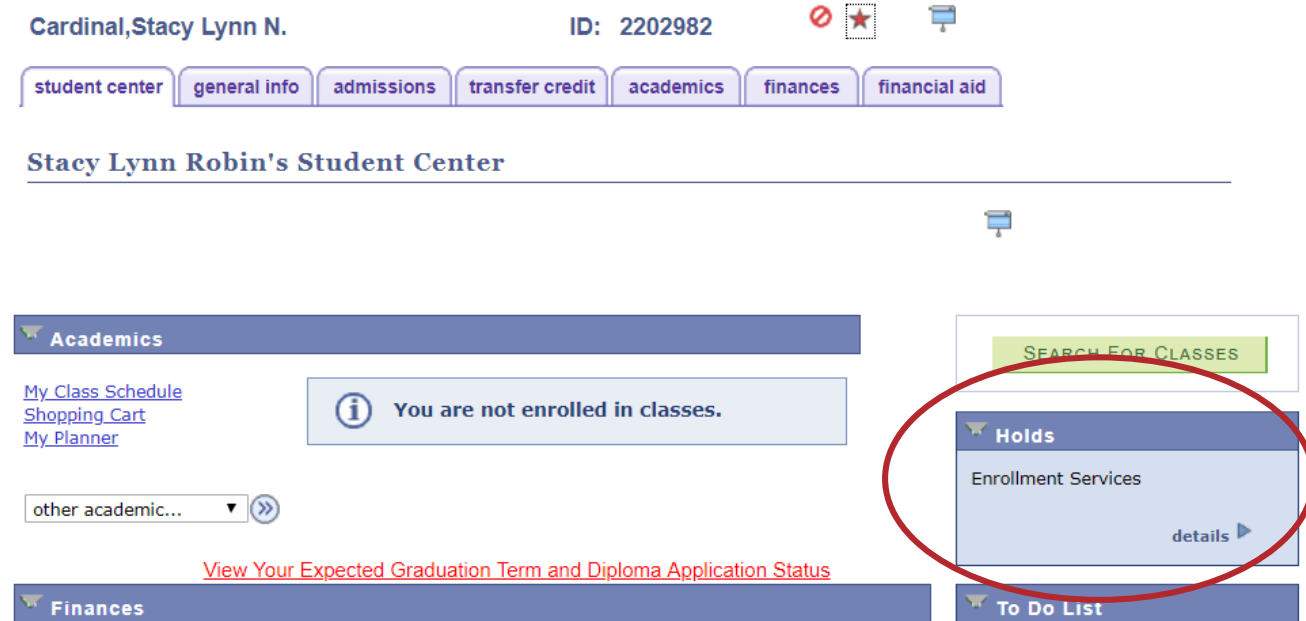
Student Accounts & Registration Holds

- Interested in learning more about accounts and holds?

  http://enrollmentservices.cua.edu/res/docs/Student-Accounts-Registration-Holds.pdf

Registration

- Registration begins well in advance of each semester
  - Early November for Spring semester
  - March 15th for Summer semester
  - Mid-to-late March for Fall semester
- Registration is staggered based on student enrollment appointment
  - Appointments are posted at http://enrollmentservices.cua.edu/Registration-and-Records/EnrollmentAppointmentSchedule.cfm
  - Appointments also appear in Student Center in Cardinal Students
  - Appointments for undergraduates assigned based on credits earned
    - Transfer credits only calculate into this figure if they are posted in Cardinal Students

Registration

- Cardinal Students records <u>all</u> enrollment transactions, including those that result in errors

    - Department and school administrators can review all student transactions
        - Instructions at http://enrollmentservices.cua.edu/res/docs/Registration.pdf (pgs 37-49)

    - Error FAQ on our website lists all errors with "translation" (i.e., what they mean and who to contact)
        - http://enrollmentservices.cua.edu/res/docs/Error-Message-FAQ.pdf

Registration

- Enrollment Services is the authority on registration matters but most issues are resolved by the department or school offering the course

Enrollment Issue	Correct Office to Contact
Student needs "department consent"	Department offering course
Student does not meet the course requisites	Department offering course
Student needs permission to "over-elect"	Student's academic dean's office
Undergraduate wants to take a graduate-level course	Academic Dean's office for department offering course
Class is full	Department offering course (department can initiate cap increase if desired)
Student has a hold	Office that placed the hold

- Our goal is to ensure student gets to the right place the first time!

Registration

- Catholic University is part of two local consortiums:

- Cross-enrollment in classes at consortium institutions is handled by Enrollment Services.
  - Questions can go to cua-consortium@cua.edu or Veronica Benton
  - Registration forms can be found on Enrollment Services website
  - Details at http://enrollmentservices.cua.edu/Registration-and-Records/Consortium.cfm

Registration

- Interested in learning more about registration?

  http://enrollmentservices.cua.edu/res/docs/Registration.pdf

  http://enrollmentservices.cua.edu/res/docs/Registration-101.pdf

Academic Records and FERPA

- Enrollment Services is the custodian of the academic record for students and alums.
- Although Enrollment Services "owns" the academic record in Cardinal Students we do not grant access to the system.
  - Submit requests for Cardinal Students access to Technology Services.
- Records for pre-Cardinal Students era (pre-2000) are maintained in our archives, including:
  - Transcripts -- electronically archived
  - Student files -- archived via microfiche / microfilm
  - Catalogs and semester class schedules -- physical copies

Academic Records and FERPA

- The Family Educational Rights and Privacy Act (FERPA) is a federal law, first passed in 1974, that protects the privacy of student records.

- FERPA limits the types of information that can be accessed without a student's express consent.
  - Once a student enters an institution of higher education, the student must consent to the parent/guardian accessing the record (even if under 18).
    - FERPA does allow for some exceptions but they are complex and best determined by Enrollment Services and/or the Office of General Counsel however…

If you have concerns about a student's safety or well-being,
please contact Dean of Students or Public Safety.

Academic Records and FERPA

- With few exceptions, the only portions of a student's record that can be released <u>without</u> the student's consent are:
  - Name
  - Address (incl. email)
  - Photograph
  - Dates of Attendance (start and end, not individual class attendance records)
  - Enrollment Status (full or part time)
  - School/Division
  - Field of Study (major/minor/etc.)
  - Nature/Dates of Degrees and Awards
  - Participation in officially recognized activities/sports
  - Weight/height of athletic team members

These categories are classified as "directory information"

Academic Records and FERPA

- Only "directory information" can be provided in response to inquiries about students and alums unless:

  - Student/alum has consented to release of non-directory information
    - Consent must be clear as to WHAT records are releasable and TO WHOM
    - Some students have consent on file for parents or sponsors; others will complete consent forms when release is needed (e.g., for background or employment checks)

  - Student/alum has submitted a request to *prevent* disclosure of directory information ("FERPA block"). In this case, <u>no</u> information may be released, including even confirming that the individual is/was a student.

How can you tell if one of these applies?

Academic Records and FERPA

Consent on File

If student's record displays a star icon in Cardinal Students, select it to see if they have a REL (release form) indicator.

If a REL indicator is present, select it to view the details of the release (what types of info and to whom).
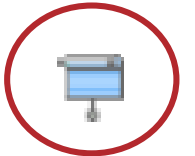
Academic Records and FERPA

<u>"FERPA Block" on File</u>

If student's record displays a window shade icon in Cardinal Students, the student has blocked the release of <u>all</u> information, including directory information.

Cardinal,Stacy Lynn N.   ID: 2202982

A block like this is rare but it prevents us from releasing ANY information, including even confirming that the individual is a student.

Academic Records and FERPA

Note on Parents

Lack of a FERPA release does NOT preclude university officials from talking with parents -- it just means that certain categories of information can not be shared/discussed.

Instead of discussing the student's specific grades/performance, focus the discussion on what, in general, a student needs to do to perform well. Discuss expectations rather than specifics.

Academic Records and FERPA

- Interested in learning more about records and FERPA?

  http://enrollmentservices.cua.edu/res/docs/Academic-Record-Changes-Training.pdf

  http://enrollmentservices.cua.edu/Registration-and-Records/StudentRecordsPrivacy.cfm

Diplomas and Transcripts

- Diploma conferrals occur three times per year:
  - January 31^t – students who complete degree requirements in the fall term
  - May commencement (exact date varies) – students who complete degree requirements in the spring term
  - October 31st – students who complete degree requirements in the summer term

- Transcript is updated the same day the degree is conferred
  - Degree will not appear on transcript until conferral date

- Diplomas are mailed to January and October graduates upon conferral

Diplomas and Transcripts

- Students must submit diploma application in Cardinal Students by deadline on academic calendar to have a diploma printed.
- Diplomas are produced in house.
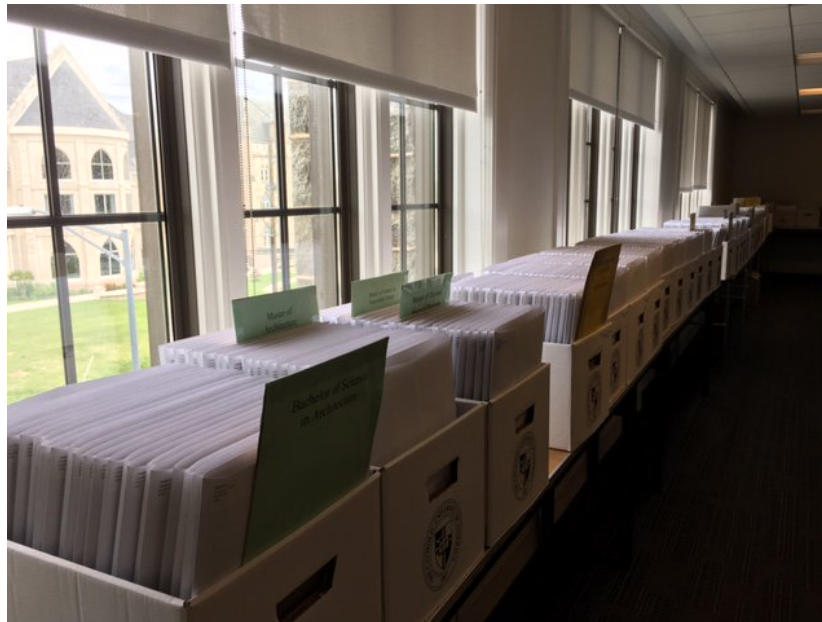
Diplomas and Transcripts

- Students and alums since 2000 submit transcript requests online via Cardinal Students.
  - Pre-2000 alums submit request using pdf form on our website.

- Transcripts are produced in house.
  - We are in the process of updating transcripts with new format to roll out by next Cardinal Students upgrade.

- **Students who owe an outstanding balance to the university can not receive an official transcript or a diploma.**
  - These students can access an unofficial transcript in Cardinal Students and can obtain Degree/Enrollment Verification from Enrollment Services.

Degree Audit

- Enrollment Services is currently coordinating the implementation of the academic advisement / degree audit module in Cardinal Students.
  - Think of this as a "super tracking sheet" which will track ALL degree requirements in one, combined report:
    - majors
    - minors
    - certificates
    - honors tracks
    - non-course requirements (GPA, credits in residence, etc.)
- VB Consulting is coding the requirements in Cardinal Students now
  - Kris Nicola may be contacting your department soon

Join us TOMORROW at 1:00 in McGivney 014 for an informal presentation on this new functionality!

Curriculum Management and Classroom Scheduling

- Enrollment Services oversees the course catalog and the semester schedule of classes. Both are maintained in Cardinal Students.
  - Course Catalog – all courses that a department might possible offer
    - 11,250+ courses are currently active in our catalog!
  - Schedule of Classes – classes scheduled to be offered in a particular semester
- Schedule of classes for a particular semester is prepared well in advance of the semester.
  - Schedule is viewable/searchable to students one month in advance of registration.
    - Preparation of the schedule begins 1-2 months before that!

Fun Fact:
Next Tuesday 9/18 is the deadline for the Spring 2019 schedule!

Curriculum Management and Classroom Scheduling

- Schedule is prepared by each academic department.
  - Department determines what will be offered and when and enters the information into Cardinal Students.
    - Departments also need to enter the type of classroom requested for each class.
  - Roughly a month and a half before registration begins, access to make schedule changes cuts off to departments and Enrollment Services begins auditing data to ensure everything is scheduled properly.
  - Once data is clean, Enrollment Services assigns classrooms.
    - A schedule optimizer is used for this to ensure maximum classroom usage.
  - After rooms are assigned, departments can resume making schedule changes, although they must request them through Enrollment Services.
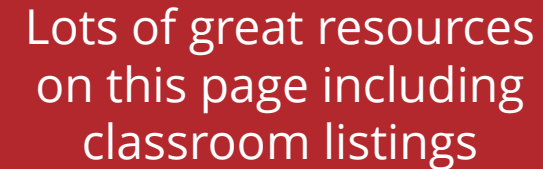
Curriculum Management and Classroom Scheduling

- Enrollment Services does not have access to use all classrooms
  - Some class spaces are "owned" by individual academic departments

- Non-class/exam events are scheduled by Events and Conference Services
  - Requests should be submitted via events.cua.edu

- Room availability can be viewed via events.cua.edu

- Classroom repairs/renovations are managed by Facilities Operations and/or Technology Services
  - Issues should be reported to the appropriate office but please loop us in!

Curriculum Management and Classroom Scheduling

- Interested in learning more about curriculum management and classroom scheduling

  http://enrollmentservices.cua.edu/scheduling/

  Lots of great resources on this page including classroom listings

  http://enrollmentservices.cua.edu/res/docs/The-Lifecycle-of-a-Course.pdf

 http://enrollmentservices.cua.edu/res/docs/Creating-Your-Term-Schedule.pdf

  http://enrollmentservices.cua.edu/res/docs/Spring-2019-Scheduling.pdf

  http://enrollmentservices.cua.edu/res/docs/Sessions-DD-Courses-Instruction-Modes.pdf

Final Exams

- Final exam schedule is always available at http://enrollmentservices.cua.edu/Registration-and-Records/FinalExams.cfm
  - Updated for each semester in advance of registration

- Exams must be held at the time / place assigned unless appropriate vice-provost approval is granted.
  - Schedule condenses a six day class schedule of 50 minute blocks into a five day exam schedule of 120 minute blocks → it minimizes but can not prevent all conflicts

- Exams can not be held before the last day of classes.
  - Results in class being short on contact hours.

Cardinal Students

- Access varies according to position
  - Access is managed by Technology Services
- Cardinal Students is the student information system.
- Cardinal Faculty and Staff is the HR-Payroll system.

Even if you are faculty or staff you must use Cardinal Students to view student and curriculum information!
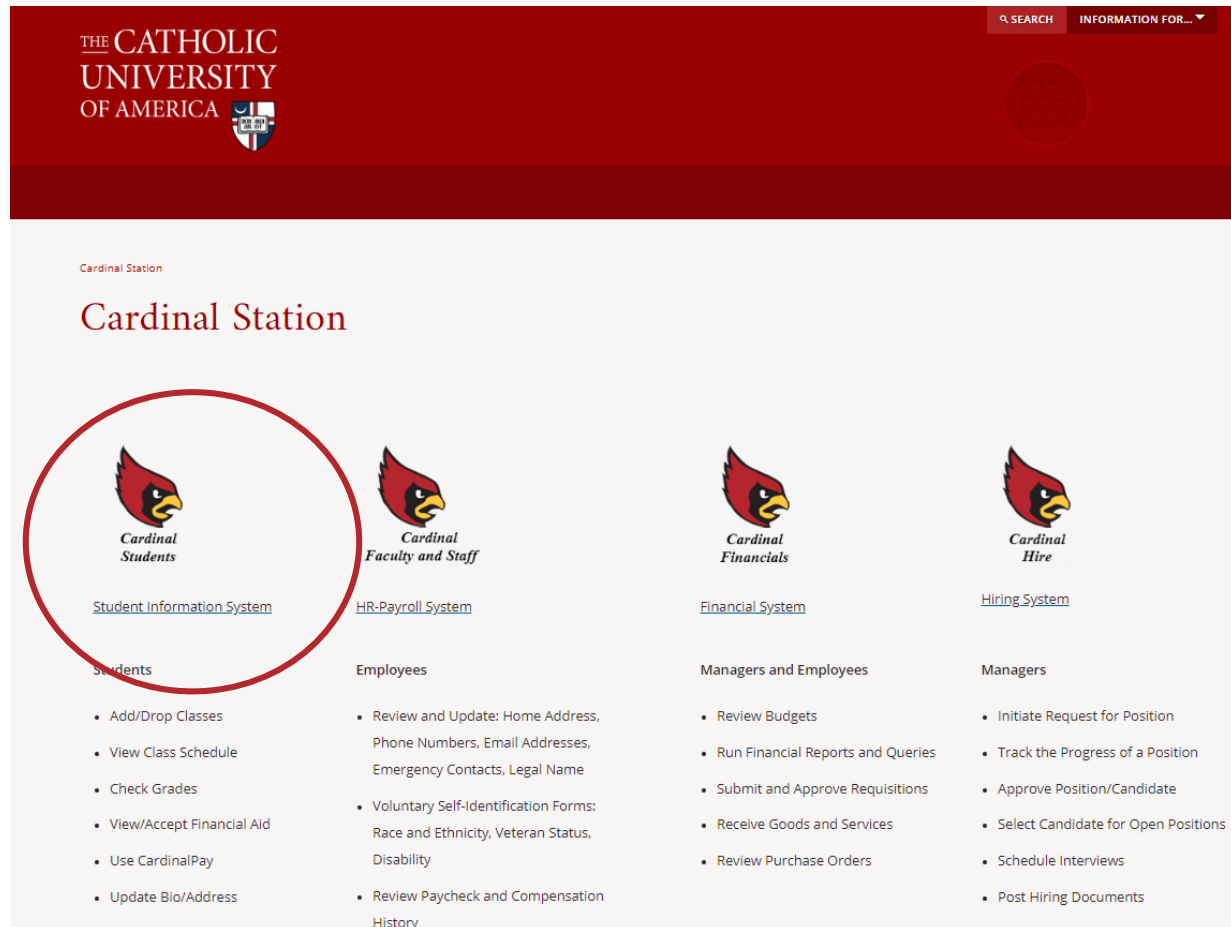
Cardinal Students

- Student Center is a "one stop" page for most student information.

- For faculty, the Faculty Center allows access to advisee, class, and grade rosters.
  - Selecting student names from rosters will provide additional information.
  - Cardinal Students roster is the definitive record of who is in a class and their grading basis for the course.
  - Grade rosters are only available once created (after last day to withdrawal).

Pro Tip for faculty: Check your class roster in Cardinal Students during and after add/drop!

Cardinal Students

- Interested in learning more about Cardinal Students?

 Navigation guides and instructions for a variety of functions for faculty, staff, and students: http://enrollmentservices.cua.edu/Navigation-Guides/Navigation.cfm

  Detailed information specific to faculty available at http://enrollmentservices.cua.edu/res/docs/2018-Faculty-Orientation-Presentation-.pdf (pgs 15-26)

  Intro to Cardinal Students training sessions
  - Monday, September 24 @ 12:30 – Caldwell 121
  - Tuesday, September 25 @ 12:30 – Caldwell 121

Monthly Training Series

- Enrollment Services has offered monthly training seminars for faculty and staff since early 2016.

- Training schedule and past trainings can be found on our website via the Faculty / Staff Information menu option.

  - Faculty/Staff (and students!) may also find the Cardinal Station Navigation Guides helpful
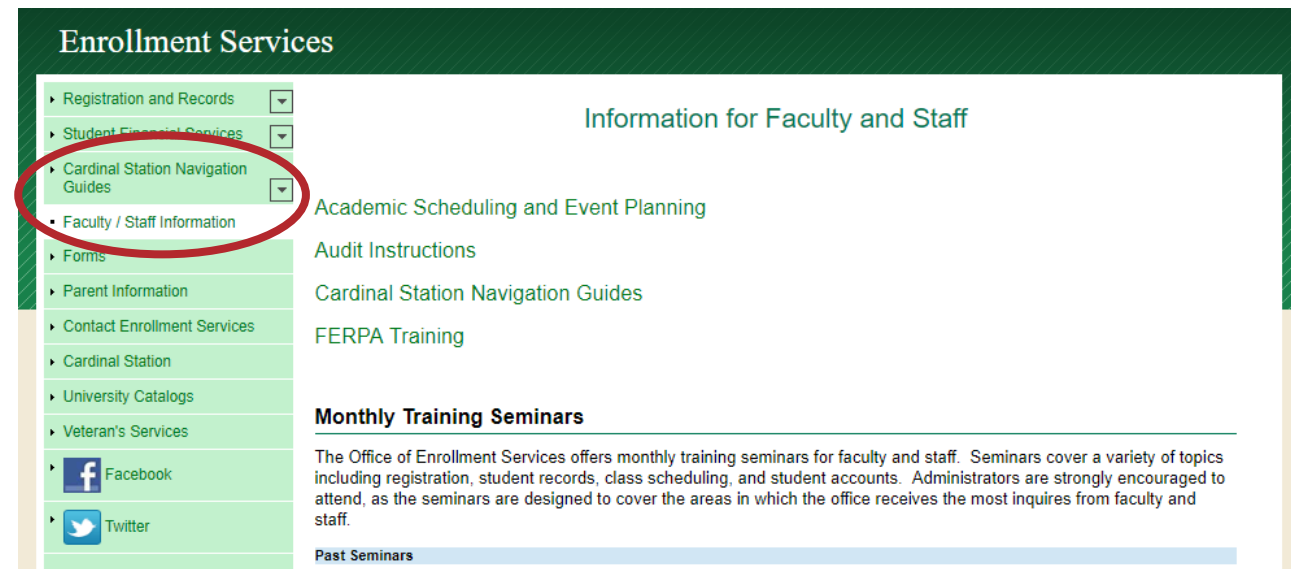
Monthly Training Series

- Fall 2018 training sessions include:

  - **Intro to Cardinal Students**
    - Monday, September 24 @ 12:30 – Caldwell 121
    - Tuesday, September 25 @ 12:30 – Caldwell 121
  - **Registration**
    - Wednesday, October 31 @ 12:30 – McGivney 014
    - Thursday, November 1 @ 12:30 – Caldwell 121
  - **Academic Statuses: Leaves vs. Withdrawals vs. Deferrals**
    - Wednesday, November 28 @ 12:30 – McGivney 014
    - Thursday, November 29 @ 12:30 – Caldwell 121
  - **Drop-In Cardinal Students Session**
    - December 12 and 13 – time/location TBA

Contacting Enrollment Services

- General inquiries:
  - cua-enrollmentservices@cua.edu
  - 202-319-5300

- Class Scheduling/Classroom Inquiries:
  - cua-classes@cua.edu
  - Most requests require completion of appropriate online form: http://enrollmentservices.cua.edu/scheduling/

- Veterans' Education Benefits Inquiries:
  - cua-veterans@cua.edu
  - Michelle Walker / Mallory Boyd are School Certifying Officials (SCO)