

**Guide to Office Services**  
*Office of the Registrar*

|  |                         |  |
|--|-------------------------|--|
| <b>Registrar</b>   | <b>Joshua Hayes</b>     | <a href="mailto:hayesje@uindy.edu">hayesje@uindy.edu</a>     |
| <b>Associate Registrar</b>   | <b>Janna Ulbright</b>   | <a href="mailto:ulbrightj@uindy.edu">ulbrightj@uindy.edu</a> |
| <b>Assistant Registrar for Online &amp; Data Services</b>                          | <b>James Wilson</b>     | <a href="mailto:wilsonjm@uindy.edu">wilsonjm@uindy.edu</a>   |
| <b>Assistant Registrar for Academic Scheduling</b>                                 | <b>Tracy Van Welde</b>  | <a href="mailto:vanweldet@uindy.edu">vanweldet@uindy.edu</a> |
| <b>Student Services Coordinator</b>  | <b>Kimi Handly</b>      | <a href="mailto:handlyk@uindy.edu">handlyk@uindy.edu</a>     |
| <b>Data Coordinator for International Campus Enrollment &amp; Special Programs</b> | <b>Carol Hatfield</b>   | <a href="mailto:chatfield@uindy.edu">chatfield@uindy.edu</a> |
| <b>Graduation Coordinator</b>  | <b>Stephanie Zwickl</b> | <a href="mailto:zwickls@uindy.edu">zwickls@uindy.edu</a>     |
| <b>Records &amp; Registration Coordinator</b>                                      | <b>Kathy Elliott</b>    | <a href="mailto:elliottkj@uindy.edu">elliottkj@uindy.edu</a> |

| Service   | Team Member     | Telephone |
|---|-----------------|-----------|
| Academic Catalog  | Joshua Hayes    | 3243      |
| Academic Catalog (Online Presentation)                  | James Wilson    | 2390      |
| Academic Honors Posting                                 | Kathy Elliott   | 3504      |
| Academic Honors Report                                  | Kathy Elliott   | 3504      |
| Academic Petitions Committee                            | Janna Ulbright  | 5722      |
| Academic Probation, Ineligibility Process               | Janna Ulbright  | 5722      |
| ACE (Online course coding, integration)                 | Tracy Van Welde | 3392      |
|   | James Wilson    | 2390      |
| AdAstra Management & Maintenance (Classroom Scheduling) | Tracy Van Welde | 3392      |
|   | James Wilson    | 2390      |
| Ad Hoc, Institutional and External Reporting            | James Wilson    | 2390      |
| Add or Drop classes                                     | Kathy Elliott   | 3504      |
| Address Changes   | Kimi Handly     | 3219      |
| Admissions Committee                                    | Janna Ulbright  | 5722      |
| Administrative Withdrawal                               | Kathy Elliott   | 3504      |
| Alumni (non-degree) Registration                        | Kathy Elliott   | 3504      |
| Advanced Placement Credit                               | Janna Ulbright  | 5722      |
|   | Carol Hatfield  | 3582      |
| Audit Courses   | Kathy Elliott   | 3504      |
| Banner Project Management                               | James Wilson    | 2390      |
| Banner Student Authorization Forms                      | Janna Ulbright  | 5722      |
| Banner Training   | James Wilson    | 2390      |
|   | Janna Ulbright  | 5722      |
|   | Carol Hatfield  | 3582      |
| Bookstore Enrollment Report                             | James Wilson    | 2390      |
| CAPP Build & Maintenance (Degree Audit)                 | James Wilson    | 2390      |
|   | Joshua Hayes    | 3243      |
| Class Scheduling  | Tracy Van Welde | 3392      |
|   | James Wilson    | 2390      |
| Classroom Management Data Entry                         | Tracy Van Welde | 3392      |
|   | James Wilson    | 2390      |

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|---|--------------------------------|------------------|
| Clearinghouse - Pending Degree Verifications  | Kathy Elliott                  | 3504             |
| Clearinghouse Reporting (Enrollment, Graduation)  | James Wilson                   | 2390             |
| Commencement Coordinator: list, diploma printing, candidate list distributions to Academic Advisors and Program Directors | Stephanie Zwickl               | 3220             |
| Computer/System Support   | James Wilson                   | 2390             |
| Concurrent (HS) Student Registration  | Kathy Elliott                  | 3504             |
| Copy machine repairs/training   | Kimi Handly                    | 3219             |
| Course Prerequisite Maintenance   | Carol Hatfield                 | 3582             |
| Credit-by-exam (CLEP, DANTES, etc.)   | Kathy Elliott                  | 3504             |
| Cross Registration (CUE)  | Kathy Elliott                  | 3504             |
| CTL (Core Transfer Library)/TransferIN.net  | Joshua Hayes                   | 3243             |
| Curriculum Guides   | Kathy Elliott                  | 3504             |
| Curriculum Guides (International Campuses)  | Carol Hatfield                 | 3582             |
| Curriculum Updates (Banner Maintenance)   | Carol Hatfield                 | 3582             |
| Data Integrity and Standards Committee (DISC)   | Joshua Hayes<br>James Wilson   | 3243<br>2390     |
| Dean's List/Semester Honor Roll   | Kathy Elliott                  | 3504             |
| Deferments/Loans  | Kathy Elliott                  | 3504             |
| Diplomas  | Stephanie Zwickl               | 3220             |
| Diplomas (International Campuses)   | Carol Hatfield                 | 3582             |
| Enhanced Waitlist - Maintenance   | James Wilson                   | 2390             |
| Enrollment Mgt Committee (EMC)  | Joshua Hayes                   | 3243             |
| Enrollment Reports  | Joshua Hayes<br>Kathy Elliott  | 3243<br>3504     |
| Esch Scholar Screening and Recommendation   | Joshua Hayes                   | 3243             |
| Faculty Activation (Self-Service, Courses)  | Tracy Van Welde                | 3392             |
| FERPA compliance  | Joshua Hayes<br>Janna Ulbright | 3243<br>5722     |
| Files (student records)   | Kathy Elliott                  | 3504             |
| Forms Maintenance/Update  | Kimi Handly                    | 3219             |
| Freshman Grade Letter Processing  | Kathy Elliott                  | 3504             |
| Front Desk/Triage - Incoming Customer Service Screening   | Kimi Handly                    | 3219             |
| Gender/Ethnicity Report   | Joshua Hayes                   | 3243             |
| General Education Core Committee  | Joshua Hayes                   | 3243             |
| Grades (Data Entry)   | Kathy Elliott                  | 3504             |
| Graduate Curriculum Committee (GCC)   | Joshua Hayes                   | 3243             |
| Graduation (diplomas/liaison w/ Academic Advisors and posting degrees)  | Stephanie Zwickl               | 3220             |
| Incomplete Grades   | Kathy Elliott                  | 3504             |
| Independent Study Forms & Processing  | Tracy Van Welde                | 3392             |
| Initial Statistics  | Kathy Elliott                  | 3504             |

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|---|---|----------------------|
| International Baccalaureate (IB) Credit                   | Janna Ulbright                                  | 5722                 |
| Internship Forms & Processing                             | Tracy Van Welde                                 | 3392                 |
| Liaison to Departments, Deans                             | Joshua Hayes                                    | 3243                 |
| Liaison to International Campuses                         | Carol Hatfield                                  | 3582                 |
| Load limit posting  | Kathy Elliott<br>Joshua Hayes                   | 3504<br>3243         |
| Mail (incoming/outgoing)                                  | Kimi Handly                                     | 3219                 |
| Majors Report   | Joshua Hayes                                    | 3243                 |
| Matriculations (major changes)                            | Stephanie Zwickl<br>Kimi Handly                 | 3220<br>3219         |
| Missing/Incomplete Attribute Report                       | Joshua Hayes                                    | 3243                 |
| Multiple PIDM Forms                                       | Janna Ulbright                                  | 5722                 |
| Name/SSN Changes  | Stephanie Zwickl                                | 3220                 |
| New Student Registration                                  | Kathy Elliott                                   | 3504                 |
| Notifications (closed classes, cancellations)             | Kathy Elliott<br>Tracy Van Welde                | 3504<br>3392         |
| Online Registration Interface                             | James Wilson                                    | 2390                 |
| Pass/Fail   | Kathy Elliott                                   | 3504                 |
| Policy Development  | Joshua Hayes                                    | 3243                 |
| Practicum Forms & Processing                              | Tracy Van Welde                                 | 3392                 |
| Printing Requests   | Kimi Handly                                     | 3219                 |
| Procedures, Office (development and implementation)       | Joshua Hayes<br>Janna Ulbright                  | 3243<br>5722         |
| Proficiency Test Scores (Math, English, Modern Languages) | Kathy Elliott                                   | 3504                 |
| Publications (catalog, schedules)                         | Joshua Hayes<br>James Wilson<br>Tracy Van Welde | 3243<br>2390<br>3392 |
| Registrar Channel (My UIndy)                              | James Wilson                                    | 2390                 |
| Registration (processing, data entry)                     | Kathy Elliott                                   | 3504                 |
| Registration (International Partner Sites)                | Carol Hatfield                                  | 3582                 |
| Reinstatements  | Kathy Elliott                                   | 3504                 |
| Repeat Grades   | Kathy Elliott                                   | 3504                 |
| Repeat Grades (International Campuses)                    | Carol Hatfield                                  | 3582                 |
| Reports -- Classroom                                      | Tracy Van Welde<br>James Wilson                 | 3392<br>2390         |
| Reports -- Graduation                                     | Stephanie Zwickl                                | 3220                 |
| Reports -- International Enrollment                       | Carol Hatfield                                  | 3582                 |
| Reports -- Probation/Ineligibility                        | Janna Ulbright                                  | 5722                 |
| Reports -- Registration, Waitlist                         | Kathy Elliott                                   | 3504                 |
| Retention Committee                                       | Joshua Hayes                                    | 3243                 |
| SCAS Curriculum Committee (Undergraduate)                 | Janna Ulbright                                  | 5722                 |

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|---|------------------|-----------|
| SCAS Graduate Committee                                     | Joshua Hayes     | 3243      |
| Schedule of Classes   | Tracy Van Welde  | 3392      |
|   | James Wilson     | 2390      |
| School of Education Petitions Committee                     | Janna Ulbright   | 5722      |
| Self-Service (SSB) Access/Inactivation                      | Janna Ulbright   | 5722      |
| Spring Term Schedule of Classes                             | Janna Ulbright   | 5722      |
| Staff supervision, personnel matters                        | Joshua Hayes     | 3243      |
|   | Janna Ulbright   | 5722      |
| STAC (Statewide Transfer Articulation Committee)            | Joshua Hayes     | 3243      |
| Supplies (ordering)   | Kimi Handly      | 3219      |
| Student Assistants (supervision)                            | Stephanie Zwickl | 3220      |
| Summer Registration Program                                 | Janna Ulbright   | 5722      |
| Surveys/external requests                                   | Joshua Hayes     | 3243      |
|   | James Wilson     | 2390      |
| Syllabi   | Stephanie Zwickl | 3220      |
| Transfer Credit Articulations (ACE/Military)                | Carol Hatfield   | 3582      |
| Transfer Credit Articulations (International Partner Sites) | Carol Hatfield   | 3582      |
| Transfer Credit Evaluations (Math)                          | Carol Hatfield   | 3582      |
| Transfer Credit Evaluations (Modern Language)               | Stephanie Zwickl | 3220      |
| Transcripts, Online/PDF Delivery                            | James Wilson     | 2390      |
|   | Kimi Handly      | 3219      |
| Transcripts (Processing)                                    | Kimi Handly      | 3219      |
| Transcripts (International)                                 | Carol Hatfield   | 3582      |
| Transcript Deposits   | Kimi Handly      | 3219      |
| Transcript Notations  | Kathy Elliott    | 3504      |
|   | Stephanie Zwickl | 3220      |
| Undergraduate Curriculum Committee (UCC)                    | Joshua Hayes     | 3243      |
| VA Benefits   | Kathy Elliott    | 3504      |
| Verification of Enrollment                                  | Kathy Elliott    | 3504      |
| Volunteer Hour Posting                                      | Kathy Elliott    | 3504      |
| Waitlist, Enhanced - Maintenance                            | James Wilson     | 2390      |
| Waitlist Processing   | Kathy Elliott    | 3504      |
| WEB Information (Home page)                                 | James Wilson     | 2390      |
| WEB Grading   | Kathy Elliott    | 3504      |
| Withdrawals (complete day division)                         | Kathy Elliott    | 3504      |
|   | Janna Ulbright   | 5722      |
|   | Kimi Handly      | 3219      |