University Process Improvement
Late/Add Registration

The Bursar, Financial Aid and Registrar offices met to review the current manual processes relating to students who register after the office late-add period. Team wanted to eliminate students time spent walking the forms to the three offices for approval, estimating fees and registering and eliminating confusion during the process.

- Current process instructs students to complete a late add form, have the department representative sign the form, have the instructor sign two forms granting permission to attend the class.
- Student would need to determine who was the departments designated signature needed and leave the instructor approval to attend form with the department.
- Student walked the signed late-add form to the Registrar office where they looked in the 'official signature' notebook to validate the department signature.
- Student instructed to go to Financial Aid office to determine if any aid could be applied to their account.
- Student instructed to go to the Bursar office for an estimated cost of tuition and pay that estimated amount
- Student instructed to return to the Registrar office where they would register the student.
- Issues – there were issues when over-payments. Estimated fees were not always correct as student may not be able to get into the class(es) which required the student to be refunded.

Improved Form:
- Reviewed and combined the 'Late-Add Registration' and the 'Late-Late Add Registration' form.
- Researched the various versions of the late-add registration form and instructed other academic departments to remove their forms and link to one source and form residing on the Registrar website.
- Eliminated the need for instructors to sign two separate forms, permission to register and permission to attend the class.

Website Update:
- Updated information on Registrar website with clearer instructions on the process.
- Instructed other academic departments to link to the Registrar webpage.

Reports & Emails:
- Automated emails will be sent to the student, student's advisor of record and the course instructor confirming the student has been registered for approved course(s).
- Automated report will be emailed to the Bursar and Financial Aid offices identifying students who have registered during this late registration period.

Improvements:
- Students will only visit the Registrar office once, who will process the late-add form and register the student.
- Fees are systematically calculated at time of registration. Calculations will be correct, and no overpayment will occur.
- Student will login into Tiger-Xpress to view and pay their actual fees.

Process Steps Eliminated:
- Bursar will no longer calculate estimated tuition and fee charges, eliminating the Bursar 's Office from the process.
- Financial Aid Office, if available is posted to the students account, is eliminated from the process.
- Graduate School signature no longer necessary, eliminating them from the process.

Communication Plan:
- Academic Advisor Network (100 staff)
- Deans/Chairs/Department Heads

Metrics Time Savings = Reduced time from estimated 585 hours to 146 hours, a total savings of **440 hours**
- Student – reduce 40 minutes to 10 minutes, total savings 220 hours
- Bursar – eliminated from process, 73 hours saved
- Financial Aid – eliminate from process, 73 hours saved
- Registrar – reduce students visit to Registrar Office to one, savings of 73 hours

FUTURE RECOMMENDATIONS:

- Implement the Banner 9 Advisors profile feature once released by TN Board of Regents. This will allow advisors to register students initially, eliminating the need to walk the form to the Registrar Office for processing.