

Office of Classroom Management

Scheduling

- Course Guide and Class Schedule
- Inventory requirements
- Central classroom utilization data

Operations, maintenance, & project coordination

- Learning environment standards and performance monitoring
- Capital planning
- Physical design and planning
- Student study space

Classroom support

- Instructor support (e.g., Classroom Hotline)
- Problem response, resolution, evaluation
- Budgets
- Lifecycles

Classroom Technical Services (ISO)

- Tech standards
- Design
- Installation
- Maintenance

Office of Student Finance

Undergraduate and graduate/professional services

- Receive and verify all financial aid applications
- Award and disburse financial aid

Scholarships and athletic aid

- Coordinate payments and scholarships

Student loan processing

- Promissory notes
- Loan billing and collections
- Account for funds (University, foundations, state, federal, and external)

Student Account Assistance

- Student account collections and dispute resolution
- Student billing and payment processing

Fiduciary and program compliance

- State, federal, and University
- Account reconciliation and processing

One Stop Student Services

Trained specialists

- Enrollment
- Financial aid
- Billing

Professional counseling

- Walk-in
- Email
- Phone

Veterans services

- Certification
- Benefits assistance
- Veteran reintegration through orientation and community resource referrals

University and community outreach

- Financial aid awareness
- “Live Like a Student” financial literacy campaign
- Registration and financial aid information
- Policy changes

Office of the Registrar

Academic records

- Records creation and maintenance
- Grade reporting
- Degree posting
- Honors and awards
- Degree progress analysis
- Graduate Student Services & Progress

Certification and verification

- Student attendance
- Degrees

Transcript and diploma processing

- Transcript order processing (all campuses)
- Diploma issuance (all campuses)

Intra/Inter University admissions

- Undergraduate change of college
- Coordinate campus transfers

Business Process Improvement

- Analysis and process documentation
- Change management

Continuity and Compliance

Transactional communications

- Student, staff, and instructor mass communication
- Strategic communication planning

Privacy and security

- FERPA training and compliance

Academic policy and procedures

- Policy interpretation, compliance, and review

Imaging

- Historic student records (i.e., academic and financial)
- Departmental consultation and support

System-wide training and support

- PeopleSoft Student Records training and helpline
- Curriculum and course system training (i.e., PCAS and ECAS)
- UM Reports support

Student Degree Progress

- NCAA student-athlete eligibility
- DARS analysis and degree audit

Information Technology

Business analysis

- PeopleSoft Student Records, Student Finance & Financial Aid system support
- “As-is” & “To-be” process definition
- Readiness assessments
- Product Advisory Group leadership
- System maintenance and testing support

Project management and facilitation

- Project initiation
- Business case and value proposition development
- Project reporting, metrics, and dashboards
- Project management and project advising
- Project prioritization
- Facilitation services

Web services

- Consultation, design, & programming
- System support for ASR web applications

Software selection

- Analysis

Academic Support Resources

Our mission: To make a positive difference in students' lives.

ACADEMIC SUPPORT RESOURCES
Office of Undergraduate Education

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