



Best Practices of Small College Registrars Part II

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Topics for discussion:

- **Grades**
- **Transcript Issues**
- **Diplomas**
- **Degrees**
- **Graduation**

Grades

- **Mid-term: March 08 survey =**
 - 6 Yes (5 web, 1 paper)**
 - 1 No**

- **By E-Mail:**
 - FERPA**
 - Preventing Fraud**
 - No guarantee e-mail came from the person on address**

Grades

- **No Shows:**

F grades *to* W

with instructor confirmation

No show – never attended a class

**Withdrawal – attended a class
session**

Grades

- **Withdrawal Instead of Suspension:
Non-academic – 1 yes**

Academic suspension – 1 no

**Dismissal while enrolled –
majority would WD student
with 100% refund.**

Grades

- **Unofficial withdrawal**

How do you collect information from professors in a timely manner?



Transcript Issues

- **Charge for transcripts?**
- **Probation listed?**
- **Removed when off probation?**
- **Release when money owed – no**
- **SSN and DOB printed?**
- **Co-curricular transcripts?**

Diploma Fraud

- **From March 2005 AACRAO presentation**

Jack Zurlini

Assistant Attorney General

State of Washington

Consumer Protection Division

Diploma Fraud

- **Gather and maintain information: e-mails, phone numbers, paper, etc.**
- **Are they breaking state consumer protections laws, federal trade commission, interstate commerce, mail fraud, trademark at federal and state level, federal crimes on conspiracy, frauds and swindles, money laundering, attempt to evade or defeat tax, criminal forfeiture?**

Diploma Fraud

- **Contact state agencies that regulate accreditation of higher education and complain, ask that agency to complain to state attorney general's office of consumer protection division.**

Diploma Fraud

- **File written complaints for each incident with same agencies and FTC.**
- **Allen Ezell, VP and SR Investigator for Wachovia Corp and former FBI Head of DipScam program, has article:**

**“Transcript Fraud and Handling
Fraudulent Documents”**

**AACRAO C&U Vol. 80, No. 3, Winter 2005 pp.
49-55**

Diplomas

- **Are students able to choose a name?**

Some similarity of their name on file required?

Many use name in computer system or something either similar or documented as a change

Diplomas

- **Duplicates**
- **Charge for duplicate diplomas?**
Yes, even more if outsourced
- **Posthumous Degrees**

Degrees

- **Give BA and BS to same student if met requirements of both?**

March 08 survey =

43 yes

7 no

Degrees

- **Posting degrees:**

Post degree or certificate completion earlier than the end of term?

For state exam or agency exams?

International Students?

Majority – no, will do later

Will do letter confirming requirements met, degree awarded based on conferral date

Degrees

- **Who confirms all degree requirements have been met?**

Majority = Registrar's Office

Delay Graduation

- **Can student choose when to graduate?**

Sport eligibility remaining

Must have at least 1 credit of requirement toward degree remaining

Some declare a second major or minor

ID and SSN and DOB ID#

[www.ed.gov/policy/gen/guid/fpco/
ferpa/library/uwisc.html](http://www.ed.gov/policy/gen/guid/fpco/ferpa/library/uwisc.html)

**Letter to University of Illinois
River Falls re: Student Account
Identifiers**



Distribute Diplomas at Commencement

- **No – same day as commencement, but not at ceremony**
- **Yes – minority**



Distribute Diplomas at Commencement

- **Walk if missing requirements?**

Split in practice

- **Holding diplomas for unpaid account balance?**

Most release diploma but not transcript



Thank You!

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