The Registrar’s Office
Policies and Procedures

Last Updated: 8/2013
The Registrar’s Office Policies and Procedures
Table of Contents

Registrar’s Office Website 3
Academic Calendars 3
Campus Information Services 3
Withdrawal Policy 4
Graduation 4
Petitions for Exception to Policy 7
Transcripts and Verification 8
Veteran’s Services 8
Leave of Absence 9
Prerequisites 9
FERPA 9
Top 10 Things to Know about the Registrar’s Office 11
Registrar’s Office FERPA Overview 12
REGISTRAR’S OFFICE ADVISING BASICS

Registrar’s Office Website – http://registrar.utah.edu
- The website is a very useful tool to use when needing additional information regarding policies and other procedures that are handled in the Registrar’s Office.
- Most forms are available on the website. Various forms must be obtained in person at the Registrar’s Office.
- The website is the most accurate, up-to-date information available

Academic Calendars
The academic calendar contains all registration and exam dates, breaks and holidays for each semester.
- The online calendar is always the most up-to-date
  - Five to six terms are always available on the website
  - The final exams calendar is available the day the class schedule publishes
  - Full academic years are also available (usually two years)
  - The calendars are archived and available for review (2002 and forward)

Campus Information Services
Many of the processes in the registration process are done through CIS.
- Registration Appointments
  - Students are sent an email to verify their registration appointments about one week after the schedule publishes and appointments are set for each term
  - On the student page in CIS, students click on View My Registration Dates in the Registration pagelet. This will indicate the date and time they may begin registering for the term.
    NOTE: Students do not “set” or make an appointment with an advisor to register. They are assigned a time (based on the number of credit hours they have earned) when they may sign in to register. They may sign in any time after the appointment to register for classes.
  - Students may build their schedules prior to their appointment by placing classes in the shopping cart. This does not guarantee them a seat in the class.
    See Appendix: View your Registration Dates handout for instructions

- Registering for a Course: Adding Classes
  - Students may add classes themselves on CIS until the add deadline (14 calendar days).
    After the 15th calendar day, students will need to use a Green Late Add Form until the Census Deadline (15th class/business day)
  - Green Late Add Form (Before Census Deadline)
    - Obtain in person at Registration (window 13)
    - Requires the Instructor’s signature
    - Return to Registration to process
  - Yellow Late Add Form (After Census Deadline)
    - Obtain in person at Registration (window 13)
- Requires Instructor’s Signature, Department Signature and College Dean’s Signature
- $50 late add fee (per class) – this fee is charged because the student is adding a class after the Census Date. Funding from the Legislature is based on the Census Date numbers.
- Return to Registration for processing
  - See Appendix: Add Classes handout for instructions
  - Electing CR/NC
    - Must be elected by the 14th calendar day of the term
    - Students may revoke the option until the Friday before classes end
    - Limited to 15 credit hours
    - See Appendix: Edit Classes (Variable Hours, CR/NC Option) handout for instructions
  - Dropping (Deleting) Classes
    - Dropping a course is the equivalent of deleting it from the student’s record
    - Students may drop (delete) classes until the 10th calendar day of the term
    - No instructor approval is required
    - Students are not responsible for tuition for dropped classes
    - See Appendix: Drop Classes handout for instructions

Withdrawal Policy
- After the drop deadline (11th calendar day), students are able to withdraw from classes
- A “W” grade appears on the student’s record
  - Not calculated into the student’s GPA
- Classes may be withdrawn until the midpoint of the class
  - After the midpoint, a student will need to file a Dean’s Withdrawal with the college of his/her declared major (or University College if undeclared).
  - Dean’s Withdrawal petitions are handled by the individual colleges.
- Tuition is refunded between the drop and add deadlines
- After the add deadline, students are responsible for full tuition
  - If students are seeking a tuition refund, a separate petition is filed with the Income Accounting Office
- Retroactive Withdrawals
  - Students may petition the Registrar’s Office to withdraw from past term classes
  - See Petitions for Exception to Policy section for more details

Graduation
- Communication
  - All communication to students in the graduation application/clearance process is done through the UMail system. Students will need to have mail forwarded to an account they check regularly to make sure all communication is received.
- Students must use the UMail account for any communication to the Graduation division. A third party email account (Gmail, Yahoo, etc.) will not be accepted.

  o **Catalog Year**
    - **Definition:** The set of requirements in place at the beginning of fall semester and running through the end of the following summer semester. Indicates when a student declared his/her full major or a more recent set of requirements to be used for graduation clearance. Students may choose to use the current catalog requirements or a catalog year that was in effect no more than four (4) years prior to graduation.
    - Catalog year is determined when the student declares his/her major. Example: a student declares his major in March 2013. His catalog year will be 2012-2013 and he will be held to the requirements for that catalog year in the graduation clearance process.

  o **Application**
    - Advise students to apply for the term that they will actually complete all requirements for graduation. Being named in the program is not a valid reason to apply for spring term.
    - All students wishing to receive a degree from the University of Utah must submit a graduation application with the appropriate signatures (and fees if applicable) for each major.
    - Departmental Advisors:
      - Ensure that students are declared full major status
      - Complete the Advisor endorsement portion of the form
      - Verify the catalog year is correct
      - *University College advisors are able to review all General Education BA/BS requirements
    - Applications are due:
      - February 1 – Summer Term
      - June 1 – Fall Term
      - November 1 – Spring Term
      - *There is no fee for applications submitted by the deadline; after the deadline, $25 late fee
    - Applications are turned into the Graduation Division – window 15, SSB 2nd floor

  o **Renewal**
    - Students are allowed one (1) renewal during their initial application term. If a student does not use this renewal, it is forfeited and the student must reapply if necessary. If the student is denied graduation, a reapplication for a new term must be submitted to the Graduation Division of the Registrar’s Office.

  o **Reapplication**
    - Students who do not renew during their initial application term and/or who are denied graduation must submit a reapplication for graduation and pay a $25 fee.
    - Students do not need to meet with an advisor in order to submit a reapplication

  o **Graduation Application Deadline Petitions**
    - Undergraduate students seeking an exception to the Graduation Application deadline may petition the Registrar’s Office. In order to file this petition, the student must prove in the personal statement how he/she will be eligible to graduate by meeting all requirements at the end of the current semester.
    - Students obtain this petition in person at the Registrar’s Office Graduation division (window 15, SSB 2nd Floor)
- Students must attach a current DARS report indicating how each deficient requirement will be completed
- Students must pay a $25 fee to file the petition

- Graduation Candidates Web Report
  - Advisors need security access to run the web reports
  - The FERPA Review must be completed before security forms may be filled out and submitted for clearance
  
  See Appendix for the instruction page for further details

- DARS Exceptions
  - An exception is a modification to requirements or substitution of a course
  - Approved exceptions must be entered into the Degree Audit Reporting System (DARS)
  - Advisors need to file exceptions by the deadline so students are not denied or delayed in the graduation clearance process
  
  *BEST PRACTICE TIP: advisors are able to process exceptions as they arise in the student’s academic career. It is best to enter exceptions throughout a student’s career rather than all at the end causing delays.

- Statements of Completion
  - Students may request a letter from the Registrar’s Office indicating that all requirements have been met and conferral will take place on the appropriate date for the term.
    
    EXAMPLES: Commissioned Military Students, Graduate School applications, employment
  
  - Students must have an application on file for the term the letter is requested.
  
  - Students may only request this letter if ALL requirements have been completed

- Transfer Credit in the Graduating Term
  - Students are strongly encouraged to defer graduation to the next term if they wish to transfer credits from another institution during their final term.
  - The process for grades to post and be submitted to and processed by the Admissions Office is lengthy and could cause the student to be denied graduation.

- Honors at graduation (Cum Laude, Magna Cum Laude, Summa Cum Laude)
  - To be eligible for University Honors, students must complete 60 credit hours of undergraduate course work at the University of Utah
  - 50 or more of those hours must bear letter grades (A-E)
  - Transfer hours and credit by examination are not used in honors computation
  - Those who have been awarded for summer and fall semesters will be included in the program.
    Spring candidates are listed in the program as long as they have met and maintained the requirements.
  
  - Honors are determined within each college as follows:
    - Summa Cum Laude – bachelor degree candidates whose cumulative GPA ranks them in the top 1% of the graduating class of each college based on a five year average of the top 1% in that college.
- **Magna Cum Laude** – bachelor candidates whose cumulative GPA ranks them in the next 2.5% of the graduating class of each college based on a five year average of the next 2.5% of that college
- **Cum Laude** – bachelor candidates whose cumulative GPA ranks them in the next 4.5% of the graduating class of each college based on a five year average of the next 4.5% of that college

  - **Name in the Convocation/Commencement Program**
    - Any student that has applied for graduation by the deadline will have his/her name in the graduation program
    - Commencement year is summer term to spring term (i.e.: summer 2012-spring 2013). All those who have applied for graduation in these terms will be listed in the commencement program
    - Honors will be noted for all applicable students
    - Students must notify Graduation of any changes (including not wanting to be included in the program) by March 1st.

  - **Graduation Application/Clearance Process**
    - Applications are evaluated several times throughout the clearance process. Students are emailed (to their UMail accounts) of any concerns or issues with each evaluation.
    - See Appendix for Graduation Application/Clearance Flowchart

**Petitions for Exception to Policy**

  - An exception to University policy is warranted only in cases involving unusual or extenuating circumstances that would normally not be faced by other students.
  - **What can be petitioned?** (See Appendix for Petition Guidelines)
    - Retroactive withdrawals
    - Delete classes with W – current/past terms
    - Elect/revoke CR/NC option
    - Past term section changes
    - Add a class for a past term
    - Retroactive credit hours changes
    - Past term cross-listed course change

  - **What cannot be petitioned?**
    - Current term withdrawals after the deadline
    - Tuition reimbursement (handled through Income Accounting)
    - Audit after midpoint or retroactive audit (grade manipulation)

  - **Documentation**
    - Student statement
    - Statement from Dean of college or committee chair (required for all retroactive changes; must be on letterhead)
    - Additional documentation from doctors, employers, instructors, etc. (must be on letterhead)
Deadlines

- Before graduation or within 3 years of the affected term, whichever occurs first
- Petitions turned in after the deadline will not be reviewed and will be denied

Transcripts & Verifications

- **Official Transcripts**
  - Ordering – transcripts may be ordered in person at window 17 for $15 each (limit 3); if ordered online, they are $5 (with a $2.25 service fee).
- **Unofficial Transcripts**
  - Available online through Campus Information Services for any student who has attended after 1998.

Veteran Services

- **Requesting Benefits**
  - Each chapter has a slightly different process for requesting benefits. See the website for details on each of the chapters (http://registrar.utah.edu/veteran/)
  - Chapters:
    - **30** – Active Duty: provides up to 36 months of education benefits to qualified veterans.
    - **31** – Vocational Rehabilitation & Employment: provides up to 48 months of education, employment training benefits to qualified veterans with service-connected disabilities.
    - **33** – Post 9-11 Active Duty: provides up to 36 months of education benefits to qualified veterans.
    - **35** – Survivor’s & Dependents’ Educational Assistance Program: provides up to 45 months of education benefits to eligible survivors and dependents of veterans who are permanently and totally disabled due to a service-related condition, or who died while on active duty or as a result of a service-related condition.
    - **1606** – Selected Reserve: provides up to 36 months of education benefits to actively drilling members of the Selected Reserve or National Guard.
    - **1607** – Reserve Educational Assistance Program (REAP): provides educational assistance to members of the Reserve components called or ordered to active duty in response to war or national emergency. The Dept. of Defense and the Dept. of Homeland Security determine eligibility.
  - All communication is sent to students via UMail. Encourage students to check this account frequently or have it forward to an account that they do use.
  - Veteran students’ classes are approved if they fulfill a degree requirement. All other classes will not be approved.

- **Veterans Support Center**
  - This office is not affiliated with the Registrar’s Office. Although the two offices work together, the Veterans Support Center does not deal with GI Bill benefits.
**Leave of Absence**

- **Undergraduate Students**
  - Leaves are only approved for an “official assignment” (military duty, Peace Corps, VISTA, church service, etc.). Leaves will not be approved for medical, personal, or academic emergencies.
  - Valid for up to two years (six academic terms)

- **Graduate Students**
  - Valid for up to one (1) year
  - The request must be approved by the student’s supervisory committee and/or the Department Chair

- **International Students**
  - F1 or J1 visa students taking a vacation semester must obtain permission from the International Center prior to submitting a Leave of Absence. Leaves for international students will only be approved for one (1) semester.

**Pre-requisites**

- Beginning fall 2010, various departments began enforcing prerequisites on the undergraduate level (1000-5999).
- Not all departments enforce prerequisites although they may be listed.
- **Prerequisite:** a course or condition that must be satisfactorily completed prior to enrolling in another course.
- **Co-requisite:** a course or courses that must be taken concurrently with or prior to another course.
- Students who have not met the prerequisite will not be allowed to register for the course unless a permission number is granted by the department at the discretion of the department and/or instructor.
- Courses taken at the University of Utah or articulated Utah System of Higher Education (USHE) transfer courses satisfy pre-requisites.

**FERPA**

- College students must be permitted to inspect their own education records.
- School officials may not disclose personally identifiable information about students, nor permit inspection of their records, without written permission… unless such action is covered by certain exceptions permitted by the Act.
- **Personally Identifiable:**
  - The name of the student, the student’s parent, or other family members
  - The student’s campus or home address
  - A personal identifier (such as a Social Security Number or Student Number)
  - A list of personal characteristics or any other information which would make the student’s identity easily traceable

- Education Record: If you have a record that is:
  - Maintained by your institution
  - Personally identifiable to a student
  - Not one of the excluded categories of records
Then, you have an education record and it is subject to FERPA

- **Directory Information:**
  - Institutions may release without written consent Directory Information providing:
    - That the University inform students of what is considered directory information
    - That students are given the opportunity to refuse disclosure of directory information

- **Students with FERPA restrictions:**
  - Do not give out information unless it is the student (see picture ID) or you have a signed release from the student

- **School officials**
  - employed by the University of Utah in administrative, supervisory, academic, research or support staff position
  - a member of the University's board of trustees or the Utah State Board of Regents
  - a person employed by or under contract to the University to perform a special task, such as an attorney, auditor, collection agency, or other entity engaged to assist with the University's educational mission.
  - A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

- **Parents and FERPA**
  - When a student reaches the age of 18 or begins attending a postsecondary institution regardless of age, FERPA rights transfer to the student.
  - Parents may obtain non-directory information
    - only at the discretion of the institution
    - by obtaining signed consent from their student
    - by utilizing the Online Consent to Release
  - Another Option: employing a Power of Attorney that specifically states “educational records.”

- **FERPA Release Consent**
  - Students can utilize their CIS Portal to authorize the release of their student record information.

- **Letters of Recommendation**
  - When a student needs a letter of recommendation containing non-directory information, it is recommended to have the student submit a release form with the request.
  - This form is available on the Registrar’s Office website.
  - The student should retain a copy of the form and give one to the letter writer.
Registrar’s Office
Top Ten Things to Know

1. Online Information
- Registrar’s website
  http://registrar.utah.edu
- Student Handbook
  http://registrar.utah.edu/handbook/index.php
- Campus Information Services
  https://gate.acs.utah.edu
  Important features:
  Register online
  DARS Reports
  Unofficial Transcripts

2. Academic Calendars
http://registrar.utah.edu/academic-calendars/index.php
- Registration appointments available
- Last day to add, drop, withdraw
- Last day to elect/revoke CR/NC

3. FERPA Restrictions
Things to remember:
- Directory information vs. non-directory information
- Students can opt out of having their directory information disclosed.
- FERPA restrictions in PeopleSoft.

4. Graduation Information
- DARS is the clearance tool for all undergraduate degrees and minors
- Students are allowed one (1) renewal
- Enter DARS exceptions as you go

5. Registering for a Course
- Students can register during their appointment and any time after
  After the term begins:
  - Seven (7) calendar days to add classes without a permission number
  - Seven (7) more calendar days to add with a permission number

6. Adding a Class Late
- Green Late Add forms - used between add deadline and census date; instructor signature required.
- Yellow Late Add forms - used after the census deadline; instructor, department chair, and college dean signatures required; $50 late fee per class.

7. Electing CR/NC
- Students can enroll in select courses not in academic plan (excludes honors courses, Writing 2010 & 2020).
- Students can elect this when they register
  After the term begins:
  - 14 calendar days to elect CR/NC
  - Revoke CR/NC by the Friday before the class ends.
  - There may be transfer and graduate school issues.

8. Withdrawing vs. Dropping a Course
- 10 calendar days to drop (delete) classes
- "W" grade recorded beginning 11th calendar day
- Withdraw through midpoint of session/semester
- Students must petition the Dean of the College of their major to withdraw after the midpoint.

9. Miscellaneous Classes
- 1st day of class - CANNOT add or drop - call our office 581-8969
- Drop deadlines vary - not published - contact us for deadlines
- Be aware - drop deadlines for these classes pass VERY quickly!

10. Petitioning for Retroactive Changes
- Read the directions on the form very carefully
- Student statement explaining nature of the petition request
- Documentation to suit the type of petition
  - i.e.: college dean, instructor, doctor employer statement on official letterhead.
- Deadlines: three (3) years from the affected term or before graduation, whichever comes first.
Registrar’s Office - FERPA Overview

WHAT IS FERPA?
The Family Education Rights and Privacy Act of 1974 (FERPA), as amended, is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the release of records maintained by an educational institution and access to those records. Institutions that receive funds administered by the Federal Office of Education are bound by FERPA requirements and failure to comply may result in the loss of federal funding.

WHAT ARE EDUCATION RECORDS?
Under FERPA, education records are defined as records that are directly related to a student and are maintained by an educational agency, institution, or party acting for the agency or institution. Education records can exist in any medium, including, but not limited to: typewritten, handwritten, computer-generated, videotape, audiotape, film, microfilm, microfiche, and email.

ACCESS TO STUDENT RECORDS
The University of Utah may not disclose information contained in education records without the student’s consent, except under certain limited conditions. For example, the University may disclose what is considered to be “directory” information unless the student has restricted disclosure of such information with the Registrar’s Office.

Directory Information at the University of Utah is defined as:
- Name, address, telephone number
- Student ID number
- Class standing
- Field of study
- Participation in officially recognized activities or sports
- Weight and height of members of athletic teams
- Dates of attendance
- Degrees and awards received
- Most recent educational agency or institution attended
- Email address
- Enrollment status (full-time or part-time)
- Photograph

If a student has restricted the disclosure of directory information, a privacy restriction will appear on the student’s academic record. In the University’s computer database, this FERPA icon is located in the top right corner of selected panels (screens) and looks like a window shade.

In addition, the University can release information to a school official if it can be determined that the individual has a legitimate educational interest, i.e. if the official is performing a task that is specified in his/her job description, by contract agreement, is related to a student’s education, or to the discipline of a student. Faculty members do not have access to student academic records unless their normal job duties specifically require access.

PARENTS REQUESTING INFORMATION
When a student reaches the age of 18 or begins attending a post-secondary institution, regardless of age, FERPA rights transfer to the student. Concerns such as progress in a course, deficiencies in a subject area, scores and grades on papers, exams, etc. are all examples of personally identifiable information that constitute part of the student’s education record. This information is protected under FERPA and parents may not have access unless the student provides written authorization that specifically identifies what information may be released to the parent(s).

CRISIS SITUATIONS/EMERGENCIES
If non-directory information is needed to resolve a crisis or emergency situation, an education institution may release that information if the institution determines that the information is “necessary to protect the health or safety of the student or other individuals.” Factors considered in making this assessment are: the severity of the threat to the health of safety of those involved; the need for the information; the time required to deal with the emergency; and the ability of the parties to whom the information is to be given to deal with the emergency. Requests of this nature should be directed to the Office of the Registrar, 581-5808.

FOR MORE INFORMATION, TAKE THE FERPA REVIEW ONLINE AT: HTTP://REGISTRAR.UTAH.EDU/FACULTY/FERPA/