

# DACUM Research Chart for Admissions, Records, & Registration

## DACUM Panel

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Duties		← Tasks				
<b>A</b>	<b>Process Student Admissions</b>	A-1 Review student admission packet	A-2 Determine whether to admit student	A-3 Input student application form	A-4 Input student transcript data	A-5 Issue acceptance letter & student ID number
		A-10 Input international student info into SEVIS	A-11 Issue I-20 to international student	A-12 Provide international college entrance package		A-13 Process dual enrollment student applications
<b>B</b>	<b>Maintain Student Records</b>	B-1 Process Late Drop or Withdrawal petitions	B-2 Process Change of Grade form	B-3 Purge/clean student files	B-4 Create student file	B-5 Check student computer record for matriculation
		B-13 Enter academic history data in new system	B-14 Review student files & documentation for retention	B-15 Input course substitutions	B-16 Forward request for experiential credit	B-17 Input credit-by-exam course & grade
<b>C</b>	<b>Process Student Registration</b>	C-1 Verify student eligibility for phone/web registration		C-2 Refer students to phone or web registration	C-3 Troubleshoot phone/web student problems	C-4 Input initial student registration
		C-10 Collect documentation from home institution for cross enrollment students		C-11 Process late registrations	C-12 Manage registration line	C-13 Issue head of line passes
<b>D</b>	<b>Monitor VA Students</b>	D-1 Determine VA student chapter type	D-2 Issue VA information packet to student	D-3 Inform student of VA guidelines	D-4 Counsel VA students	D-5 Collect VA student application & supporting documentation
		D-12 Supervise VA work/study student(s)	D-13 Terminate VA student not meeting enrollment criteria			
<b>E</b>	<b>Monitor International Students</b>	E-1 Provide information to prospective international students		E-2 Create international student file	E-3 Locate international students that have not contacted AR&R	
		E-8 Verify international students are taking appropriate course load	E-9 Report international student record changes to SEVIS	E-10 Update international student spreadsheets	E-11 Process international student requests for employment	
		E-16 Resolve SEVIS alerts	E-17 Develop procedures regarding international students		E-18 Complete visa clearance forms	E-19 Transfer international student records through SEVIS
<b>F</b>	<b>Respond to Student Requests</b>	F-1 Process official transcript request	F-2 Release student information as directed by student		F-3 Provide college information to incoming callers	F-4 Provide college information via email

A-6 Notify student of missing admissions information		A-7 Update admissions info on Former Student Returning		A-8 Refer student to Advising, Testing, & Cashier		A-9 Collect documentation from home institution for transient student	
B-6 Update student's personal & program information	B-7 File student documents	B-8 Process residency change requests	B-9 Assist instructors with grade input	B-10 Process student petitions for reinstatement	B-11 Transfer student files between campuses	B-12 Provide subpoenaed student records to attorneys	
B-18 Process no-shows							
C-5 Input adjustments to student schedules (drop, add, withdrawal)		C-6 Refer students to other departments (e.g., to address holds, prerequisites, closed classes)		C-7 Provide student schedules	C-8 Process schedule adjustment forms	C-9 Staff extra registration room	
D-6 Issue tuition deferment to VA student	D-7 Certify VA student	D-8 Update VA student records	D-9 Report schedule adjustments to VA	D-10 Schedule appointments with VA counselor		D-11 Inform VA and/or student regarding certification problems	
E-4 Obtain copies of international students' required documents		E-5 Verify international student's health insurance is maintained		E-6 Verify international student's passport is current		E-7 Track international students' academic progress	
E-12 Terminate international students in SEVIS		E-13 Process international student reinstatement request		E-14 Interpret immigration regulations for international students		E-15 Process international student status changes	
F-5 Provide college information at AR&R window		F-6 Refer student to "higher" authority					

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Duties		← Tasks →				
<b>G</b>	<b>Process Student Graduation</b>	G-1 Review application for degree	G-2 Create graduation record for prospective students	G-3 Obtain student file for prospective graduate	G-4 Complete graduation checklist	
		G-5 Determine if previous terms "prospective graduates" requirements are met	G-6 Input CLAST waivers	G-7 Notify students of incomplete graduate requirements		
		G-8 Confirm accuracy of academic history	G-9 Input honors information based on GPA	G-10 Input PTK information	G-11 Post graduation statement	G-12 Generate graduation cards/list
<b>H</b>	<b>Perform Administrative Activities</b>	H-1 Train AR&R staff	H-2 Participate in meetings, workshops & conferences	H-3 Prepare AR&R budget*	H-4 Conduct meetings	
		H-5 Order office supplies	H-6 Ensure accuracy of AR&R information in college publications*	H-7 Recommend AR&R procedural & policy changes		
		H-8 Resolve student problems (e.g., financial, residency, registration)	H-9 Initiate work request(s)	H-10 Develop AR&R work schedule	H-11 Hire AR&R staff*	
		H-12 Terminate AR&R staff*	H-13 Evaluate AR&R staff*	H-14 Prepare AR&R budget amendments*	H-15 Oversee AR&R processes*	H-16 Serve as an USCIA/VA certifying official
		H-17 Interact with other colleges & universities	H-18 Coordinate Health Sciences application & selection process*		H-19 Input Continuing Education enrollment data	
		H-20 Coordinate PSAV programs*	H-21 Approve timesheets*	H-22 Record daily student AR&R statistics	H-23 Develop departmental forms	H-24 Resolve AR&R staff issues/problems
		H-25 Coordinate AR&R vacation schedule		H-26 Develop AR&R procedures*		

## Acronyms

AR&R	Admissions, Records & Registration	GPA	Grade Point Average
SEVIS	Student & Exchange Visitor Information System	VA	Veterans Administration
CLAST	College Level Aptitude & Scholastic Test	PTK	Phi Theta Kappa
PSAV	Post-Secondary Adult Vocational	FERPA	Family Educational Rights & Privacy Act
USCIS	United States Citizenship & Immigration Services		

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## General Knowledge and Skills

Computer skills  
Customer service skills  
Communication skills (written, oral)  
Interpersonal skills  
Time management skills  
Office management skills  
Multi-tasking skills  
Organizational skills  
Researching skills  
Records management  
Office machine knowledge  
Troubleshooting skills  
College/campus rules/regulations knowledge  
Training skills  
Evaluation skills

## Worker Behaviors

Patient	Dependable
Sympathetic	Assertive
Flexible	Thick-skinned
Professional	Self-motivated
Organized	Dedicated
Knowledgeable	Sense of humor
Attentive	Analytical
Responsible	Ethical
Decisive	Honest
Able to deal with stress	Thorough
Cooperative	Diplomatic
	Team player

## Tools, Equipment, Supplies and Materials

Computer  
Software applications  
    Spreadsheet  
    Data base  
    Word processing  
    Administrative (Datatel)  
    VA program  
    Internet access  
Typewriter  
File cabinets  
Printer  
Fax  
Copier  
Shredder  
Calculator  
Office supplies  
Paper cutter  
Time stamp machine  
Transcript validator (or squeeze seal)  
Microfiche reader

## Future Trends and Concerns

This list reflects the desires of the panel for changes that would improve the AR&R function:

- Improved communication management, for example, utilizing technology to have student letters computer-generated automatically based on some cue in the AR&R process
- Development and implementation of college-wide AR&R procedures
- Additional staff to work the window
- International students orientation
- VA students orientation
- Obtain and utilize an imaging system
- Update website for AR&R
- Move conversions to the Information Systems function
- Convert more years of academic history
- Centralize services for international students
- Centralize services for VA students
- Improve public relations of AR&R
- Locate Student Services in one area
- Clean up prerequisite problems throughout the system
- Need assistance with heavy telephone volume during peak periods.