POSITION SUMMARY: This position is responsible for conducting initial and final graduation checks and posting degrees/major/minors and honors when all requirements have been met. Additional responsibilities include student records maintenance, transfer credit processing and providing support processing IDS and IDM petitions. This position requires independent decision-making and interpretation of university policies/procedures involving graduation requirements and overall university academic policies. Requires knowledge of Microsoft software and extensive experience with Oracle Campus Solutions. This position requires interaction with the public, faculty and staff; current and past students, and parents.

55%  
A. Degree Progress and Graduation Processing  
1. Contact students with expected graduation dates two semesters prior to graduation to ensure graduation applications are submitted and accurate expected graduation dates are in Campus Solutions.  
2. Enter individual course substitutions and waivers as requested by Academic Departments.  
3. Advise staff, faculty and students regarding the interpretation of academic policy, degree requirements and individual student’s progress toward completion of degree requirements.  
4. Complete initial graduation checks for all undergraduate students who submit a graduation application ensuring they have completed, or plan to enroll in courses, to meet all degree/major/minor requirements.  
   a. When deficiencies are found, or not, send an e-mail alert to the student and advisor with results from the initial graduation checks.  
5. Complete final degree checks, ensure all undergraduates have satisfied degree/major/minor requirements.  
   a. Post degree, major, minor to official transcript.  
   b. Determine and post graduation honors to students’ transcript.  
   c. Mail diploma.  
6. Print and mail replacement diplomas (after first ensuring that a previous degree(s) was earned).  
7. Post list of prospective graduates to the Registrar graduation website monthly beginning in October of each year.

15%  
B. Student Record Maintenance  
1. Process grade changes requested by faculty/departments.  
2. Review student records to determine if grade change affects suspension/probation status as well as Dean’s List honors and adjust student records accordingly.  
3. Process late exceptions (adds, drops, repeats, etc) approved by Credits and Reinstatement Committee.  
4. Log all changes and exceptions on spreadsheets on shared drive.  
5. Notify, via email, every student and every faculty when changes have been processed.

10%  
C. Transfer Credit Processing  
1. Provide back-up to Transfer Specialist during absence and peak time, to evaluate and post credits in to Course Credits Manual in Campus Solutions.  
2. Communicate update to Advisor and Student when credits have been posted.  
3. Assist in compiling credit equivalencies and post on Matrix Spreadsheets and assist in implementation of course Credits Automated.  
4. Provide back-up to Transfer Specialist to assist Advisors and Students regarding transfer credit questions/concerns on student records.  
5. Assist in updating TIS (Wisconsin Transfer Information System) with course equivalencies when approved from Department Chair.

10%  
D. Interdisciplinary and Individualized Majors/Minor Petition Processing  
1. Collect, review and prepare IDS and IDM petitions for accuracy and ensure request is complete before submission to Credits and Reinstatement Committee  
2. Assist students as needed with the process.
3. Maintain records and log all student petitions in IDM and IDS programs on shared drive.
4. Attend committee meetings in the absence of the Registrar

5%

E. Historical Records Maintenance
1. Ensure old legacy transcripts are converted correctly to Campus Solutions including
2. Build student record and establish a SID number in Campus Solutions system for students who attended this institution prior to 1977. Enter prior credits, grades and course detail so credits and grades are calculated properly into the grading system including converting past semester credits to quarter credits.
3. Review unofficial transcript to be sure the information was input correctly.
4. Troubleshoot historical record issues (including quarter to semester issues)

5%

F. Additional Duties
1. Provide customer service, greet and direct office traffic.
2. Process registrations and drop/adds via appropriate forms according to institutional policy.
3. Change enrollments from undergraduate to graduate level as requested and approved.
4. Assist students and alumni with transcript request processing.
5. Provide research to National Student Clearinghouse regarding degree and enrollment verification inconsistencies
6. Attend regular office staff meetings
7. Other duties as assigned.

Knowledge, Skills and Abilities:
1. Strong technology knowledge and experience with Campus Solutions, ImageNow, Microsoft Outlook, Word and Excel.
2. Excellent communication skills, strong customer service orientation and the ability to interact with a wide variety of people (faculty, staff, students and the public) in a friendly, professional manner.
3. Knowledge of University policies, procedures, major/minor and graduation requirements
5. Strong interpersonal skills, with the ability to deal effectively with difficult situations.
6. Strong organizational and time management skills required.
7. Ability to perceive where discretion is necessary and maintain the strictest confidentiality.
8. Ability to multitask effectively.
9. Ability to figure and understand grade point average.
10. Two to three years experience in an administrative support activity preferred.
11. Basic office skills: word processing, filing, and answering telephones.
12. Ability to work independently with minimal supervision.
13. Ability to read and understand degree and major requirements
14. Willingness to attend training, conferences, workshops, webinars to upgrade and/or learn additional skills.

Preferred Qualifications:
1. Knowledge of Campus Solutions and ImageNow software.
2. Bachelor’s degree.