

---

# **Just When You Think You've Seen It All . . .**

## **Strange Oddities and Other Happenings From the World of Admissions and Registrars**

**OrACRAO 2008**

Herb Chereck, Acting Asst. VP for Enrollment Services, University of Oregon

Nora McLaughlin, Registrar, Reed College

Tara Sprehe, Registrar, Clackamas Community College

# Case Study: Admission Decisions

---

You have been assisting a student throughout the school year with her admissions application. Her GPA isn't the best, SAT scores are average and admissions essay is mediocre at best. The student was denied initial admission and denied via the appeal process.

Her parents are alumni of your institution and are upset. They have become very aggressive in conversations with you, called multiple times and have shown up to your office unannounced requesting updated information on a decision that is final.

A short time later, another office sent out an email notice to students congratulating them on their admission to the university, and this student was included in error. The next day, the parents/students are at your office door with the letter in hand.

What do you do?

# Case Study: Residency

---

A current student (spring semester) calls your office in July, indicates she has moved to another state and is wondering how her potential move will affect her residency status for the upcoming fall semester. She has lived in your state for most of her life, but moved in June and she plans to return to your state institution for fall semester and graduate with the December class. If this student had not called your office her residency would not have been questioned. Your office is not required to “police” residency – just follow the established state guidelines. Your institutional policy indicates you change a student’s residency only when you are provided with notification in writing.

However, now that you are aware of her move, how do you advise her? Do you change her residency and thereby require that she pay out-of-state tuition?

# Case Study: Falsified Transcripts

---

Your university granted an undergraduate degree to a student three years ago. It has been discovered that a student employee at a community college illegally changed grades and falsified courses for several students, including the student to whom your university granted a degree. Upon a review, the student would not have been admissible at the time of admission, is short of the credit hours required to graduate based on the corrected transcript, and did not have credit for one of the general education courses required for graduation. The student, upon contact, denies any knowledge of the falsified transcript.

What do you do?

# Case Study: Change in Course Credits

---

A popular class was changed from three to four credits via your college's curriculum approval process in spring term. The additional seat time was updated in your system, but the actual credit associated with the course was not changed. 75 students are enrolled and this error was not discovered until four weeks into the quarter.

Because of the number of hours the course is being taught and because of a partnership with a neighboring four year university, the course must be listed as four credits on the students' transcripts.

If you update the system to reflect four credits, should students be charged the additional tuition rate?

# Case Study: Board Member & Student Scholarships

---

Your institution's need-based scholarship program is a competitive scholarship process. The application requires students to answer five short essay questions. Each application is read by three individuals, the scores for the essays are then averaged and count as 40% of the total application points.

A member of your Board of Directors writes a letter to your president, complaining that a well-deserving student (and friend of the board member) with significant financial need did not receive a scholarship and demands that he be given one. In the letter he also states that your scholarship application process is poor, has an inherent bias and must be reviewed immediately. A copy of the letter is sent to various administrators on campus, as well as to your local newspaper.

In reviewing the student's file, you discover that he did not complete all requirements of the application process. However, in reviewing the information provided in the student's FAFSA, you see that the student indeed has significant financial need.

What do you do?

# Case Study: Suicidal Student

---

Your office handles petitions from students who request course refunds, waiver of late payment fees, changes of grade and other registration-related functions. During the fourth week of the term, you receive a petition from a residence hall student a petition to withdraw from classes with a full refund. The student indicates she is struggling from depression and is having suicidal thoughts.

What do you do?

# Case Study: Faculty Misstep & Parent Involvement

---

In order to certify completion of the final draft of their undergraduate thesis, students must submit four copies of the document to your office with the signature of their thesis advisor indicating approval. A student submits her documents with the advisor signature on the deadline date. The thesis advisor contacts you three days later to inform you that the thesis is not acceptable, and he is rescinding his approval. The faculty says he notified the student and has cancelled her oral examination. Her parents contact you and the dean, and insist that the thesis be accepted and that the oral examination proceed.

What do you do?

# Case Study: Residency

---

A student appealed a change in her residency status to non-resident shortly after the beginning of the Fall 2005 term. Her appeal was denied by the Residency Officer at the campus, but she chose to appeal to the next authority. Pending her appeal, her residency was left as a resident. The review process did not occur until the Spring term of 2006 and after registration for Fall 2006. At this point, her past non-resident and future resident tuition is far beyond her ability to pay. In addition, she has a hold on her academic record for non-payment and cannot obtain transcripts. She is requesting to attend a community college until she can obtain the money to pay her non-resident tuition.

Do you agree to release her transcripts to the community college?  
Why or why not?

# Case Study: Student Conduct Hearings

---

A student government member has embroiled himself in a mess and sent very inappropriate emails to several students and faculty across the campus. Those students and faculty forwarded the emails to your campus judicial affairs office as part of a formal complaint.

Your student newspaper catches wind of this and under Oregon Public Records Law, wants copies of the emails.

What do you do? Are they subject to FERPA?

# Considerations & Pearls of Wisdom

---

## **Considerations**

- Ethics
- Institutional Culture
- “Chain of Command” and Relationship to Boss
- Your Boundaries
- Legal Issues

## **Pearls of Wisdom from our Panel of Experts**

- Networking, Peers, Reach Out!
- No Right or Wrong Answers
- Networking, Peers, Reach Out!
- Different Answer Every Time?
- Networking, Peers, Reach Out!
- Not Always Easy
- Networking, Peers, Reach Out!