



LEBANESE AMERICAN UNIVERSITY

REGISTRAR'S OFFICE

ANNUAL REPORT
2014-15

REGISTRAR'S OFFICE ANNUAL REPORT 2014-2015

PRESENTED TO

Dr. Elise Salem

Vice President for Student Development & Enrollment Management

STRIVING FOR EXCELLENCE TOGETHER!

December 2015

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This report was compiled, designed and published by Lama Lamaa

"Dr. Lisa Salem passed on to me a copy of your Annual Report, 2013-2014. I read it carefully and learned from it a great deal. I like your emphasis on serving together for excellence. This is great! Congratulations and thank you for all that you do for LAU."

*Joseph G. Jabbra, Ph.D.
President*

"The Office of the Registrar under the leadership of Annie Lajinian-Magarian continues its path to excellence with enhanced student services, streamlined processes and dozens of new initiatives to better serve the LAU community. It gives me great pleasure to salute Annie and her remarkable teams on both campuses and to recognize their accomplishments in this Annual Report."

Elise Salem, Ph.D. VP-SDEM

MESSAGE

FROM THE UNIVERSITY REGISTRAR



I am pleased to present the 2014-15 annual report of the activities and accomplishments of the Registrar's Office. Our team continued to focus on improving the services offered to our community while at the same time being engaged in professional development.

Our yearly participation in international conferences reinforced our commitment to benchmarking and gave us the valuable opportunity to network with peers from the USA and around the world. Our In-House professional development activities this year focused on Communication and Soft Skills empowering our team to deal with current challenges that sometimes impede our strive for excellent customer service.

While in the USA, we also visited some US universities such as NYU, Pace, and Berkeley College, and gained insight into the operation styles and standards adopted in other Registrars' offices. These visits were particularly beneficial for benchmarking purposes.

Some of the most important highlights of this year include the digitization of our old transcripts, the adoption of a new academic calendar with one summer term, the settlement in our new offices in Byblos campus, and the initiation of two main projects: the on-line Graduation process and the Petition flow. We hope these two major initiatives will reach fruition in 2015-16.

Our future plans focus on innovation through technology and to tackle challenges such as the efficient scheduling of classes and exams.

We are grateful for the unwavering support of our Vice President SDEM, Dr. Elise Salem, and our Assistant Vice President EM, Mr. Abdo Ghié, who continuously guide us and support us in our efforts to enhance all services offered to the LAU constituency.

Let me take this opportunity to thank each and every person on our team, our full-time and part-time staff, for their commitment and dedication. Together, we are resolute to pursue excellence!

Annie Lajinian-Magarian

MISSION

The Registrar’s Office supports the academic progress of students by ensuring the accuracy and privacy of student records, the integrity of awarded degrees, and by upholding the academic policies and procedures.

VISION

The Registrar’s Office strives to transcend expectations through upholding the integrity of our academics, benchmarking with higher education standards, and ensuring caring and supportive environment for staff, students, and faculty.



OUR VALUES

We recognize the importance of safeguarding academic integrity, demonstrating commitment to excellence, and offering our services in a professional and friendly manner.

INTEGRITY

- We safeguard the integrity of our policies and records.
- We recognize how accountability for our actions is interwoven into our responsibility to one another and the university.

RESPECT

- We value differences and demonstrate respect for human dignity.
- We respond with enthusiasm and professionalism.
- We treat individuals with respect and courtesy.

COMMITMENT

- We are committed to be a model of excellence to those we serve.

TEAMWORK

- We believe that team bonding increases our productivity and creativity.
- We strive to create a work environment that is a source of professional and personal enrichment.

COMMUNICATION

- We believe that effective communication yields effective service.
- We share ideas, best practices and information to optimize our services to the community.

BEIRUT TEAM



Annie Lajinian-Magarian, University Registrar
Fouad Salibi, Deputy Registrar

- Haiganoush Mandjikian, Associate Registrar
- Randa K. Gharzeddine, Assistant Registrar – Registration & Records
- Dina Nahle Muftich, Scheduling and Records Administrator
- Mahmoud Fayed, Senior Registration & Records Officer
- Micheline Khairallah, Lead Registration & Records Officer
- Jessie Maalouf Abou Arraj, Graduation & Records Officer
- Aline Aways, Student Services Officer
- Amani Mikati, Student Services Officer
- Tania El-Beiruty Obeid, Student Services Officer *(left mid-year)*
- Lama Lamaa, Lead Administrative Assistant

BYBLOS TEAM



Annie Lajinian-Magarian, University Registrar
Fouad Salibi, Deputy Registrar

- Eddy Yervant Juvelekian, Associate Registrar
- Samia Helou Najjar, Assistant Registrar – Registration & Records
- Georges Balesh, Scheduling & Records Administrator
- Boulos Sakr, Lead Registration & Records Officer
- Frida Smiley- Kyprianos, Graduation & Records Officer
- Maria-Karina Farhat, Student Services Officer
- Magalie Tohme, Student Services Officer

THE UNIVERSITY REGISTRAR'S OFFICE

OUR LEADERSHIP TEAM



Annie Lajinian-Magarian
University Registrar

The University Registrar upholds the implementation of LAU academic rules and regulations; institutes the consistent implementation of processes on both campuses, establishes quality assurance standards, and oversees strategic decisions that are aligned with the mission and vision of LAU.



Fouad Salibi
Deputy Registrar

The Deputy Registrar supervises the overall operation of the registrar's office on both campuses; ensures the integrity of students' records and the implementation of academic rules and regulations; provides support to academic units, and ensures adequate and timely service to LAU community.



Lama Lamaa
Lead Administrative Assistant

ADMINISTRATIVE SUPPORT

The lead administrative assistant supports the leadership team to pursue strategic initiatives.

MAJOR FOCUS

STAFF DEVELOPMENT

Enhance job related skills through in-house training and international conferences.



PROCESSES & STANDARDS

Ensure consistent implementation of processes on both campuses and establish quality assurance standards.

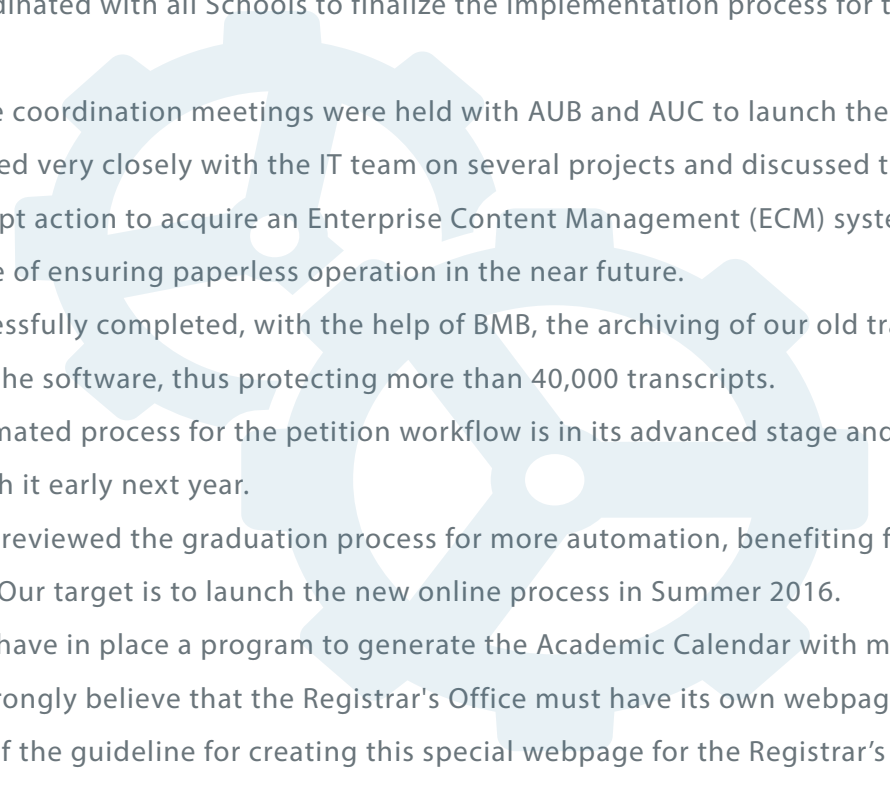


SERVICE EXCELLENCE


Provide excellent service to the LAU Community.

MAJOR FOCUS FOR 2014-15

A. Service Excellence: Our efforts to provide excellent service to the LAU Community, students and acadmic units, culminated in a series of activities:

- 
1. Consultations with the Gilbert and Rose-Marie Chaghoury School of Medicine led to the finalization of the customized transcript.
 2. We coordinated with all Schools to finalize the implementation process for the new Waitlist feature.
 3. Intensive coordination meetings were held with AUB and AUC to launch the ProGreen Diploma.
 4. We worked very closely with the IT team on several projects and discussed the dire need for prompt action to acquire an Enterprise Content Management (ECM) system with the objective of ensuring paperless operation in the near future.
 5. We successfully completed, with the help of BMB, the archiving of our old transcripts using Laserfiche software, thus protecting more than 40,000 transcripts.
 6. An automated process for the petition workflow is in its advanced stage and we are hoping to launch it early next year.
 7. We have reviewed the graduation process for more automation, benefiting from features in Banner. Our target is to launch the new online process in Summer 2016.
 8. We now have in place a program to generate the Academic Calendar with minimum data entry.
 9. As we strongly believe that the Registrar's Office must have its own webpage, we drafted an outline of the guideline for creating this special webpage for the Registrar's Office and discussed it with MarCom and SDEM communication. Further steps will be taken to create the required content. Estimated target date for completion of this project is Fall 2016.
 10. More automated services for students are continuously being explored, such as Mobile Application for Notifications. (Some of these are listed under each unit)

B. Staff Development: We gave special attention to empowering our staff through trainings and attendance in conferences

- 
1. We were fortunate to have the support of the university leadership to secure the approval of two FTEs which allowed us to recruit two full-time staff, one in Beirut and another in Byblos.
 2. Training and Conferences:
Our yearly participation in international conferences reinforced our commitment to professional development and benchmarking with best practices in higher education. It also gave us the valuable opportunity to network with peers from the USA and around the world.
 - a. In April 2015, three staff members attended the AACRAO conference in Baltimore, one of them also attended Registrar 201. One staff member attended the Ellucian Live conference in New Orleans.
 - b. In October 2014, one staff member attended the European Staff Exchange program (one month) at Almeria University, Spain.
 - c. The University Registrar visited the LAU New York Headquarters & Academic Center. The purpose of the visit was to coordinate some internal operations with the New York Office.
 - d. The University Registrar also paid pre-planned visits to three universities (NYU, Pace, Berkeley College) to compare practices for benchmarking purposes.
 3. In-House Training sessions:
We had noted the training preferences of our staff based on data from previous surveys and accordingly organized the following in-house sessions during July and August 2015, aiming to empower our team to deal with current challenges.
 - a. Communication Skills with Focus on Customer Service; and
 - b. Stress, Time and Anger Management Skills.

MAJOR FOCUS FOR 2014-15

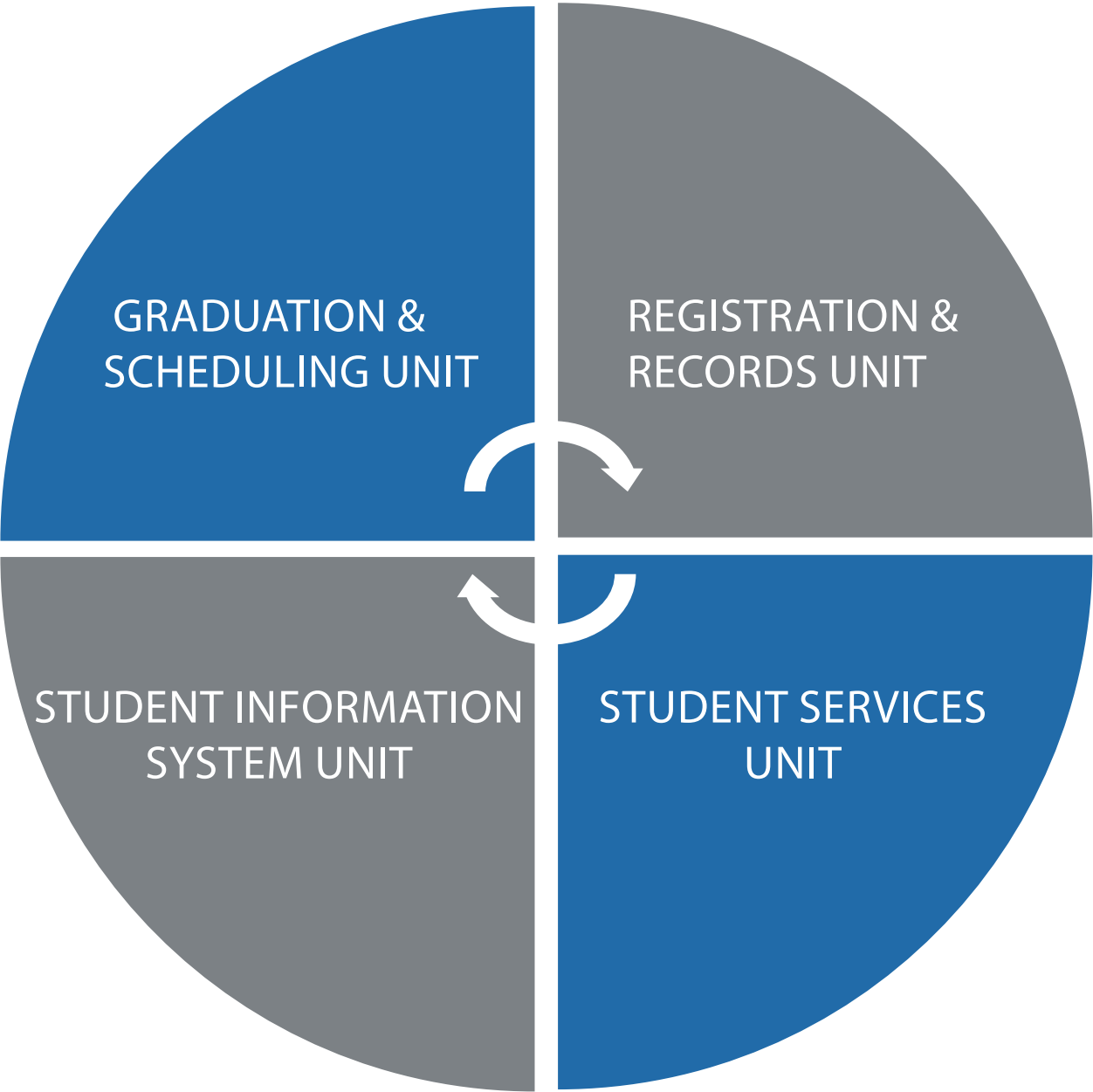
C. Processes & Standards: Our team was committed to ensure a consistent implementation of processes on both campuses and to establish quality assurance standards through benchmarking

1. We revised the current procedures and developed a draft for the internal manual operations highlighting:
 - a. The documentation of procedures
 - b. The unification of the procedures between campuses
 - c. Defining areas for improvement
2. The Academic calendar with One Summer for 2015-16 was implemented and posted.
3. We worked on the Assessment Plan for 2015.
4. Internal Auditing – Based on the last internal audit report, specific key operations were checked and documented for future audit purposes.
5. We are conducting ongoing checking and updating of the information related to the Registrar's Office on the LAU website.
6. The university catalog for 2014-15 was edited and checked.
7. A document was drafted for equivalent ECTS grading system which needs to be reviewed and approved.
8. As part of our services to SDEM initiatives, the Registrar's office contributed to the university-wide task forces mandated to review, benchmark and update:
 - a. the Student Code of Conduct, and
 - b. processes for the Study Abroad and Exchange programs.
9. Internal organization: Relocation of the Registrar's Office in Byblos Campus to Tohme-Rizk Building second floor was completed in August 10-12, 2015.



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REGISTRAR'S OFFICE TEAM



TEAMWORK PROJECTS 2014-15

Our team continued to grapple with everyday challenges to ensure excellent service to our community. The team effort was apparent in the completion of many projects that dealt with the consolidation and improvement of our processes, while always targeting to attain standards of best practice.

Internal Operation Guide: All units were involved in the consolidation of the existing manual, which was mainly related to Banner functions, and focused on the development of the first draft of our internal processes.

Laserfiche: The team assisted in the testing and finalization of the Laserfiche project: the scanning and indexing of all old transcripts (until year 1999) with the technical support of BMB.

Operational calendar: The tasks of each unit were organized with specific timelines and posted on the operational calendar for the Registrar's Office. This calendar facilitates the inter-unit coordination and support.

PIQ (Position Information Questionnaire): New PIQs were created for all positions with the collaboration of all members of the RO team.

Annual report: Each unit was in charge of the meticulous collection and compilation of data for each term. This exercise helps to highlight the scope of services offered by each unit and all related tasks.

Office 365: The university leadership encouraged all offices to benefit from the functions of Office 365. The Registrar's office jumped at this opportunity to use technology that facilitates inter-office communication and data sharing.

OUR ASSOCIATE REGISTRARS



Haiganoush Mandjikian
*Associate Registrar,
Beirut campus*



Eddy Yervant Juvelekian
*Associate Registrar,
Byblos campus*

GRADUATION & SCHEDULING UNITS



Dina Nahle
*Scheduling & Records
Administrator, Beirut Campus*



Jessie Maalouf -Abou Arraj
*Graduation & Records
Officer, Beirut Campus*



Hanan Hasan
*Assistant- Graduation unit,
Part-timer, Beirut campus*



Georges Balesh
*Scheduling & Records
Administrator, Byblos campus*

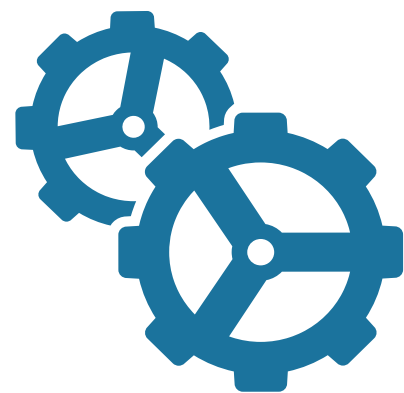


Frida Smiley-Kyprianos
*Graduation & Records Officer,
Byblos Campus*



GRADUATION & SCHEDULING UNITS

KEY FUNCTIONS



The graduation units are mandated to ensure the integrity of the implementation of the graduation requirements for all academic programs. The Scheduling units lead and oversee the space utilization of our facilities. Some of the key functions of these units are:

- Preparing the graduation lists and the commencement booklets;
- Issuing graduation clearance letters;
- Processing the curricular updates for graduate and undergraduate programs and minors;
- Contributing in the organization of Commencement exercises.
- Managing academic scheduling, final exam schedules and classroom utilization;
- Scheduling classroom space for instructional activities, seminars, and other events.

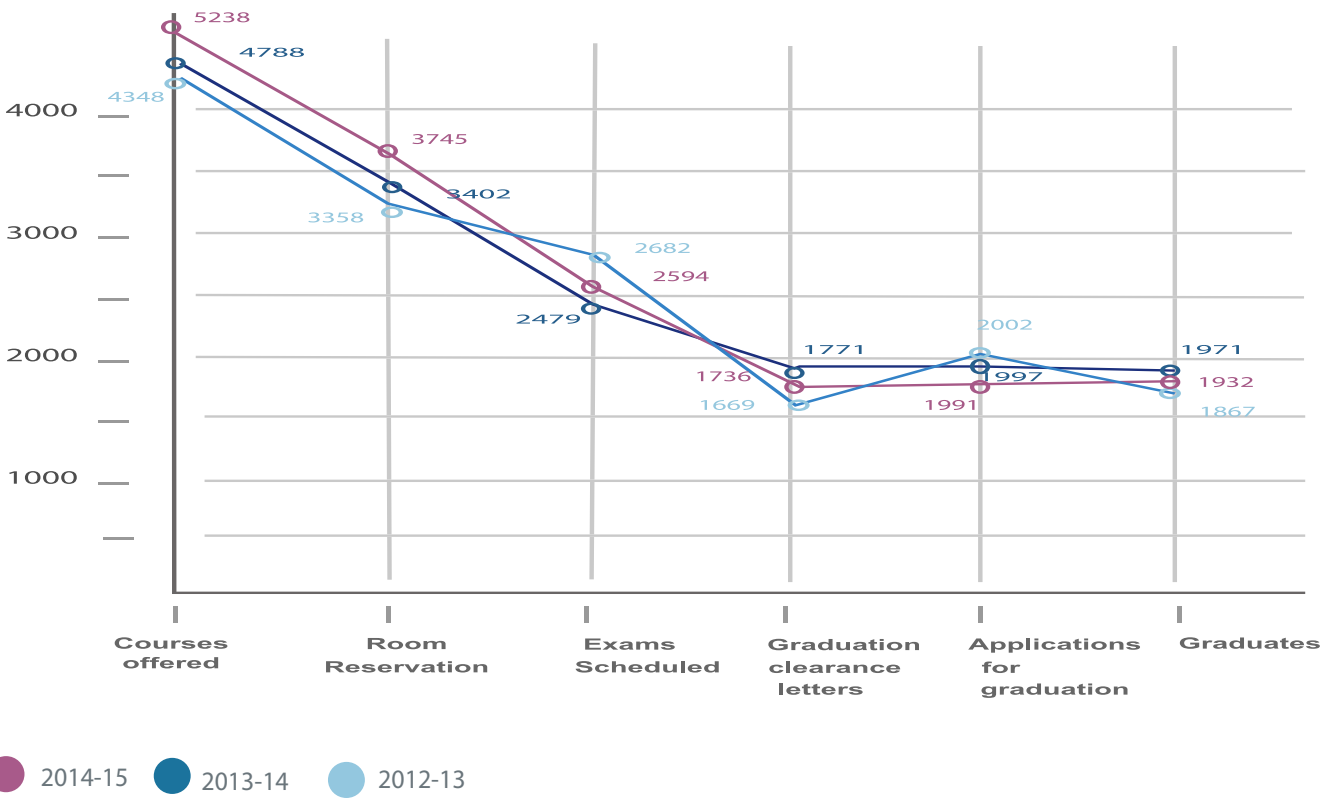
2014-15 INITIATIVES



- The graduation process was reviewed for more automation and to benefit from Banner functions.
- An on-line room reservations service for faculty was introduced, effective Spring 2015, for several rooms in Beirut & Byblos campus.
- A new on-line system for tracking the distribution of caps & gowns was developed. It also helps to track the marching forms of the Commencement exercises.
- The finalized Scheduling Policy was adopted by the Scheduling Ad-Hoc committee which has representatives from all the Schools.

2014-2015 IN NUMBERS

TERM	FALL 2014		SPRING 2015		SUM.I & II 2015	
	Beirut	Byblos	Beirut	Byblos	Beirut	Byblos
Courses offered : Graduate and Undergraduate + EMBA + SINARC	1063	1589	1047	944	358	237
Room reservations	1100	567	1085	714	214	65
Classroom allocations	54	42	51	42	42	30
Exams Scheduled	607	583	569	542	196	97
Graduation Clearance Letters	593	151	214	668	19	91
Applications for graduation	761	151	295	668	25	91
Graduates	320	138	719	576	126	53
Graduates with Honor	36	16	105	146	10	2
Graduates with Distinction	7	9	64	74	5	3
Graduates with High Distinction	9	5	32	32	1	0



STUDENT SERVICES UNITS



Aline Aways
Student Services Officer,
Beirut Campus



Amani Mikati
Student Services Officer,
Beirut Campus



Mahdiya Ramadan
Assistant-Student
Services unit, Part-timer,
Beirut campus



Marwa Alameddine
Assistant-Student
Services unit, Part-timer,
Beirut campus



Maria-Karina Farhat
*Student Services Officer,
Byblos campus*



Magalie Tohme
Student Services Officer,
Byblos campus



Carine El-Khoury
Assistant-Student Services
unit, Part-timer, Byblos campus



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STUDENT SERVICES UNITS

KEY FUNCTIONS



The units have a critical function as our front offices offering services to students and other constituents. Some of the key functions are:

- Processing students’ personal and academic requests, and coordinating all queries received from constituents at the Help Desks: in person, by phone or e-mail.
- Preparing enrollment letters, statements, transcripts, certificates and verifications.
- Delivering diplomas and other documents.

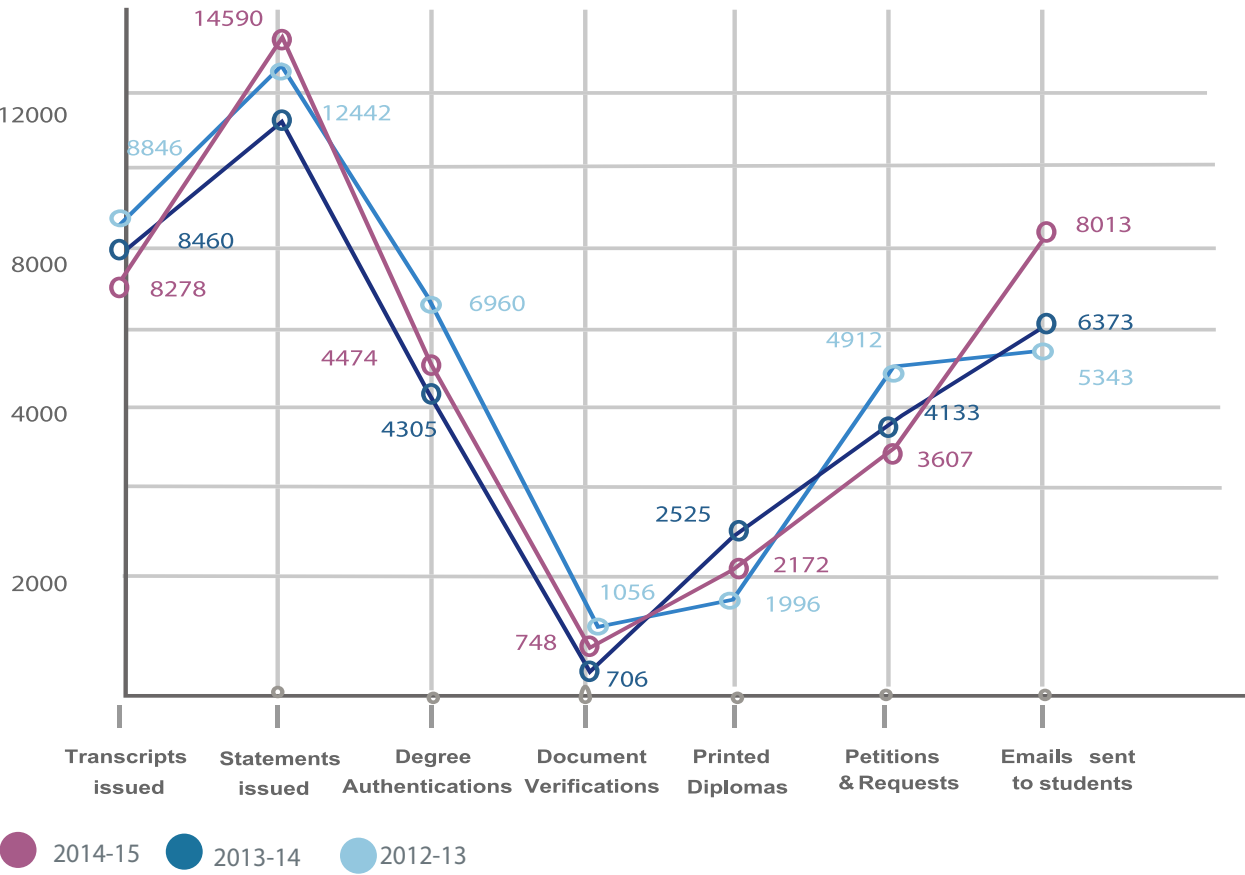
2014-15 INITIATIVES



- Over 40,000 old transcripts were scanned and indexed with the help of BMB company, in fulfillment of the digitization project of old transcripts. The team assisted in the testing and finalization of this project. Since April 2015 the Student Services Unit started utilizing the LASERFICHE software to access the old transcripts.
- Online payment for the courier mail service (DHL) was initiated. Once completed, this service will allow the students and alumni to pay online for requested documents.

2014-2015 IN NUMBERS

TERM	FALL 2014		SPRING 2015		SUMMER 2015	
	Beirut	Byblos	Beirut	Byblos	Beirut	Byblos
Transcripts issued	1676	1158	1623	1224	1358	1239
Statements issued	4555	2100	3073	2229	1520	1113
Degree authentications	1567	362	1052	159	1145	189
Document verifications	85	137	157	147	117	105
Printed Diplomas	446	174	800	576	123	53
Diploma duplicates	17	0	7	1	12	0
Reprints of diplomas	3	0	1	0	2	1
Petitions & Requests	1031	421	872	667	426	190
Emails sent to students	1518	1258	1366	1256	1365	1250



OUR ASSISTANT REGISTRARS



Randa K. Gharzeddine
Assistant Registrar
Beirut campus



Samia Helou Najjar
Assistant Registrar,
Byblos campus

REGISTRATION AND RECORDS UNITS



Mahmoud Fayed
Senior Registration &
Records Officer
Beirut campus



Micheline Khairallah
Lead Registration &
Records Officer,
Beirut campus



Boulos Sakr
Lead Registration &
Records Officer,
Byblos campus



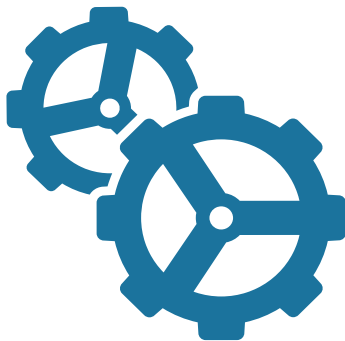
Nairi Karkoulian
Assistant-Registration
unit, Part-timer,
Beirut campus



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REGISTRATION & RECORDS UNITS

KEY FUNCTIONS



The Registration and Records Units are the custodians of the confidential records of active and inactive students. They implement the academic rules and procedures. Some of the key functions are:

- Facilitating the Student registration for regular students, Exchange and Study Abroad students
- Safeguarding and maintaining student records
- Producing academic standing reports for students who are on Honor or Distinction lists and students who are on Probation lists.
- Processing cancellation of registration, re-instatements, grade changes, and withdrawals.
- Handling petitions and recording decisions.
- Rolling grades, completing GPA calculations and overseeing the preparation of transcripts.

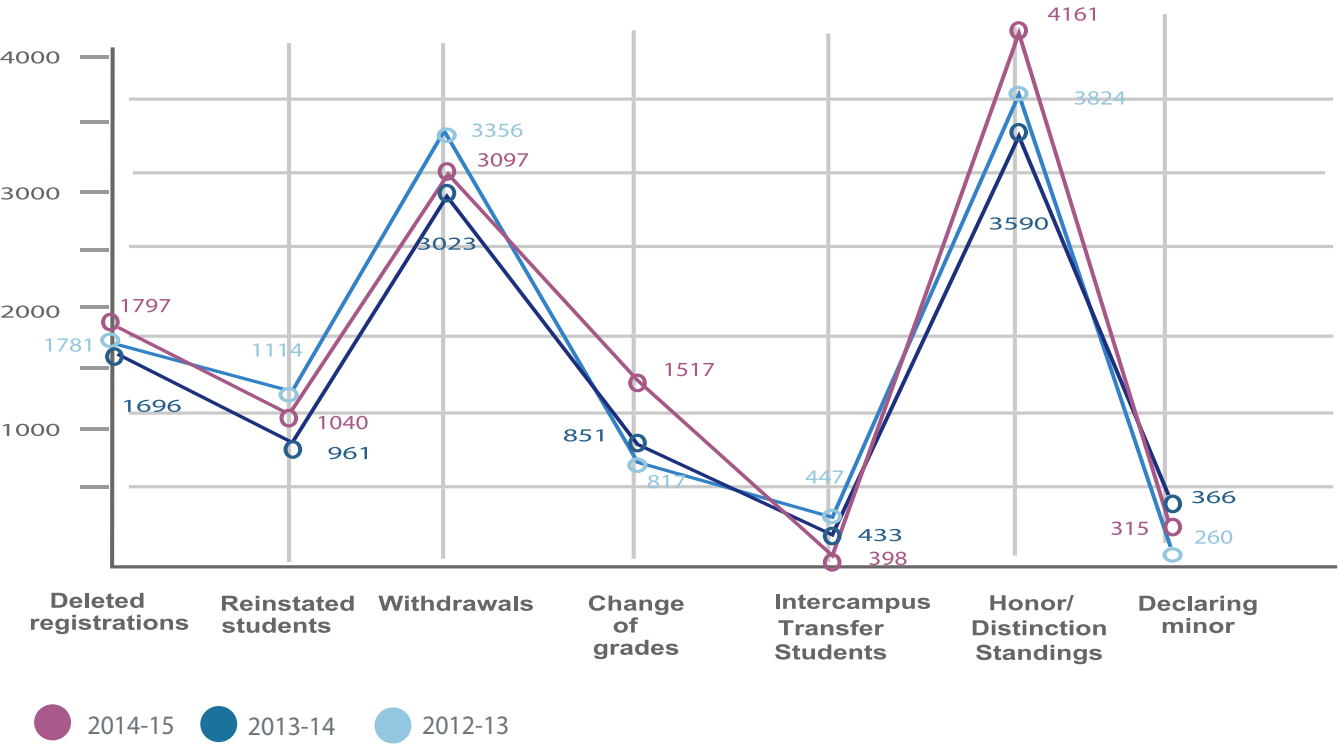
2014-15 INITIATIVES



- The creation of a directory of transfer courses for local universities was ongoing in coordination with the Schools. Once completed, this will speed up the designation of transfer credits to students.
- Implementation of the new Waitlist feature in Banner was launched, evaluated and adjusted.
- The Registrar's office team takes part in the special sessions organized for early registration of new students
- Starting Spring 2015, the Academic Standing letters for Probations/Suspensions were sent to students by emails to avoid the excessive use of letterheads and envelopes.
- Academic Recognition letters for Honors and Distinction were sent by the School Deans.

2014-2015 IN NUMBERS

TERM	FALL 2014		SPRING 2015		SUM.I & II 2015	
	Beirut	Byblos	Beirut	Byblos	Beirut	Byblos
Granted BACC. II credits	1383	693	103	73	12	5
Deleted registrations	307	195	359	213	447	276
Reinstated students	165	133	284	169	135	154
Change of Nationality	19	4	6	0	7	1
Withdrawals	969	559	913	532	82	42
Change of grades	504	401	226	139	79	168
Intercampus transfer students	208	57	92	36	0	5
Transfer students course(s) evaluation	48	47	28	37	12	46
Declaring Minor	35	68	83	43	70	16
Delete grades from GPA computation	63	31	81	32	33	7
Academic Difficulty Letters	260	135	335	219	140	116
Honor/Distinction Standings	1014	1034	1035	1078	**	**
NSOP sessions- Registration Process	28	12	4	2	**	**
Attendance in NSOP sessions	691	463	115	52	0	N/A

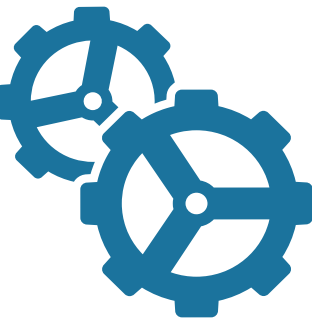


STUDENT INFORMATION SYSTEM UNIT



Alexan Choulhadjian *
Student Information
System Coordinator

KEY FUNCTIONS



The Student Information System unit is in charge of managing and maintaining data in Banner. Some of the key functions related to the Registrar's Office are:

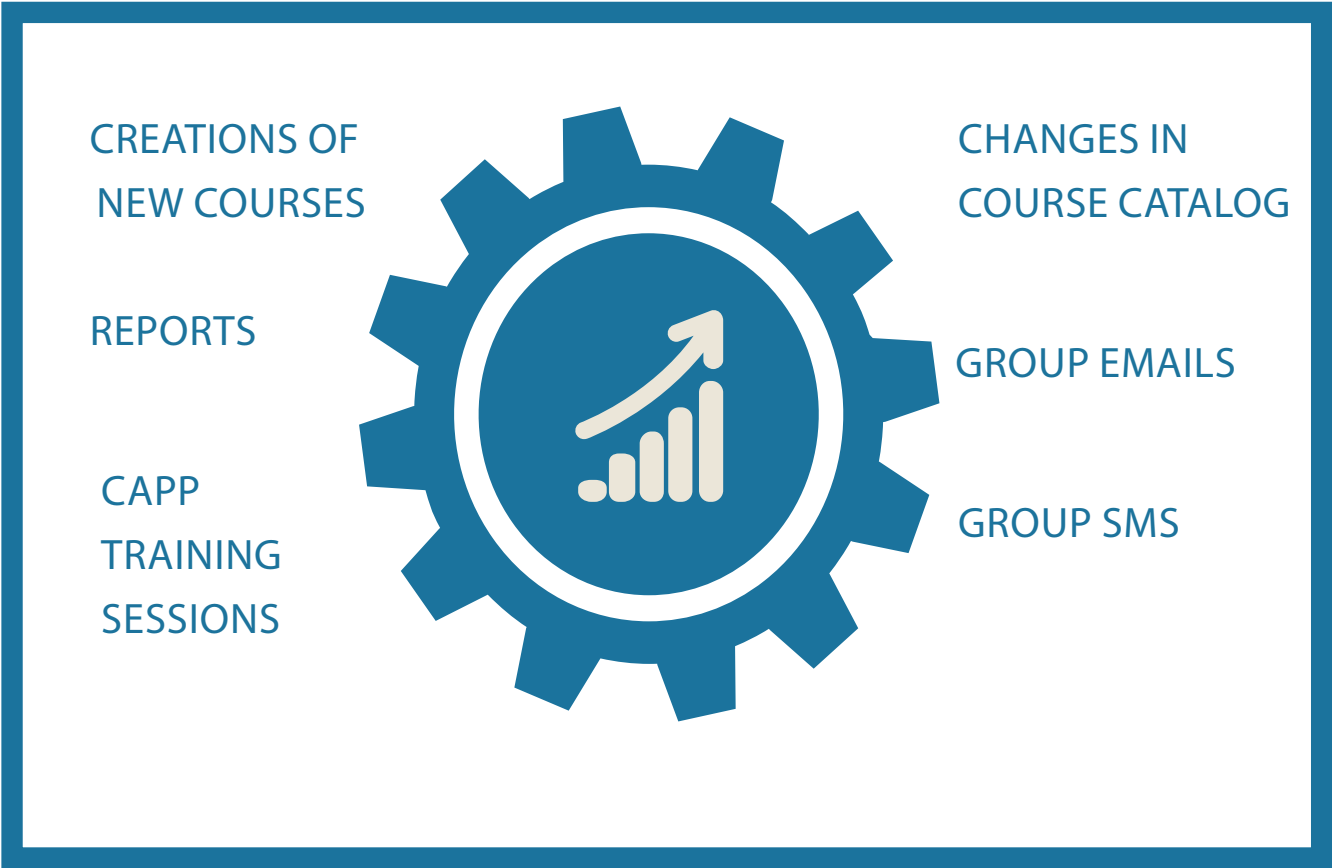
- Managing Banner (student system) processes and security access.
- Managing the degree evaluation system: the Curriculum Advising and Program Planning (CAPP).
- Determining security access to the online student records system for the campus community.
- Coordinating with IT all initiatives that enhance services through technology.
- Updating the Banner Course catalog; current programs and adding new ones.

* Alexan Choulhadjian manages the SIS for Enrollment management units and reports to the AVP-SDEM.

2014-15 INITIATIVES



- A new procedure for granting access to our Student Information System (Banner) was initiated effective Summer 2015. The process includes the signing of the Confidentiality & Non-Disclosure Pledge form, before the access is granted.



The views of people we serve...

Thank you so much for the great support and professionalism we had throughout this process.

*Nicole Maamari Barghoud
(Associate Director of Development)*

Your prompt and effective guidance and support for the students is much appreciated.

*Elie Samia
(AVP for Outreach & Civic Engagement)*

I wish to thank the registrar for their indispensable help...

*Dr. Sandra Rizk-Jamati,
(Coordinator of the Freshman and Honor Programs)*

Thank you for the fast response. I appreciate each and every one of you guys that helped me out with this .

*Mike Basma (alumnus)
PharmD MBA*

Thank you ever so much for your understanding and the great work that the Registrar's Office is doing to facilitate our needs always.

*Dr. Nola Bacha, Acting Chair,
(Department of English)*

Many thanks Annie and your wonderful team at RO

*(Dr. Sami E. Baroudi,
SAS Assistant Dean)*

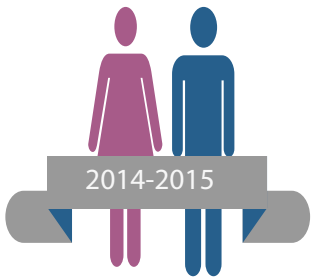
Thank you! That's great, how proud I feel to be graduated from a university that has such professional staff like you!

Sarah Helayhel (Alumna)

*Image used is downloaded from "Shutterstock"

STUDENT ENROLLMENT

SEMESTER / TERM	BEIRUT	BYBLOS	TOTAL
Fall 2014	4,567	3,654	8,221
Spring 2015	4,318	3,518	7,836
Summer I 2015	1,846	1,582	3,428
Summer II 2015	683	624	1,307

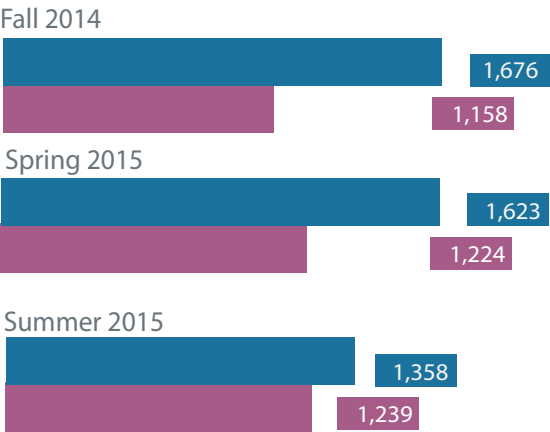


STUDENTS ARE FROM 83 DIFFERENT NATIONALITIES



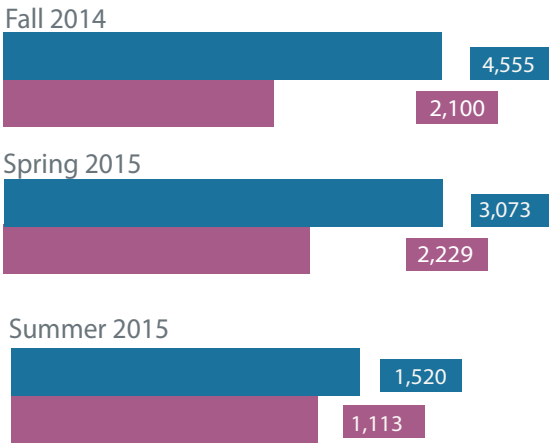
PREPARED DOCUMENTS

TRANSCRIPTS : 2014-15

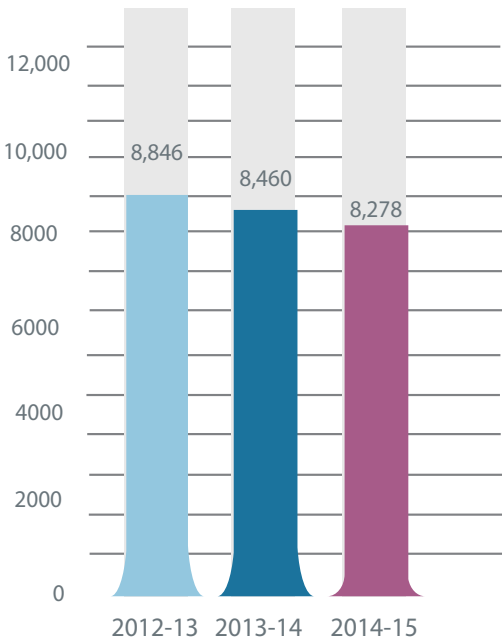


Beirut Byblos

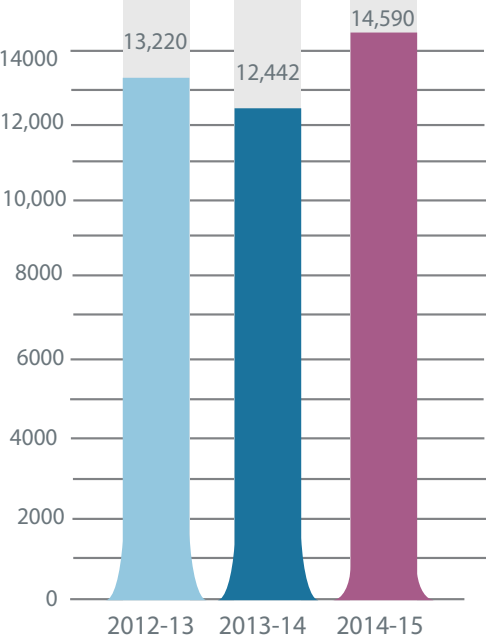
CERTIFICATES: 2014-15



TRANSCRIPTS: 2012-2015



CERTIFICATES: 2012-2015



*Total revenues from documents (Transcripts, Certificates, Degree authentications and Document verifications) = \$131,620

SERVICE INDICATORS

BY NUMBERS



Communication

We believe that the ongoing and varied modes of communication bring us closer to our students and the university community.



PERSONAL
CONTACT

32,797



13 GROUP
EMAILS

100,364



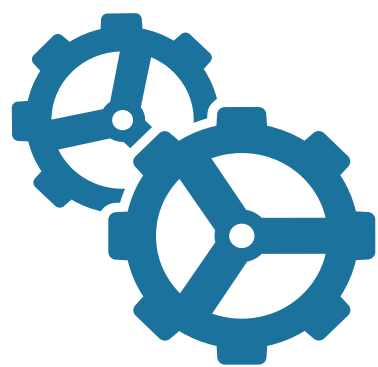
11 GROUP
SMS

69,357



INDIVIDUAL
EMAILS

8,013



Services

We focus on strengthening the value of our interactions with our students and the quality of accessible services.



COURSES
SCHEDULED

5,238



TRANSCRIPTS &
CERTIFICATES

22,868



GRADUATES

1,932



DEGREE
EVALUATIONS
HITS

124,400

ALIGNMENT WITH ASSESSMENT PLAN

The Registrar's Office team members are committed to plan and execute their tasks in accordance with the Assessment Plan 2014-15 .

The initial Assessment Plan focused on three main goals: quality services, staff development and data management. These goals underpin all our operations and guide our performance.

Quality Services

01

Staff Development

02

Data Management

03

Goal #1 The Registrar’s Office provides quality services to foster institutional effectiveness.

Outcome 1.1. Ensure clear, tactful communication with students, colleagues and others

- KPI 1.1 Establish verbal and written communication protocol
 - 1.1.1 Initiated the Communication Protocol during the summer Training sessions

- KPI 1.2 Establish an operational Calendar
 - 1.2.1 Developed a yearly operational calendar for each unit using Outlook.

Outcome 1.2. Consider the student perspective to view an existing process for areas of improvement

- KPI 1.2 Gather feedback on existing student services
 - 1.2.1 Used data from Feedback boxes
 - 1.2.2 Followed up on Emails from students

Outcome 1.3. Facilitate accessibility of information through the Portal and the web site.

- KPI 1.3 Provide timely, updated information on the Portal and web site
 - 1.3.1 Conducted periodic updates/ Revision of LAU website/ Academic Rules
 - 1.3.2 Posted or sent Reminders for deadlines (Portal-SMS-Website- Emails)
 - 1.3.3 Assisted in the New Student Orientation and Early Registration sessions.

Outcome 1.4. Use leading edge technology to offer more on-line services

- KPI 1.4 Introduce new on-line services
 - 1.4.1 Initiated the Online payment for the courier mail service (DHL)
 - 1.4.2 Activated the Waitlist service for registration in closed/full sections
 - 1.4.3 Compiled the Transfer of Credits Equivalency Directory for local universities
 - 1.4.4 Initiated a new system for tracking the distribution of caps & gowns for the Commencement exercises.
 - 1.4.5 Academic calendar application to facilitate the quick generation of future academic calendars. (Testing phase)
 - 1.4.6 Provided Online Exam Room Reservation service for faculty.
 - 1.4.7 The Academic Standing letters were sent to students by emails instead of hard copies.

Outcome 1.5. Implement Enterprise Content Management (ECM) solution for paperless operation and improved work flow.

- KPI 1.5 Manage technological updates
 - 1.5.1 Discussions were held with IT for implementing ECM;
 - 1.5.2 Initiated a work flow process for student petitions.
 - 1.5.3 Initiated a workflow for the automation of the graduation process.

Goal #2 The Registrar’s Office supports Staff Development initiatives

Outcome 2.1. Train and coach the Staff to be “Customer Service” oriented when dealing with constituents

KPI 2.1 Plan training to address key skills for "Customer Service"

- 2.1.1 Organized Training I - Communication Skills with Focus on Customer Service (July 30th, 9:00 – 1:00 in Byblos)

Outcome 2.2 Train and coach the Staff to be "Proactive" by anticipating challenges and proposing solutions

KPI 2.2 Coordinate a training plan to address key skills of being "Proactive".

- 2.2.1 Organized Training II- Stress, Time and Anger Management Skills (August 19th, 9:00 – 1:00 in Beirut).

Outcome 2.3. Enhance job related skills through Professional Development sessions.

KPI 2.3 Assign staff to attend conferences and training sessions.

- 2.3.1 Plan yearly schedule of attendance at conferences:
AACRAO (Annie, Randa & Dina) - SunGard - Ellucian Live (Boulos) ;
- 2.3.2 European Staff Exchange program- one month
Almeria University, Spain (Aline)

Goal #3 The Registrar’s Office safeguards the integrity of students' records

Outcome 3.1. Ensure the integrity and confidentiality of students’ records

KPI 3.1 Maintain integrity of student records and consistently implement the Confidentiality Policy.

- 3.1.1 Created Confidentiality and non-Disclosure Pledge form for Banner users
- 3.1.2 Collected and filed the signed pledge forms from Banner users.
- 3.1.2 Developed a standard practice for new Banner users.

Outcome 3.2. Develop Student Records Retention & Disposal Policy

KPI 3.2 Prepare a proposal

- 3.2.1 Drafted a proposal for Student Records Retention & Disposal Policy to be discussed and reviewed before submission for approval.

Outcome 3.3. Digital Archiving of old transcripts

KPI 3.3 Digitization of pre-Banner transcripts

- 3.3.1 Digitization of old transcripts for Beirut and Byblos were completed with the technical support of BMB company.

Outcome 3.4. Organize storage spaces for archives

KPI 3.4 Labeling of drawers in Beirut archival space (Library basement)

- 3.4.1 Labeled all drawers in the archival space - Beirut campus
- 3.4.2 Students' archives- Beirut campus- (Irwin storage area and the Library basement) are Periodically re-arranged.
- 3.4.3 Transferred and organized old archives of students in the Attic- Science Building (Byblos campus).



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CHALLENGES

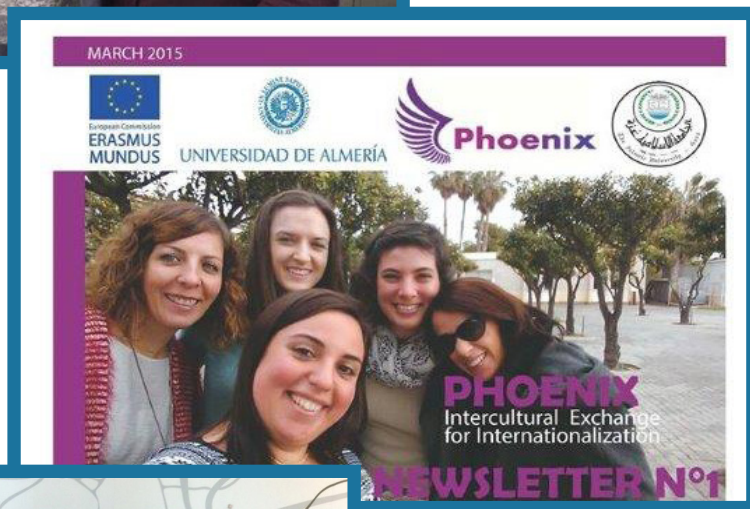
OPPORTUNITIES



**Image used is downloaded from "Shutterstock"*

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|--|---|--|---|
| <ul style="list-style-type: none">• Handle the rush of student petitions at the beginning of each term.• Process a significant number of student petitions for course substitutions and breaking of an academic rule.• Adherence to deadlines is still challenging, specially by students.• Insufficient number of large rooms dedicated for exams. | <ul style="list-style-type: none">• Accommodate the overlapping requests of Schools to use the classrooms in specific times.• Deal with the impact of excessive changes to the schedule of Course Offerings and Final Exams.• Adherence to deadlines for Final Grade submissions by faculty.• Late reinstatement requests by students. | <ul style="list-style-type: none">• Review the internal auditing process to ensure absolute accuracy and precision of students' data.• Launch Universal Advising process to generate course offerings (timetabling) based on student demands.• Expand the use of the facilities on Saturdays, such as for tests.• Review the Assessment Plan and the related tools .• Expand the use of mobile applications to send notifications to students and faculty. | <ul style="list-style-type: none">• Create a website for the Registrar's office where all related information would be easily available for the public.• Implement automated services: online petitions and the graduation process.• Train staff in key positions to maintain and ensure continuity.• Introduce ECM to shift documentation and workflow to paperless operations.• Finalize the Retention and Disposal policy.• Develop a Communication Protocol. |
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2014-15 EVENTS



2014-15 EVENTS





<http://students.lau.edu.lb/registration/process.ph>

Beirut Campus : registrar.beirut@lau.edu.lb

Byblos Campus : registrar.byblos@lau.edu.lb