

Department Administrative and Office Managers Meeting
January 24, 2012
MINUTES

- Marquita Coe, Assistant Registrar; Records Management, welcomed the group on behalf of the Office of the Registrar. She explained that no hard copy handouts will be provided at the meeting or in the future. This is in keeping with the university's mission of being environmentally friendly. However, the handouts are attached and will also be posted on the Registrar's web page. These include:
 - [UGRD 2012-2013 Schedule of Classes Production Timeline](#)
 - [Footnote Guide](#)
 - [Running Course Description Guide](#)
 - [Class Scheduling Guidelines](#)
 - [Suggestions for Completing the Schedule Template](#)
 - [2012-13 Year-long Schedule of Classes Template](#)
 - [2012 Commencement Attendance](#)
 - [Study Abroad Approved Courses](#)
 - [Admin Folder Query Detail](#)
- Teri Escobar, Technology Training Specialist, introduced the group to Marc Ramos who was recently hired as her new associate in Training Technology. Marc's specialty includes Mac expertise. Teri also gave an overview of their updated web page www.scu.edu/training. The web page offers a wealth of information. Aside from being able to register for classes that they offer, the community is able to borrow software books, have access to online tutorials and online training opportunities. A user can access handouts and class files, even if not taking the class. This is a good way to review the class and determine whether the handouts provide enough of the needed information or if it would be best to attend the class for the in person help and direction. Online training includes access to Lynda.com an online training library which allows users to learn what they want, when they want. There are over 56,000 tutorials to choose from. Lynda.com has made over 10% of the content free, so users are welcome to access free tutorials anytime. At Santa Clara University, we have the opportunity to access the online training library on a 13 day "check-out" period for those areas of the training that are for purchase. SCU has purchased 10 licenses to utilize the site. Lynda. com can be accessed at http://www.scu.edu/training/resources/online_tutorials.cfm and access to submit an account request form is located there as well.
- Karrie Grasser, Director of University Events and Protocol and Stephanie Woitte, Event Planning Manager spoke to the group about their issue of getting responses from faculty in regards to their attending Commencement. They have tried various ways of trying to improve the response rate but have always ended up having to chase down responses from faculty who sometimes end up showing up at Commencement without having let them know. They appealed to the department AA's to ask them if they would assist them. After much discussion the group provided feedback that requiring completion of an on-line form would result in the quickest turnaround. They revealed that the biggest problem is that when the hard copy form comes through the mail the faculty set it aside and forget about. Since it is generally the same group of faculty that are in attendance, they suggested just sending the newer faculty the detail but just the form to experienced faculty. *The group reached a consensus that an online form that would require immediate response from faculty would result in the most positive response rate.*
- Mary Camarena-Hittle, Office of the Registrar Astra Technical Specialist, provided an overview of some of the key features that would be of benefit to the group. She reviewed the calendar and the different filter views. In addition she showed three examples of reports that included: Events

by Status; All Activities; and Room Card reports. In reviewing room resources she touched upon usage control; configuration and features. Mary was commended for her work in making the Astra upgrade successful.

- Adora Hoose, Office of the Registrar Technical Specialist and Betsy Fiel, Assistant to the Registrar addressed the Annual Scheduling process. They reviewed the Annual Production Timeline (attached), the Fall Scheduling Process and Footnote Guides (attached) and the updated template that will be distributed to the departments for use for the Year-long scheduling process (attached). In addition, the document, "Suggestions for Completing the Schedule Template" was discussed in detail (attached). A new column was added to the template entitled "moving desks". All departments are strongly encouraged to review this document while putting together their schedules. Attention to detail now will help us make more accurate classroom assignments.
- Melinda Kong, Office of the Registrar Record Analyst reviewed the Study Abroad web page and process of approved courses (attached).
- Ken Schwartz, Office of the Registrar Senior Technical Specialist, provided a handout that describes in detail the queries that are available in the Admin folder in PeopleSoft (attached).
- Monica Augustin, University Registrar, provides detail to the Bookstore about classes upon request. She will include detail about cross listed classes.
- Next meeting is scheduled for April 4, 2012 in the Benson Williman Room from 10-12. Greater detail regarding it will be provided closer to that date.

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