OFFICE of the UNIVERSITY Registrar

2025 ANNUAL REPORT

THE UNIVERSITY OF TENNESSEE
CHATTANOOGA
Office of the University Registrar

CONTENTS

INTRODUCTION 3

O.U.R. UPDATES 6

O.U.R. PRODUCTION 9

ENGAGEMENT 14

CONTACT INFO 17

INTRODUCTION

JOEL WELLS | UNIVERSITY REGISTRAR

INTRODUCTION

Like many others at UTC, we spent the 2024-2025 year in temporary office spaces during building renovations in the University Center. While our location was temporary, our work this year is poised to make a lasting impact on students across the university. We continue to perform most of our work behind the scenes while distributing resources to support students, faculty and staff. This year brought some exciting projects to us including opportunities to adapt the class schedule to our expanding campus, digitize paper records, tailor our grade replacement policy to better support student success, and strengthen our collaboration with the graduate school. This report will expand on those projects while sharing some data that highlights what we do all day. We also took the opportunity this year to revisit our office vision, mission, and values. Thanks for reading!

O.U.R. VISION

We are a resourceful* university partner who collaborates for greater community impact.

**forward-looking; inventive; progressive; trailblazing; unique*

O.U.R. MISSION

The Office of the University Registrar safeguards the University of Tennessee at Chattanooga's academic integrity through adaptive maintenance of academic policies, information systems, and educational records.

O.U.R. VALUES

Operational Excellence

Unwavering Integrity

Responsive Service

O.U.R. UPDATES

PASSING PERIOD & CLASS TIME ADJUSTMENTS

For many years, students were expected to travel from one class to another in 10 minutes or less. That may have worked just fine in the 1900s but campus growth over the past 15 years can make it difficult or impossible to travel between classroom buildings in time to begin the next class. Our office was charged with developing a class schedule that included 15-minute passing periods in between classes. We worked closely with college leaders who manage the schedule build process and developed new standard class times. While no schedule will bring universal happiness, the overall reception has been positive.

TRANSFER EQUIVALENCY & QUALITY IMPROVEMENT

Building on the work we completed last year around transfer work, we continued to refine our processes to support smooth student entry to UTC. Staff extended our annual update of transfer equivalencies beyond our primary Tennessee Board of Regents (TBR) feeder institutions to all public institutions in Tennessee and institutions in the region where many of our transfer students begin their study. This proactive review provides accurate transfer credit information to advisors and students at the point of admission. We also enhanced our quality improvement processes to identify course data discrepancies so we can address the root cause while also making corrections to student records. Both of these changes support students who enter UTC with credit from prior institutions.

GRADE REPLACEMENT PRACTICE UPDATES

Students may struggle to succeed in a class for a variety of reasons. It's not uncommon for a student to end their first semester with the lowest GPA of their academic career as they adapt to the new freedoms and challenges of higher education. For 40 years, UTC limited how many repeated grades each student could replace. These limits made it difficult for students to redeem their GPA, return to good academic standing, and succeed in earning their degree. This year we implemented a new process that allows students to keep their highest earned grade, which better supports student progress to graduation.

DIGITIZATION OF HISTORICAL RECORDS

Academic record keeping processes and standards changed dramatically with the introduction of student information system databases, electronic file storage, and related developments that gained momentum around the turn of the millennium. The question became: what to do with all the paper, cardstock, and microfilm records created before the digital age. OUR office finally answered that question by completing the digitization of all our hard copy student records including University of Chattanooga records from before we joined the UT system. This allows us to access records electronically instead of taking field trips to our file room where we hunt through fireproof file cabinets to locate the responsive record.

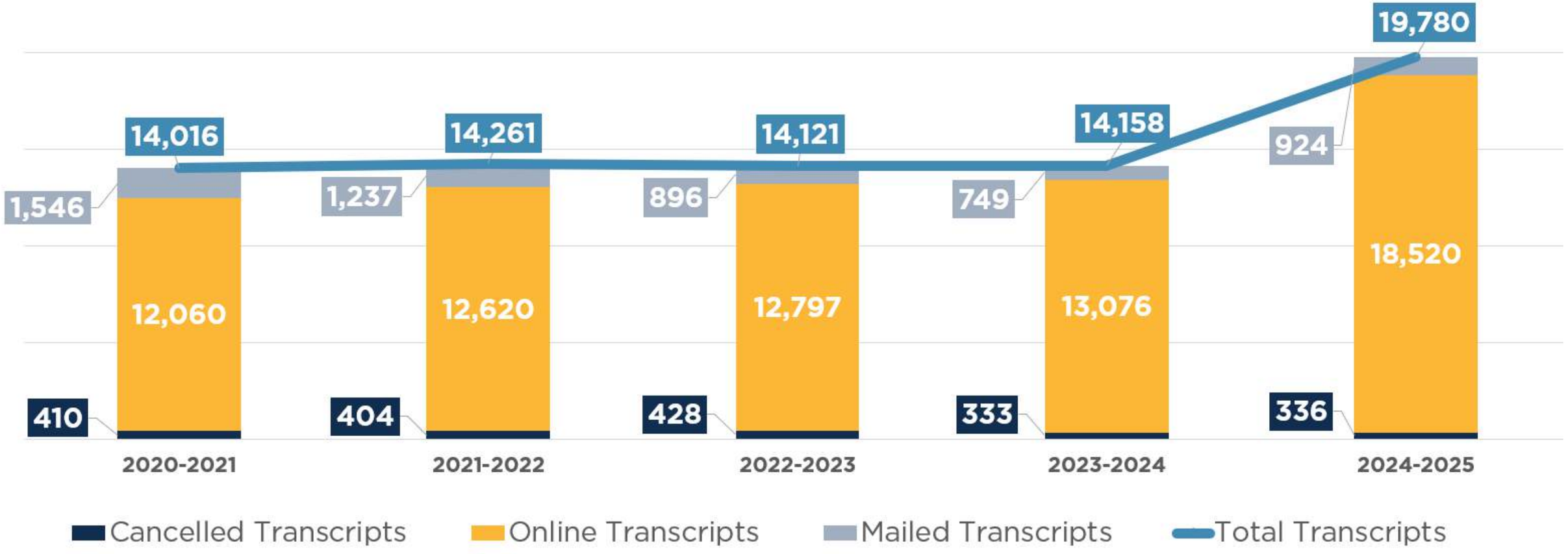
GRADUATE SCHOOL PARTNERSHIP

As the Office of the University Registrar, we work to provide services and resources to all UTC students. Over the past year, we've strengthened our work supporting graduate school processes by extending the use of Dynamic Forms to incorporate graduate students. We've also engaged in productive discussions about ways to enhance the utility of MyMocsDegree for graduate degree programs to ensure students, advisors, program coordinators, and graduate school staff are all on the same page when evaluating students' progress toward graduation. We're excited about expanding our partnership in the year ahead.

O.U.R.
PRODUCTION

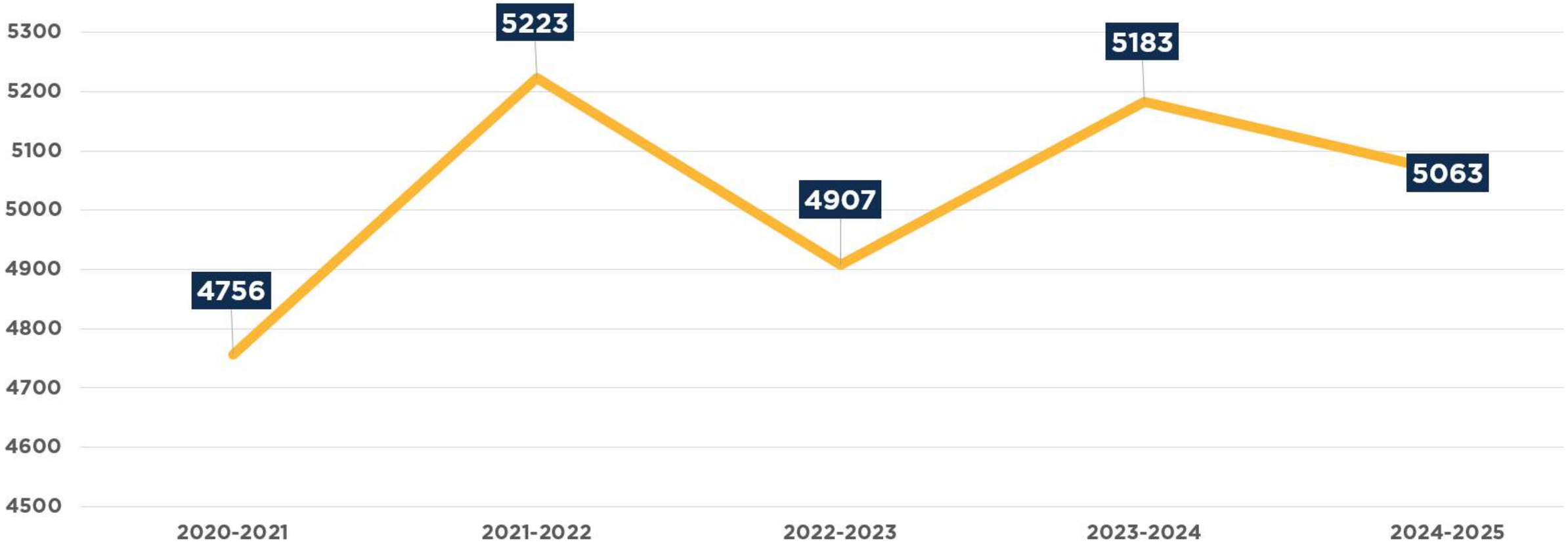
TRANSCRIPTS

Students continue to favor electronic transcript delivery. Print and mail production declined from 11% to 4.67% of our total orders while electronic delivery increased from 86% to 93.6% between 2020 and 2025.



MAJOR CHANGES

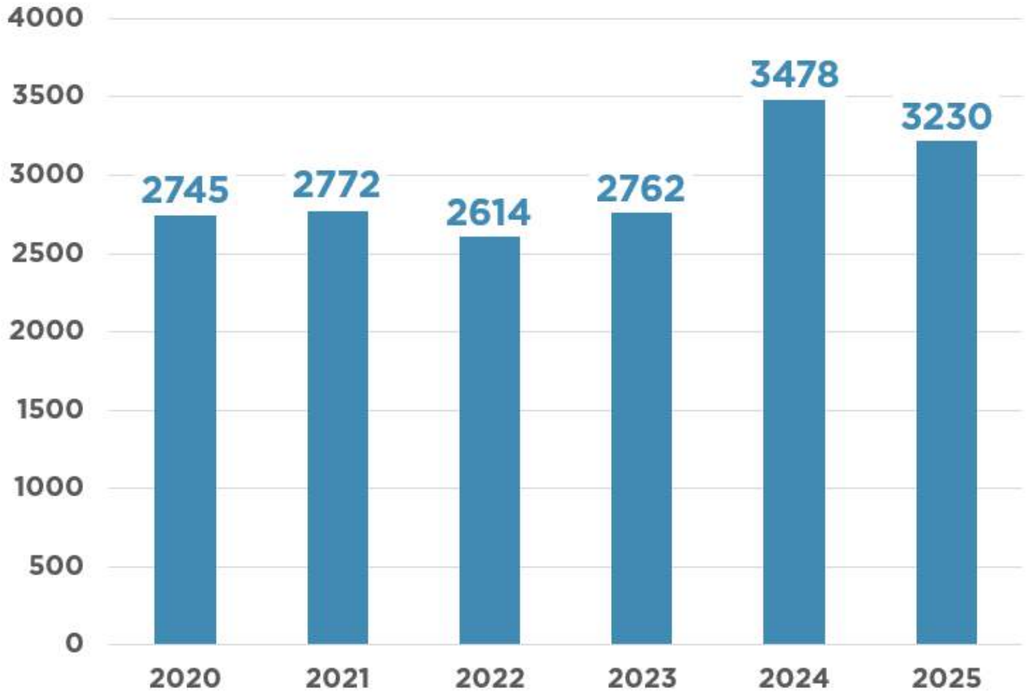
Our major change form has been available online since before 2020. Recognizing that some students submit multiple forms per year, there is still a sizable proportion of our undergraduates who change their curriculum each year.



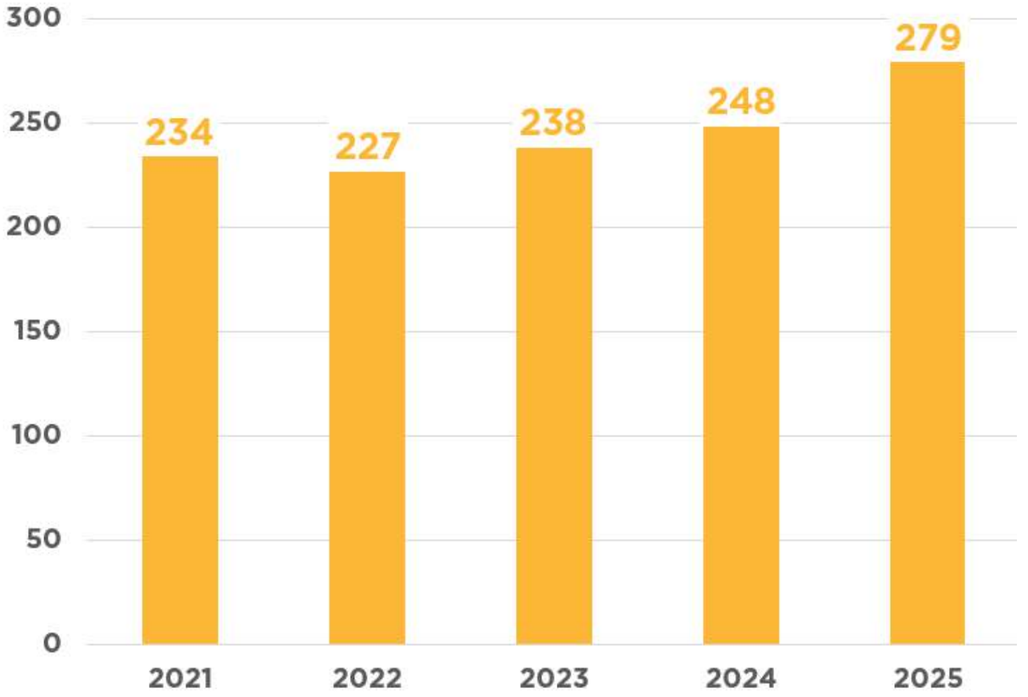
NEW STUDENT PRE-REGISTRATION

In partnership with the Advising community, every year OUR staff pre-register new freshmen and transfer students so they have a class schedule when they arrive for orientation. The Academic Interest Questionnaire (AIQ) process requires a significant time commitment from our office.

FALL AIQ REGISTRATIONS

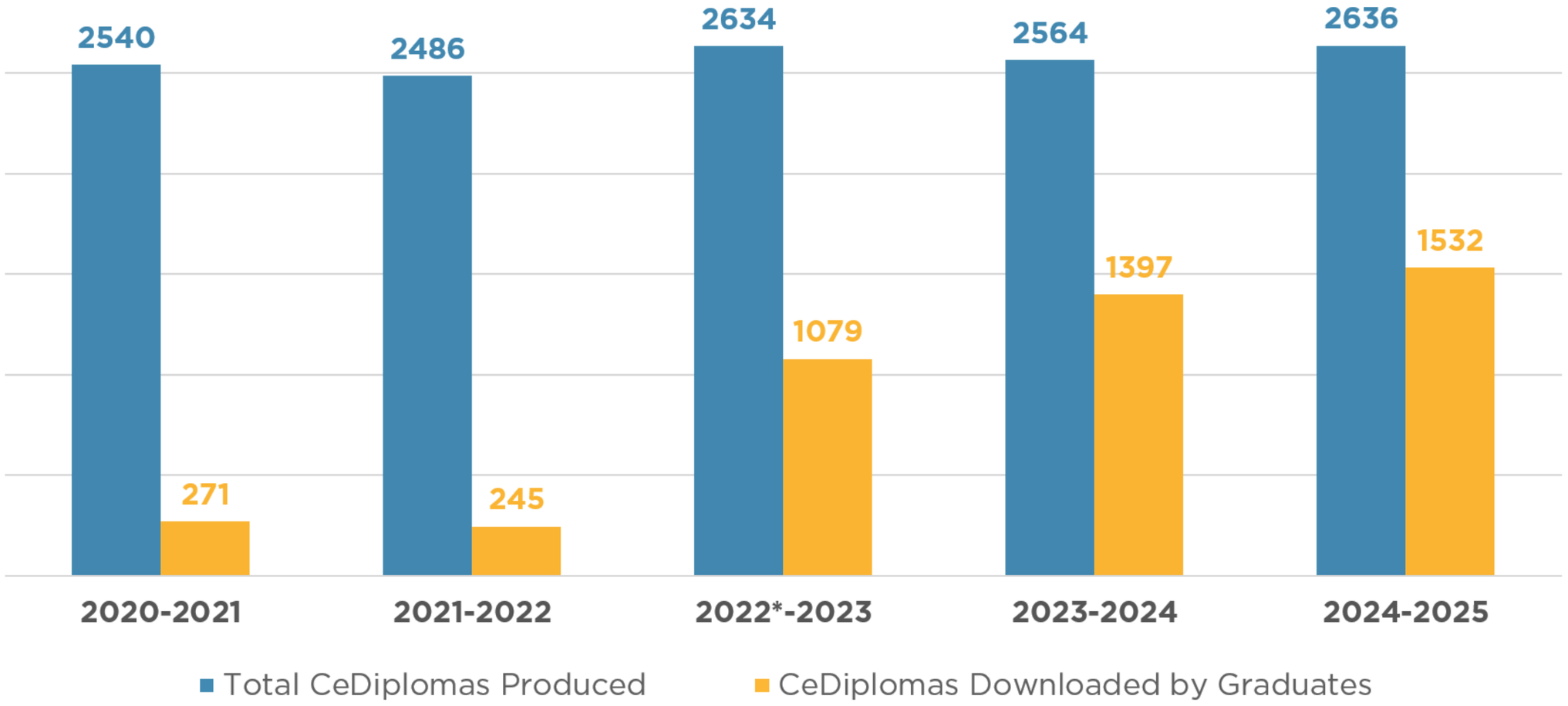


SPRING AIQ REGISTRATIONS



DIGITAL DIPLOMAS

Since summer 2020 we have offered digital diplomas for students to download. Beginning in December 2022*, the digital diploma download became free to each graduate. The chart below shows the growth in students downloading their diplomas.



ENGAGEMENT

CAMPUS ENGAGEMENT

In addition to processing and producing information, OUR staff hold ex-officio roles on multiple committees across the university including:

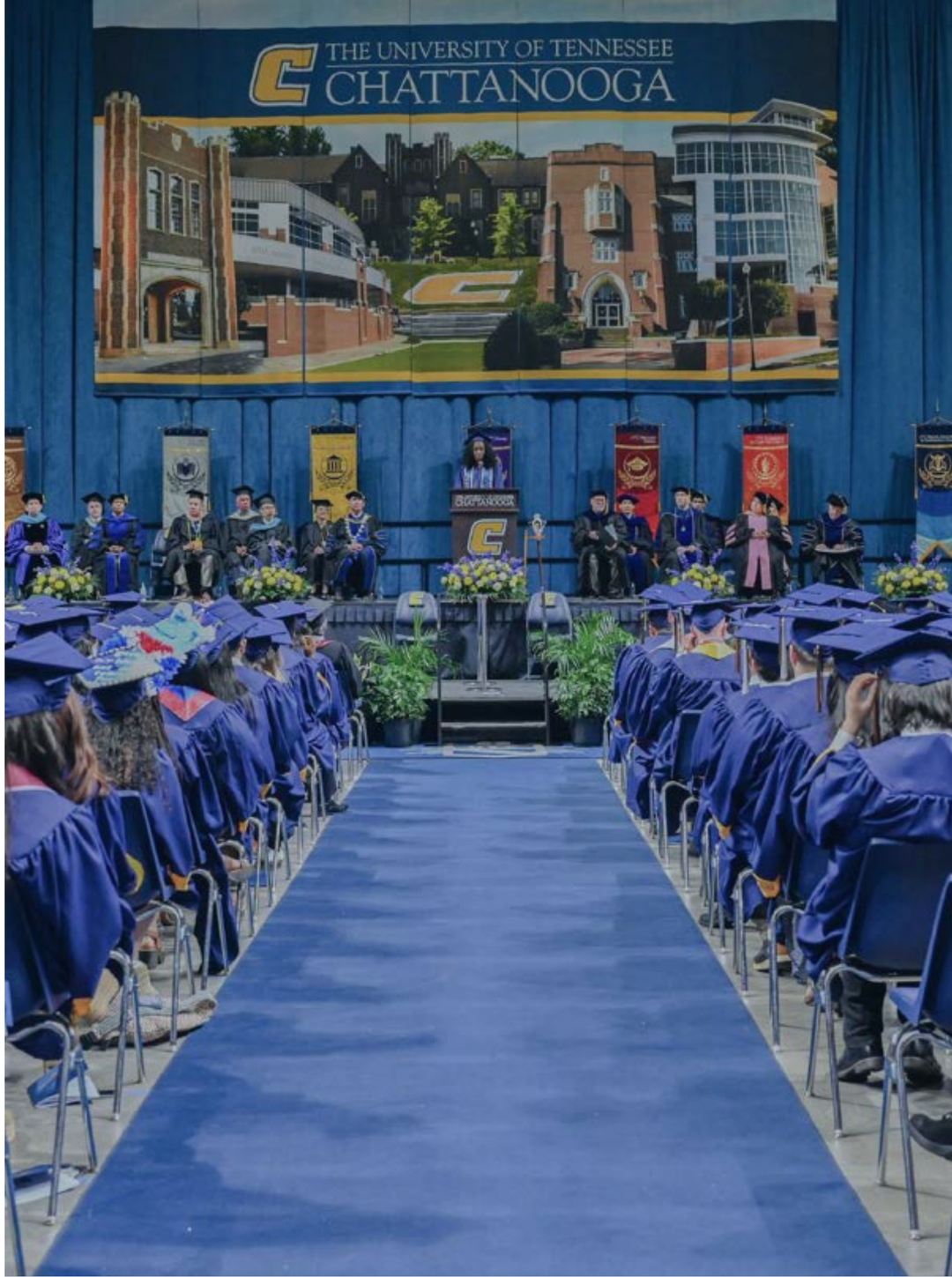
FACULTY SENATE COMMITTEES

- Athletics
- General Education
- Learning Environments
- Undergraduate Admissions
- Undergraduate Academic Standards
- Undergraduate Curriculum
- Undergraduate Petitions

ACADEMIC COUNCIL

TERM START COMMITTEE

GRADUATE COUNCIL



STATE, REGIONAL, AND NATIONAL ENGAGEMENT

Office leaders are active in professional associations and hold positions of leadership.

TACRAO

Tennessee Association of Collegiate Registrars and Admissions

- Immediate Past-President (Dragoo)
- VP for Administrative Support Services and Outreach (Fryar)

SACRAO

Southern Association of Collegiate Registrars and Admissions

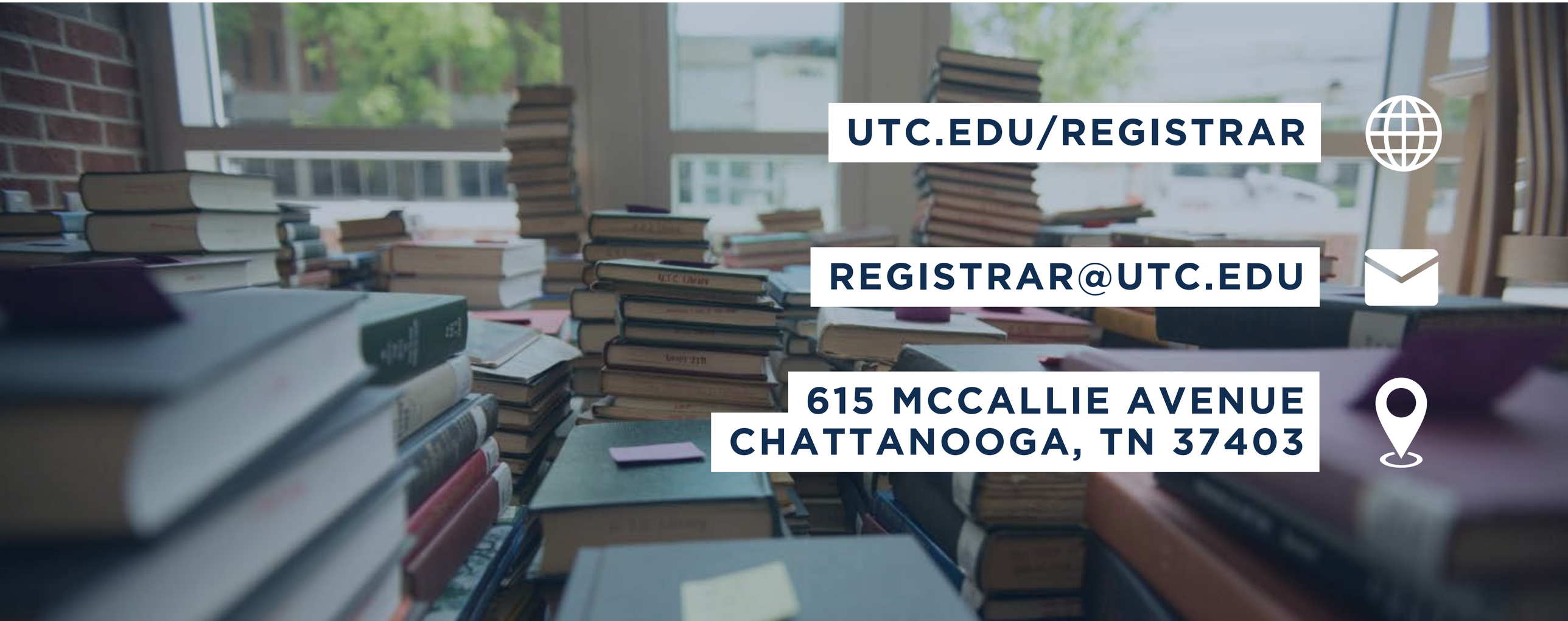
- Annual Conference Program Committee (Wells)

AACRAO

American Association of Collegiate Registrars and Admissions

- Co-Chair of the Transfer and Articulation Committee (Fryar)
- Closed or Merged Institutions Work Group (Wells)

CONTACT



UTC.EDU/REGISTRAR

REGISTRAR@UTC.EDU

615 MCCALLIE AVENUE
CHATTANOOGA, TN 37403

THANK YOU!

THE UNIVERSITY OF TENNESSEE
CHATTANOOGA
Office of the University Registrar