

## REGISTRARS

The following list of Registrars was compiled for the Registrar's Office in August, 1988. The Ohio State University Monthly, the University Directories, and our biographical files were used. Their title was Registrar unless otherwise indicated.

1873 - 1894	President's Office registered students (Edward Orottn,Sr., Walter Q. Scott, and William H. Scott)
1894 - 1944	Edith D. Cockins
1944 - 1957	Ronald B. Thompson
1957 - 1964 (Oct)	Kenneth R. Varner
1964 (Sep-Dec)	Charles M. McClintock (acting)
1964 (Dec) - 1972 (Sep)	Dean O. Clark
1972 (Oct) - 1975 (Sep)	Paul T. Yarrington (from 1974-75 he had the title of Assistant Vice President for Registration Services)
1975 (Sep) - 1976 (Jul)	Weldon Ihrig (acting V. P.)
1976 - 1978	Elaine H. Hairston (Assist. V. P. for Registration Services)
1978 - 1981	Bruce A. Bursack (Director of Registration, Records & Scheduling)
1978 - 1979	No V. P. listed in directory
1979 - 1984	James F. Loucks (Assist. V. P. for Registration Services)
1981 - 1984	R. Eugene Schuster (Director of Registration, Records & Scheduling)
1984 - Present	R. Eugene Schuster (University Registrar)

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Testing Office

For many years the Testing Office was under the V.P. for Student Affairs. Around 1974 it was put under the Office of University Registrar.

per University Directories  
bli: 10/93

# COMPILES COMPARATIVE TABLES OF RESULTS OF "PSYCH" TEST

Committee In Charge of Examining Students Publishes  
Statistics Showing Relative Merits  
of Various Colleges.

## COMMERCE AND JOURNALISM RANKS HIGH

Conductors of Experiment Point Out Its Value and Limitations—Five Percent of Students Gain Excellent Ratings.

A preliminary report on the psychology tests given the students last October has been made by the examining committee of which Prof. George F. Arps was chairman and Prof. James W. Bridges, secretary, as follows:

The history of psychological tests in the Ohio State University may be said to have begun when the Omega chapter of the society of Sigma Xi at its regular meeting on February 19, 1919, passed the following resolution: "Resolved, That this chapter go on record as favoring the giving of mental tests to students of the Ohio State University, and that the action of the chapter be transmitted to the University faculty and the president." The next important step was taken at a meeting of the instructional force of the University held April 24, 1919, when a resolution was passed approving the policy of giving mental tests to the student body.

\* In accordance with the above resolution, the department of psychology was called upon early in the first semester, 1919, to devise a plan for examining the entire student body. On October 10, between the hours of 8:15 a. m. and 5 p. m. the army intelligence test was given to 5950 students. These were distributed in five lecture rooms in groups of 100 to 250; and there were six consecutive examinations in each room. On the whole, the student body responded faithfully, and the plan worked satisfactorily. The thanks of the examining committee and of the University are due especially to those members of the faculty who volunteered their assistance, and without whom the work could not have been accomplished.

After the examination papers had been scored, the complete data were recorded upon filing cards. A statis-

## THE OHIO STATE LANTERN

### COMPILES COMPARATIVE TABLES OF RESULTS OF "PSYCH" TEST

*Continued from Page One*

dents in Classes I and II combined. The number of students and the median for each unit are also given. (The median is the score obtained by the middle student in the group, if they are all arranged in order of merit. It has a meaning similar to the average or arithmetic mean.) It will be noticed that the order as based upon the median is different in the three starred cases from the order as based upon the percentage of students above average. Homeopathic medicine and applied optics are given separately, because the number is too small to warrant comparison with other University units.

Veterinary Medicine				
Median .....	117	105	120	112
High score.....	168	162	164	188
Low score.....	61	44	43	81
No. examined..	29	18	21	25

#### Points Revealed by Test

The psychological test has certain fairly obvious limitations which should be kept in mind in order to avoid false inferences or other misunderstandings. First, it is a general intelligence test only; and, therefore, does not measure many other important personal qualities which make for success. For example, a student of high intelligence may make low academic grades because he lacks interest in his courses, the ability to apply himself consistently or is engaged in too many outside activities, whereas a student of average or fair intelligence may make a good academic record by virtue of persistent application. Secondly, the test presupposes a good

technical compilation of the data was next undertaken, and a brief summary is given below. The following is a complete distribution of intelligence scores in intervals of 10 for the whole student body:

Score	No. Students
Below 40	8
40-49	13
50-59	28
60-69	63
70-79	100
80-89	205
90-99	304
100-109	444
110-119	649
120-129	678
130-139	788
140-149	823
150-159	688
160-169	535
170-179	371
180-189	185
190-199	58
200-212	10
Total .....	5950

On the basis of these results, the students are grouped into five classes as follows:

Class	Score	Approximate Percentage in Each Class
I	178-212	5
II	155-177	20
III	115-154	50
IV	85-114	20
V	0-84	5

These classes may be interpreted about as follows:

I—Very superior intelligence. Student capable of doing M work, if he applies himself.

II—Superior intelligence. Student capable of doing work above average, possibly M, if he applies himself persistently.

III—Average intelligence. Persistent and continued application may result in acceptable academic records.

IV—Fair intelligence. Student must apply himself to get average grades.

V—Poor intelligence as judged by university standards.

It must be remembered that these classes are based entirely upon the intelligence of college students, and have no reference to a student's standing with respect to the population at large. For example, Class III means student of average intelligence, but this would be far above the average of the population at large, which is somewhere in Class V (university rating).

The percentage of students falling into each of these classes was then determined for various university units separately. The following table shows these percentages; and the units are arranged in order of merit based upon the percentage of stu-

*Continued on Page Three*

# REPORT SHOWS RESULTS OF INTELLIGENCE TESTS

**Engineers Lead Among Freshmen  
With Median of 56—Arts Students Stand Second.**

Professors George F. Arps and James W. Bridges of the department of psychology and chairman and secretary, respectively, of the examining committee for the psychological tests given in September and October, have announced the following report of the examination:

"The total number examined was 2342. Of this number, 2066 were freshmen, while the number of other new students was 332. Foreigners from non-English-speaking countries were not included in the statistical compilation of the data on the ground that, because of their language handicap, the scores would not be a fair measure of their intelligence."

The committee states that the students' ratings are reported in terms of percentile ranks. That is, the average percentage of the whole group was taken and each student ranked according to his grade. The percentile rank is considered the only significant score, since it affords direct comparison with the rest of the group.

On the basis of this ranking, the students are grouped into five classes. Class 1 is ranked as "very superior," with grades from 96 to 100; class 2 from 76 to 95, "superior"; class 3 from 26 to 75, "average"; class 4 from 6 to 25, "fair"; class 5, from 1 to 5, "poor."

The percentage of students falling into each of these classes was determined separately for the various groups examined. These percentages are shown in the following table:

	Percentile Ranks						No. Cases	Highest	Median	Lowest
	I	II	III	IV	V					
Total examined .....	5.0	20.0	50.0	20.0	5.0	2342	100	50	1	
Graduate School .....	38.2	35.3	20.6	5.9	0.0	34	100	91	22	
New juniors .....	17.4	26.9	46.0	7.9	1.8	115	100	72	2	
New sophomores .....	8.7	32.3	46.6	9.9	2.5	161	100	70	1	
Engineering 1 .....	6.5	22.0	55.6	13.2	2.7	446	100	56	2	
Arts 1 .....	3.4	20.2	51.0	21.3	3.5	890	100	50	1	
Arts-Education 1 .....	0.0	25.0	35.0	35.0	5.0	20	91	48	5	
Education 1 .....	0.9	16.1	55.9	19.5	7.6	118	98	44	1	
Pharmacy 1 .....	0.0	16.7	61.3	16.1	6.5	31	94	43	1	
Agriculture 1 .....	1.9	12.0	48.3	26.5	11.3	381	100	37	1	
Dentistry 1 .....	1.3	11.8	47.4	35.6	8.9	76	97	37	2	
Three-year Agriculture 1 .....	0.0	10.0	36.7	40.0	13.3	30	88	23	1	
Veterinary Medicine 1 .....	0.0	0.0	29.4	58.8	11.8	17	56	19	3	
Total freshmen .....	3.4	18.2	51.6	21.5	5.3	2021	100	47	1	

DATE:

ASSIGNMENT:

FILE NO.:

# REGISTRAR : DROP SLIP

Form 308

## THE OHIO STATE UNIVERSITY

REGISTRAR'S OFFICE

Notice is hereby given that Gray-John has  
been given permission to drop  
~~been excused from~~  
been given credit for  
is exempt from (age limit)  
withdrawn from the University  
been dismissed from the University

{ Principles of Education

86 1

Please note accordingly on class rolls, and on enrollment card.

E. D. Coombs,  
Registrar

1-12-29

Dr. Thompson  
Mr. K. Dunn  
Office

Miss Clark  
Next Registrar's Desk

Door

2 Secretary's Desk

Filing Cabinet of Current Students Records

Desks

Desks

Desks

Desks

Desks

Desks

Door

Long Table

Walk In - 8 n/o Drawers High

Light Wood  
Student Street

Desk  
Transcriber  
Desk  
Desk

Desk

Administration Bldg  
2nd flloor

Registrar's Office

Hand-written map of Registrar's office, circa 1958, by Barbara F. High, Acc. 106/2017

# New System to Streamline Scheduling

By CHANDLEY MURPHY

10-28-67 *Antennae Staff Writer*

Beginning Autumn Quarter 1967, students will find that scheduling will be much easier and require less time.

The Registrar's Office has announced a complete renovation of the present registration and scheduling system. The new program is one phase of a total student information system to be introduced on the campus during the next two years.

The new system became possible when the University leased an IBM 360 computer with large data storage capabilities in July. Other equipment will arrive in time to begin the program.

Weldon E. Ihrig, assistant registrar, said that due to the growth of the University the demand for information has far exceeded the capacity of present operational systems. Ihrig said the principal objective of the new system is to improve service to students.

"This will be evident through fewer and shorter lines, fewer forms to complete, and more centralized processing. The most significant student advantage would be more individual attention from faculty, counselors, advisers and administrators when the present clerical burden is alleviated," he said.

## One Form Scheduling

Under the new plan students will fill out only one form, in place of the numerous schedule and information cards required previously. This form will be distributed through college offices on campus, Ihrig said.

The new schedule request cards will be read by scanning equipment at a rate of 1,500 cards per minute. The

entire procedure of scheduling students into courses will be handled by the computer system. If requested sections are filled, the computer will automatically reshuffle courses and times to offer the student the nearest possible schedule.

Students will receive a pre-printed personal data card listing the student's home address and parents' names. It will not have to be returned if no change in the previously recorded information occurs. All student personal data will be immediately updated through these cards.

Another feature of the system will be more convenient wallet-sized fee cards. Ihrig said he expects them to be distributed next Autumn Quarter.

## More Efficient Program

In addition to benefitting students, Ihrig said, the system will provide a more efficient means of administering the entire registration-scheduling procedure. It will serve the faculty by eliminating much of the present paper work.

Prior to final approval of student schedules, University departments will receive information on the demand for each of their courses, allowing them to make necessary adjustments.

Each instructor will receive class rosters the first day of classes. A second up-dated roster will be issued the tenth day of classes and will include space for grades and attendance records. Grade cards will go to instructors in alphabetical order by section, requiring no departmental sorting.

In the future, departments will receive historical data on enrollments in various courses and a projection of course demand.

Ihrig predicted that campus offices would benefit by receiving more accurate information faster.

"Furthermore, since the data will be in a central file and continually updated, the University will be able to perform institutional research and managerial studies to evaluate its program," Ihrig said.

Student information will be divided into four separate files: a student locator file, a personal data file, a student data file and an academic data file.

## Second Phase in Two Years

A second phase of the program will go into effect within a year or two years of the first and will include remote teleprocessing terminals in various campus offices.

With these terminals, offices will have direct access to the student files by typing a student's name or identification number onto a keyboard. Data will then appear on a video screen in the office.

Access to this material will be limited to only those offices directly in need of a certain type of information.

"It should provide more efficient and effective operations while reducing clerical costs," Ihrig said.

"Since the system is designed to reduce routine clerical operations, the monies being spent in these non-productive functions can be used to hire professional people to deal directly with student problems. Colleges can emphasize personal contacts rather than clerical effort," he said.

A scheduling test of two thousand students using the new single schedule request card was completed during Winter Quarter 1966. Ihrig said it was very successful.

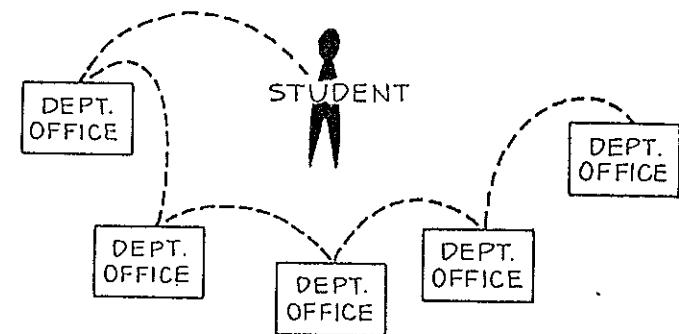
Sometime before Marsha Worth graduates in 1970, many University operations will become computerized. Automation will speed the handling of financial and business details; classroom and space utilization; research projects; alumni records-keeping; and even student admissions and registration. This article takes a look at the latter, just one phase of the overall program being worked out now by a team of systems experts.

# END of the Lines

**F**OR STUDENTS and faculty alike, the big news last month was that SIS and CRIS are coming to the campus. Their arrival will herald the end of long lines of students waiting to register, file schedule cards or make changes in class schedules.

SIS is the acronym for Student Information System, while CRIS stands for Comprehensive Registration and Information System. The two systems, made possible by the University's acquisition of a modern, large computer and its allied gadgets, are scheduled to start the initial stages of implementation Autumn Quarter, 1967 and will be continued in the quarters following as resources permit.

Basically, SIS will work this way when fully operational: a student will fill out one application form upon entering Ohio State. Data he submits will be stored in the memory cores of the computer. During his years at the University, only changes will have to be added by the student: changes of address, change in marital status, etc. Data showing the



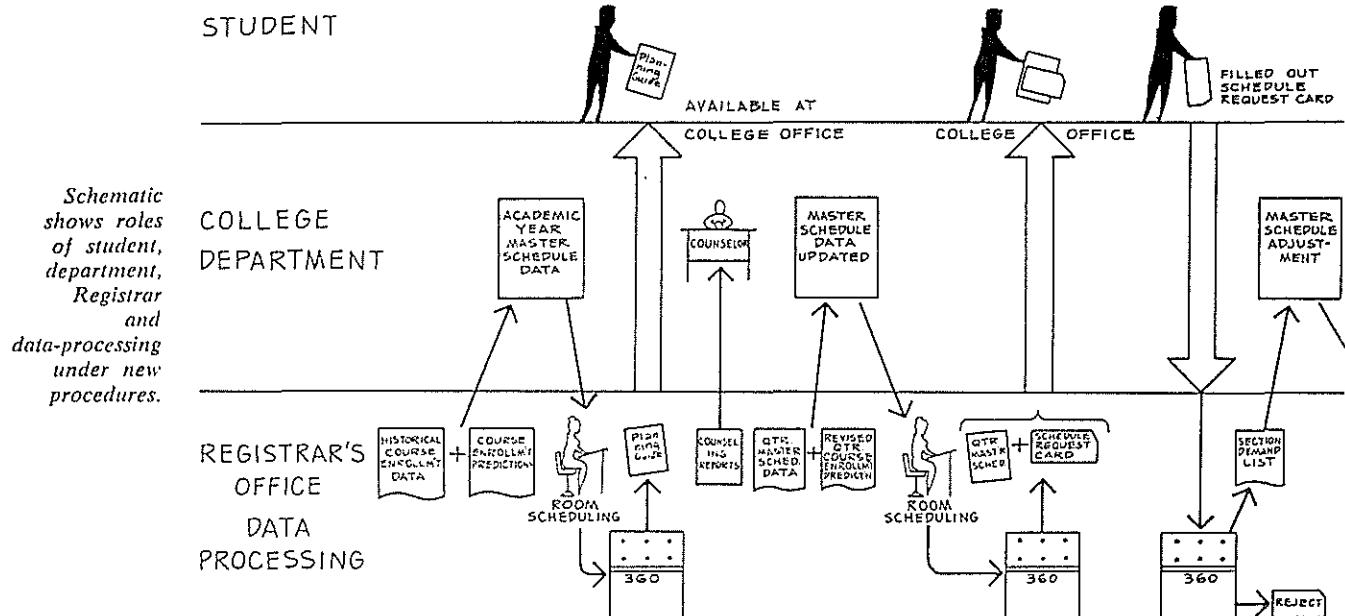
**BEFORE:** The student of yesteryear who wanted to file a schedule card for the upcoming quarter had to visit the office of each department involved. Each department approved the particular course it offered and the schedule was filled out. The system worked fine when all departments were in University Hall, but it became time-consuming as the University grew and offices were scattered around the campus.

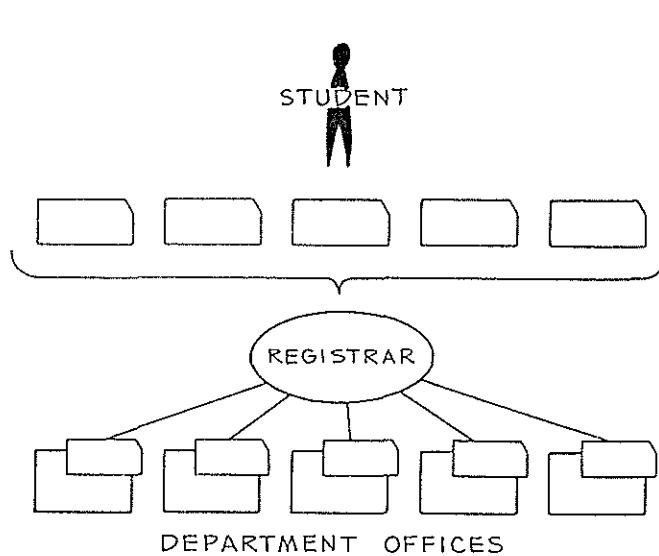
student's academic progress will be added to the memory banks by University agencies throughout his Ohio State career. (Such data-gathering began with students applying for admission this past Autumn Quarter.)

When various campus agencies — his department, college, etc., — need information on him, it will be furnished from the computer, thus eliminating the 105-plus cards and forms the average student fills out in four years under the present arrangement.

Information will be furnished the campus agencies on a need-to-know basis in the form of computer-printed reports. For example, a college office could extract information only upon students enrolled in that college but could not get information on students in other colleges.

Under CRIS (which is really the registration part of SIS) students will file just one schedule card prior to the upcoming quarter. Each course offered at the University will have a five-digit identification number. The student will mark the card



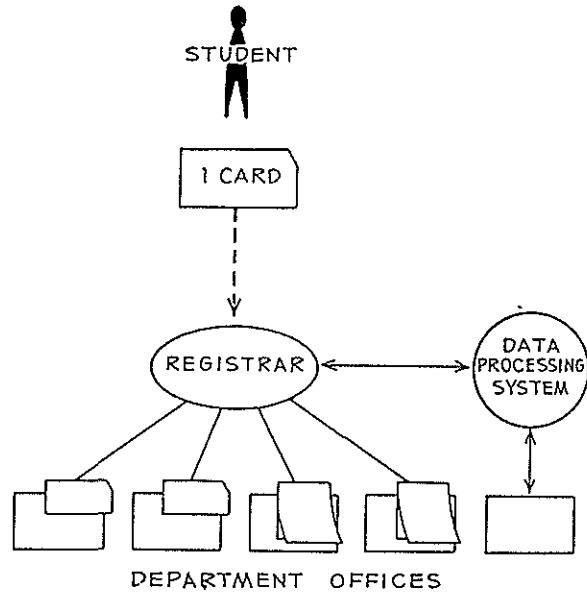


**NOW:** Today's students file schedule cards at one location: the Registrar's Office. But they have to fill out multiple cards which are then distributed by the Registrar's Office to the respective departments. Legwork is saved, but time still consumed by writing name, address, etc., time and time again.

for his course and class days and hours. The card will be sent through a sensing machine which will "read" the marks and transfer the information to the computer. The computer will tally the registrations for the particular class and, if the limit has not been reached, will enroll the student.

If that section requested is filled, the computer will scan other sections offered at the same time, or try to adjust the schedule to retain the original hours and courses the student requested (although the sequence of courses may be changed). As a last resort, the computer will schedule the class in hours not originally mentioned by the student; or will report that no class is open.

All of this, of course, is being done manually now BUT: the sensing machine is capable of scanning, or reading, the cards of the entire student body within 30 minutes; will report to departments the number of students requesting each section of the courses which the department is offering. The departments will have time to review and adjust their offer-



**SOON:** Students will fill out one schedule card simply by pencil-marking, return it to Registrar. Computer will augment with additional information and complete process with much greater speed.

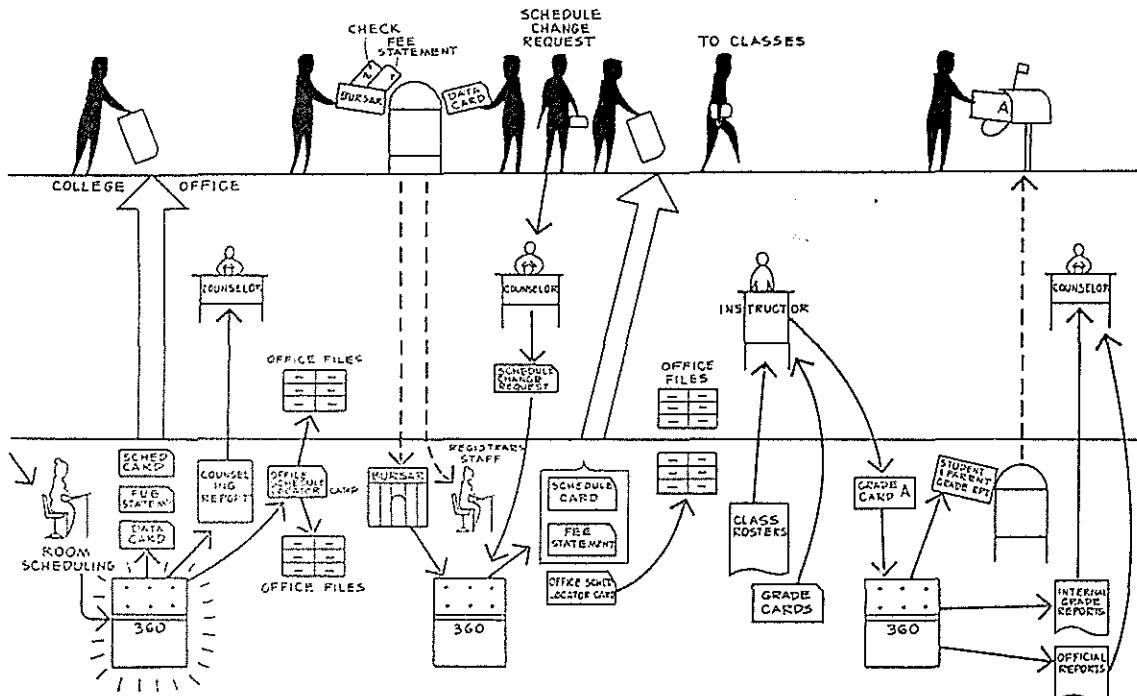
ings, after which the computer will schedule students as mentioned above.

Student scheduling will be done on a formal priority system based primarily on rank. An overall balance between the number of students scheduled in each of the colleges involved will be maintained at each priority level.

The faculty will receive class rosters on the first day of classes. On the tenth day of class a revised roster will be available, incorporating any changes made by students.

Grade cards will be sent to each instructor the eighth week of classes. He will later mark on the cards the grades of students and the cards will be sent back to the scanner. Grades will be reported to the Registrar's office, complete the student's files within the computer, and trigger the student grade reports sent to parents or guardians.

There are many more things that SIS and CRIS will be doing. But for the average student, the main accomplishment of these two automated approaches boils down to time-



saving: fewer forms to be filled out; less need for standing in long lines; no traversing of the campus to make a schedule change; faster (and more accurate) processing of grades.

For the faculty and administration, there will be less time needed for routine administrative duties; more time released for teaching, research and long-range planning. Yet, the ultimate flexibility of SIS and CRIS will also provide practically-instantaneous access to data needed for reports and comparisons that now are either unavailable or too costly to compile.

Another major phase of the Student Information System is the Admissions System. It will cover the time from a would-be student's first request for information to Ohio State until his admission request has been processed and adjudged.

The Admissions System has been designed to: 1) aid the Admissions Office in processing continually increasing numbers of applications for admission faster and more efficiently; 2) provide on a continual basis, up-to-date statistical reports summarizing the status of all applications in process; 3) provide for the centralized initial data collection and processing point for SIS; 4) improve communications and the dissemination of information regarding admissions; and 5) facilitate evaluation of admission procedures and requirements.

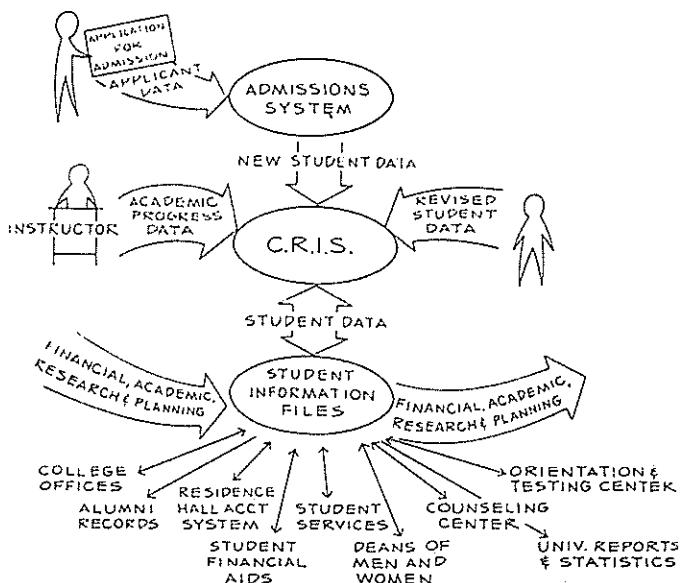
With the system in full swing, each student to be admitted will receive an individual notice of admission which will include the college he is to enter, the name of the admissions officer handling his admission and other information — on a much faster basis than has previously been possible.

Then, as the students who have just been admitted come to the campus, the information gathered by the Admissions System will be transferred to the Student Information System for the years the student is in school.

Upon graduation, that information in the SIS will become the core for the Alumni Records System which will maintain contact with the alumnus from then on.

The Admissions System will also obtain requests for stu-

DIAGRAM SHOWS flow of information from applicant to the Admissions System; then to the Comprehensive Registration and Information System; from there to Student Information System. Outputs from SIS will service various campus agencies and, upon graduation, will be transferred to Alumni Records system (with grade information retained by the Registrar's Office).



PART OF the overall team of those designing the University's data processing procedures are these four men who have been involved in setting up SIS and CRIS: (l-r) Weldon Ihrig, assistant registrar; Thomas E. Hoover, research associate with the Office of Campus Planning; Ronald W. Brady, director of Administrative Research and Data Processing; and George W. Baughman, director of Administrative Research and Data Processing.

dent loans and financial aids from applicants. Prompt reports will be sent to the Office of Student Financial Aids for guidance and implementation.

Housing needs will also be determined from the initial form filled out by the applicant seeking admission. The computer will prepare reports to housing officials and provide a running account of those applicants needing housing and what kind. Then, upon entry to the University, the computer will be used to assist in billing for board and room in dorms and residence halls.

The Admissions System and Comprehensive Registration Information System are built into the Student Information System. But even the Student Information System is only a part of the total information and processing system being developed for the University.

Systems designers have structured all University work into four primary information flows: Financial Processes, Instructional Processes; Research Processes, and Educational Services Processes. SIS and CRIS are part of the Educational Services Processes.

In future issues, The MONTHLY will deal with the other areas of the total information system being developed at the University. Every area will reduce the clerical burden in existing offices as well as speed the entire process to provide more timely and meaningful information.

Assistant Registrar Weldon E. Ihrig cautions that a complete SIS and CRIS as described above will not appear overnight on the campus. It takes time to build up the central core of student information and design the systems. Sophisticated equipment which will permit teleprocessing terminals in various campus agencies will not be installed for several years.

"During the last 10 years, enrollment has more than doubled. This means that we now schedule twice as many students, maintain twice as many permanent records, process twice as many fees and record twice as many grades."

Which is why admissions and registrations officials will also greet the introduction of SIS and CRIS to the campus next fall and the months thereafter with a big, broad grin of welcome.

Orientation and Testing Center

April, 1968

Tests

file 9/10-13  
Testing Center

ACHIEVEMENT TESTS

California Test of English Usage

Form A and Form B

Concept Mastery Test

Form T

Cooperative English Reading and Expression

Form 1C and Form C2

Diagnostic Reading Test

Form A and Form B

Section 1 -- Form A and Form B

Section 3 -- Part I -- General Form A and Form B

Section 3 -- Part II -- Social Studies Form A

Section 3 -- Part III -- Science Form A and Form B

Section 4 -- Word Attack -- Part II Silent Form A and Form B

Michigan Vocabulary Test

Form AM

Nelson-Denny Reading Test

Form A and Form B

Robinson Reading Test

History -- Form Canada

History -- Form Russia

Art

Fiction

Geology

TESTS (continued)

ACADEMIC APTITUDES

American Council on Education Psychological Exam (ACE) -- 1949 College Edition

California Short Test of Mental Maturity  
Short Form -- Level 5

College Qualification Test

Form C

Henmon-Nelson Test of Mental Ability

Form A

Ohio State Psychological Exam (OSPE)

Form 24, Form 25 and Form 26

Otis Gamma

Form Am

School and College Ability Test (SCAT)

Form 1B

Watson-Glaser Critical Thinking Test

Form YM and Form AM

Wonderlic Personnel Test

Form A

INTEREST

Kuder Preference Schedule

Vocational Form CH

Vocational Form CM

Form DD--Occupational Interest Survey

Form D--Occupational

Strong Vocational Interest Blank

Form T 399--Men

Form W--Women

TESTS (continued)

PERSONALITY

Allport-Vernon-Lindzey Study of Values

California Psychological Inventory (CPI)

Edwards Personal Preference Schedule

Guilford-Zimmerman Temperament Survey

IPAT (Institute for Personality and Ability Testing) 16 PF Test

Form A and Form C

Minnesota Multiphasic Personality Inventory

Minnesota Teacher Attitude Inventory

Form A

Myers-Briggs Type Indicator

Form F

OAIS (Opinion, Attitude and Interest Survey)

Rotter Incomplete Sentences Blank

College Form

Stern Activities Index

Form 957 and Form 1158

Thurstone Temperament Schedule

Vocational Sentence Completion Blank

Form D--College--Adult

SPECIAL

Bennett-Fry Test of Mechanical Comprehension

Form AA, Form BB and Form W1

California Aptitude Test for Occupations

(1) Personal--Social Aptitude--Form A

(2) Mechanical Aptitude--Form A

TESTS (continued)

- (3) General Sales Aptitude--Form A
- (4) Clerical Routine Aptitude--Form A
- (5) Computational Aptitude--Form A
- (6) Scientific Aptitude--Form A

DAT (Differential Aptitude Tests)

Abstract Reasoning--Form A

Clerical Speed and Accuracy--Form A

Language Usage--Form A

Mechanical Reasoning--Form A

Numerical Ability--Form A

Verbal Reasoning--Form A

Space Relations--Form A

Engineering and Physical Science Aptitude Test

Flanagan Aptitude Classification

Blue Book and Gray Book

Gordon Personal Inventory

Minnesota Clerical Test (Vocational Test for Clerical Workers)

Revised Minnesota Paper Form Board

Form MB

Owens-Bennett Mechanical Comprehension Test

Form CC

SRA Clerical Aptitude Test

Form AH

SRA Mechanical Aptitude Test

Form AH

OTHER

Spitzer Study Skills Test

Form AM and Form BM

Brown-Holtzman Survey of Study Habits and Attitudes--Form C

## TESTS (continued)

## Orientation and Testing Center

April, 1968

## Fees Charged for Testing

Strong Vocational Interest Blank		\$1.00
Kuder DD--Occupational Interest Survey		\$1.50
Opinion, Attitude and Interest Survey		\$1.50
American College Test		\$5.50
Miller Analogies Test	Students	\$2.00
	Other	\$5.00
California Psychological Inventory		\$1.00
Any Correspondence Test		\$3.00

8 April 1968  
GFW/bs *JJW*

# OSU Records Stored in Cave

10-15-68

By FRED KOCHER

Lantern Staff Writer

Man has been driven underground for centuries from a basic fear of destruction from other living creatures or turbulent weather.

That may be a clue to the storing of around 300,000 Ohio State student records on microfilm in an old limestone mine about 50 miles north of Pittsburgh, Pa.

Eighty rolls of 16mm microfilm, each roll containing 4,000 records of former Ohio State students, are in two filing-cabinet drawers 200 feet underground in a worked-out mine that is reportedly safe from anything except a direct hit from a nuclear bomb.

The original motivation in storing official records at the mine was the fear of flooding on campus, according to William Thomas, assistant registrar for transcripts and microfilming.

#### Threat of Destruction

"Since April 26 the recent strong motivation has been the threat of destruction," said Thomas in reply to a question about the student takeover of the administration building last Spring Quarter.

The mine, which contains vaults with 1,600-pound doors, is owned by the National Storage Co. Inc. and reportedly makes more money for its new owners than it did for the miners. It's been in operation since 1956.

Official records of business and industry along with those of the United States Civil Service are stored between walls of limestone painted with aluminum paint to increase reflection of light from fluorescent tubes. Eighty acres of underground tunnels are traveled by approximately 200 employees in 55 to 65 degree temperatures.

About 100 people work in the mine daily, and qualified engineers estimate that several hundred more can be accommodated before extensive ventilation will be necessary.

Armed guards stand watch at the mine's entrance around the clock because much of the mine's contents is top secret and is essential to business survival.

#### 'James Bond Setting'

"It's like being in another world," said C. Thomas Ridenour, chief accountant for business and finance at Ohio State, after a recent visit to the mine. It reminded him of a James Bond setting with the mine walled off into spacious rooms and offices.

The temperature and humidity in these storage areas are maintained within the comfort range at all times, and despite the vastness of the mine excavation, ventilation is no real difficulty.

Ridenour said the University's financial records may be microfilmed also and sent to the underground archives.

The microfilmed records would be security copies of originals now kept in vaults at the Administration Building, Ridenour added.

#### Took One Month to Film

The 300,000 student records now stored in the mine north of Pittsburgh took one month to film at a cost of about \$250, according to Thomas.

The idea behind mine storage is protection from destruction. Within 24 hours a business hit by disaster could be operating again with the data from its underground file.

Some companies and government agencies have stored office equipment in the mine for use in such an event.

Some companies, with the help of National Storage Co., have already outlined plans for rehabilitation in case of a disaster. These plans are also in the underground vault. A Diesel power plant even is available for emergency lighting and heating if public power service is disrupted.

Customers must present proper identification before guards will let them through the mine's one entrance, which is barred by a three-ton steel gate.

Reference service by phone, letter, facsimile or actual document is available to long-distance customers at all times.

#### Cushioned by Woodlands

Cushioned on top by acres of rural woodlands, the gigantic storage center

caters to customers such as Westinghouse Electric Corporation, H. J. Heinz Co., PPG Industries, Inc. and now Ohio State.

Thomas said any future storage needs of the University can be handled by the limestone mine storage system.

The grades Ohio State students get today on tests and papers may end up 200 feet under Pennsylvania farmlands, protected by one of the most rigid security systems in the world.

# Microfilm System To Handle Records

11-5-68

Over 400,000 University student records are filed impractically in standard cabinets..

Ohio State's Assistant Registrar for transcripts and microfilming, William Thomas, has been changing this system in the one and a half years he's been on the job.

Later this month a high capacity document retrieval system will be put into operation in the basement of the administration building. The \$27,000 dollar system will find a student's college record in less than ten seconds.

## Time Minimized

Thomas's goal is to find, duplicate and mail a transcript within 24 hours after receiving a request. Now it takes up to a week to do the same job.

The new retriever is built to hold 200,000 cards containing 35mm microfilms of transcripts' in 20 square feet of floor space.

The 3x7 cards are coded with 35 round holes along the bottom edge. Specific holes are notched to identify the card for automated handling. Similar cards are stored in cartridges in one of two parallel "honeycombed" walls.

A cartridge retrieval mechanism operates between the two walls at high speed in response to commands entering the system on a keyboard, tape or computer interface.

## Cartridge Is Delivered

The cartridge is forwarded to the card select unit, which in turn delivers the selected card via a stream of controlled velocity air. The card is then forwarded to the operator, or run into an optical unit for copying, projection or image transmission.

With 400 to 700 transcript requests each day, Thomas said the new system will facilitate those requests and bring clerical costs down.

The cost to the student requesting his records will remain the same for an indefinite period of time. The transcript is free. The next one costs \$1.00.

At the present, active student records

are kept in the registrar's office. Inactive transcripts of students prior to 1890 are in leather bound containers at the University archives and are not destined for the new microfilm system. Inactive transcripts dating from 1890 to 1963 are in rows of filing cabinets in a vault at the administration building and will not be microfilmed.

## Records To Be Microfilmed

Records since 1963, not including current, active records, number around 90,000. These will be put into the retrieval system, which holds 200,000.

All this organization was begun for two primary reasons: economical processing of transcripts and to avoid the threat of physical damage from flood waters or people. Security copies of microfilm are currently stored in a limestone mine north of Pittsburgh, Pa. Space is rented to businesses and Ohio State by a private company.

In the future, when you write a request for your college records, use your full name and indicate the last time you attended Ohio State. If you do, William Thomas and his staff will only need to push some buttons and lick a stamp to get those transcripts in the mail.

# Scheduling Not Computerized, But...

Story by Leanne McLaughlin

9 Oct 69

10-9-69

After being closed out of six hours Spring Quarter, George J., Arts-3, chucked the accepted scheduling rules and decided to play beat the system.

He signed up for 32 hours of courses Autumn Quarter.

He listed eight alternative selections.

He included two notes from employers.

He turned in his schedule cards at 8 a.m. the following morning.

When fee cards were mailed to his apartment in September, he closed out of 22 hours.

"It's got to be the damned computer," George speculates. "They've got it programmed so when it sees my student number, it automatically wipes out my schedule."

Becky C. sits slumped against the wall outside the scheduling office, 107 Derby Hall. She used to be a fine arts major. She is dropping a course and trying to find 10 more hours to take.

"I really don't care what they sign me up for," she snaps. "When I was in fine arts I was closed out of so many major courses that I switched to Education thinking that would help. But it's just as bad. I'm paying full fees for 12 hours of courses I don't need or want. That dumb computer just won't let me graduate in four years and I've given up fighting it."

George and Becky think they are victims of the computer age. They aren't.

"Students think that because we use IBM cards, we use a computer to figure out schedules," Bruce Bursack, assistant registrar said. "That's not so. We processed 46,577 schedules by hand this quarter and have done so for years."

The scheduling office not only stuffs and sends out schedule packets to Ohio State students at this campus (by hand), but it also handles the scheduling of 342 students at Wright Patterson Field branch campus.

All other regional campuses send schedule cards to their own students, but the main campus scheduling office in Derby Hall receives schedule cards back from all the branch campuses for last minute clean-up work, Bursack says.

"Let's face it. We need to be computerized," he laments. "If we had some hard facts to know where we stand we could better match the supply of courses. But we have nothing. We have no way of knowing how many students were crossed out of courses this quarter because it's done very unscientifically by hand tally."

"A magic machine is not the complete answer to the scheduling room blues," Ronald Brady, director of the University budget, says. "It can't hire faculty members, find room space or finance extra sections. It's not a panacea to this very complex problem. I can guarantee that you'll be closed out of courses with or without a computerized scheduling system."

At first glance, the solution to the chaotic scheduling office appears to follow the pattern of a simple algebra equation.

If you have one girl working 10 hours a day for 10 days stuffing 10 schedule packets every 10 minutes, how many schedule packets could 20 girls stuff in the same amount of time? Would hiring extra help maximize the effort at all?

"We won't find any grade school solutions for this impossible situation," Bursack says. "We don't have the resources to hire much more part-time help."

"We'd like to give each student exactly the courses he requests, when and where he requests, but it would take infinite resources of space, faculty and money," he adds. "We simply don't have it and never will."

Since resources are lacking, how has Ohio State faced the problem of sending out student schedule cards each quarter?

"We do it by hand," Bursack explains. "The cards are prepared by machine-punched and sorted—but all the information, fee and schedule cards, in addition to literature on football tickets and pop concerts, is stuffed into the envelopes and packets by members of my staff."

The scheduling office, which has 18

full-time employees, shipped out 57,000 schedule packets Autumn Quarter. Ten office girls spent one week doing nothing except putting fee cards in the yellow packets, and placing these, and extra handouts on campus policies and activities, in the envelopes. After the envelopes were stuffed, the girls checked each one to insure that addresses and students matched.

"Stuffing is the easy part of the job," Bursack says. "The cards come in long trays and are pulled out in bundles and plopped in the packets. It's the kind of work this office should be doing if we use a schedule card system, but I do think we could have fewer cards to begin with."

After a student is sent his scheduling materials, he completes the information and returns it to his college office where counselors check the cards against the student's total program. When approved, they are sent back to the scheduling office where the final mailing is completed.

"But what a procedure we wade through before we finally mail out the cards," Bursack says. "The colleges decide the scheduling priority and put the cards in trays accordingly. Ordinarily they place the cards of honor students and seniors first, followed by those underclassmen who had their schedules in early."

The scheduling room is divided into college areas, with two girls responsible for scheduling all courses within a particular college.

"Every course with its time is entered on sheets scattered at the various desks," Bursack explains. "Those courses education majors must take are found on the desk in the education area, but we scatter courses anyone can take throughout the room."

The schedule card of student in the Colleges of Arts and Sciences is taken from the tray and enters the room via the arts and science desk. The girl checks the card. If the courses requested appear on her board at the times requested, she schedules these courses immediately for the student. She then keeps a tally of all courses she schedules.

"But, if the course doesn't appear on her board or she doesn't have an open time, she fills out a yellow slip and flips that with the schedule card in a box," Bursack says.

# A magic machine is not the complete answer to the scheduling room blues," - Brady.

Once a schedule card makes a complete circle around the room to its starting point, the schedules are checked once more and sent to a special area where hours for health and physical education, and military science are added.

"All this time we've been working with just one card," Bursack sighs. "Now, the girls must go back and recopy, by hand naturally, all the changes and corrections on the other two copies."

"Then the whole impossible mess is sent to data processing," he continues. "They put the cards together originally and now they sort them so the Registrar, the college office and the student will each receive their copy."

The college copy is used to set up the grade card system.

The schedule card then circles the room until all courses or alternatives have been scheduled.

"One schedule card could be floating around for days until all the bugs have been ironed out and all courses have been scheduled," Bursack says. "The first few go through fine, but as soon as the sections fill, we must put students in classes at unpopular times or close them out entirely."

Bursack said that the process is further slowed by notes students include with their cards.

"I've heard every conceivable excuse from job conflicts to babysitter problems trying to justify one giving certain students the times they want," he says. "We try to honor their request if it's legitimate, but the girls must balance enrollment, and hence, you might end up with some un-Godly times."

"Once again the girls must pull out by hand a grade card for each course. If everyone takes at least four courses, that's 200,000 grade cards bundled by hand," Bursack says.

"And once the quarter starts, the students file in here hour after hour with their change and drop slips after they find they've been wiped out of courses," he adds.

Bursack says he feels students should have the option to change the courses they take.

"I just wish they could get into what they want the first time around," he says.

Are there any remedies to the scheduling dilemma?

Bursack looks to computerized scheduling "as the most efficient, proper system."

"If we could collect student requests for courses and summarize them via IBM, we could tell the various departments what to expect in the way of demand," he says.

"If 600 persons want Psychology 100

and the department's only got 100 spots, we can tell them so they have time to make adjustments."

Bursack says computerization also could be used to figure out the master time schedule and assign rooms.

"We're working right now on room assignments and times for Spring Quarter and beyond."

Bursack noted that Autumn Quarter 1968, there were 10,000 changes either for times or rooms, for 7,000 courses.

"It's ludicrous since we already know how many large lecture rooms and classes with special laboratory equipment are available," he says.

"We could feed this information into a computer and there wouldn't have to be so many changes made."

Bursack says the official copy of the master schedule is far from official. "I have no way of knowing how many mistakes are in it, but with a computer, corrections and changes could be kept in a memory bank which is constantly up-dated," he says.

Bursack feels a computer would eliminate most of the errors now made.

"Why, we could even print right on the schedule card the room number where the student should report," he says. "And we could furnish professors with complete class rosters. If we can do the job right the first time students wouldn't have to spend the first week of school standing in our office."

Ronald Brady does not believe that computerization will solve the scheduling problem. "We've got the equipment now in data processing to do computerized scheduling, but it is not the solution," he says.

Brady asks students to keep certain items in mind when discussing the situation. "We'll always have some closed courses. We'll never get to zero."

He explains that 54 per cent of those closed out were closed out from a set of 21 courses, "the ones everyone is required to take or would like to to."

He says that 28.9 per cent of these 34 percent were closed out "in the Big Six—Fine Arts III, Health Education 101, Psychology 100, 101, 120, and Sociology 101."

"Dr. Robinson, Dr. Fawcett and myself are working right now on attacking these 21 troublesome courses which the computer can't do anything about except tell us they exist. I'm certainly sympathetic with the problems in the scheduling office, but they are only a small part of the bigger problem."

Brady says data processing equipment in Derby Hall which Bursack would like to see utilized for scheduling is being used to prepare payroll deductions and reports

to the Board of Regents.

"Computer scheduling hasn't been deferred because we have no one to work on it, it just hasn't come up yet in the logical stream of things," he says.

Brady says he is optimistic about the success of a "demand survey" conducted among all incoming freshmen during the summer. Academic advisers met with new students last summer to determine their curriculum for the next year.

"We had preliminary data three weeks before the quarter began on what 75 per cent of the freshmen expected to take. We contacted University College and together were able to reallocate resources. Human beings did this, not computers," he says.

"A supermarket can sell out everything or hold some in reserve as inventory, but we cannot," Brady says. "We can't blindly add extra courses without knowing the demand. A survey also helps us see which courses can remain open for a few extra students. In the past, we'd close a course without knowing whether 3 or 30 people wanted in."

Brady says many freshmen courses were closed out in spite of the survey because 200 more students than expected arrived on the West Campus.

"Two hundred out of the total 8,000 is a small percentage," he says. "A small wiggle which has caused a big problem."

Brady says money was reallocated from remodeling projects to finance the opening of extra course sections, with an average of \$900 to \$1,000 raised for each section.

"The problem will not be solved by money or space alone," Brady comments. "Many times we can't find a body to teach a class."

Teaching assistants are usually drafted to teach extra sections, Brady says. They are paid \$308 a quarter plus fee waivers. Of the current unrestricted funds budgeted for 1969-70, 63 per cent are used to pay faculty salaries, Brady says.

The Registrar's Office, which includes scheduling, was allocated \$584,000 in the budget or one half of one per cent.

Brady says he hopes to expand the survey to all Ohio State students and present the data to the state legislature.

"The legislature is responding," Brady says. "More money is going into higher education but it's in the form of new institutions. This doesn't help us. But I feel, that in the future, this money will be used to solve our problems inside the structural plant."

If the survey is expanded, "we'll need student support to make it a success," Brady says. "You'd go in and discuss your major program with a counselor and decide what courses you want to take

## "We won't find any grade school solutions for this impossible situation," - Bursack

throughout the year. If you don't change your mind, we would have exceptionally accurate data so we could schedule more people into what they want."

Brady says he doesn't know which is best to optimize complete student satisfaction or optimum use of the budget.

"We can let him have free choice on one end of the spectrum or else tell him where and when he should be in a class," he says. "Right now, we're striving for a balance. Things will improve."

Brady advocates charging fees by the credit hour.

"That way you wouldn't be paying for courses you aren't taking," he says.

Brady notes, however, that the average undergraduate course load has remained at a steady 15.4 credit hours schedule per quarter.

"People must be subbing in courses for the ones they've been closed out of, but I don't condone this. I want to see you take courses you want, not fillers," he says.

Brady says closed courses do delay graduation in "isolated" cases.

"This is very sad and hopefully, we can work this out," he adds.

"But it's a big string of dominos," he adds. "Kid A schedules Anthropology 100 because he can't get in Psychology 100. Meanwhile, kid B wants in that Anthropology course but is closed out because someone else was closed out. A computer won't show this. We need to know students' intentions."

Brady says scheduling blues affect first quarter freshmen "who don't know the system and follow all the rules. They can only take beginning courses, courses which fill up fast. By working with Dr. Robinson on these 21 courses which always seem to close, we can help these students."

Others caught most often in the scheduling squeeze are students in their third and fourth years who need major courses for graduation.

"If they would fill out a demand schedule in consultation with advisers, we could sufficiently eliminate this problem," Brady says.

"Of course, the system has bugs, and about 20 per cent of the scheduling problems will never be solved," he says. "When kids drop classes indiscriminately, this affects the demand schedule, so we find it necessary to levy penalties."

Penalty fines go into the general University fund "which is used in turn to hire more professors," Brady says.

Brady feels computerization will help with the paper work involved in scheduling.

"People think mysterious illnesses can be cured by mysterious methods," he says. "For example, primitive people appealed to various gods for relief from their maladies. Well, closed courses are not mysterious entities once you see the complexity of the problem. You can't solve the problems by feeding knowns and unknowns into a computer and letting it digest it come what may. The computer will help, and we will use it, but only after human beings have defined the problems."

# Ledger first student record

4-28-71

By ROBERT SPECTOR

When the Ohio Agricultural and Mechanical College (later called Ohio State) opened in September 1873, all 27 students were required to write their names in a large leather-bond ledger book in the office of the president. This was the first form of registration used at Ohio State.

In 1889 the University began recording academic information on notebook paper-sized cards which are still used today. The ledger system was abandoned due to the difficulty of keeping students' names in alphabetical order, according to the centennial history of the Registrar's office.

Today, the permanent records division of the Registrar's Office is an extremely important department; according to William Thomas, assistant registrar in charge of records.

The records department is divided into three parts — the academic records division, the transcript division and the microfilming division.

The transcript division is one of the most important departments to students. It is the division that sends records of grades to potential employers and graduate schools.

This department also certi-

fies, upon request, enrollment of a student, date of graduation and verification of enrollment if a student dropped out of the University before graduation.

"The transcript division sent out more than 11,000 transcripts last month and more than 90,000 in 1970. This doesn't include the more than 8,500 requests by phone for verification of enrollment," Thomas said.

The academic records divi-

sion records each student's grades every quarter. This division also changes grades that are found to be incorrect, sends out corrected grade slips if the instructor gets grades in late, and makes records of disciplinary action that may have been taken against a student during the quarter.

The microfilming division makes permanent records kept by the University. All academic records are re-

corded on microfilm and stored in a cave in Pennsylvania. This division has records covering all of Ohio State's 100 years, including the names from the ledgers used in 1873.

The records department hopes to initiate the use of computers.

"Right now I think we have one of the fastest and most efficient records and transcript departments of any major college in the country," Thomas said.

# Class scheduling system to be revised

By Steve Mosure

10-18-71

Beginning Winter Quarter there will be a major revision in scheduling procedure.

Students will be aware of some changes when they receive their schedule packets Nov. 1 and 2.

A new Computer Assisted Scheduling (CAS) system will assign schedules to students, a job previously done by hand, according to Bruce Bursack, assistant registrar in charge of scheduling.

Schedule changes include a new coding system for University courses offerings, new schedule cards and change slips and, for the first time, a chance for freshmen to request specific times for courses, Bursack said.

While the system itself is rather complicated, changes in student scheduling procedure have been kept to a minimum.

"We tried to keep what the student does almost the same as before," Bursack said.

Under the new CAS system, each course and section in the Winter Quarter master schedule of classes has been assigned a five-digit number.

The student writes in the desired courses as usual and includes the corresponding number for each.

After the cards have been programmed into the computer, it will be possible to get an exact count of the number of students requesting each course.

"In this way, departments can be notified by us before scheduling is begun as to how many students requested the courses," Bursack continued. "Class limits and faculty assignments can then be adjusted to better suit and demand."

Advantages of the new system are many, Bursack said. Scheduling is completed much faster. A recent test run of the computer processed 45,000 test schedules in 71 minutes with no errors and no conflicts.

Under the new setup, students will be able to request a specific section in a course.

According to Bursack, there should be fewer clerical errors in processing the schedules, and no conflicts can be scheduled by the computer.

Along with the normal schedule card returned to him, the student will also receive a machine-printed schedule listing his courses by name and number, specific section and time, and the building and room in which

each will meet.

The system is not perfect, of course. Bursack said errors in scheduling and programming will show up. However, he said, they can be rectified in the normal manner using course change forms.

"The computer will not make mistakes," Bursack stressed. "If a student writes in English 100, but uses the number for Hebrew 603, he will get Hebrew."

CAS will help alleviate some scheduling woes, but it will not be a "cure-all," especially for the chief gripe area, closed courses, he said.

But in the other areas of scheduling, CAS should bring some welcome changes.

# Academic file confidentiality is lacking, students find

By Danny Mahon

11-9-71

A group class assignment for a Speech 110 course has led to an investigation of the confidentiality of student academic files.

For their class presentation, seven Ohio State students investigated and compiled evidence that student academic files, which are supposedly confidential, can be obtained by making one telephone call.

Jack Stets, a junior from Niles, and a group of six other students worked on the investigation for a month, gathering transcripts of Ohio State students at random.

## Stets calls offices

"I would call various college offices and pose as a teaching assistant for a professor," Stets said. "I would tell the secretary I needed the academic files because the professor was evaluating the student for graduate work."

"In most cases the records were sent to me within two days with no questions asked," Stets said.

Section 16 of the Code of Student Rights and Responsibilities states "the confidentiality of student records shall be preserved, subject to law. Official student academic records, supporting documents and other student files shall be maintained by University employees and University officials employed for that purpose."

William Strong, a senior from Cleveland and a participant in the investigation, said each school or college office had different ways of interpreting section 16.

"Some college offices and

schools would not send us the records, while others would send them immediately," Strong said.

The offices of School of Nursing, the speech department, the College of Agriculture and the Colleges of the Arts and Sciences sent student files after one phone call.

Stets said he asked the records be sent to a room in Arps Hall which he gave as his office.

"The point of all this is to show that anyone with any initiative can obtain classified records without many problems," Stets said.

## Employer may see files

According to Stets, any potential employer could obtain confidential health or academic files without the student knowing it.

"Take a case where a teaching assistant wants to date one of his students, but the student doesn't want to go out with him. The TA can simply put a note in her file which reads 'uncooperative,'" Stets said.

"A potential employer would see this and, not knowing circumstances, would probably deny her a job."

According to Stets, student records are divided into five categories including health and academic records.

Health records often contain information on past psychiatric problems and, in some cases, information on venereal diseases. While investigating only the availability of academic files, Stets said he believes health files could be obtained as easily.

Dean Reeder, a teaching

assistant for the speech course told the class the seven-man investigative team almost obtained his academic file.

"If it weren't for our college office secretary, they could have obtained information about me that I haven't even seen," Reeder said.

Stets said that none of the secretaries who sent the student records checked on his authority to obtain the files.

"I thought some of the college offices would check back to see if I were who I said I was," Stets said. "But not one bothered."

## Students conduct survey

The students also conducted a survey to determine if students thought their records were confidential.

"Forty-three percent of the students surveyed did not know if their records were confidential," Mary Brown, a junior from Columbus, said. "Twenty-six percent of the students surveyed thought their records were held in secrecy while the remaining 31 percent realized that academic records could be obtained."

Stets said he had received further information that has led him to believe that the Ohio State Highway Patrol has obtained student records for unknown reasons.

"We plan to continue this investigation until we can get some results," Stets said.

Stets, an executive secretary of the Undergraduate Student Government, said if policy of obtaining student records is not changed, he would bring it to the attention of student government.

Attention was drawn to the

availability of grade transcripts last year when it was learned that a secretary in the transcripts office had released the academic records of former Governor James A. Rhodes. The information revealed Rhodes had failed to meet minimum grade requirements while attending Ohio State. According to Stets, the transcripts office is now under tight security and few transcripts are released.

"But not that many people are interested in the transcripts of people who have already left college," Stets said. "Current students, especially seniors are very vulnerable because potential employers are seeking information about them. The student should at least have the right to say who looks at his records and who doesn't."

# Computerization alleviates some scheduling troubles

By Barbara Tapoci  
1-11-72

Computerized scheduling: friend or foe? For professors and those working in the scheduling office, it is a friend. But for many students it is still a foe.

For Bruce Bursack, assistant registrar, it is the realization of a dream which began in 1967.

"I am very pleased with the computer scheduling," he said. "I never expected it to go as well as it did."

With computerized scheduling, much new information is available to departments, helping them to plan their courses around the students. The individual professor also knows how many students will be in his class before he ever meets with it.

"Before the actual scheduling process begins the computer takes count, by the call number of the course, of the number of students who want to take the course and give us the enrollment figures for every section," Bursack explained.

"We relay this information to the different departments so they can adjust the courses to fit the number of students who want to take them. In this way many formerly closed courses can remain open," he said.

According to Richard Tybout, professor of economics and special assistant to the provost, 6,899 undergraduates were closed out of courses last quarter and this quarter 6,468 or 3 percent were closed out.

"The fact that there was no room for alternate choices listings on the back of the schedule cards, as was done the previous quarters, should be kept in mind when considering the fact that the figure was not reduced more than it was," Tybout said.

"No amount of assistance can help alleviate closed courses if there isn't

the space or equipment to accommodate the students," he added.

Computerized scheduling permits the maximum utilization of the teaching staff which was never possible before, Tybout said.

"It got the people where they were needed," Tybout said. "This quarter 308 sections were cancelled for lack of students and 292 sections were added to accommodate more students."

By using computerized scheduling, much of the confusion on the first day of classes is eliminated.

"Students are actually assigned rooms and sections to go to before the first day of classes, instead of meeting en masse and being sectioned off as was previously done in some courses," Bursack said. "Professors can actually hold classes on the first day, thereby giving them an extra day for teaching."

"The information given out by the computer also helps us to get the maximum utilization of the available classroom space," he continued. "Since the computer tells us how many students are scheduled for each class we can find the room which will best fit that number, helping to lessen the number of overcrowded and half empty rooms."

The number of clerical errors has been reduced by computerized scheduling, Bursack said.

Many of the errors made now are done by students and departments themselves and these can be detected by the computer, Bursack said. He gave the example of a student who put down the call number of a course twice, thereby scheduling the same course at the same time twice.

Some students, usually seniors and honor students, whose cards come in late can still receive priority in scheduling with the computer system.

"Every student's card is assigned a number and we just reshuffle the cards to put his card in the proper priority," Bursack said. "With the old system, the cards were done in the order that they came in."

Although everything mentioned about the computer system of scheduling is more advantageous than the previous method, the old way was more effective in balancing classes.

"The computer didn't do as good a job as my girls did," Bursack said, "but this will be remedied by next quarter."

Bursack said that he can't label anything about the computer system a failure.

Not all students and faculty members agree.

Michael Brun, a graduate student from Columbus, said that computerized scheduling is definitely an improvement over last quarter.

"I found that the number of students coming into the class I teach who were confused and did not know where they were going was considerably less than last quarter. Last quarter it took the whole period to get the class organized, this quarter it took about 10 minutes."

Kenneth Bell, a freshman from Upper Sandusky, registered for 21 hours and only got six.

"Last quarter I wasn't closed out of anything," he said.

John Kish, a junior from Cleveland, said, "It's bad enough when the establishment runs your life, but when a machine messes you up how can you fight back?"

Bursack summed up the computer's side.

"We have minor errors, but we have a start and we know where to improve it. We've come a long way, but we still have a long way to go."

## Only one form necessary

# *Schedule card era nears end*

9-28-72

By Cliff Amos

The infamous packet of cards received by Ohio State students at scheduling time is now a thing of the past.

Phase IV of the University's computer switchover is being implemented, according to Weldon Ihrig, executive director of Administrative Systems, and students will see the results in early November when they schedule classes for Winter Quarter.

"We will now send out a single computer sheet asking for all the information that used to be on individual cards," Ihrig said. A blank schedule

form will be located at the bottom of the sheet.

"This sheet, when returned, will be programmed into a computer so that each office needing the information can get it from a common source," he added.

This new system will for the first time allow the student to make corrections in address, class rank and major, for example, without a special trip to one or many offices. It will also give the University valuable feedback on a regular basis, according to Ihrig.

The computer changeover was conceived in 1965. Study and planning were done during Phases I and II. Students saw the implementation of Phase III a year ago when schedules were put on computerized cards.

The fee cards will remain unaffected, with the University still requiring three individual copies.

However, when Phase V becomes a reality, which could be two years away, cash registers in the Bursar's Office will be directly linked to the computer and the data base will be nearly complete, Ihrig said.

Simply put, the data base is a 'bucket of data' containing all the information about students that the college offices need to know, "when the need arises, they dip into the bucket," he said.

As in the past, all the information in the data base will be confidential and for bona fide use by University officials only, Ihrig added.

One important feature of Phase V is a change in the fee system for students living in residence halls or receiving financial aid.

Under the present system students in dorms receive two sets of fee cards

in separate mailings, both to be paid at the Bursar's office.

"In addition, anyone receiving financial aid must pick up a check before he goes to pay his fees," Ihrig explained.

Ihrig said that when Phase V is implemented, each student will receive a statement listing all fees, including tuition, residence halls and "optional" (insurance, undergraduate student scholarship fund and vehicle registration). Financial aid granted, if any will be subtracted and the balance to be paid shown.

"The statement will then take on the appearance of any bill received from a department store and should end some of the confusion," Ihrig said.

Ihrig said that the new computer system was designed by Ohio State personnel to meet the unique demands of the University. "We are using no new resources. Rather, we are making full use of existing facilities," he said.

# Students' prayer answered by Registrar's office

# New registration form makes debut next week

10-25-72

By Cliff Gold

One-form registration will become a reality next week when Ohio State students begin Winter Quarter scheduling.

"One form does it all," according to system analyst James J. Mager in the Registrar's office. "The Computer Assisted Registration System (CARS) eliminates the bother of filling out eight or ten cards."

The system was designed specifically for the students, not for the Registrar's office, Mager said.

"CARS is actually more difficult for our office," he said. "Everyone filled out a different form for every office. Now, we process the form, reproduce it several times and relay the information to the various offices."

The student's home and local addresses and the address of his parent or guardian will be computer-printed. Students need not fill out any addresses unless the information given is incorrect.

"If the addresses given are correct, leave this section of the form alone," Mager said. "Then we will know where to send the cards at fee payment and scheduling time."

### Instructions important

Students who have moved or wish to change the address where they will receive their fee cards and grade reports should carefully read the instructions on the back of the registration form, Mager said.

Where the cards are mailed depends on when they are sent, Mager said. If the cards are mailed before the middle of final examination week, they are sent to the local address and after that time, they are sent to the home address, he added.

Grade reports will be sent directly to the student beginning Autumn Quarter instead of to the parent or guardian.

"For the first time, students may request that their addresses be kept confidential," Mager said. "People don't want to give their address for fear they will be put on a mailing list."

### Address release optional

Simply by placing an "N" in the appropriate box next to the address, a student may

A student can still receive health insurance without contributing to the scholarship and loan program and vice versa.

"The student signature is essential," Mager said. "First, because it allows us to verify contributions and claims, and second, it is needed because the student has indicated his official address."

Registration forms without a signature will not be processed.

After the form has been completed and returned to the college, the student will receive three fee cards, an approved schedule card and an information card. When the student has returned these cards with his fee payments, he is officially registered.

### Planned since 1965

One-form registration has been planned since 1965, but it was not until January, 1972, that plans were finalized. Several different offices worked together in this project, Mager said.

Efforts were coordinated in the Registrar's office by Mager and Associate Registrar Charles M. McClintock, under the direction of Registrar Dean O. Clark.

McClintock expects even better registration in the future, calling one-form registration "another step in a ladder toward perfection."

Bruce A. Bursack, assistant director for scheduling, and his staff adapted the forms and schedule cards.

### Forms will aid faculty

"The main advantage is that the faculty will get class rosters at the beginning of the quarter," Bursack said. "That way, they have a better idea of how many openings there are in the class."

Bursack said students should finally be satisfied with the registration process.

"If this doesn't make the students happy, I don't know what will," he said.

Specifications and computerization were coordinated by Weldon Ihrig, executive director of Administrative Systems, and by the Learning Resources Computer Center under its director, J. Carroll Notestine.

Notestine said the people who established one-form registration "should be given all

the credit" since it benefits the student more than the office workers.

Although the registration system will be much improved Winter Quarter, more improvements are on the way, according to Mager.

withhold his name, local or parent's addresses.

However, by printing an "N," the address or information about the student will be deleted from the Student Directory," Mager said. "No information can be issued to friends or non-University personnel by the Registrar's office."

By marking a "Y" in the box, the address can be released to anyone.

Pertinent student information, including name, social security number, college, student rank, campus, residency and sex will be computer-printed on the form. Marital status, citizenship and place of employment also will be pre-printed.

#### Master Schedule important

"The Master Schedule will play an important role in registration," Mager said. It is being used to show students "the valid majors and the valid degrees being offered."

Students will be expected to check the Master Schedule for curriculum major codes. This can be done simply by cross-checking the college the student is enrolling with the college printed on the top of the form.

The student must then find the major and place the code number in the appropriate box. He must do the same with the expected degree code.

For example, if a student is enrolled in the College of Arts and Sciences, he must find the code of both his major and his degree (B.A.). He then transfers that number to the form.

"This form is not official," Mager said. "If a student wants to switch majors, he still must do it through his college office. Otherwise, his major change will not be processed."

University College will be marked as a non-degree college. A student enrolled in UVC will not fillout expected degree or graduation date.

More information will be required for those in combined programs. Those not in combined programs will have the appropriate boxes crossed out.

Course registration will remain essentially the same, Mager said. Students are required to check course call numbers in the Master Schedule and place them in the designated area.

Departmental abbreviations, course numbers and credits are still to be listed.

Fee options, including student health insurance, scholarship fund and motor vehicle registration must be completed by the student.

# CAS eliminates errors in scheduling practices

2-7-73

by Ronald Gorski

The first year of Computer Assisted Scheduling (CAS) has produced the smoothest scheduling procedure to date, said Bruce A. Bursack, assistant director of scheduling.

CAS became a year old at the end of Autumn Quarter.

"The computer has eliminated all the clerical errors that used to be generated from this office," Bursack said. "The errors that are surfacing now are student errors."

"Approximately 4 percent of the students make scheduling errors, 1,800 to 2,000, and the computer is catching up to 90 percent of these. This computes to about 200 mis-scheduled students out of approximately 45,000."

With CAS, "The responsibility is on the student to record the correct call number, and also not to confuse branch campus call numbers with Columbus campus classes," Bursack said.

This Winter Quarter offers the first opportunity to compare CAS statistics with those of the same quarter under the old system, he said.

"The trend is toward improved efficiency not only in scheduling, but also in the various academic departments that have an input into CAS."

But even with improved scheduling efficiency, closed courses are still a fact of life.

"Although we have reduced student problems, we have not solved them all," he said. "It must be remembered that the scheduling department is a service function. We do not create University resources, we only manage and allocate the existing facilities."

Bursack's office, has re-

ceived many suggestions and complaints regarding scheduling, both prior to and after the introduction of CAS.

The feedback comes both from students and from faculty advisers. In order to refine and compile the suggestions and complaints into a logical report the CAS Improvement Committee was formed in October 1972.

The committee, chaired by Bursack, includes Gerald D. Brazier, administration associate; David Marsh, assistant vice president for regional campuses; Henry L. Plaine, assistant dean of biological sciences; E. Garrison Walters, administration assistant; and Merilee Purvis, a second year professional student from Worthington.

"The committee sat down with all the suggestions and complaints and tried to organize and evaluate them," Bursack said.

Among committee recommendations concerning closed classes are a two-year pre-planning program, enforcement of prerequisite restrictions and alternate course requests.

The committee also called for an improved format of the master schedule publication containing more complex and accurate data.

A special interest of the committee was the question of UVC students and the West Campus.

"They (UVC students) are

all over the place. We would like to be able to keep them all on one campus for a quarter's classes," Bursack said.

The committee recommended a special master schedule of classes and scheduling techniques for UVC students.

Bursack stressed that the committee is not a "policy board." Rather, he said, it is an instrument that reflects the needs of students and faculty.

"Now that we have identified the problems in CAS," Bursack said, "we can mold the service to help more students, give academic departments better data and improve our overall service."

# TV computers' aid scheduling

10-23-73

By Sharon Sieh

Suppose a professor wants a copy of John Doe's schedule. He calls the Registrar's Office where a clerk presses a series of buttons. The schedule flashes up on a television screen and with the touch of a button, a copy of John Doe's schedule appears from a big black box.

The television screen with the big black box isn't an experimental model of a dream of the future. Cathode Ray Terminal Computers are being used 80 per cent of the time by clerks in the Registrar's Office.

The Registrar's computer terminals were first installed on an experimental basis last December and were used for a

few hours each day. They are linked to the big brain at Ohio State, the IBM 370 computer located in Derby Hall.

JAMES MAGER, a systems analyst for Admissions, Registration and Records, said "the Registrar's Office is only one client of the big computer." The computer's other clients include the Bursar, the personnel office and the offices of Academic and Student Affairs.

The terminals themselves resemble televisions attached to typewriters. Mager said "the people at the Registrar's Office have so much fun playing with the terminals that a lot of the time they won't go to hard (paper) files and look for information."

A big problem with the

terminals has been the breaking of telephone lines that go from the Registrar's Office to an Eighth Avenue clearing house.

CARROLL NODESTEIN, a systems analyst who works with the terminals, said, "If there is a break in the telephone lines the repair crew has to find the break and repair it. This can cause the entire system to fail. Sometimes we can find and repair the break in five minutes, sometimes it takes five days," he said.

TO SOLVE problems with the telephone lines, the terminal system is being changed from a remote system (one that has to go through a clearing house) to a local system (one that has a direct line under the street to the main computer in Derby Hall).

Every night a repair crew goes under the street to make the necessary changes, Mager said. Presently, two of the seven terminals in the Registrar's Office are local. Mager hopes that in the "next few weeks the system will be completely local."

Mager said he hopes that eventually the system will abolish all hard files, but the potential of this system goes far beyond supplying schedules and phone numbers for John Doe's professors.



# Registrar eases penalty for students with debts

2-12-74

By Rod Covey

The Office of the Registrar can no longer withhold registration materials from students owing fines and loan payments to the University.

A new procedure was implemented Monday in which a student owing fines or loan payments will receive registration materials but not his fee cards, according to Paul T. Yarrington, assistant vice president of admissions, registration and records.

The monetary limit which a student

must owe before his fee cards will be withheld rose from \$6 to \$25, Yarrington said.

During fiscal 1973, when the hold on registration materials was still in effect, "1,945 holds, for an amount of \$65,625, involving debts for goods, services and fines, and 1,116 holds, for an amount of \$205,407, for overdue and delinquent loan payments" were put on students' registration materials, read a letter from President Enarson to Joanne Wharton Murphy, University ombudsman.

Murphy said her office received many complaints about the old system because it forced some people to register late and unjustly hampered students.

The new system will allow students several more weeks to pay their overdue fees.

University agencies, such as library and dormitory systems, the traffic department, Office of Student Financial Aid and others may appeal to the Registrar to withhold a student's fee cards to force him to pay his debt, Edward Q. Moulton, vice president for business and administration, said.

He added that appeals are no longer received from University Hospital, which employs a collection agency to retrieve overdue payments.

"We don't enjoy this business (of withholding fee cards)," Moulton said. "However, we know of no other way that debts legitimately owed to the University can be collected unless we resort to legal services, and we don't want to do that because it would cost the University several hundred thousand dollars per year."

Fines actually play a small part in the hold system, Yarrington said. Student debts are more prevalent in the form of loans, non-resident fees and acceptance fees, he said.

A University agency that wants a student's fee cards held must request the hold at least two weeks before registration materials for the next quarter are issued, Yarrington said.

Students who do not receive their fee cards because of overdue fee payments must go to the University agency involved and pay the fees in order to release the hold, he said.

Students can appeal a hold on their fee cards to the University agency involved or to the Ombudsman as a last resort, Moulton said. For example, students can appeal traffic fines through the University Court system, he said.

Moulton said he is considering a consolidated billing system in which a student would be asked to put down a deposit each quarter and all of his bills would be paid against that account, or he would be billed for all his debts in one lump sum at the end of an affixed period.

If accepted, this billing system would go into effect in several years, he said.

# Class schedules-involved process

By Robert Cunningham  
12 Nov 74.

Ohio State students and faculty are like circus clowns juggling balls when they tackle the registration and classroom assignments every quarter.

"It is one of the most complex problems in the University," said Jack Damron, scheduling office director. "The scheduling office is here as a service. We only compute what the college offices give us. We don't make any of the decisions."

Damron said the scheduling office works on registration and classroom assignments as much as a year in advance, using last year's corresponding quarter as a model with which to work.

"IT TAKES that much time to effectively carry out the complicated procedures of scheduling," he said.

The scheduling procedure students use for getting their courses begins with filling out a computer-printed registration form. The registration forms are turned in to the college office, which relays it to the scheduling office.

There are two different registration forms distributed to the students.

One form is already printed with social security number, name and address.

The other form is for students who register late in the quarter or have no previous record with the University.

They are divided either on a regular or priority standing.

PRIORITY STANDING includes honor students and

ating seniors and means that their registration is processed before the others.

Regular standing includes all other undergraduate students.

When the scheduling office receives the registration forms, they separate the sheets, send the carbons to the college office and keep the originals in the scheduling office.

The originals then are filed in the order in which they were received from the students. This means that the students that return their registration forms first will have a better chance of getting the classes and sections they request.

When Damron's office receives the forms they select so many out of each college to build the first batch of forms to be tallied by the computer.

They take the first batch and look for mistakes made by students, such as using wrong call numbers or no college

approval.

The amount they select depends on the college enrollment. Damron said that the object is to give each college an equitable distribution based on the school's enrollment.

This will give a college with smaller enrollment a better chance of getting their students in a course with a college that has bigger enrollment.

After all the registration forms have been returned to the scheduling office and hand-checked for mistakes, they are put in batches of 100s according to their school.

The forms are forwarded to the computer center for key-punching.

THE COMPUTER edits the forms for any mistakes missed by the scheduling office.

After all the registration forms have been received, the scheduling office forwards

them to the computer for processing.

After the computer tallies the registration forms, a master copy of all the students' requests is sent to each college office to adjust next quarter's enrollment and staffing.

DAMRON SAYS the college office or department in which the student is enrolled determines who gets in a class or which section is being offered at what time.

University classrooms fall into a "classroom pool."

There are three types: regular rooms, seminar rooms and special rooms.

The regular rooms are similar to rooms in Townsend or

Denny Halls. There are 365 of these.

The seminar rooms are smaller rooms accommodating 20 people or less. There are 76 seminar classrooms.

The special classrooms are similar to Hitchcock Hall auditorium, which would accommodate 100 or more. There are 52 rooms of this size.

The most popular hours of classes are 9, 10, 11, and 1.

"Students don't want to give up their sleep at eight or their lunch hour at 12," Damron said. "They don't want to take their classes at any other time except the favorite hours."

With the classroom occupied at these times, the scheduling office juggles another classroom to fit the size.

# *Transcripts sold at Lincoln*

11-9-77  
By Kelly Lamone

It is requested by 85,000 students a year, costs \$2 and is available to any student or alumni who requests it — an official transcript.

Students must request

transcripts in person because official transcripts are protected under the Family Education Rights and Privacy Act of 1974, according to Jim Davis, transcript supervisor. This policy ensures that students approve release of

their own records.

Students may have a copy of their transcripts sent to another university by going to the Office of Registration, Records and Scheduling on the third floor of Lincoln Tower and filing a transcript request form.

The office then processes the form and within five university working days the transcripts are sent.

Often an employer, insurance company or government agency will want to verify that a person attended OSU and may want proof of class standing or graduation, or may simply want to examine the list of courses a student has taken.

Certification of these items can be obtained if the student files a disclosure form at the office. The office will then send the information to the requested persons or agencies. Grades are not disclosed with this form.

## **Transcripts move faster**

By Mark Youngkin  
5-14-80

A revamped system is processing transcripts faster than in previous years, says Alvin C. Whyte, assistant director for Student Records.

The new system was implemented last year because the transcript division was not meeting its objective -- to process all transcript requests within five working days of their receipt.

Students request transcripts as part of transfer-

ring to other universities, applying to graduate or professional school or completing job resumes. They must first fill out a request form from the Office for Registration Services in Lincoln Tower.

But many times, Whyte says, students wait too long before requesting transcripts, and then become angry when they cannot receive them as soon as they need them.

"About 80 percent of the time, students have put themselves in a mess to

begin with (by waiting too long)," says James C. Davis, supervisor of the transcript division.

After analyzing the system, some functions were streamlined and others eliminated. As a result, the transcript division processes most requests within three or four days.

Transcripts that take longer than five working days to process are usually due to a missing grade, or some other problem the transcript division is unable to control, Whyte said.

Students receive a free transcript upon graduation, but always should have a current one to apply for jobs, Davis says.

The university has long subsidized part of the cost of a transcript, Whyte said. It costs about \$2.50 to process a transcript, of which students pay \$2.

The transcript division receives most of its requests at the end of each quarter, Davis says. To prevent a backlog, temporary help is hired with each quarter's crush.

# Scheduling process complicated

By Kim Pinion

10-24-78

Students who have a hard time filling out their schedules should know that theirs is just the first step in a long, involved process — that of matching students to classes — carried out by the Office of Registration and Scheduling.

When the scheduling office receives a completed registration form, it first does a visual edit. "We see if it's been approved by an advisor, if all the call numbers are written in and we make sure it's legible," said Jack K. Damron, director of scheduling and registration services.

While the forms are being visually edited, they are also separated by college.

"We then take an equal number of registration forms from each college to start processing," Damron said.

"We take an equal number from the College of Administrative Science, Arts and Sciences, UVC, etc., to give all colleges an even break," Damron said.

"If we did it entirely on a first-come, first-served basis, a smaller college might get done first," he explained.

The selected registration forms from each college are then sent to the University Systems Computer Center, to compile a section demand time tape.

This tape compiles the courses requested by students so that colleges can determine the demand for a class, Damron said.

If there is zero demand for a course, the department can cancel it. If 100 more seats are wanted than available, the college can

add a section," he said.

The departments make their adjustments and then send them to the scheduling office. "We completely rebuild the master schedule," Damron said.

This process is repeated three times until the revision of the master schedule can be completed, he added.

When the revisions are done the scheduling of classes begins.

Most of the undergraduate scheduling is done on a first-come, first-served basis, although some students receive priority scheduling.

There are three levels of priority scheduling with the first level being "university scheduling," according to Damron.

"University scheduling" includes honors students, handicapped students and athletes in season.

"Athletes in season are given priority so they can be free for practice and handicapped students are given priority so they can be given classes in easily accessible buildings," Damron said.

The second level of priority scheduling is given to professional and graduate students and seniors, Damron said.

"The fact that professional and graduate students are given priority scheduling is not detrimental to undergraduate students because they (professional and graduate students) are usually not

taking courses like English 100," Damron said.

The last level of priority scheduling is applied when individual colleges turn in certain registration forms for priority scheduling.

"This is usually a one time basis. For just this one quarter these students are given priority," Damron said.

After the priority scheduling has been completed, the rest of the undergraduate students are processed.

Registration forms are scheduled by the order they go in, Damron said, and scheduling the entire student body takes about eight hours.

If a time conflict occurs while the computer is scheduling a class, the

computer will try to give the student the next closest time, Damron said.

"If a student has a conflict at 10 (a.m.), the computer will try to schedule it at 9 or 11 (a.m.) or the next closest time that the class is offered," he said.

If an irresolvable conflict occurs the student will see "conflict" on his schedule. If the course is full the computer will print "closed," Damron said.

"It's an impossibility to give students every course at every time they want. Our goal is to give them the courses they want," Damron said.

## Establish new Office

9 April 1979  
Trustees approved establishment of a new Office of Finance and Planning within the university's central administration.

The new office, to be headed by William E. Vandament with the title of vice president, incorporates the functions and duties formerly assigned to Vandament's former post of executive assistant to the president and director of budget and resources planning.

At the same time the board approved realignment of some administrative functions which its resolution said would promote better coordination.

Some responsibilities formerly assigned to the Office of Business and Administration were transferred. The Accounting, Inventory and Indirect Cost Offices, including the University Controller's Office, were made a part of the new Office of the Vice President for Finance and Planning.

The Office of Registration Services, which includes Admissions, Registration and Records, was reassigned to the Office of Educational Services.

## Records buried for safekeeping

By Julie Washington

10-22-81

Students who stay awake at night wondering what will happen to their official academic records after they graduate if Lincoln Tower is destroyed in some great catastrophe need not worry.

A microfilm copy of their records, along with those of every other OSU graduate since 1878, is stored for safekeeping in an underground limestone cave near Pittsburgh, said Gene Schuster, director of the Office of Registration, Records and Scheduling.

The cave, one of many national underground storage facilities around the coun-

try, is guaranteed impervious to most man-made and natural disasters, Schuster said.

It's doubtful if it could withstand a direct nuclear hit since the mouth of the cave is only about 200 feet underground, but, said Schuster, "If we have a nuclear attack, I won't have to worry about putting the records back together."

It is also guaranteed dry and at a constant level of humidity, "two critical ingredients for the storage of material," he said.

The file stretches back to the first six OSU graduates in 1878. Administrators decided to begin placing records in safekeeping off

campus during student demonstrations in the late 1960s when buildings on some campuses were destroyed, Schuster said.

The university rents space in the cave from a storage company which also offers space to various other institutions and businesses, he said, adding that some businesses store patent and trademark information there and others maintain offices in such caves.

A single file cabinet holds all 800,000 individual university microfilmed files.

After a student graduates, two microfilm copies are made of his official academic record — one for storage in the cave and one for storage in a vault on the second floor of Lincoln Tower, said Alvin Whyte, assistant director for the Office of Registration, Records and Scheduling.

The original paper copy is also placed in the vault, Whyte said, and the unofficial version is kept locked in the college offices. "We always have a copy

somewhere to reconstruct the record," he said.

Also stored in the vault are the records of students who leave the university without graduating. Active files of students who are currently enrolled are kept in the Office of Registration, Records and Scheduling for easy access, Whyte said.

No information from the files is given to prospective employers or parents without written permission from the student, he said.

# *Change ticket change would save change*

By Bob Keim

4-28-81

Reducing the number of copies in a course change ticket from four to three should save the university money, says an assistant dean.

Robert E. Oates, assistant dean for the Colleges of Arts and Sciences will propose the change at a May 7 meeting of university administrators.

The present system gives two copies to the Office of Registration, Records and Scheduling, and one each to the student and the college office, Oates said.

The Office of Registration, Records and Scheduling then sends one

of its copies to the college office. This is the copy Oates said he would like to see eliminated, he said.

Originally, the Office of Registration, Records and Scheduling would stamp one of its copies and return it to the college office, verifying the ticket had been processed, Oates said.

But since the copy is no longer stamped, Oates said his office has no way of knowing if the ticket has been processed.

Oates said his proposal would save the university money, but added he had "no idea" how much.

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# Computers expected to shorten unhappiness of waiting inline

9-22-82

By Carol Sue Boiman  
Lantern staff writer

If you are one of the many OSU students who gets tired, frustrated and angry while waiting in registration lines, take heart — the university is taking steps to help.

"This is a very top priority for the university," said James J. Mager, director for the admissions office, referring to efforts to reduce bureaucracy.

"What we notice is if a student applies on time, turns in materials on time . . . there are potentially no lines."

But class closeouts are an exception, Mager said.

Overscheduling, students signing up for more classes than they intend to take, is a major cause of class closeouts, he said.

To deter the overscheduling problem, a fee payment for dropping classes has been proposed.

"It is not an attempt to generate money or rip off students, but if overscheduling can be reduced, it may cut down on

closeouts and the long lines to add courses," he said.

Mager added that if students miss deadlines or wish to add or drop classes, a wait in line can be expected.

Using computers to reduce those lines, however, is under way at the Office of Registration, Records and Scheduling.

The office's staff is developing an on-line computer system that will reduce registration and scheduling lines by providing accurate, up-to-date information, said Registration, Records and Scheduling Director Russell E. Schuster.

The current computer system does not allow for immediate information changes, and that causes an information glut, Schuster said.

Mager said the system eventually will spread to other college offices to supplement the two current scheduling centers, Lincoln Tower and West Campus.

"The intent is to try to provide service to students at a point where the change has to be made," he said.

Initially, Schuster said, only add-drop activities will be dispersed to college offices. Later, registration may be decentralized to further reduce lines and inconveniences.

"The problem is the amount of staff and equipment," he said. "We don't have the resources out there (in college offices) now to handle the demand it would have."

Schuster targeted three areas the on-line system will affect: course files, class master schedules and a computerized check on class numbers.

When the on-line maintenance system is applied to course files, revisions of class titles, descriptions and numbers will be updated continually.

The program's second phase will apply the on-line maintenance system to the quarterly master schedule. This would allow immediate updates, such as when a new section is added for a course.

The third application is a computerized check of class numbers. Instead of manually checking and

changing board sheets, the computer would automatically keep track of class sizes.

All three changes will result in a quicker, more efficient method for students to drop and add classes, Schuster said.

The first changes will begin in two years, and the project's completion depends on the availability of money, he said.

Besides lines for admission, registration and scheduling, grumbling students are common in other office lines.

Connie A. Maxey, manager for the Office of Fees and Deposits (formerly the bursar's office) encourages students to make tuition payments pay by mail.

Maxey said seven minutes was the average amount of time spent standing in line during spring quarter.

When the backup exceeds 20 minutes, staff members roam through lines to ensure checks are written and have proper identification.

"That really helps speed things up," Maxey said.

# Lost and Found

## Registration office still searching for 850 grades missing since 1973

By Scott R. Schumaker  
Lantern staff writer

1-28-83

Many Ohio State students and alumni have incomplete academic records because of missing grades, according to a registration administrator.

In May 1982, the Office of Registration, Records and Scheduling found that 1,565 grades were missing for spring quarter 1973 through winter quarter 1982, said Russell E. Schuster II, director of registration.

Missing grades can result when students do not attend courses and there is no record that they dropped the course, he said. Some faculty do not want to give a student an "E" for not attending a course, Schuster added. A student's grade card would contain an asterisk or be blank where it normally would show a grade for a course.

Problems occur in independent study programs when students select a teacher as a proctor, but never show the teacher any work, he said. Some teachers will not give a grade to those students because they have not seen any work to grade, he added.

Missing grades also result when teaching assistants do not submit students' scores to the professor who is responsible for giving the grade. Since the professor is not familiar with the students' work, he cannot give a grade.

Teachers may also die or leave the country shortly after grades are distributed. Therefore, outstanding grades may not be resolved, Schuster said.

In May 1982, the Office of Registration, Records and Scheduling sent the names of students with missing grades to their colleges. The office requested the help of the colleges in finding the appropriate grade, Schuster said.

The office found 715 grades, he said. But 203 grade requests were returned to the registration office unresolved, and 647 grade requests

got no response at all, he added.

To prevent future missing grade problems and to locate the present missing grades, Schuster started a five-step process that begins at the end of each quarter.

Memos will be sent to deans and chairmen of the departments that have students with missing grades. Schuster said he hoped this information will help the deans assist the registration office in clearing up the missing grades.

- Missing grade reports and duplicate grade cards will be sent from the registration manager to the deans and department chairmen after the main grade run.

- A second memo and missing grade report will be sent by the manager to the deans and chairmen after the supplemental grade run.

- During the fifth week of the following quarter a personalized memo, a missing grade report that includes the instructor's name and duplicate grade cards will be sent to the department chairmen from the assistant director of registration.

- During the 10th week of the following quarter, a memo, a missing grade report including the instructor's name, and duplicate grade cards will be sent to the dean from the director of registration.

- During the third week of the second quarter after the grades are due, the director will call the deans and determine why the grades are still missing.

"The ideal situation is to get the grades reported as close as possible to the main grade run, while the professor's memory is still fresh," Schuster said.

The Office of Registration, Records and Scheduling also has proposed changes in faculty rules to help clear up the problem.

Those proposals still are being considered by the Council of Admissions and Registration (CAR) subcommittee.

One proposal is a new letter grade, said Judy L. Genshaft,

associate professor of education and the subcommittee chairperson.

The subcommittee is considering the addition of a new grade that professors could give to students who fail to attend a class, she said. An example would be to give students an "EA" if they fail a course because of absence, she said.

Another proposal is to award an "S" for any course still missing a grade by the eighth week of the following quarter.

When the "S" mark is used, students will get credit and their grade point average will not be affected.

Many faculty members oppose the use of "S" because students might get credit for a course they never attended, Genshaft said.

However, Dennis W. Readey, chairman of ceramic engineering said, "I think they (the students) should be given an 'A.' If the faculty cannot give the students a grade, the students should get the benefit of the doubt."

But, he said, the proper procedure is to give an "E" to students who do not attend a class. If the students do not deserve the grade because of paper work, they have methods of appealing.

"Students are the most effective agent for change," Genshaft said. "If a student receives an "E" and does not deserve it they will be in touch with their college office quickly to change the grade."

The subcommittee will discuss the proposals and CAR will vote on them. If CAR passes the proposals, they must be approved by the University Senate and the Office of Academic Affairs before becoming a rule, she said.

"We have to give him (Schuster) a policy to follow. He is responsible for making sure each student receives a grade for every course he is enrolled in," she said.

"It is my responsibility to get grades recorded. But I don't have the responsibility to assign a grade," Schuster said.

"OSU QUEST" Sept 1983

## How to get a transcript

Ohio State University's Office of Registration, Records, and Scheduling is implementing new procedures, effective Nov. 1, for obtaining transcripts of a student's academic record.

The new procedures are an effort to contain costs and prevent an increase in the fee for transcripts, according to Gene Schuster, director.

The office will discontinue the billing service for transcript requests received without payment after Nov. 1.

The charge will remain at \$2 per transcript. Checks must be written to "The Ohio State University" and must accompany the transcript requests. The normal processing time is five working days, but three weeks should be allowed

to accommodate unusual transcript demands and postal delivery time.

Upon request, the office also prepares verification letters which confirm such information as whether a person earned a degree from Ohio State. No charge is made for such letters.

In addition, the office will begin a new "rush" service for customers wanting to receive transcripts and verification letters while they wait or via the fastest delivery means reasonably available.

Rush service will carry a surcharge of \$10 for each transcript or verification letter. The surcharge will be in addition to the \$2 charged for each transcript.

For transcripts or verification letters, contact the Office of Registration, Records, and Scheduling, OSU, 320 Lincoln Tower, 1800 Cannon Drive, Columbus, Ohio 43210-1230.

# Immediate payment required for records

By Mike Rutledge  
Lantern staff writer 10-20-83

OFFICE

In an attempt to keep transcript fees from increasing, the Office of Registration, Records and Scheduling will make people pay at the time they request transcripts starting Nov. 1. The present cost for a transcript is \$2.

Gene Schuster, director of the office, said about \$4 is spent trying to collect the \$2 fee when a person does not pay immediately for the transcript.

The charge for a transcript will remain at \$2 — where it has been since the 1970s, Schuster said.

He said the transcript fee goes to pay nine members of his staff who work full time at processing the 10,000 — 12,000 transcripts requested monthly.

The office also processes verification letters, which confirm that a person earned a degree at OSU. The letters can sometimes be used in place of transcripts. Verification letters are processed without a charge.

To insure confidentiality, federal law requires that requests for verification letters be made in

writing.

Schuster said the pay-first policy should not create an inconvenience. People only have to include a signed check with their requests.

According to James Davis, records manager for the office, about 15 percent of the requests by mail did not include part or all of the \$2 fee.

Schuster said it takes an average of five working days from the time a transcript is requested to the time it is mailed out. He said, however, the procedure can range from one to nine days.

The office will also be offering a rush service, where transcripts will be processed as quickly as possible, Schuster said. The fee for this service will be an additional \$10 to the regular charge.

Schuster said the office usually sends transcripts by first-class mail. If the request is for faster service, express mail services can be used. But the mail company's fee will be added to the rush fee.

Davis said he doesn't expect many to use the rush service, "but we have it for those who need it."

**OSU**

**The Ohio State University**

**GUIDELINES FOR STUDENT RECORDS  
OFFICE OF REGISTRATION SERVICES**

**REISSUE**

**MAY 1983**

## PURPOSE

The purpose of this document is to present in a question-answer format the guidelines for adherence to University policies for the maintenance and release of student records. These policies have been developed to implement and interpret the Family Educational Rights and Privacy Act of 1974, as Amended. The guidelines will continue to be reviewed and adjusted as new questions are raised and as new regulations are received from the U.S. Office of Education. If there are questions or need for clarification, please contact the Assistant Vice Provost for Registration Services (formerly Assistant Vice President), James F. Loucks, at 422-1556 or the Director of Registration, Records and Scheduling, R. Eugene Schuster at 422-0776.

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Guidelines . . . . . Section I

Exhibits . . . . . Section II

- A. U.S. Department of Health, Education, and Welfare regulations relative to privacy rights of parents and students.
- B. University administrative policy relative to the sale of student address listings and labels.
- C. Sample of University registration form with "Yes," "No" option instructions.
- D. University statements used to acquire student authorizations to release data or waive rights to letters of recommendation.
- E. Registration Services' definition of responsibilities for staff having access to student records including the University policy statement regarding "Student Rights Under the Family Educational Rights and Privacy Act of 1974, as Amended."
- F. Proposed letter to notify dependent students regarding release of information to parents.

## Section I. Guidelines

The purpose of the University procedures and policies regarding the rights of students relative to student records is twofold. First, it is recognized that each student's right to privacy is a University responsibility associated with the collection and use of personal information from our students for official purposes; second, to provide each student the freedom to inspect the records that are used to evaluate his or her progress at The Ohio State University as well as personal data maintained about the student. These policies have been developed to provide equal treatment to all students based on a commitment to a "common sense" approach to ways the University makes use of student data. These policies pertain to every office of the University that collects data from students and about students. Each University faculty or staff member with access to student data has the responsibility to adhere to these policies by restricting the release of information without a student's prior consent and providing for a student's review of his or her education record.

Each faculty and staff member, as well as student employee, of the University having access to student data acts as the University's agent to ensure that students' rights of privacy are protected. The guidelines given below, together with the University's policies as identified in "Student Rights Under the Family Educational Rights and Privacy Act," which is printed each quarter in the Master Schedule of Classes, should be strictly adhered to. Each employee should be advised that it is his or her personal responsibility to read and follow these policies and, if in doubt, to check with the Office of Registration Services regarding appropriate responses to requests for student data.

### 1. Question: How may student data be used?

Answer: Student data are to be utilized only for official University business and made available to members of the University faculty and staff who have a legitimate educational interest on a "need-to-know" basis. If there is uncertainty as to whether a person requesting data is an employee of the University and has a legitimate need for the information, then the requestor should be asked to submit the request in writing. No student data other than "directory information" which the student has authorized for release may be released to the general public without the prior written consent of the student. Each authorization for release is on a per request basis, indicating the specific data and to whom the data are to be released. It is advised that a record of disclosure be kept by the releasing unit to include the nature of materials released, to whom (name and address), and for what purpose (see Question #27). It is important that every office of the University maintaining student records advise its staff of the restrictions on the release of data.

Restrictions on release apply to students' grades, class schedules, and other personal information in a student's education record. The release of student's "directory information," however, is determined by whether the student provides permission for such release. (see Questions 3, 4, and 5 for further discussion of releases.)

2. Question: What is meant by "legitimate educational interest?"

Answer: "Legitimate educational interest" means a demonstrated "need to know" by those officials of an institution who act in the student's educational interest, including faculty, administration, clerical and professional employees, and other persons who need student record information for the effective functioning of their office or position.

3. Question: What is meant by "education records?"

Answer: "Education records" means those records which: (1) are directly related to a student, and (2) are maintained by an educational agency or institution or by a party acting for the agency or institution; essentially any records with students' names on them; files, documents, and materials in whatever medium, which contain information directly related to students and from which students can be individually identified. "Education records" does not include personal notes of University personnel, which are in the sole possession of the maker and are not accessible or revealed to others. Neither does it include records maintained by the Office of Public Safety or medical and counseling records used solely for treatment.

4. Question: What is meant by "directory information?"

Answer: "Directory information" includes:

Name, local and home addresses, telephone numbers, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and most recent previous educational institution attended.

5. Question: What is proper release of directory information?

Answer: Directory information may be released to any individual requesting the data without written consent if the student has not indicated that the information is to be withheld. Students have the right to have their directory information withheld from release to the public. It is each office's responsibility to check the current status of the student's directory information release code (see Question #8) to determine that it is a "Y" (Yes) before releasing directory information. An "N" (No) code means that the student has withheld the right of release of such data.

6. Question: How do students indicate they want their directory information withheld?

- Answer: Students wishing to change their records to withhold release of directory information may do so by contacting their college office or the Office of Registration, Records and Scheduling to initiate a Request for Change of Information form (see Exhibit C). When doing so, the student should be advised by the college office or the Office of Registration, Records and Scheduling that indicating "No" means all inquiries for the student's address, telephone number, etc., will be rejected. Even in cases where prospective employers, friends, or relatives are attempting to contact the student, the University will not provide the information.
7. Question: May any directory information be released when a student indicates directory information is to be withheld from the public?
- Answer: No. (see Question #11 for procedures relating to emergency situations).
8. Question: What should the University's response be to telephone requests for student information?
- Answer: First, determine whether the student has indicated "Y" or "N" regarding release of directory information. If the student has indicated "Y," answer only questions with regard to directory information. If an employee is uncertain about the status of the release code, the caller should be referred to the Office of Registration, Records and Scheduling (telephone 422-8500).
9. Question: Should directory information for former students be released?
- Answer: It is recommended that no directory or other information be provided regarding former students. Those requesting additional data should be advised to contact the former student for the data or to secure the student's written authorization for release of the transcript or other information.
- NOTE: For release of information on alumni/alumnae, see Question 19.
10. Question: Are there any other exceptions to restrictions on the release of data?
- Answer: The University will provide records defined in a subpoena or court order. Any such subpoena should be discussed immediately with the University Contracts Officer. If the University itself is involved in a legal action, then University Legal Counsel would have access to the records in defending the University's position. When a record is released via subpoena, the student involved should be notified.

11. Question: What action is taken in emergency situations?

Answer: If, in such instances, it is important to contact the student or know the student's address to protect the health or safety of the student or others, each office will need to make individual judgments about releasing the pertinent data. One way to handle this situation, for example, is the method used by the Office of Registration, Records and Scheduling. When such cases occur (during daytime hours), and a determination has been made about the gravity of the situation, a staff member relays a message to the student via the appropriate department, college, or building office. Upon receiving the message, the student is provided with a telephone number to use in contacting the individual originally attempting to reach him or her. This approach has been successful, as the necessary calls can often be made within minutes. However, in any circumstances, making decisions about releasing student information, or contacting the student personally, should be predicated on the seriousness of the situation, the need for the information, whether the person receiving the information can deal with the emergency, and whether time is critical. In such instances, the name of the person to whom the information is given should be entered in the student's record along with the reason the information was provided, and the name of the persons who authorized the release. Again, when in doubt, refer the request to the Director of Registration, Records and Scheduling.

12. Question: May information from a student's education record be released to the Department of Public Safety (University Police Department)?

Answer: No. Under the Act, law enforcement agencies, including campus police, are treated as any other inquirer and information may not be disclosed to them without the student's prior written consent, except directory information for students with a "Y" release code.

13. Question: May student information be used for special research studies?

Answer: If the study is being supported by the University, student data may be released, but only in a manner that does not identify individual students. If the names of individual students are essential in conducting the study, it is recommended that the University office sponsoring the study first contact the students and request authorization for release of their data to researchers. Such written authorizations, carrying the individual student's signature, would be for the specified research purpose only and would preclude use of the data for other purposes.

14. Question: May the University release names and addresses to other agencies to mail information to students?

Answer: It is University policy (see Exhibit B) that no data from student records be provided to non-University agencies for mailings of any purpose. The University does not use its student data to compile mailing lists. All such requests are refused with the suggestion that requestors purchase a Student Directory to obtain names and addresses or advertise in the Lantern for the desired information. Incidentally, the OSU Student Directory excludes information about those students who designate "N" on release of directory information.

15. Questions: Can faculty and/or student members of honor societies have access to student records for the purpose of selecting members without prior written consent of the student(s) involved?

Answer: Faculty and student members of registered\* honor societies may have access to student records for the sole purpose of determining eligibility for membership on the basis that faculty and students are acting in an official University capacity that is integral to the educational function of the University. In such cases, the legitimate educational interest of students and the University has been served.

16. Question: Are faculty members' notes part of a student's record?

Answer: As a rule, individual faculty notes would not be considered part of a student record so long as they are used only for reference by the individual faculty member; for example, at grading time. Once the notes are shared with others, they are open to inspection by the student as part of the student's record.

17. Question: Are letters of recommendation made available for student inspection?

Answer: Yes. Letters of recommendation submitted on the student's behalf may be made available to the student unless the student has waived his or her right of access to such letters. Waiver of access must be on an individual document basis. This waiver applies to use for the purpose intended (usually during the admissions process). If the letter is used for some other purpose, the waiver no longer applies.

Letters of recommendation written prior to January 1, 1975, are not open for inspection. Such letters should be removed before allowing students to review their files.

18. Question: Are admission files open to inspection?

Answer: Admission files are not open to inspection since the applicant is not a student at the time of admission. Admission data, including letters of recommendation, retained in the student's record after enrollment would be open for inspection except as noted in Question #17. Letters for applicants who are not admitted are not part of the student record and are not therefore open to inspection.

19. Question: What about alumni/alumnae records?

Answer: Information gathered by the University on the activities of students after they have been graduated is not subject to these guidelines and may be disclosed. As clearly designated in the guidelines, alumni/alumnae have direct access to their own individual student records in the same way a current student does.

20. Question: What should a faculty member or other University staff member do if a student asks him or her to write a letter of recommendation and the student's record is needed?

Answer: Under such circumstances, the student should be directed to make his/her request in writing and formally note that this is done in order to give the letter writer access to the student's record. Such action establishes a legitimate "need to know" on the part of the faculty or staff member and allows him/her access to the University's records on this particular student.

21. Question: Is it permissible for University departments to share letters of recommendation?

Answer: It is permissible for a department to which a letter was addressed to send that letter to other University departments and offices which have a legitimate educational interest on a "need to know" basis regarding the contents of the letter. Judging suitability for employment, such as for graduate teaching, research, and administrative associateships, clearly is a case where other departments and offices have a legitimate educational interest. In these circumstances, letters of recommendation may be sent to other University officials provided that all previous waivers signed by the student accompany the letters and confidentiality is maintained.

22. Question: How do students request to review their record?

Answer: A student should initiate a request to view his or her record either by requesting a copy of his or her transcript or by asking the college office to open his or her record folder for review. If a record contains information on more than one student, the student may inspect only that portion of the record pertaining to him/her. (For exceptions, such as an enrolled student's application file for other OSU programs, see Question #24.) After the student has been appropriately identified and all waivered material has been removed, the college may permit the student to review the contents of the record folder while the student remains within the college office. Students should be informed that all documents are the property of The Ohio State University and that they are not authorized unilaterally to remove materials from or add materials to the records. However, the student may obtain copies of the records at reasonable cost. Official transcripts of grades may only be issued by the Office of Registration, Records and Scheduling.

23. Question: What action should be taken if the student wants to challenge the inclusion of certain data in his or her record?

Answer: If a student believes that information in his/her record is inaccurate, misleading or inappropriate, the initial action should be for an appropriate member of the college office staff to review the student's challenge. If the student's request is not accepted, the student may make a written request for a hearing to the Dean of the College. If the Dean's decision is unacceptable to the student, the student may file an appeal in writing to the Assistant Vice Provost for Registration Services. The student's request will be heard by an Appeals Board. Once the appeal has been conducted, the Board, through the Assistant Vice Provost for Registration Services, will respond to the student's request in writing. If the Appeals Board denies the student's request, the student may place with his/her education records a statement commenting on the information in the record and/or a statement setting forth any reason for disagreeing with the decision of the Appeals Board. The statement will be maintained as a part of the student's record for so long as the record is held by the institution. When the record is disclosed to an authorized party, it shall include the statement filed by the student.

24. Question: May current OSU undergraduates, who are candidates for admission to those University enrollment units having selective admission policies view their application files?

Answer: No. The admission file is not part of a student's record unless it is retained after the student is enrolled in that specific program of study.

25. Question: May student grades be posted?

Answer: Posted listings of student's names and grades represent a violation of the provision regarding the release of a student's educational record without written authorization. Additionally, social security numbers may not be used to identify grades. Posting of grades with a unique identifier known only to the individual student is acceptable.

26. Question: May education records be disclosed to a parent or legal guardian of a dependent student?

Answer: Any parent or legal guardian who in writing verifies that he or she is the parent or legal guardian of a student who was claimed as a dependent at the time of filing their last federal income tax statement may view or receive a copy of their dependent's education record. In such cases, dependent students should be notified about the release of their education records to a parent or guardian (see Exhibit F). Education records may not be disclosed to a parent/guardian or spouse of an independent student without the student's prior written consent.

27. Question: Is it necessary to maintain a record of disclosure of personally identifiable information from a student's record?

Answer: The appropriate custodian of student records shall maintain a record of each request for and each disclosure of personally identifiable information from a student's record which indicates the parties who have requested or obtained personally identifiable information, their addresses, and their legitimate interests in obtaining the information. A record of requests and disclosures is not required for the following instances:

- a. Requests made by students for their own use.
- b. Disclosures made in response to written requests from students when the requests are specific with respect to the parties to whom the disclosures are to be made.
- c. School officials who have a legitimate educational interest.
- d. Release of directory information (see Question #4 for definition).

Disclosure records are required of, but not necessarily limited to, the following (such education records may be disclosed without prior written consent of students):

1. Authorized representatives of the agencies below for audit and evaluation of federal and state supported programs:
  - a. Comptroller General of the United States.
  - b. The Secretary of the United States Department of Education.
  - c. The United States Commissioner of Education, Director of National Institute of Education, or Assistant Secretary of Education.
2. Requests in connection with a student's application for or receipt of financial aid for such purposes as to determine eligibility, amount, conditions, and/or enforcement of the terms.
3. Requests by parents of a dependent student, as defined in Section 152 of the Internal Revenue Code of 1954.
4. Requests in compliance with a lawful subpoena or judicial order.
5. Accrediting organizations in order to carry out their accrediting functions.
6. State and local officials to whom disclosure is required by State Statute adopted prior to November 19, 1974.

7. Organizations conducting studies to develop, validate, and administer predictive tests, to administer student aid programs, or to improve instruction. Such studies do not permit the personal identification of students to any persons other than to representatives of such organizations, and the personal identification data must be destroyed when no longer needed.
8. Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of students or other persons.

The records of requests and disclosures may be inspected by the student, the appropriate custodian and his/her assistants, and federal, state or local officials for the purpose of auditing or enforcing the conditions for federally-supported educational programs. Records of requests and disclosures must be maintained as long as the educational records are retained.

28. Question: What data on the Student Financial Aid Information System screens may be released to students, parents or others who inquire?

Answer: Financial Aid information may be released only by authorized personnel in the Office of Student Financial Aids.

EXHIBITS - SECTION II

# HIGHER EDUCATION DAILY SUPPLEMENT

June 21, 1976

Capitol Publications, Inc., Suite G-12, 2430 Pennsylvania Avenue, N.W., Washington, D.C. 20037 • Telephone: (202) 452-1800

**Title 45—Public Welfare****SUBTITLE A—DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE, GENERAL ADMINISTRATION****PART 99—PRIVACY RIGHTS OF PARENTS AND STUDENTS****Final Rule on Education Records**

**Effective date.** These regulations shall be effective on June 17, 1976.

Dated: June 8, 1976.

DAVID MATHEWS,  
Secretary of Health,  
Education, and Welfare.

**Subpart A—General**

- 99.1 Applicability of part.
- 99.2 Purpose.
- 99.3 Definitions.
- 99.4 Student rights.
- 99.5 Formulation of institutional policy and procedures.
- 99.6 Annual notification of rights.
- 99.7 Limitation on waivers.
- 99.8 Fees.

**Subpart B—Inspection and Review of Education Records**

- 99.11 Right to inspect and review education records.
- 99.12 Limitations on right to inspect and review education records at the postsecondary level.
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**Subpart C—Amendment of Education Records**

- 99.20 Request to amend education records.
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**Subpart D—Disclosure of Personally Identifiable Information From Education Records**

- 99.30 Prior consent for disclosure required.
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- 99.32 Record of disclosures required to be maintained.
- 99.33 Limitations on redisclosure.
- 99.34 Conditions for disclosure to officials of other schools or school systems.
- 99.35 Disclosure to certain Federal and State officials.
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**Subpart E—Enforcement**

- 99.60 Office and review board.
- 99.61 Conflict with State or local law.
- 99.62 Reports and records.
- 99.63 Complaint procedure.
- 99.64 Termination of funding.
- 99.65 Hearing procedures.
- 99.66 Hearing before Panel or a Hearing Officer.
- 99.67 Initial decision; final decision.

**AUTHORITY:** Sec. 438, Pub. L. 90-247, Title IV, as amended, 88 Stat. 871-874 (20 U.S.C. 1232g) unless otherwise noted.

**Subpart A—General****§ 99.1 Applicability of part.**

- (a) This part applies to all educational agencies or institutions to which funds are made available under any Federal

[program for which the U.S. Commissioner of Education has administrative responsibility, as specified by law or by delegation of authority pursuant to law.]  
(20 U.S.C. 1230, 1232g)

(b) This part does not apply to an educational agency or institution solely because students attending that non-monetary agency or institution receive benefits under one or more of the Federal programs referenced in paragraph (a) of this section, if no funds under those programs are made available to the agency or institution itself.

(c) For the purposes of this part, funds will be considered to have been made available to an agency or institution when funds under one or more of the programs referenced in paragraph (a) of this section: (1) Are provided to the agency or institution by grant, contract, subgrant, or subcontract, or (2) are provided to students attending the agency or institution and the funds may be paid to the agency or institution by those students for educational purposes, such as under the Basic Educational Opportunity Grants Program and the Guaranteed Student Loan Program (Titles IV-A-1 and IV-B, respectively, of the Higher Education Act of 1965, as amended).

(20 U.S.C. 1232g)

(d) Except as otherwise specifically provided, this part applies to education records of students who are or have been in attendance at the educational agency or institution which maintains the records.

(20 U.S.C. 1232g)

**§ 99.2 Purpose.**

The purpose of this part is to set forth requirements governing the protection of privacy of parents and students under section 438 of the General Education Provisions Act, as amended.

(20 U.S.C. 1232g)

**§ 99.3 Definitions.**

As used in this Part:

"Act" means the General Education Provisions Act, Title IV of Pub. L. 90-247, as amended.

"Attendance" at an agency or institution includes, but is not limited to: (a) attendance in person and by correspondence, and (b) the period during which a person is working under a work-study program.

"Commissioner" means the U.S. Commissioner of Education.

(20 U.S.C. 1232g)

"Directory information" includes the following information relating to a student: the student's name, address, telephone number, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, the most recent previous educational agency or institution at-

tended by the student, and other similar information.

(20 U.S.C. 1232g(a)(5)(A))

"Disclosure" means permitting access or the release, transfer, or other communication of education records of the student or the personally identifiable information contained therein, orally or in writing, or by electronic means, or by any other means to any party.

(20 U.S.C. 1232g(b)(1))

"Educational institution" or "educational agency or institution" means any public or private agency or institution which is the recipient of funds under any Federal program referenced in § 99.1(a). The term refers to the agency or institution recipient as a whole, including all of its components (such as schools or departments in a university) and shall not be read to refer to one or more of these components separate from that agency or institution.

(20 U.S.C. 1232g(a)(3))

"Education records" (a) means those records which: (1) Are directly related to a student, and (2) are maintained by an educational agency or institution or by a party acting for the agency or institution.

(b) The term does not include:

(1) Records of instructional, supervisory, and administrative personnel and educational personnel ancillary thereto which:

(i) Are in the sole possession of the maker thereof, and

(ii) Are not accessible or revealed to any other individual except a substitute. For the purpose of this definition, a "substitute" means an individual who performs on a temporary basis the duties of the individual who made the record, and does not refer to an individual who permanently succeeds the maker of the record in his or her position.

(2) Records of a law enforcement unit of an educational agency or institution which are:

(i) Maintained apart from the records described in paragraph (a) of this definition;

(ii) Maintained solely for law enforcement purposes, and

(iii) Not disclosed to individuals other than law enforcement officials of the same jurisdiction: *Provided*, That education records maintained by the educational agency or institution are not disclosed to the personnel of the law enforcement unit.

(3) (1) Records relating to an individual who is employed by an educational agency or institution which:

(A) Are made and maintained in the normal course of business;

## Exhibit A-2

(B) Relate exclusively to the individual in that individual's capacity as an employee, and

(C) Are not available for use for any other purpose.

(ii) This paragraph does not apply to records relating to an individual in attendance at the agency or institution who is employed as a result of his or her status as a student.

(4) Records relating to an eligible student which are:

(i) Created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional acting in his or her professional or paraprofessional capacity, or assisting in that capacity;

(ii) Created, maintained, or used only in connection with the provision of treatment to the student and

(iii) Not disclosed to anyone other than individuals providing the treatment. Provided, That the records can be personally reviewed by a physician or other appropriate professional of the student's choice. For the purpose of this definition, "treatment" does not include remedial educational activities or activities which are part of the program of instruction at the educational agency or institution.

(5) Records of an educational agency or institution which contain only information relating to a person after that person was no longer a student at the educational agency or institution. An example would be information collected by an educational agency or institution pertaining to the accomplishments of its alumni.

[20 U.S.C. 1232g(a)(4)]

"Eligible student" means a student who has attained eighteen years of age, or is attending an institution of postsecondary education.

[20 U.S.C. 1232g(d)]

"Financial Aid", as used in § 99.31(a)(1), means a payment of funds provided to an individual (or a payment in kind of tangible or intangible property to the individual) which is conditioned on the individual's attendance at an educational agency or institution.

[20 U.S.C. 1232g(b)(1)(D)]

"Institution of postsecondary education" means an institution which provides education to students beyond the secondary school level; "secondary school level" means the educational level (not beyond grade 12) at which secondary education is provided, as determined under State law.

[20 U.S.C. 1232g(d)]

"Panel" means the body which will adjudicate cases under procedures set forth in §§ 99.65-99.67.

"Parent" includes a parent, a guardian, or an individual acting as a parent of a student in the absence of a parent or guardian. An educational agency or institution may presume the parent has the authority to exercise the rights inherent in the Act unless the agency or

institution has been provided with evidence that there is a State law or court order governing such matters as divorce, separation or custody, or a legally binding instrument which provides to the contrary.

"Party" means an individual, agency, institution or organization.

[20 U.S.C. 1232g(b)(4)(A)]

"Personally identifiable" means that the data or information includes (a) the name of a student, the student's parent, or other family member, (b) the address of the student, (c) a personal identifier, such as the student's social security number or student number, (d) a list of personal characteristics which would make the student's identity easily traceable, or (e) other information which would make the student's identity easily traceable.

[20 U.S.C. 1232g]

"Record" means any information or data recorded in any medium, including, but not limited to: handwriting, print, tapes, film, microfilm, and microfiche.

[20 U.S.C. 1232g]

"Secretary" means the Secretary of the U.S. Department of Health, Education, and Welfare.

[20 U.S.C. 1232g]

"Student" (a) includes any individual with respect to whom an educational agency or institution maintains education records.

(b) The term does not include an individual who has not been in attendance at an educational agency or institution. A person who has applied for admission to, but has never been in attendance at a component unit of an institution of postsecondary education (such as the various colleges or schools which comprise a university), even if that individual is or has been in attendance at another component unit of that institution of postsecondary education, is not considered to be a student with respect to the component to which an application for admission has been made.

[20 U.S.C. 1232g(a)(5)]

#### § 99.4 Student rights.

(a) For the purposes of this part, whenever a student has attained eighteen years of age, or is attending an institution of postsecondary education, the rights accorded to and the consent required of the parent of the student shall thereafter only be accorded to and required of the eligible student.

(b) The status of an eligible student as a dependent of his or her parents for the purposes of § 99.31(a)(8) does not otherwise affect the rights accorded to and the consent required of the eligible student by paragraph (a) of this section.

[20 U.S.C. 1232g(d)]

(c) Section 438 of the Act and the regulations in this part shall not be construed to preclude educational agencies or institutions from according to students rights in addition to those accorded to parents of students.

#### § 99.5 Formulation of institutional policy and procedures.

(a) Each educational agency or institution shall, consistent with the minimum requirements of section 438 of the Act and this part, formulate and adopt a policy of—

(1) Informing parents of students or eligible students of their rights under § 99.6.

(2) Permitting parents of students or eligible students to inspect and review the education records of the student in accordance with § 99.11, including at least:

(i) A statement of the procedure to be followed by a parent or an eligible student who requests to inspect and review the education records of the student;

(ii) With an understanding that it may not deny access to an education record, a description of the circumstances in which the agency or institution feels it has a legitimate cause to deny a request for a copy of such records;

(iii) A schedule of fees for copies; and

(iv) A listing of the types and locations of education records maintained by the educational agency or institution and the titles and addresses of the officials responsible for those records;

(3) Not disclosing personally identifiable information from the education records of a student without the prior written consent of the parent of the student or the eligible student, except as otherwise permitted by §§ 99.31 and 99.37; the policy shall include, at least: (i) A statement of whether the educational agency or institution will disclose personally identifiable information from the education records of a student under § 99.31(a)(1) and, if so, a specification of the criteria for determining which parties are "school officials" and what the educational agency or institution considers to be a "legitimate educational interest"; and (ii) a specification of the personally identifiable information to be designated as directory information under § 99.37;

(4) Maintaining the record of disclosures of personally identifiable information from the education records of a student required to be maintained by § 99.32, and permitting a parent or an eligible student to inspect that record;

(5) Providing a parent of the student or an eligible student with an opportunity to seek the correction of education records of the student through a request to amend the records or a hearing under Subpart C, and permitting the parent of a student or an eligible student to place a statement in the education records of the student as provided in § 99.21(c);

(b) The policy required to be adopted by paragraph (a) of this section shall be in writing and copies shall be made available upon request to parents of students and to eligible students.

[20 U.S.C. 1232g(e) and (f)]

#### § 99.6 Annual notification of rights.

(a) Each educational agency or institution shall give parents of students in attendance or eligible students in attendance at the agency or institution

annual notice by such means as are reasonably likely to inform them of the following:

(1) Their rights under section 438 of the Act, the regulations in this part, and the policy adopted under § 99.5; the notice shall also inform parents of students or eligible students of the locations where copies of the policy may be obtained; and

(2) The right to file complaints under § 99.63 concerning alleged failures by the educational agency or institution to comply with the requirements of section 438 of the Act and this part.

(b) Agencies and institutions of elementary and secondary education shall provide for the need to effectively notify parents of students identified as having a primary or home language other than English.

[20 U.S.C. 1232g(e)]

#### § 99.7 Limitations on waivers.

(a) Subject to the limitations in this section and § 99.12, a parent of a student or a student may waive any of his or her rights under section 438 of the Act or this part. A waiver shall not be valid unless in writing and signed by the parent or student, as appropriate.

(b) An educational agency or institution may not require that a parent of a student or student waive his or her rights under section 438 of the Act or this part. This paragraph does not preclude an educational agency or institution from requesting such a waiver.

(c) An individual who is an applicant for admission to an institution of postsecondary education or is a student in attendance at an institution of postsecondary education may waive his or her right to inspect and review confidential letters and confidential statements of recommendation described in § 99.12(a)(3) except that the waiver may apply to confidential letters and statements only if: (1) The applicant or student is, upon request, notified of the names of all individuals providing the letters or statements; (2) the letters or statements are used only for the purpose for which they were originally intended, and (3) such waiver is not required by the agency or institution as a condition of admission to or receipt of any other service or benefit from the agency or institution.

(d) All waivers under paragraph (c) of this section must be executed by the individual, regardless of age, rather than by the parent of the individual.

(e) A waiver under this section may be made with respect to specified classes of: (1) Education records, and (2) persons or institutions.

(f)(1) A waiver under this section may be revoked with respect to any actions occurring after the revocation.

(2) A revocation under this paragraph must be in writing.

(3) If a parent of a student executes a waiver under this section, that waiver may be revoked by the student at any time after he or she becomes an eligible student.

[20 U.S.C. 1232g(a)(1)(B) and (C)]

#### § 99.8 Fees.

(a) An educational agency or institution may charge a fee for copies of education records which are made for the parents of students, students, and eligible students under section 438 of the Act and this part; *Provided*, That the fee does not effectively prevent the parents and students from exercising their right to inspect and review those records.

(b) An educational agency or institution may not charge a fee to search for or to retrieve the education records of a student.

[20 U.S.C. 1232g(a)(1)]

#### Subpart B—Inspection and Review of Education Records

##### § 99.11 Right to inspect and review education records.

(a) Each educational agency or institution, except as may be provided by § 99.12, shall permit the parent of a student or an eligible student who is or has been in attendance at the agency or institution, to inspect and review the education records of the student. The agency or institution shall comply with a request within a reasonable period of time, but in no case more than 45 days after the request has been made.

(b) The right to inspect and review education records under paragraph (a) of this section includes:

(1) The right to a response from the educational agency or institution to reasonable requests for explanations and interpretations of the records; and

(2) The right to obtain copies of the records from the educational agency or institution where failure of the agency or institution to provide the copies would effectively prevent a parent or eligible student from exercising the right to inspect and review the education records.

(c) An educational agency or institution may presume that either parent of the student has authority to inspect and review the education records of the student unless the agency or institution has been provided with evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary.

##### § 99.12 Limitations on right to inspect and review education records at the postsecondary level.

(a) An institution of postsecondary education is not required by section 438 of the Act or this part to permit a student to inspect and review the following records:

(1) Financial records and statements of their parents or any information contained therein;

(2) Confidential letters and confidential statements of recommendation which were placed in the education records of a student prior to January 1, 1975; *Provided*, That:

(i) The letters and statements were solicited with a written assurance of confidentiality, or sent and retained with a documented understanding of confidentiality, and

(ii) The letters and statements are used only for the purposes for which they were specifically intended;

(3) Confidential letters of recommendation and confidential statements of recommendation which were placed in the education records of the student after January 1, 1975:

(i) Respecting admission to an educational institution;

(ii) Respecting an application for employment, or

(iii) Respecting the receipt of an honor or honorary recognition; *Provided*, That the student has waived his or her right to inspect and review those letters and statements of recommendation under § 99.7(c).

[20 U.S.C. 1232g(a)(1)(B)]

(b) If the education records of a student contain information on more than one student, the parent of the student or the eligible student may inspect and review or be informed of only the specific information which pertains to that student.

[20 U.S.C. 1232g(a)(1)(A)]

##### § 99.13 Limitation on destruction of education records.

An educational agency or institution is not precluded by section 438 of the Act or this part from destroying education records, subject to the following exceptions:

(a) The agency or institution may not destroy any education records if there is an outstanding request to inspect and review them under § 99.11;

(b) Explanations placed in the education record under § 99.21 shall be maintained as provided in § 99.21(d), and

(c) The record of access required under § 99.32 shall be maintained for as long as the education record to which it pertains is maintained.

[20 U.S.C. 1232g(f)]

#### Subpart C—Amendment of Education Records

##### § 99.20 Request to amend education records.

(a) The parent of a student or an eligible student who believes that information contained in the education records of the student is inaccurate or misleading or violates the privacy or other rights of the student may request that the educational agency or institution which maintains the records amend them.

(b) The educational agency or institution shall decide whether to amend the education records of the student in accordance with the request within a reasonable period of time of receipt of the request.

(c) If the educational agency or institution decides to refuse to amend the education records of the student in accordance with the request it shall so inform the parent of the student or the eligible student of the refusal, and advise the parent or the eligible student of the right to a hearing under § 99.21.

[20 U.S.C. 1232g(a)(2)]

## Exhibit A-4

**§ 99.21 Right to a hearing.**

(a) An educational agency or institution shall, on request, provide an opportunity for a hearing in order to challenge the content of a student's education record to insure that information in the education records of the student is not inaccurate, misleading or otherwise in violation of the privacy or other rights of students. The hearing shall be conducted in accordance with § 99.22.

(b) If, as a result of the hearing, the educational agency or institution decides that the information is inaccurate, misleading or otherwise in violation of the privacy or other rights of students, it shall amend the education records of the student accordingly and so inform the parent of the student or the eligible student in writing.

(c) If, as a result of the hearing, the educational agency or institution decides that the information is not inaccurate, misleading or otherwise in violation of the privacy or other rights of students, it shall inform the parent or eligible student of the right to place in the education records of the student a statement commenting upon the information in the education records and/or setting forth any reasons for disagreeing with the decision of the agency or institution.

(d) Any explanation placed in the education records of the student under paragraph (c) of this section shall:

(1) Be maintained by the educational agency or institution as part of the education records of the student as long as the record or contested portion thereof is maintained by the agency or institution, and

(2) If the education records of the student or the contested portion thereof is disclosed by the educational agency or institution to any party, the explanation shall also be disclosed to that party.

[20 U.S.C. 1232g(a)(2)]

**§ 99.22 Conduct of the hearing.**

The hearing required to be held by § 99.21(a) shall be conducted according to procedures which shall include at least the following elements:

(a) The hearing shall be held within a reasonable period of time after the educational agency or institution has received the request, and the parent of the student or the eligible student shall be given notice of the date, place and time reasonably in advance of the hearing;

(b) The hearing may be conducted by any party, including an official of the educational agency or institution, who does not have a direct interest in the outcome of the hearing;

(c) The parent of the student or the eligible student shall be afforded a full and fair opportunity to present evidence relevant to the issues raised under § 99.21, and may be assisted or represented by individuals of his or her choice at his or her own expense, including an attorney;

(d) The educational agency or institution shall make its decision in writing within a reasonable period of time after the conclusion of the hearing; and

(e) The decision of the agency or institution shall be based solely upon the evidence presented at the hearing and shall include a summary of the evidence and the reasons for the decision.

[20 U.S.C. 1232g(a)(2)]

**Subpart D—Disclosure of Personally Identifiable Information From Education Records****§ 99.30 Prior consent for disclosure required.**

(a) (1) An educational agency or institution shall obtain the written consent of the parent of a student or the eligible student before disclosing personally identifiable information from the education records of a student, other than directory information, except as provided in § 99.31.

(2) Consent is not required under this section where the disclosure is to (i) the parent of a student who is not an eligible student, or (ii) the student himself or herself.

(b) Whenever written consent is required, an educational agency or institution may presume that the parent of the student or the eligible student giving consent has the authority to do so unless the agency or institution has been provided with evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary.

(c) The written consent required by paragraph (a) of this section must be signed and dated by the parent of the student or the eligible student giving the consent and shall include:

(1) A specification of the records to be disclosed,

(2) The purpose or purposes of the disclosure, and

(3) The party or class of parties to whom the disclosure may be made.

(d) When a disclosure is made pursuant to paragraph (a) of this section, the educational agency or institution shall, upon request, provide a copy of the record which is disclosed to the parent of the student or the eligible student, and to the student who is not an eligible student if so requested by the student's parents.

[20 U.S.C. 1232g(b)(1) and (b)(2)(A)]

**§ 99.31 Prior consent for disclosure not required.**

(a) An educational agency or institution may disclose personally identifiable information from the education records of a student without the written consent of the parent of the student or the eligible student if the disclosure is—

(1) To other school officials, including teachers, within the educational institution or local educational agency who have been determined by the agency or institution to have legitimate educational interests;

(2) To officials of another school or school system in which the student seeks or intends to enroll, subject to the requirements set forth in § 99.34;

(3) Subject to the conditions set forth in § 99.35, to authorized representatives of:

(i) The Comptroller General of the United States,

(ii) The Secretary,

(iii) The Commissioner, the Director of the National Institute of Education, or the Assistant Secretary for Education, or

(iv) State educational authorities;

(4) In connection with financial aid for which a student has applied or which a student has received; *Provided*, That personally identifiable information from the education records of the student may be disclosed only as may be necessary for such purposes as:

(i) To determine the eligibility of the student for financial aid,

(ii) To determine the amount of the financial aid,

(iii) To determine the conditions which will be imposed regarding the financial aid, or

(iv) To enforce the terms or conditions of the financial aid;

(5) To State and local officials or authorities to whom information is specifically required to be reported or disclosed pursuant to State statute adopted prior to November 19, 1974. This subparagraph applies only to statutes which require that specific information be disclosed to State or local officials and does not apply to statutes which permit but do not require disclosure. Nothing in this paragraph shall prevent a State from further limiting the number or type of State or local officials to whom disclosures are made under this subparagraph;

(6) To organizations conducting studies for, or on behalf of, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests, administering student aid programs, and improving instruction; *Provided*, That the studies are conducted in a manner which will not permit the personal identification of students and their parents by individuals other than representatives of the organization and the information will be destroyed when no longer needed for the purposes for which the study was conducted; the term "organizations" includes, but is not limited to, Federal, State and local agencies, and independent organizations;

(7) To accrediting organizations in order to carry out their accrediting functions;

(8) To parents of a dependent student, as defined in section 152 of the Internal Revenue Code of 1954;

(9) To comply with a judicial order or lawfully issued subpoena; *Provided*, That the educational agency or institution makes a reasonable effort to notify the parent of the student or the eligible student of the order or subpoena in advance of compliance therewith; and

(10) To appropriate parties in a health or safety emergency subject to the conditions set forth in § 99.36.

(b) This section shall not be construed to require or preclude disclosure of any personally identifiable information from the education records of a student by an educational agency or institution to the parties set forth in paragraph (a) of this section.

[20 U.S.C. 1232g(b)(1)]

**§ 99.32 Record of disclosures required to be maintained.**

(a) An educational agency or institution shall for each request for and each disclosure of personally identifiable information from the education records of a student, maintain a record kept with the education records of the student which indicates:

(1) The parties who have requested or obtained personally identifiable information from the education records of the student, and

(2) The legitimate interests these parties had in requesting or obtaining the information.

(b) Paragraph (a) of this section does not apply to disclosures to a parent of a student or an eligible student, disclosures pursuant to the written consent of a parent of a student or an eligible student when the consent is specific with respect to the party or parties to whom the disclosure is to be made, disclosures to school officials under § 99.31(a)(1), or to disclosures of directory information under § 99.37.

(c) The record of disclosures may be inspected:

(1) By the parent of the student or the eligible student,

(2) By the school official and his or her assistants who are responsible for the custody of the records, and

(3) For the purpose of auditing the recordkeeping procedures of the educational agency or institution by the parties authorized in, and under the conditions set forth in § 99.31(a)(1) and (3).

[20 U.S.C. 1232g(b)(4)(A)]

**§ 99.33 Limitation on redisclosure.**

(a) An educational agency or institution may disclose personally identifiable information from the education records of a student only on the condition that the party to whom the information is disclosed will not disclose the information to any other party without the prior written consent of the parent of the student or the eligible student, except that the personally identifiable information which is disclosed to an institution, agency or organization may be used by its officers, employees and agents, but only for the purposes for which the disclosure was made.

(b) Paragraph (a) of this section does not preclude an agency or institution from disclosing personally identifiable information under § 99.31 with the understanding that the information will be redisclosed to other parties under that section; *Provided*, That the recordkeeping requirements of § 99.32 are met with respect to each of those parties.

(c) An educational agency or institution shall, except for the disclosure of directory information under § 99.37, inform the party to whom a disclosure is made of the requirement set forth in paragraph (a) of this section.

[20 U.S.C. 1232g(b)(4)(B)]

**§ 99.34 Conditions for disclosure to officials of other schools and school systems.**

(a) An educational agency or institution transferring the education records of a student pursuant to § 99.31(a)(2) shall:

(1) Make a reasonable attempt to notify the parent of the student or the eligible student of the transfer of the records at the last known address of the parent or eligible student, except:

(1) When the transfer of the records is initiated by the parent or eligible student at the sending agency or institution, or

(II) When the agency or institution includes a notice in its policies and procedures formulated under § 99.5 that it forwards education records on request to a school in which a student seeks or intends to enroll; the agency or institution does not have to provide any further notice of the transfer;

(2) Provide the parent of the student or the eligible student, upon request, with a copy of the education records which have been transferred; and

(3) Provide the parent of the student or the eligible student, upon request, with an opportunity for a hearing under Subpart C of this part.

(b) If a student is enrolled in more than one school, or receives services from more than one school, the schools may disclose information from the education records of the student to each other without obtaining the written consent of the parent of the student or the eligible student; *Provided*, That the disclosure meets the requirements of paragraph (a) of this section.

[20 U.S.C. 1232g(b)(1)(B)]

**§ 99.35 Disclosure to certain Federal and State officials for Federal program purposes.**

(a) Nothing in section 438 of the Act or this part shall preclude authorized representatives of officials listed in § 99.31(a)(3) from having access to student and other records which may be necessary in connection with the audit and evaluation of Federally supported education programs, or in connection with the enforcement of or compliance with the Federal legal requirements which relate to these programs.

(b) Except when the consent of the parent of a student or an eligible student has been obtained under § 99.30, or when the collection of personally identifiable information is specifically authorized by Federal law, any data collected by officials listed in § 99.31(a)(3) shall be protected in a manner which will not permit the personal identifica-

tion of students and their parents by other than those officials, and personally identifiable data shall be destroyed when no longer needed for such audit, evaluation, or enforcement of or compliance with Federal legal requirements.

[20 U.S.C. 1232g(b)(3)]

**§ 99.36 Conditions for disclosure in health and safety emergencies.**

(a) An educational agency or institution may disclose personally identifiable information from the education records of a student to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

(b) The factors to be taken into account in determining whether personally identifiable information from the education records of a student may be disclosed under this section shall include the following:

(1) The seriousness of the threat to the health or safety of the student or other individuals;

(2) The need for the information to meet the emergency;

(3) Whether the parties to whom the information is disclosed are in a position to deal with the emergency; and

(4) The extent to which time is of the essence in dealing with the emergency.

(c) Paragraph (a) of this section shall be strictly construed.

[20 U.S.C. 1232g(b)(1)(I)]

**§ 99.37 Conditions for disclosure of directory information.**

(a) An educational agency or institution may disclose personally identifiable information from the education records of a student who is in attendance at the institution or agency if that information has been designated as directory information (as defined in § 99.3) under paragraph (c) of this section.

(b) An educational agency or institution may disclose directory information from the education records of an individual who is no longer in attendance at the agency or institution without following the procedures under paragraph (c) of this section.

(c) An educational agency or institution which wishes to designate directory information shall give public notice of the following:

(1) The categories of personally identifiable information which the institution has designated as directory information;

(2) The right of the parent of the student or the eligible student to refuse to permit the designation of any or all of the categories of personally identifiable information with respect to that student as directory information; and

(3) The period of time within which the parent of the student or the eligible student must inform the agency or institution in writing that such personally identifiable information is not to be designated as directory information with respect to that student.

[20 U.S.C. 1232g(b)(5)(A) and (B)]

## Exhibit A-6

**Subpart E—Enforcement****§ 99.60 Office and review board.**

(a) The Secretary is required to establish or designate an office and a review board under section 438(g) of the Act. The office will investigate, process, and review violations, and complaints which may be filed concerning alleged violations of the provisions of section 438 of the Act and the regulations in this part. The review board will adjudicate cases referred to it by the office under the procedures set forth in §§ 99.65–99.67.

(b) The following is the address of the office which has been designated under paragraph (a) of this section: The Family Educational Rights and Privacy Act Office (FERPA), Department of Health, Education, and Welfare, 330 Independence Ave. SW., Washington, D.C. 20201.

(20 U.S.C. 1232g(g))

**§ 99.61 Conflict with State or local law.**

An educational agency or institution which determines that it cannot comply with the requirements of section 438 of the Act or of this part because a State or local law conflicts with the provisions of section 438 of the Act or the regulations in this part shall so advise the office designated under § 99.60(b) within 45 days of any such determination, giving the text and legal citation of the conflicting law.

(20 U.S.C. 1232g(f))

**§ 99.62 Reports and records.**

Each educational agency or institution shall (a) submit reports in the form and containing such information as the Office of the Review Board may require to carry out their functions under this part, and (b) keep the records and afford access thereto as the Office or the Review Board may find necessary to assure the correctness of those reports and compliance with the provisions of sections 438 of the Act and this part.

(20 U.S.C. 1232g(f) and (g))

**§ 99.63 Complaint procedure.**

(a) Complaints regarding violations of rights accorded parents and eligible students by section 438 of the Act or the regulations in this part shall be submitted to the Office in writing.

(b) (1) The Office will notify each complainant and the educational agency or institution against which the violation has been alleged, in writing, that the complaint has been received.

(2) The notification to the agency or institution under paragraph (b)(1) of this section shall include the substance of the alleged violation and the agency or institution shall be given an opportunity to submit a written response.

(c) (1) The Office will investigate all timely complaints received to determine whether there has been a failure to comply with the provisions of section 438 of the Act or the regulations in this part, and may permit further written or oral submissions by both parties.

(2) Following its investigation the Office will provide written notification of its findings and the basis for such findings, to the complainant and the agency or institution involved.

(3) If the Office finds that there has been a failure to comply, it will include in its notification under paragraph (c) (2) of this section, the specific steps which must be taken by the agency or educational institution to bring the agency or institution into compliance. The notification shall also set forth a reasonable period of time, given all of the circumstances of the case, for the agency or institution to voluntarily comply.

(d) If the educational agency or institution does not come into compliance within the period of time set under paragraph (c) (3) of this section, the matter will be referred to the Review Board for a hearing under §§ 99.64–99.67, inclusive.

(20 U.S.C. 1232g(f))

**§ 99.64 Termination of funding.**

If the Secretary, after reasonable notice and opportunity for a hearing by the Review Board, (1) finds that an educational agency or institution has failed to comply with the provisions of section 438 of the Act, or the regulations in this part, and (2) determines that compliance cannot be secured by voluntary means, he shall issue a decision, in writing, that no funds under any of the Federal programs referenced in § 99.1(a) shall be made available to that educational agency or institution (or, at the Secretary's discretion, to the unit of the educational agency or institution affected by the failure to comply) until there is no longer any such failure to comply.

(20 U.S.C. 1232g(f))

**§ 99.65 Hearing procedures.**

(a) *Panels.* The Chairman of the Review Board shall designate Hearing Panels to conduct one or more hearings under § 99.64. Each Panel shall consist of not less than three members of the Review Board. The Review Board may, at its discretion, sit for any hearing or class of hearings. The Chairman of the Review Board shall designate himself or any other member of a Panel to serve as Chairman.

(b) *Procedural rules.* (1) With respect to hearings involving, in the opinion of the Panel, no dispute as to a material fact the resolution of which would be materially assisted by oral testimony, the Panel shall take appropriate steps to afford to each party to the proceeding an opportunity for presenting his case at the option of the Panel (i) in whole or in part in writing or (ii) in an informal conference before the Panel which shall afford each party: (A) Sufficient notice of the issues to be considered (where such notice has not previously been afforded); and (B) an opportunity to be represented by counsel.

(2) With respect to hearings involving a dispute as to a material fact the resolution of which would be materially assisted by oral testimony, the Panel shall

afford each party an opportunity, which shall include, in addition to provisions required by subparagraph (1)(ii) of this paragraph, provisions designed to assure to each party the following:

(i) An opportunity for a record of the proceedings;

(ii) An opportunity to present witnesses on the party's behalf; and

(iii) An opportunity to cross-examine other witnesses either orally or through written interrogatories.

(20 U.S.C. 1232g(g))

**§ 99.66 Hearing before Panel or a Hearing Officer.**

A hearing pursuant to § 99.65(b)(2) shall be conducted, as determined by the Panel Chairman, either before the Panel or a hearing officer. The hearing officer may be (a) one of the members of the Panel or (b) a nonmember who is appointed as a hearing examiner under 5 U.S.C. 3105.

(20 U.S.C. 1232g(g))

**§ 99.67 Initial decision; final decision.**

(a) The Panel shall prepare an initial written decision, which shall include findings of fact and conclusions based thereon. When a hearing is conducted before a hearing officer alone, the hearing officer shall separately find and state the facts and conclusions which shall be incorporated in the initial decision prepared by the Panel.

(b) Copies of the initial decision shall be mailed promptly by the Panel to each party (or to the party's counsel), and to the Secretary with a notice affording the party an opportunity to submit written comments thereon to the Secretary within a specified reasonable time.

(c) The initial decision of the Panel transmitted to the Secretary shall become the final decision of the Secretary, unless, within 25 days after the expiration of the time for receipt of written comments, the Secretary advises the Review Board in writing of his determination to review the decision.

(d) In any case in which the Secretary modifies or reverses the initial decision of the Panel, he shall accompany that action with a written statement of the grounds for the modification or reversal, which shall promptly be filed with the Review Board.

(e) Review of any initial decision by the Secretary shall be based upon the decision, the written record, if any, of the Panel's proceedings, and written comments or oral arguments by the parties, or by their counsel, to the proceedings.

(f) No decision under this section shall become final until it is served upon the educational agency or institution involved or its attorney.

(20 U.S.C. 1232g(g))

[FED. REG. 76-17309 FILED 6-16-76; 8:45 AM]

**Guidelines for the Sale of Student Address Listings and Labels  
Administrative Policy of The Ohio State University**

The official student admission and registration process of The Ohio State University makes necessary the collection of personal data from the student body, including names and addresses of students. The primary purpose of this student data is to provide complete student records and enable the University to contact the student for official University business.

In order to further communications between University agencies and students, the Office of Registration Services will authorize the utilization of a list of student names and addresses by an agency of the University to promote its activity or function within the University. It is not University policy, however, to make such lists available to non-University agencies.

Each student is given the option to indicate whether he or she wants the University to release his or her address data to persons outside the University. Those indicating they do not want their personal information released will not have their addresses published in the Student Directory nor given out as location information in response to specific requests. Such addresses will be available only for contacting students with regard to official University business.

The following guidelines outline the specific conditions and obligations regarding utilization of student addresses by University agencies.

1. In order to purchase student address lists or labels, a purchaser must meet all of the following conditions:
  - a. The purchaser is an agency of the University (including academic departments, administrative offices and departments, registered student organizations, and The Ohio State University Association).
  - b. The address labels will be used only for activities directly related to the normal operations of the purchaser and shall not be resold to any third party nor distributed to a third party other than those defined in paragraph (a) above, except that labels may be distributed to a printer for the purpose of mailing materials published by the purchaser (any such distribution must be described on the data request form).
  - c. The address labels shall not be used to promote, endorse, or solicit sales, for profit or otherwise, or contributions for non-University agencies, organizations, or businesses.
2. The master list of student addresses from which labels will be prepared will contain the permanent home address and campus address of each student at the University.

3. Addresses will be provided as printed lists or labels. In no case shall the University sell student name and address data in a machinable format, such as punched cards or magnetic tape.
4. Purchasers will be charged for only the direct cost of preparing the address labels from the data available.
5. All requests for the purchase of student address labels will be made on a data request form obtainable in the Office of Registration Services and will be accompanied by a properly prepared Form 100-W. Requests from student organizations must be approved by the Vice President for Student Services.
6. After the purchaser and the Assistant Vice President, or his or her designee, have completed and signed the data request form, the request and the 100-W shall be forwarded to University Systems. Assessment and collection of the purchase price will be made by University Systems.
7. Purchasers who violate these Guidelines or the terms agreed to in the data request form, as determined by the Assistant Vice President for Registration Services, or his or her designee, may be prohibited from making future purchases of student address labels.
8. Registered student organizations and/or their members who violate these Guidelines or the terms agreed to in the data request form, as determined by the Assistant Vice President for Registration Services, or his or her designee, shall be subject to sanctions prescribed in The Ohio State University Code of Student Rights and Responsibilities.
9. The Assistant Vice President for Registration Services, or his or her designee, shall be responsible for the interpretation of these Guidelines. All appeals from decisions of the Assistant Vice President shall be taken to the Vice President for Educational Services.

Office of Registration Services  
September, 1979

# Exhibit C

SEE REVERSE SIDE FOR INSTRUCTIONS BEFORE COMPLETING THIS FORM

Social Security Number	Student Name	College	Bank
Country of Citizenship		Campus Res Sex	
Place of Employment (or none)		OSU Information Card	
Initial Academic Advisor Last Name If Advisor, Major and/or Degree information is incorrect, contact Your College Office 		His/Her Relationship His/Her Name His/Her Street Address His/Her City Address His/Her Phone Number	
Primary College  <b>*FOR THOSE IN COMBINED PROGRAMS*</b> 		Student's Local Address Name Room      Dorm Local Street Address Local City Address Local Phone Number	
Secondary College Expected Degree      OH TU AU WI SP Year		His/Her Relationship His/Her First Middle Initial Last His/Her Address Number Street Apt His/Her City State Zip Code His/Her Phone Number Area Code Number	
Students Home Address Name Home Street Address Home City Address Home Phone Number		Corrections to Local Address Room Number Dormitory Local Address Number Street Apt Local City State Zip Code Local Phone Number Area Code Number	
		Corrections to Home Address Home Address Number Street Apt Home City State Zip Code Home Phone Number Area Code Number	

The Ohio State University Rev. 3-79

## (REVERSE SIDE)

### INSTRUCTIONS

- Check the pre-printed information on front of form for accuracy. If inaccurate or missing, print clearly in capital letters only the information to be corrected or added in the adjacent white area.
- LEAVE WHITE AREAS BLANK WHEN CORRESPONDING INFORMATION IS CORRECT.
- It is for the student's benefit that the correct information be maintained. The addresses and telephone numbers are as follows:

Address	Uses
Relative	1. In case of emergency. 2. Mailing of some University notices.
Local	1. Mailing of Approved Schedules and Fee Cards for currently enrolled students if the mailing is before the middle of final examination week of the current quarter. 2. Mailing of Registration Material for international students who are currently enrolled at the time of release, and all mailing of under-national student's Approved Schedules, Fee Cards, and Grade Reports. 3. In case of emergency.
Home	1. Mailing of Grade Reports.* 2. Mailing of Approved Schedules and Fee Cards for currently enrolled students if the mailing is after the middle of final examination week of the current quarter.* 3. Mailing of Registration Material for students not currently enrolled at the time of release.* 4. Mailing of Approved Schedules and Fee Cards for students not currently enrolled at the time of release.* 5. In case of emergency. *Does not apply to International Students.

- See the Master Schedule of Classes to find the codes for your Major and Expected Degree.

**Directory Information:** You have the option to determine whether or not "Directory Information" may be given to persons requesting this information or be printed in the record directory. A "Y" means you authorize release of Directory Information; an "N" means that you do not authorize release of your Directory Information.

**Please Note:** An "N" will withhold your name and other information not only from the student directory, but also from relatives, friends, honor rolls, and graduation lists distributed to news media, and from other uses as well. Be sure you understand consequences before marking "N".

Information includes the following: Name, local and home addresses, local and home telephone numbers, major, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and most recent previous educational agency or institution attended.

Changes in your release code can be made by completing a Change of Information Request Form which can be obtained from the Office of Registration, Records and Scheduling at 214 W. 18th Ave. office.

See the Master Schedule of Classes for specific information concerning student rights under the Family Educational Rights and Privacy Act of 1974, as amended.

**You are not enrolled for the quarter indicated until you have paid university fees.**

**Your fee cards will be issued after your schedule is approved.**

## Exhibit D-1

Name	last	first	middle/maiden	Social Security No.	OSU Information Request															
Local address, street	city	state	zip code	date of birth																
Last quarter and year attended	college/school	degrees/dates rec'd																		
Student's authorization to disclose information in education records pursuant to Family Educational Rights and Privacy Act of 1974, as amended: I hereby authorize The Ohio State University, Office of Registration, Records and Scheduling to disclose the following information contained in my permanent academic record:																				
Please specify _____ exact information to be provided: _____																				
This form will be placed in a window envelope, therefore the correct and legible address is the student's responsibility.																				
Send to:				Legal signature:	office use only															
→					<table border="1"><tr><td>date rec'd.</td><td>date sent</td><td>initials</td></tr><tr><td><input type="checkbox"/> attendance</td><td><input type="checkbox"/> cert. of attendance</td><td></td></tr><tr><td><input type="checkbox"/> verification</td><td><input type="checkbox"/> cert. of enrollment</td><td></td></tr><tr><td><input type="checkbox"/> cert. of standing (transient)</td><td><input type="checkbox"/> other</td><td></td></tr><tr><td colspan="3"></td></tr></table>	date rec'd.	date sent	initials	<input type="checkbox"/> attendance	<input type="checkbox"/> cert. of attendance		<input type="checkbox"/> verification	<input type="checkbox"/> cert. of enrollment		<input type="checkbox"/> cert. of standing (transient)	<input type="checkbox"/> other				
date rec'd.	date sent	initials																		
<input type="checkbox"/> attendance	<input type="checkbox"/> cert. of attendance																			
<input type="checkbox"/> verification	<input type="checkbox"/> cert. of enrollment																			
<input type="checkbox"/> cert. of standing (transient)	<input type="checkbox"/> other																			

The Ohio State University, Rev. 6/82

(SECOND PAGE)

OSU Information Request

Send to:	
→	

The Ohio State University, Rev. 6/82

### Office of Registration, Records and Scheduling

This information is being released to you by the Office of Registration, Records and Scheduling of The Ohio State University, in compliance with Section 438(b) (1) (B) of P.L. 93-380. No other person, agency, or organization shall be granted access by you to this information except officials or persons in your organization or agency who, by virtue of their affiliation with you, have been determined by you to have a legitimate interest in this record and who will use it only for legitimate purposes. Release to any others requires written consent of the student or former student, as the case may be.

Director of Registration, Records and Scheduling  
The Ohio State University

# Recommendation Form

The Ohio State University  
College of Medicine

**To the Applicant:**

Please fill in your name and complete the waiver below if you choose to waive access to this recommendation. Then deliver this form directly to a faculty member who is familiar with your academic program.

Name of Applicant \_\_\_\_\_

The Family Educational Rights and Privacy Act of 1974, as amended, (P.L. 93-380), allows a candidate for admission, employment, or receipt of honors to waive his or her right of access to confidential letters or statements written in his or her behalf if the recommendation is used solely for the purposes of admission, employment, or the receipt of honors and if the candidate, upon request, is notified of the names of all persons making such recommendations on his or her behalf. The University does not require that you make such a waiver as a condition for admission or award of fellowship. However, under

the legislation you have the option of signing such a waiver as follows:  
I hereby waive my right of access to this recommendation and any appropriate attachments which have been written by \_\_\_\_\_

(name of recommender) \_\_\_\_\_

in behalf of my application for admission to the College of Medicine.  
The Ohio State University.

Name \_\_\_\_\_ Please Print \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_

This waiver is effective insofar as the recommendation is used solely for the purpose of admission.

**To the Person Completing This Form:**

The student named above has applied for admission to Ohio State's College of Medicine. The Admissions Committee needs your candid opinion of this applicant. Your written evaluation of him/her as a person and your impressions of his/her qualifications and fitness for the study of medicine are important.

If you prefer to write a letter instead of writing your recommendation on this form, please attach your letter to this form. Return your recommendation to the address indicated on the reverse side of this form.

Composite strength of applicant:

- Very Strong
- Strong
- Moderate (average)
- Low (with reservations)
- Undesirable

Signature \_\_\_\_\_

Name \_\_\_\_\_

Print or Type \_\_\_\_\_

Title \_\_\_\_\_

College or University \_\_\_\_\_

Date \_\_\_\_\_

Forward Directly To:  
Admissions Committee  
College of Medicine  
270-A Medicine Administration Center  
370 West 9th Avenue  
The Ohio State University  
Columbus, Ohio 43210

Subject Privacy of Student Records

Date February 23, 1982

From James F. Loucks

To All Registration Services Personnel

The Family Educational Rights and Privacy Act of 1974, as Amended, sets forth requirements designed to protect the privacy of student records and includes restrictions on the release of information from those records. The University is firmly committed to full compliance with these requirements. Attached is the University's policy statement on students' rights and the University's obligations under this legislation. I ask that you read this statement carefully so that you understand your responsibilities both as an employee and under the law. Please discuss with your supervisor any questions you may have concerning the policies or procedures contained in the statement.

Also attached is a copy of the "Code of Responsibility for Security and Confidentiality of Data Files" issued by University Systems. This Code is applicable to our operations and is to be considered as part of our own departmental policy.

Each person working in Registration Services is responsible for following the requirements and procedures identified in these two documents and in the Ohio Revised Code Section 102.03 (B):

"No present or former public official or employee shall disclose or use, without appropriate authorization, any information acquired by him in the course of his official duties which is confidential because of statutory provisions, or which has been clearly designated to him as confidential when such confidential designation is warranted because of the status of the proceedings or the circumstances under which the information was received and preserving its confidentiality is necessary to the proper conduct of government business."

Conviction for violation of this statute is a first degree misdemeanor (up to 6 months imprisonment and/or \$1000 fine).

As custodians of official University records, we all share the responsibility for ensuring the security and privacy of the records and data we maintain. I ask that you study this memorandum and the attached documents and, after you have read and understand them, sign the statement below and return it to your supervisor. This acknowledgment will be retained in your personnel file.

---

I, \_\_\_\_\_, hereby affirm that I have read the  
(print name)

Statement on Student Rights under the Family Educational Rights and Privacy Act of 1974, as Amended; the Code of Responsibility for Security and Confidentiality of Data Files; and the Ohio Revised Code Section 102.03 (B). I understand the obligations imposed by these documents and will comply with the standards and requirements contained therein. I have retained in my possession a copy of each document for future reference.

---

Signature

---

Date

Placement Office Release

I hereby authorize the (name of placement office, college), The Ohio State University, to release all of my educational records, or true copies thereof, contained in the placement office files for the purpose of providing potential employers with such information as may be necessary for that potential employer to make judgments regarding my employability.

I further authorize such release to any and all such potential employers who may request access to my educational records for the purposes stated above.

Signature \_\_\_\_\_

Name (print or type) \_\_\_\_\_

Notification to Third Parties

This education record is being released to you by the Office of Registration, Records and Scheduling of The Ohio State University in compliance with Section 438 (b) (1) (B) of P.L. 93-380. No other person, agency, or organization shall be granted access by you to this education record except officials or persons in your organization or agency who, by virtue of their affiliation with you, have been determined by you to have a legitimate interest in this record and who will use it only for legitimate purposes. Release to any others requires written consent of the student or former student, as the case may be.

Waiver of Letters of Recommendation

The Family Educational Rights and Privacy Act of 1974, P.L. 93-380, allows a candidate for admission, employment, or receipt of honors to waive his or her right of access to confidential letters or statements written in his or her behalf if the recommendation is used solely for the purposes of admission, employment, or the receipt of honors and if the candidate, upon request, is notified of the names of all persons making such recommendations on his or her behalf. The University does not require that you make such a waiver as a condition for admission or award of fellowship. However, under the legislation you have the option of signing such a waiver as follows:

I hereby waive my rights of access to this recommendation and appropriate attachments which has been written by (name of recommender) in behalf of my application for admission to the (college, The Ohio State University), and for award of a fellowship, if applicable.

This waiver is effective insofar as the recommendation is used solely for the purpose of admission or award of fellowship, if applicable.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Name (please print) \_\_\_\_\_

# Student Rights Under the Family Educational Rights and Privacy Act of 1974 as Amended

Exhibit E-2

The Family Educational Rights and Privacy Act of 1974, as amended, sets forth requirements designed to protect the privacy of student records. The statute governs access to records maintained by educational institutions and the release of such records. Further, the Act requires that students be advised of their rights concerning "education records" and of certain categories of public information that the University designates as "directory information."

This notice, published quarterly, explains the rights of students with respect to records maintained by the University and outlines the University's procedures to comply with the specific requirements of the Act.

Copies of the Act and the Federal Regulations adopted pursuant to it are available for persons to examine in all college offices and in the Office of Registration Services.

## 1. Definition of Education Record

Under the Act, "education records" mean, with certain exemptions as listed below, those records, files, documents, and other materials which contain information directly related to a student and are maintained by any unit of the University. The following categories of information are exempted and are not considered to be "education records":

- a. Records made by University personnel which are in the sole possession of the maker and are not accessible or revealed to any other person.
- b. Records maintained by the Office of Public Safety. (Public Safety personnel do not have access to students' education records.)
- c. Medical and counseling records used solely for treatment. (Medical records may be personally reviewed by a physician of the student's choice.)

Note: All records pertaining to students which are maintained by University offices are official University records, and as such, remain the property of the University.

## 2. Right to Inspect and Review

Each student is granted the right to inspect and review all of his or her education records except the following:

- a. Financial records of parents.
- b. Confidential letters and statements of recommendations placed in education records prior to January 1, 1975.
- c. Confidential letters and statements of recommendation for admission, employment, or honorary recognition placed in education records after January 1, 1975, for which a student has signed a waiver of his or her right of access accorded by the Act.

## 3. Waiver of Rights of Access

The Act provides that a student may waive his or her right of access to confidential letters and statements of recommendation. If the student signs a waiver, he or she shall be notified, upon request, of the names of all persons making confidential recommendations. Waivers are valid only so long as they are made for the purposes stated in item 2c.

The University may not require a student to waive his or her right of access accorded by the Act for receipt of University benefits or services.

## 4. Procedures for Inspection and Review

Requests to review records must be made separately to each office maintaining records. Requests must be made in writing on forms provided by the appropriate office. That office, under the Act, has 45 days to respond to requests to review and inspect. However, responses will be made as expeditiously as possible.

Information contained in education records will be fully explained and interpreted to students by University personnel assigned to, and designated by, the appropriate office.

## 5. Right to Challenge Information in Records

Under the Act, students have the right to a hearing to challenge the content of their education records if they consider the information contained therein to be inaccurate, misleading, or

inappropriate. The hearing process includes an opportunity for amendment of the records or insertion into such records written explanations by the student.

Note: The right to challenge grades does not apply under the Act unless the grade assigned was inaccurately recorded.

## 6. Procedures for Hearings to Challenge Records

Students challenging information in their records must submit in writing a request for a hearing to the appropriate office maintaining the record, listing the specific information in question and the reasons for the challenge.

Hearings will be conducted by a University official who does not have a direct interest in the outcome of the hearing.

Students shall be afforded a full and fair opportunity to present evidence relevant to the reasons for the challenge as referenced in item 5.

The hearing officer will render a decision in writing within a reasonable period of time after the challenge is filed.

Should the hearing be in favor of the student, the education record shall be amended accordingly. Should the request be denied, the student may be heard by an Appeals Board. Appeals shall be in writing and submitted to the Assistant Vice President for Registration Services within 10 days of the student's notification of the decision of the hearing officer. The appeal shall be heard and a decision rendered in writing within a reasonable period of time.

Should the appeal be in favor of the student, the education record shall be amended accordingly. Should the request be denied, the student may place with the education record a statement commenting on the information in the record and/or setting forth any reasons for disagreeing with the Appeals Board. The record when disclosed to an authorized party will always include the student's statement, as long as the student's record is maintained by the University.

## 7. Consent for Release

In accordance with the Act, written consent must be obtained from students for the release of education records, specifying which records to be released, the reasons for release, and to whom, with a copy of the record sent to the student if he or she desires.

The requirement for written consent does not apply to the following:

- a. Requests from faculty and staff of The Ohio State University who have a legitimate educational interest on a "need to know" basis (except personnel and staff of the Department of Public Safety).
- b. Requests in compliance with a lawful subpoena or judicial order.
- c. Requests in connection with a student's application for or receipt of, financial aid.
- d. Requests by State authorities and agencies specifically exempted from the prior consent requirements by the Act—organizations conducting studies on behalf of the University if such studies do not permit the personal identification of students to any persons other than to representatives of such organizations and if the personal identification data is destroyed when no longer needed.
- e. Information submitted to accrediting organizations.
- f. Requests by parents of a dependent student, as defined in Section 152 of the Internal Revenue Code of 1954.
- g. In the case of emergencies, the University may release information from education records to appropriate persons in connection with an emergency if the knowledge of such information is necessary to protect the health or safety of a student or other persons.
- h. To authorized federal officials who have need to audit and evaluate federally supported programs.
- i. Requests for "directory information." (See item 8.)

Note: The University will not unilaterally send student records to other educational institutions. Students transferring from the University or making application to other educational institutions should notify the Office of Registration, Records, and Scheduling

to release official transcripts to the other school system and may request official transcripts for his or her own use and on the form provided by the Office of Registration, Records, and Scheduling, 320 Lincoln Tower, 1800 Cannon Drive (at a cost of \$2.00 per transcript).

## 8. Directory Information

The Ohio State University, in accordance with the Act, has designated the following categories of information about students as directory (public) information:

- a. Name.
- b. Address (local and home).
- c. Telephone (local and home).
- d. Major (to include college of enrollment and campus).
- e. Participation in officially recognized activities and sports.
- f. Weight and height of members of athletic teams.
- g. Dates of attendance.
- h. Degrees and awards received (to include honor rolls).
- i. Most recent previous educational agency or institution attended.

**Students have the right to have this directory information withheld from the public if they so desire. Each student who desires that all directory information be withheld (including items to be published in the Student Directory) shall so indicate by completing a Change of Information Form which can be obtained from the Office of Registration, Records, and Scheduling or the college/regional campus office.**

During the quarter, students may also request that directory information be withheld or released by using the Request for Change of Information form obtained at college/regional campus offices or the Office of Registration, Records, and Scheduling. However, at least 10 days should be allowed for processing of these requests by the Office of Registration, Records, and Scheduling through the student information system and back to enrollment units.

**Note:** Each Autumn Quarter, the University publishes the Student Directory which is made public. This Directory contains name, college and campus of enrollment, home and local addresses, and local telephone. To have information withheld from the Directory, a student must so notify the Office of Registration, Records, and Scheduling (in the manner described above) no later than the first Friday after the start of the Autumn Quarter. Because the Directory is published only once a year, requests to change directory information or its release status, made after the first Friday of Autumn Quarter (or in subsequent quarters), will not be reflected in the printed Directory. However, the changes will be made in all official student records.

## 9. Inquiries from "Outside" the University

The University receives many inquiries for "directory information" from a variety of sources, including friends, parents, relatives, prospective employers, other institutions of higher education, honor societies, licensing agencies, government agencies, and the news media. Each student is advised to carefully consider the consequences of a decision to withhold "directory information." The University, in all good faith, will not release directory information requested to be withheld, and any requests from non-University persons or organizations will be refused unless the student provides written consent for the release. (See item 7.)

## 10. Complaints

Any student who has reason to believe that the University is not complying with the Act should inform the Assistant Vice President for Registration Services in writing. The Assistant Vice President shall promptly review all such allegations.

## 11. Type, Location, and Custodian of Student Records

The Ohio State University does not maintain education records in any one central office. Education records are maintained in the respective colleges and schools, including their placement offices, the Graduate School and graduate departments, each regional campus office (for regional campus students), and the Office of Registration, Records, and Scheduling. Other education records are maintained in the Office of Admissions (for enrolled and former students—applicants are excluded), Office of Student Services (disciplinary records, student personnel assistant programs records), Office of Student Financial Aids (financial and

related information, student employment, Veterans' Center), Athletic Department (intercollegiate sports), Office of International Students, Office of Academic Affairs (academic misconduct) and other offices listed below. Questions regarding individual student records should be directed to the following colleges/schools/offices:

Type	Location	Custodian
Academic Affairs	203 Administration Bldg	Assoc. Provost
Administrative Science	126 Hagerty Hall	Dean
Admissions	Third Floor Lincoln Tower	Director
Agriculture	100 Agriculture	Dean
Agricultural Technical Institute	Administration Bldg	Assistant Director
Air Force Aerospace Studies	353 Converse Hall	Chairman
Allied Medical Professions	106 Allied Medical Professions Bldg	Director
Alumni Information Center	114 Fawcett Center for Tomorrow	Manager
Architecture	105 Brown Hall	Director
Arts	304 Mershon Auditorium	Dean
Arts and Sciences	164 Denny Hall	Assistant Dean
Athletics	410 St. John Arena	Director
Continuing Education	210 Sullivant Hall	Director
Counseling & Consultation Services	Fourth Floor Ohio Union	Director
Dental Hygiene	3070 Postle Hall	Assistant Director
Dentistry	1159 Postle Hall	Dean
Disability Services	339 Baker Systems Engineering Bldg	Director
Education	127 Arps Hall	Dean
Engineering	122 Hitchcock Hall	Dean
Fees and Deposits	220 Lincoln Tower	Manager
Financial Aids	500 Lincoln Tower	Director
Graduate School	247 University Hall	Dean
Greek Affairs	346 Ohio Union	Coordinator
Health, Physical Education, & Recreation	455 Larkins Hall	Director
Hispanic Student Program	347 Ohio Union	Coordinator
Home Economics	201A & 229B Campbell Hall	Assoc. Director
Honors Office	9 Denney Hall	Director
ID Center	219 Lincoln Tower	Manager
International Student & Scholar Services	1037 Lincoln Tower	Director
Journalism	211 Journalism Building	Director
Judicial Programs	484 Ohio Union	Hearing Officer
Law	112 Law Building	Dean
Library	Main Library	Director
Lima Campus	Galvin Hall	Dean & Director
Mansfield Campus	Ovalwood Hall	Dean & Director
Marion Campus	Morrill Hall	Dean & Director
Medicine	370 Medicine Administration Center	Dean
Military Science	253 Converse Hall	Chairman
Minority Affairs	1000 Lincoln Tower	Director of Recruitment
Natural Resources	210 Kottman Hall	Director
Naval Science	110 Converse Hall	Chairman
Newark Campus	Founders Hall	Dean & Director
Nursing	116 Newton Hall	Director
Off-Campus Student Center	Basement, Oxley Hall	Coordinator
Ombudsman	340 Ohio Union	Ombudsman
Optometry	4424 Optometry Building	Dean
Orientation	152 West Hall	Assistant Dean
Pharmacy	217 Parks Hall	Dean
Placement Offices	Appropriate College Office	Director
Registration, Records, & Scheduling	320 Lincoln Tower	Director
Residence & Dining Halls	640 Lincoln Tower	Director
Residency	1010 Lincoln Tower	Manager
Social Work	106 Stillman Hall	Dean
Student Aid Accounting	240 Lincoln Tower	Manager
Student Life	464 Ohio Union	Dean
Testing	1230 Lincoln Tower	Manager
Traffic and Parking	250 Lincoln Tower	Manager
University College	152 West Hall	Dean
Veterinary Medicine	0004 Veterinary Hospital	Assistant Dean

## Office of Registration Services



The Ohio State University  
April 1, 1983



The Ohio State University

University Systems

13th Floor, Lincoln Tower  
1800 Cannon Drive  
Columbus, Ohio 43210

Phone 614 422-3687

CODE OF RESPONSIBILITY FOR SECURITY AND CONFIDENTIALITY  
OF DATA FILES

Security and confidentiality is a matter for concern of all University Systems employees and of all other persons who have access to our facilities whether they be vendors, users, or others. University Systems is a repository of information in computerized data files for The Ohio State University. Each person working at University Systems holds a position of trust relative to this information and must recognize the responsibilities entrusted to them and to University Systems in preserving the security and confidentiality of this information. Their conduct either on or off the job may threaten the security and confidentiality of this information. Therefore, a University Systems employee or a person authorized access to University Systems:

is not to make or permit unauthorized use of any information in files maintained, stored, or processed by University Systems,

is not to seek personal benefit or permit others to benefit personally by any confidential information which has come to them by virtue of their work assignment,

is not to exhibit or divulge the contents of any record or report to any person except in the conduct of their work assignment and in accordance with University Systems policies,

is not to knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry,

is not to remove any official record (or copy) or report from the office where it is kept except in the performance of their duties,

is not to operate or request others to operate any University equipment for purely personal business,

is to immediately report any violation of this code to their supervisor,

is not to aid, abet, or act in conspiracy with another to violate any part of this code.

For University Systems employees, violation of this code may lead to a reprimand, suspension or dismissal, consistent with the general personnel policies of the University.

For others, violation of this code will result in denial of access to University Systems facilities and reporting the violation to the offender's office.



The Ohio State University

( DATE )

Office of Registration,  
Records and Scheduling  
320 Lincoln Tower  
1800 Cannon Drive  
Columbus, Ohio 43210  
Phone 614 422-8500

XXXXX XXXXXX  
XXX XXXXXXXX  
XXXXXXXXXXXX

Dear Ms. \_\_\_\_\_:

Under the Family Educational Rights and Privacy Act of 1974, the University, in certain cases, may disclose information from a student's education record without the student's prior consent. One of these exceptions is for the release of information "to parents of a dependent student, as defined in section 152 of the Internal Revenue Code of 1954."

This letter is to advise you that, in accordance with this provision, and in response to a written request from your parents and information provided by them with regard to your status as a dependent student, this office is furnishing them with the following information:

Copy of your grades for Spring Quarter 1983

A detailed statement regarding the Family Educational Rights and Privacy Act appears in each Quarter's issue of the University's Master Schedule of Classes.

Sincerely yours,

R. Eugene Schuster  
Director

RES/ak

cc: ( PARENTS )

# Computer puts byte on scheduling problems

By Patricia Sargeant  
Lantern staff writer

## Scheduling changes.

The phrase evokes horror in the hearts of some OSU students, and for good reasons. But soon the university will be replacing the mile-long lines at Lincoln Tower with a more modernized scheduling system.

Gene Schuster, university registrar, said the university hopes to have a touch tone and voice response system installed in at least two years.

On a push button phone a student or an adviser would punch in the student's security code and a course call number. The computer on the other end would then indicate if the course is still open. If it's closed the student could immediately substitute that course for another one.

"We're trying to move into a mode where students and adviser have all the information at their hands. We hope to do that with the machine," Schuster said.

Schuster is working on this project with the Council on Admissions

and Registration and the Council on Academic Affairs. The computer would be available 24 hours a day, seven days a week, Schuster said. This would permit students to call in their schedule at their convenience.

Thomas Wilke, vice provost, said he wasn't sure students could call in their own schedules because it would still need college approval.

However, because advisers may be scarce, there might still be lines, but these lines would be quicker and more efficient.

"We're trading off a (line) from the tower to the college office," Wilke said.

Wilke said the university is also hoping to enable students to make out their programs as much as a year in advance. Instead of putting out master schedules with only courses for the next quarter, a year's worth of classes would be published for students to choose from.

If computer terminals at college offices could be installed before the touch tone and voice response system he would rather have the computers than wait for the

system, Wilke said. He said the current clerical process is expensive and inefficient.

Presently students have to fill out an add/drop sheet and bring it to Lincoln Tower. There they wait in line.

Wilke said sometimes students have to make more than one trip to the tower because the course that they want to add has already been closed. However, this does not happen to the majority of students.

"Ideally the deal would be consummated right at the adviser's or counselor's desk. But it would be

too expensive to have a terminal at every desk," Wilke said. Instead there would probably be terminals placed in the lobbies of college offices.

But technology has improved so much, Wilke said, that instead of using terminals, the university is hoping to use the telephone system.

Schuster said there is no cost estimate yet because the committee hasn't made an equipment selection. They are beginning the analysis work which they hope will be completed Autumn 1985.

# Swift filing aids in scheduling

By Bob Payne  
Lantern staff writer 1-4-85

What can you do to get the classes you want next quarter?

"File as soon as possible," said Ed Schlechty, manager of the scheduling office.

Registration forms become available in the college offices Tuesday. The first day to file the forms is Wednesday.

But to those students included in one of the university's three scheduling priority groups, filing time makes no difference as long as it is before the Feb. 19 deadline, Schlechty said.

The first priority group includes disabled students, honors students, and students on athletic scholarships, Schlechty said. Of the 2,000 to 2,500 students in this group, more than 1,500 are the honors students, he said.

The second priority group in scheduling is the rank fours, or graduating seniors, Schlechty said. Even though a person may have become a rank four because of the classes they are taking, they are still scheduled as a rank three, or junior, on their registration form, he said.

The third group of students with priority are those who are selected by their colleges to have college priority. This group is limited to no more than 10 percent of the college's students, Schlechty said.

Contrary to what most people believe, Schlechty said freshman,

sophomores and juniors receive no priority because of rank.

For those with no priority, time is important.

Schlechty said colleges and departments send the forms back to the scheduling office every day or two, where they are put into numbered batches. When the actual scheduling process begins, those batches of forms are processed in the order in which they are received.

Thomas Willke, vice provost for the Colleges of the Arts and Sciences, said, "Students should make sure they have permission for classes where required, and have met the prerequisites."

Noting that counselors are often booked-up during the first week of scheduling, James R. Tootle, assistant dean of the Colleges of the Arts and Sciences, said students should go see a counselor a week or two before registration begins.

"Students start asking friends for advice on what they should take," Tootle said, adding they end up getting steered in the wrong direction.

There are other things students can do to improve their odds of getting the classes they want, Schlechty said.

With multi-section courses like Math 150, most people select classes in the prime time of 10 a.m. to 2 p.m., Schlechty said.

But through a process called section balancing, the computer stops putting students in a particular section after it reaches 80 percent

capacity. From there it tries to bring the other sections of that class up to the 80 percent level before it will again place students in the most popular sections, Schlechty said.

"We're not out to put the screws on anybody," he said.

"Our main concern is to give them all of their courses — time preference is a secondary goal," Schlechty said.

Another thing Schlechty suggested is not to pick the first section listed at a particular time for a multi-section course. "Everybody does that," he said.

There are some classes that tend to close out earlier than others, Schlechty said. Among these are courses in the computer and informational sciences, upper-level business courses and some electrical engineering courses, he said.

# New system to advance OSU grading process

By Leslie C. Johnson

Lantern staff writer

5-9-85

A new system for reporting student's grades will be easier for faculty to complete and will return the grades faster to students, according to the associate director for Records, Registration and Scheduling, Jack K. Damron.

Damron said the system of grade rosters will begin summer quarter and will replace the grade cards the faculty used to fill out.

The grade rosters look like "bubble sheets" used in exams and list an entire class with possible grades following each name.

Damron said instructors will only have to complete one sheet per class, instead of one grade card per student.

"It will do a lot of good," Damron said. "It will save time, only having

to sign once."

He said instructors will fill in the bubble with the students appropriate grade.

The computer will automatically omit the grade options students do not have, Damron said.

He said if a student signs up for the pass/non-pass option, for example, all other possible grades will be blocked so an instructor could not fill-in those grades.

"I think it will cut down on missing grades," Damron said. "Hopefully, it will allow a little bit quicker processing of grades."

Damron said there will be a "check registration" bubble on the grade rosters. He said if a student has not been attending class, an instructor can fill in the grade and the check registration.

Damron said the student's enrollment in the class is then checked. If the student is enrolled, the grade will show on the grade report; if the student has dropped the class, the grade will not appear.

Damron said this should stop instructors from not reporting a grade, because the student has not been in class.

He said 90 percent of all missing grades now come from problems in class enrollment and drop/add slips.

Damron said there also will be a grade roster adjustment form. This will replace an informal letter from

college offices, saying a grade must be changed.

A grade verification roster will allow instructors to check for the proper grades, Damron said.

When the system is fully operational an on-line class roster will be available in college and department offices with computers.

"Instructors can get an up-to-date class roster anytime," Damron said. "They can actually print an up-to-date class roster everyday, if they need to."

Damron said the system was tested fall quarter in the Classics Department, the College of Veterinary Medicine and the Newark Campus.

He said the response to the new system was positive and he received only one bad comment about it.

Dorothy Gallen, administrative assistant for the College of Veterinary Medicine, said the college was pleased with the new system, because there were no longer hundreds of grade cards to handle.

"It is a lot easier on the college office secretaries who have to collect all the grades," Gallen said. "I loved it. I did not have to go to Lincoln Tower, lug over the grade cards and give them out to the instructors."

Damron said the university now

handles 210,000 to 218,000 grade cards, or over 60 large boxes, a quarter. He said the grade rosters from the complete test market made a stack of only two inches.

Charles L. Babcock, chairman for the Department of Classics, said the new system eliminated a lot of frustration with the old system.

He said the department had to deal with over 700 grade cards a quarter, which all had to be signed and could be easily bent or lost.

Babcock said instructors in the department were pleased with the new system, because they only had to handle a few sheets of paper, with the instructions printed clearly on the back.

When Babcock asked other instructors for comments on the new system, one reply came back, "Wonderful."

# Planning of majors simplified

By Laurie Webb  
Lantern staff writer

Ohio State is computerizing its degree auditing program.

The change, to be completed in 12 to 18 months, will benefit students and academic advisers, said Gene Schuster, university registrar.

Degree auditing is the process of tracking courses to see that students fulfill college requirements. It is now done manually by students and advisers, a process which is time-consuming and can result in human error, Schuster said.

Ohio State purchased the computerized program from Miami University for \$10,000, Schuster said. It would have taken the university three to four years to develop a similar program.

The new system will match classes that students have taken and classes they plan to take with the requirements of their major. This will show students and advisers what is needed for graduation.

The computer can also aid students who are thinking of changing majors. Schuster said the computer will compare a student's current major requirements to the new major requirements to see what additional courses will be needed.

The system is not new to universities, Schuster said. Purdue University has been using it successfully for 10 or 12 years.

"I expect it will take the drudgery out of (advising)," Schuster said. "Less time will be spent looking over the check sheet; more time can be spent talking about program enrichment."

Schuster said he hopes the system will encourage students to visit their advisers more frequently because they will have more time for the students.

Edward E. Darrow, assistant dean of Academic Affairs for Agriculture, agreed that the system will result in fewer visits to advisers. Most visits occur because students are unsure of their requirements, he said. With the new system, there won't be that problem.

"We are very excited," Darrow said. "We see it as a way to use current technology to help provide better service to the students and relieve the workload for (advisers)."

The program will be available within the next 18 months and any computer in the university will be able to use it, Schuster said.



Margaret Hart/the Lantern

Arts and Sciences students pick up their schedules in the basement of Denney Hall. Spring quarter Registration began Tues-

day. The last day for currently enrolled students to file registration forms is Feb. 19.

## Early scheduling averts close-outs

By Mary Hartshorn  
Lantern staff writer

Spring quarter registration forms have been distributed and OSU students are busy filling them out to avoid getting closed out of a class.

Mary Rhodes, associate registrar, said OSU students usually get closed out of a class because they do not return their registration forms early or because their college offices may not send the forms in right

away.

Registration forms are processed in the order they are received, Rhodes said.

Beth DeWitt, assistant registrar of scheduling, said the computer has two priorities for placing students. The first priority is to schedule honors students, disabled students and some athletes. The second priority is to schedule students who registered first.

"If you look at the overall figures," Rhodes said, "not many students get closed out of

classes." In autumn quarter 1985, 84.9 percent of students received classes they requested, she said. There might have been changes, but a workable schedule was obtained, Rhodes said.

Two weeks before the registration forms are run through the computer, two preliminary runs are done. The first run is called a section demand, Rhodes said. The results of the section demand are sent to departments so they can see which classes have a high demand. Rhodes said

many colleges add another section when there is a high demand for a class.

The supplemental section demand run is processed after departments have an opportunity to make changes in classes. DeWitt said, "Departments ask us to make changes in courses and classrooms all the way up through the first week of classes."

The last day for currently enrolled students to file spring quarter registration forms is Feb. 19.

# Scheduling over phone a possibility

By Laurie Webb,  
Lantern staff writer

Students will be able to **schedule** and add or drop classes by computer or telephone if a plan for installing a touch-tone system is approved by their colleges.

The plan, which has already been approved by the university, would go into effect spring quarter 1987, said Gene Schuster, **university registrar**.

To phone in a schedule, students will need to give a code number, probably their social security numbers, to the computer. Then, through a system of codes, the student will tell the computer what he or she wants to do. The information can remain unprinted in the registrar's office, be printed on the registration form and delivered to the college, or it can be printed on the registration form and mailed to the student.

Schuster said only touch-tone phones on or off campus can be used.

The computer can put a student on a waiting list if a desired course is filled. The list will be on a first-come, first-served basis. However, the number of credit hours a student has will be considered, Schuster said.

"Registration by phone in no way replaces the counselor. The computer won't tell you what classes to take. You will still need to see a counselor," Schuster said.

Brigham Young University started developing the system about five years ago without much success, Schuster said. Because that school's system has been redesigned, it has been successful in the last 18 months, he said.

James R. Tootle, assistant dean of the College of Arts and Sciences, said the system can relieve the counselor of a lot of busy work, but cautioned against moving too fast.

"Hopefully, (the system) will make the advisers here more effective. They won't have to shuffle so many papers," Schuster said.

Schuster said the registrar's office will be talking to people in each college to see how the colleges can use the system.

He said he could not estimate the cost of the system because colleges do not know what equipment they will need. Some colleges will not want students to add and drop over the phone and would not need that software, he said. Or colleges might not want to have an automatic waiting list or a computer printout for each student.

"I think it's a great idea, if it works," said Victoria Rental, a senior from Pittsburgh. "Even if the lines are always busy when I call, I would rather sit at home and call than stand in line for an hour."

# Computer speeds access to students' transcripts

By Cynthia L. Quigley  
Lantern staff writer

Students will be receiving hot pink letters from the university, but they should take heed not to pitch them as junk mail.

The Office of the University Registrar is in the process of switching from a paper system of keeping student records to an electronic student records system. Included on a student's record are the classes and grades received during each quarter.

To test this new system, the registrar's office will be sending students a copy of their record printed on hot pink paper.

In the next week and a half, about 80,000 students who have attended Ohio State at least one quarter this year will receive a copy of their records.

The new system will allow the registrar's office to begin computer generating student transcripts.

James F. Noe, associate registrar, said the university has been keeping student records on paper for more than 50 years.

Noe said the present record-keeping system is called a hard copy system. Each student has a card with his name and other information on it. Each quarter, a label is placed on the card by hand. The information on this label is the student's grades from the previous quarter. Noe said this is a very time-consuming process.

With the new system, transcripts will be in the mail in one day or if students have special needs, they will be able to get their transcripts immediately, James C. Davis, assistant registrar said.

"The new system will provide ease and quickness for a student to get a transcript," Davis said.

Currently, when students or former students request copies of their transcripts, they get a photocopy of it. Because there are more than one million records on file, it takes a minimum of five working days to process a transcript, Noe said.

The registrar's office produces more than 100,000 transcripts a year.

The new transcripts will be printed by the computer on fraud-

proof paper. The paper reads "VOID" when a person attempts to make a copy of the transcript.

In 1973, the university started keeping computer records on students, but hasn't bothered to check the accuracy of the records, Noe said. The computer was also used to accumulate course enrollment and to generate grade reports.

This year, the office has been checking to see if the information on the hard copies is the same as the information stored in the computer.

Noe said the computer has never been used to generate an official record.

"It has taken a long time for us to get enough confidence in the system to generate an official record," Noe said.

If a student notices an error on his record, he should report it immediately.

"This will give students at least a chance to see if their record is correct," Noe said.

Noe said if a student notices that a grade is wrong, or if credit has been deleted, the student should

first get documentation of the correct grade or credit from his college office. The student should then take this information to Lincoln Tower 320.

If there is a name change or an incorrect spelling of the student's name, this should also be brought to the attention of the registrar's office.

More than 90 percent of the student records have been checked for accuracy, but some students may not receive a copy of their record right away. If a student does not receive a copy of his record, Noe suggests waiting a few days before calling the registrar's office. Noe said the office will continue to send out records as soon as they are completed.

Davis said switching over to the computer system is a long-term project.

"We're close but we're not done yet," Davis said.

Davis said the office is working on new systems that will eventually allow students to phone in their registration, adds and drops of courses, and to audit degree requirements.

# Participant in research project questions access to personal info

By Suzette Belgel  
Lantern staff writer

When Paul Binette received a letter telling him he was too old to participate in a doctorate research project, he became suspicious how the researcher found out his age.

He thought the only information that could legally be obtained about a student was college of study, college rank, address and phone number.

At the beginning of the week, Nancy Denny had contacted Binette, a student in Arts and Sciences from Columbus, concerning a study she was conducting for her doctorate.

Binette said Denny, a graduate student from Columbus, asked him to participate in a questionnaire. When

Binette asked how Denny selected students, he said Denny told him she had access to computer information. Binette said he was concerned about what information she had about him, but figured he would help anyway.

Denny, who works in the Office of Student Affairs, said the office has a computer.

Chris Richter, the acting assistant registrar of public services, said if somebody has access to a university computer, confidential student information can be obtained.

Binette, 29, received a letter Thursday on OSU stationery bearing a machine stamp from the Office of Student Affairs. The letter, with Denny's signature on it, thanked him for his help but said he was too old for the study.

Denny's study focused on people between the ages of 20 and 22.

Binette wondered how Denny found out his age. He was also concerned how Denny had obtained stationery with an OSU letterhead and machine stamp.

Denny said she was conducting a study of about 180 randomly selected people for her doctorate.

Denny said she obtained the information on all the students, including Binette, from the **registrar's office**. Since she is conducting a study, and age is a part of her study, Denny said she was authorized to receive this information.

Under the Student Privacy Acts, no one is allowed to obtain information about a student that is not already listed in the student directory, Richter said.

"It is not normally correct for confidential information to be released," he said. The information that can be released does not include age, Richter said.

Only general statistics, such as how many students are enrolled in a department, are allowed to be released.

"I received permission," Denny said. "There's a whole procedure you go through."

She would not explain the procedure and said if there was a problem, it should be worked out between Binette and herself.

Denny said she had received approval from the Office of Student Affairs to use the letterhead and the stamp machine.

The supervisors in Denny's office could not be reached for comment.

# New computer assigns classrooms

By Mike Sponhour  
Lantern staff writer

A computer-based system that issues classroom assignments had its first test this quarter.

The program, called "Schedule 25," replaces the manual system that left classroom assignments unchanged unless there was a problem. The computer program is similar to those used at Penn State University, the University of Washington and the University of Michigan, said OSU Registrar Gene Schuster.

Under the new system, departments do not know if their classes

will be assigned the same room each quarter.

Schuster said he was pleased with the computer system's first run and a survey showed many classes were closer to their home departments.

But flaws in the system may not be apparent for about a week.

"We need to really try to get through a cycle of classes to see what kind of change we have to make," Schuster said.

The cost of changing systems has not been determined, he said.

The system takes into account the size of the class, the location of de-

partments, what type of desks are needed, and if special equipment such as overhead projectors or screens are required.

Schuster said the manual system discouraged departments who wanted to make their classes smaller because they feared losing good locations.

However, "Schedule 25" is not a cure for all scheduling problems.

More than 100 classes have been moved from West Campus this year, contributing to a shortage of 30-seat classrooms and large lecture halls for 90 to 250 students.

# University to Registration by phone may be available soon

By Mike Sponhour and  
Kristi Ferguson  
*Lantern* staff writers

This quarter 6,515 students were closed out of classes.

Several administrators feel that number is too high and have suggested changes, some of which will be implemented this year.

Starting next quarter:

- Students will be able to pay full-time fees, even if a schedule comes back with so many closed classes they end up part-time students.
- Cancelled classes will be automatically removed from students' schedules without filling out a change ticket.
- Schedules will indicate whether a class is full or has been cancelled by the department.
- Students will be able to put a second choice on a change ticket when adding classes.

In addition, selected departments will experiment with telephone scheduling for spring quarter classes.

These solutions were approved by administrators in an August meeting after Elmer Baumer, associate provost for academic affairs, and Elaine Edgar, an administrative intern, presented their recommendations.

Baumer and Edgar had been researching Ohio State's scheduling problems for several months and found there were many sources to blame for the scheduling problems.

"The penalties for being a part-time student at Ohio State are very severe," Baumer said.

When schedules are returned with closed classes, and students get knocked down to part-time

status, they must scramble to return to full-time status or face losing money and privileges.

Because it can take up to two weeks to add a closed course, students often add any course that is open. Students who have been closed-out before may even sign up for more classes than they plan to attend as a safety device. The already jumbled system begins to choke on itself.

To correct the schedule, students may spend hours in long lines at Lincoln Tower and college offices, chasing instructors for signatures and missing even more classes.

## Excuses, excuses

There are several reasons for the high number of closed classes.

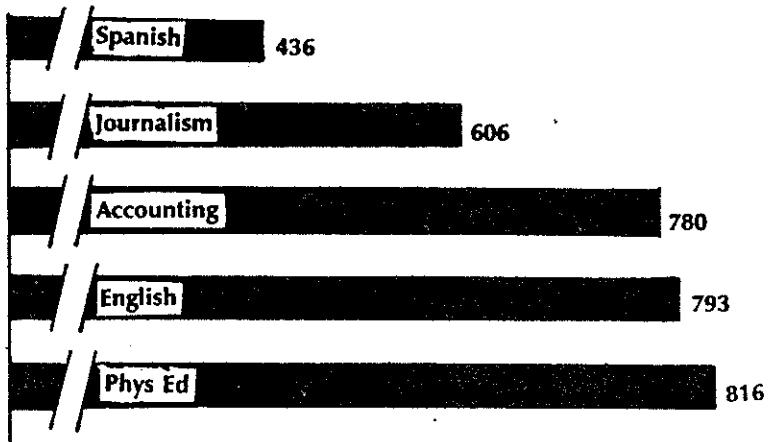
The first is that most students prefer classes between 9 a.m. and 2 p.m. At 9 a.m., 97 percent of all general purpose classrooms are in use. At 2 p.m., only 57 percent of those rooms are occupied. This problem is compounded by the move of classes from West Campus to Main Campus.

"We match our teaching resources to the demand. This doesn't mean that students are going to get the course they want at the time they ask for it. There just aren't enough rooms," said John Riedl, acting dean of mathematical and physical sciences.

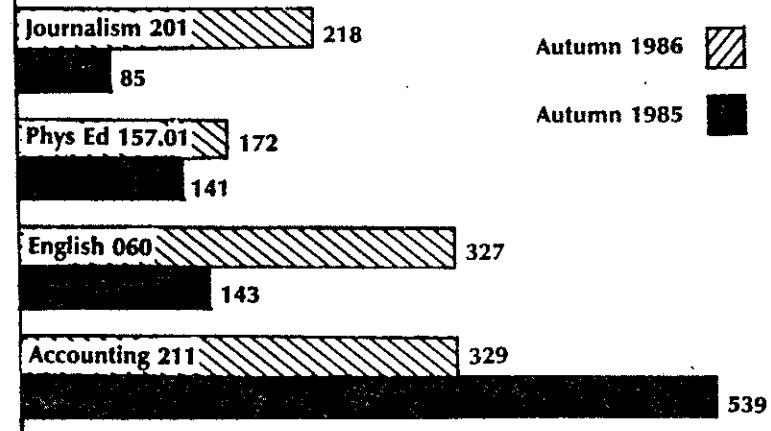
Another factor in the high close-out rate is that departments are particular about how students are added to closed courses. The current "hold all drops" policy allows individual departments to pick which students will be permitted to add the course.

In many departments open spaces are filled on the basis of

# implement scheduling changes



Departments with the highest number of close-outs this fall.



OSU classes with a high number of close-outs; comparing Autumn Quarter 1985 to this quarter.

class rank, the number of times the student has previously been closed out and whether the class is a prerequisite for other classes students need.

Edgar proposed all 100 and 200 level classes should be filled by the Registrar's Office on a first-come, first-served basis.

But some department administrators disagree.

Felix Kollaritsch, chairman of the accounting faculty said eliminating the current policy would be a bad move.

"I really don't know how that would work," Kollaritsch said. "We can judge the case better than the registrar."

## Different policies

Each department has a different policy concerning close-outs.

"Each department has control," Edgar said. "Everyone is doing a different procedure. Some are planning better, others are accommodating the students once they are closed out. We are not matching student demand with actual need."

"For instance, if we know a class is going to be overenrolled by 200, the department should

scurry and hire instructors or do something to meet that student demand and we don't always do that," Edgar said.

Joann Recker, coordinator of romance language programs, blamed student confusion for the 157 close-outs in Spanish 100.01.

Many freshmen do not know which Spanish class to take because the language placement exam is optional during orientation, Recker said. As a result, many will sign up for what they think is the easiest class and later find they can start in a more advanced section.

However, 11 other Spanish classes through the 104 level closed out 259 students.

"We do the best we can with the personnel we have," Recker said.

Accounting 211 had the highest number of close-outs this fall.

Kollaritsch blamed a lack of money for the close-outs. "It is the administration's job to give us enough money to maintain quality and not close out people, too."

Engineering Graphics 110 closed out only 25 this quarter, 179 fewer than last fall quarter. Frederick Meyer, an associate professor of engineering graphics, said the improvement was the re-

sult of the department changing its strategy. The department now allows three more students in each class to anticipate dropouts, and encourages students to enroll in Engineering Graphics 141, a companion class taught on computer.

However, in many departments there are not enough sections to meet demand, Edgar said.

"A lot of this boils down to budgets and funds," Edgar said. "It's going to be where the (department) chairmen allocate the funds. Some departments are a little more willing to hire TA's or other instructors."

Gene Schuster, university registrar, said the current scheduling system does not allow departments much time to adjust to increased class demand.

Departments now have two weeks after schedules are printed to accommodate increased demands. It is virtually impossible to hire additional staff on such short notice, Schuster said.

## Touch-tone scheduling

A long-term solution to scheduling problems may be telephone registration, which will be tested

on a limited basis winter quarter.

Students will be able to call a computer on a touch-tone telephone and schedule classes by punching in call numbers. The computer will respond in pre-recorded messages. An identification number will be issued on each students' registration sheets to prevent misuse. Each student will be issued a time block in which to place their call so that the system is not overloaded, Schuster added.

Telephone registration will also allow second choice requests in case a class is full. Immediate and unlimited schedule changes during the registration period will also be possible and the system will eventually have the capacity to add and drop classes.

Schuster hopes it will replace today's registration system.

The Graduate School and Business School have expressed interest in participating in the trial run, said Schuster.

Schuster also said the payment of a full-time fees program would have begun this quarter, but many loans and grants require students attend class full-time and that the agencies that administer student aid were still reviewing the situation.

# Failure to register for

By Mike Sponhour  
Lantern staff writer

Starting winter quarter, students who have not registered for the draft will have to pay non-resident fees and will be ineligible for state supported grants and loans, said University Registrar Gene Schuster.

Schuster said students who fail to register for the draft will be charged non-resident fees because the state of Ohio will no longer provide the university with matching funds for students who do not register.

Last week, Ohio State sent a list of 21,000 male students between the ages of 18 and 26 to the Selective Service Administration, which found about 600 students had not registered, Schuster said.

Those students will be sent a form Nov. 1 asking them to state their registration status. Some may have registered recently and are not yet recorded on the Selective Service computer or may not be required to register because of physical handicaps, Schuster said.

# draft now costly

Students who do not return the form in five days will be charged out-of-state tuition and will not be eligible for state grants and loans. Should they register after the deadline but before the start of winter quarter, they will have to go to the Registrar's Office in Lincoln Tower and have their fees corrected, Schuster said.

Full-time students with non-resident status pay \$906 a quarter in tuition, while Ohio residents are charged \$568.

Ellen Filer, a secretary in the office of student financial aids said programs

affected by the new rule include:

- Ohio War Orphans Grant.
- Ohio Instructional Grant.
- Ohio Academic Scholarship.
- Ohio National Guard Scholarship.
- Any Guaranteed Student Loan given by the Ohio Student Loan commission.

Federal student aid programs already require draft registration, Schuster said.

The new policy, which is the result of state legislation passed last year, angers some university officials who feel Ohio State is being used to enforce state laws.

The new law will cost Ohio State

\$52,000 in additional staff time, mailing fees and new computer programs this year and \$45,000 every year after that, Schuster said.

"Universities are ill-equipped to enforce laws and we should not be asked to enforce laws," said President Edward H. Jennings.

Schuster said there are other ways to enforce draft registration. "Why don't you have to be registered with Selective Service to get your driver's license when you turn 18? We want people to comply with the law but we don't want to be the enforcement mechanism."

10-30-86

# Students to let fingers walk to registration

**R**egistering for classes soon may be just a phone call away. Beginning spring quarter, a select group of students will test a new registration procedure to help iron out its wrinkles.

By winter quarter 1988, the majority of Ohio State's students could be signing up for courses using a tone dialing telephone such as a Touch-Tone.

Though the system is still in the development stage, Gene Schuster, University registrar, says an implementation plan is mapped out and the computer hardware and software is soon to be in hand.

"We think the present registration system doesn't serve the University's needs as well as it should," Schuster says.

"Students have to take their registration forms to too many different places," he explains. "Departments don't have the advantage of getting up-to-date information on enrollment and course offerings; and our office activity is just too cumbersome."

The new system enrolls students who use a tone-dialing phone, with a pre-recorded voice answering on the other end. Students will be grouped into three main categories:

- Those who will have a password and a registration form sent to them noting a time slot with a phone number they are to call to sign up for classes.

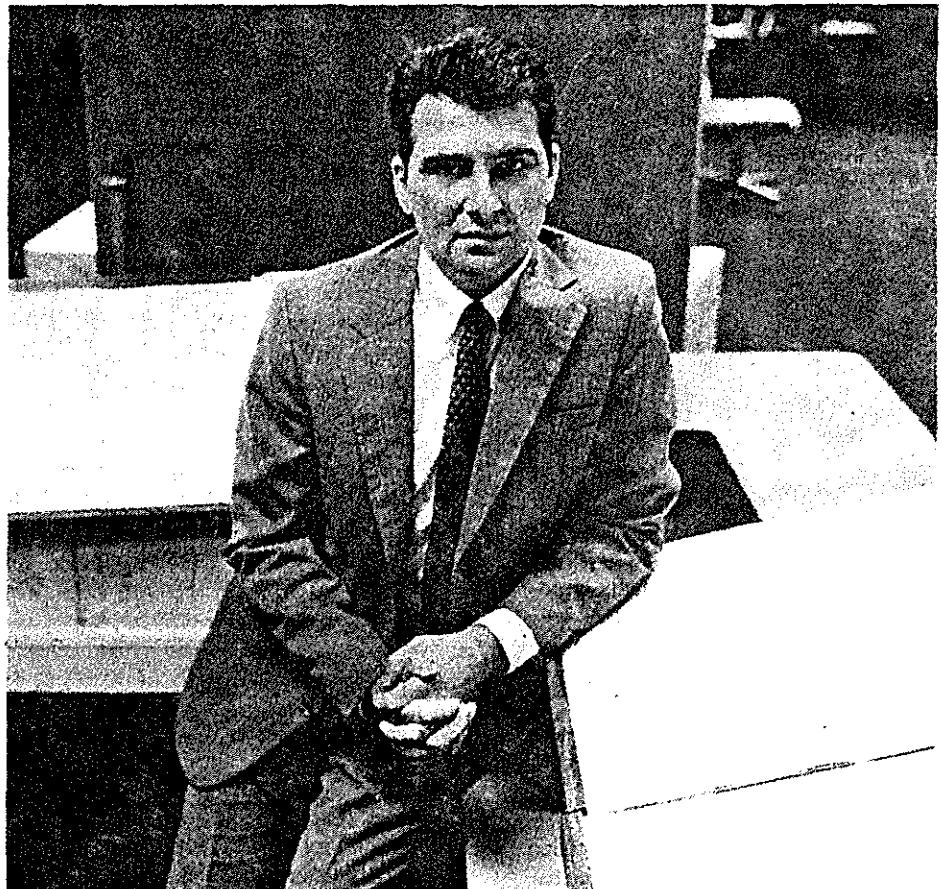
- Students who are required to see their advisers to obtain their registration forms.

- Students who are barred for academic reasons from using the system.

People who are not permitted to use the new system will continue to register almost as they do now.

The implementation also allows colleges to reconsider issues concerning the advising process.

In order for registration to continue to be monitored by advisers, they will use the computer system to review all of their students' course schedules following any



Gene Schuster

adjustments.

If, for example, the adviser looks at the screen of the terminal and finds that a student has scheduled a course that he or she should not be taking, the student will be contacted personally.

Schuster says the colleges are looking at the impending changes with great excitement, though a few details remain to be settled to complete planning and software requirements.

Brigham Young and Georgia State pioneered in telephone registration. There are no other universities or colleges using the system in Ohio, but Schuster says Cleveland State and a few other schools are interested in developing systems.

Ohio State has decided to use hardware and software developed by AT&T for the new registration process. The computer system is called the Conversant I, and Ohio State is the first U.S. campus to use it, according to Andy Lechler, director of applications development, University Systems.

"One of the crucial issues in determining what hardware and software we went with was response time — how long a registrant has to wait (after pushing the tone-dialing buttons) for a response," says Lechler. "This equipment is easily upgradeable and extremely flexible."

With the Conversant I, the caller's response time is expected to be between one and two seconds.

The University also had to decide how many phone lines to connect to the computer in order to manage the estimated number of calls during each time slot. The selected number is 64. Both Georgia State and Brigham Young have 32.

The system initially will use a pre-recorded speech, but eventually the University would like to switch to a voice synthesizer. The change will be made when the sounds of the English language can be programmed into a computer to form all English words and pronounce them in an easy-to-understand manner.

# Registration is just a call away

**“W**elcome to the Ohio State University Telephone Registration. Please enter your Social Security number..."

This is what some students soon will hear when the University implements over-the-phone registration.

The caller will punch his or her Social Security number on a tone-dialing phone.

Next, the pre-recorded voice will ask students to punch in their personal access codes. The computer then will guide the registrants through the re-

mainder of the process. Registrants will enter course call numbers via the buttons on the phone.

Prior to calling the registration number, the students will plan a preferred schedule of courses, along with alternative course selections, with their academic advisers.

Registrants also will be asked whether they are interested in insurance coverage, and if they will contribute to student government or scholarship and loan programs.

At the end of the process, the voice will repeat all of the information to

make sure it's correct. The computer also will spell the address where the registrants' fee statements will be mailed and inform them when they will receive their class schedules.

The entire call is expected to take about two to three minutes.

The telephone registration, once implemented, will be optional. Students may continue to register by mail and in person. Also, colleges and departments may opt to require students to continue to register in the current manner.

# OSU

The Ohio State University

# NEWS

For release on receipt

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11-11-86

(LO, WS)

COLUMBUS, Ohio -- A new procedure at Ohio State University will make registering for classes easier.

The new procedure -- called Billing on Intent -- will assess students fees based on their "intent" to be full-time students.

The procedure is expected to go into effect winter quarter.

University Registrar Gene Schuster said Billing on Intent will mean 2,500 students can avoid standing in lines in Lincoln Tower each quarter.

Schuster said students wanting full-time status will now be able to pay full fees by mail as they complete enrollment. Undergraduate Ohio residents pay \$568 for 12 or more credit hours. Non-resident undergraduates pay \$1,472.

Currently, students pay fees based on the number of credit hours they receive on their schedule during registration.

Schuster said each quarter some Columbus campus students run into scheduling difficulty and must go through three additional registration steps.

About 5 percent of the students who want to be full time are closed out of enough classes that their status is reduced to part time. Those students cannot receive financial aid and other benefits until they return to full-time status, he said. Usually, those students must process the paperwork in person,

instead of through the mail, by doing three registration processes: dropping and adding classes; fee reassessment; and fee payment.

Schuster said the new procedure will eliminate the last two steps by billing the student based on their intent to be full time. Students will be allowed to pay full fees by mail.

"They can pay the entire bill and save the time and effort waiting through the two lines," Schuster said. "We're only doing this for people who have indicated they want to be full-time."

"It will allow the student more time to select the appropriate class so they are not signing up for classes just to maintain their financial aid."

Students billed on an intended full-time schedule, who later opt for part-time enrollment, should pay the part-time fees and indicate the change on their statement of account. The statement should be returned by mail. The assessment will be corrected.

Students who pay for full-time classes and then decide to become part-time will receive a refund, he added.

The program was formulated after a request was received from the students, staff and faculty on the Council on Admission and Registration, which is a committee of University Senate.

#

Contact: Gene Schuster, University Registrar, (614) 292-1556.  
Written by Pat Mroczek. (P/237)

# 'On intent' stops fee hassles

By Molly Huggins  
Lantern staff writer

Beginning next quarter, students who get closed out of classes may not have to wait in long lines at Lincoln Tower to pay fees to make them full-time students.

With a new procedure called "billing on intent," students who request a full-time course load for winter quarter, but receive a schedule for part-time because they were closed out of a course will now receive a full-time bill. Students can pay the whole bill before the quarter starts and save time, Gene Schuster, university

registrar said.

He said each quarter approximately 1,000 students who sign up for full-time status are closed out and dropped to part-time status.

Schuster said those students cannot receive financial aid and other benefits, such as purchasing football tickets, until they are full-time students.

Currently, students pay fees based on the number of credit hours they schedule during registration.

Previously, there were three steps students had to go through to regain full-time status. They

had to add classes, get a fee reassessment and then pay the new fee at Lincoln Tower.

Schuster said the new procedure will eliminate the last two steps by billing the student and allowing him to pay full-time fees by mail.

Schuster said this will also give students more time to decide what classes they want to add instead of quickly picking courses to maintain financial aid as full-time students.

Schuster said 95 percent of students who request full-time enrollment add classes to regain their full-time status when they

get closed out of classes and billed for part-time fees. "The new procedure was established as a convenience for them," he said.

"We're only doing this for people who have indicated they want to be full time when they scheduled classes," he said.

Students who signed up for classes part-time, but decide to enroll full-time, can pay the full-time tuition "but they will have to stand in the long lines," Schuster said.

The new billing program began after the Council on Admission and Registration received complaints from students, staff and faculty on the situation.

# Faculty fails to submit 2,000 grades

By Mike Sponhour  
Lantern staff writer

As the quarter ends, OSU instructors will issue more than 200,000 grades. But on their report cards, some students may find nothing more than a blank space.

As many as 2,000 grades are not reported by faculty members each quarter, University Registrar Gene Schuster said. Thus, his office cannot print any grade for the class and the student will not receive credit for it, he said.

Most missing grades result from instructors forgetting to turn in their grades or falling behind on adding up test scores, he said.

The registrar's office sends instructors a copy of their grade roster one week after final exams are given. This gives faculty members a chance to make any additions or corrections, he said.

However, about 200 of the missing grades are not as easy to correct. The biggest cause of this is the student who registers for a class but never shows up. Usually, this means the student will fail the class, Schuster said.

He said it is possible a department will allow a student to drop a class after the quarter has ended if the student can prove they dropped the class but the university failed to notify the instructor.

In those instances, a change ticket is often the only thing that saves a student from failure, Schuster said.

If the instructor or department fail to find a missing grade by the eighth week of the following quarter, the registrar's office lists the grade as failing, he said.

On a few occasions, faculty members leave for new jobs or die before calculating grades. The department chair then

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## GRADES

Continued from Page One

has the responsibility of finding the instructor or figuring out the final grades for that class, Schuster said.

He said it is important if a grade is missing to find it quickly. Schuster said between 1973 and 1982, more than 1,500 unreported grades accumulated in his office. This year, the classes were removed from the students' transcripts, he said.

"The big problem is when you get too much time after the class has ended," he said. "We didn't have as good a follow-up procedure as we do now."

Firman Brown, chairman of the Department of Theater, said all instructors in his department read off their grades to another department member who check them against the official class roster. That system helps eliminate any missing grades, he said.

If a student does not attend class and forgets to fill out a change ticket to drop the course, a failing grade is issued.

"It is not our responsibility to call a student and say, 'you are not registered,'" he said.

Students who think they forgot to drop a class should contact the instructor and the department immediately, Schuster said.

## New registration plan just a phone call away

By Chris Hanschmidt  
Lantern staff writer

The university's \$200,000 CONVERSANT computer system, which will allow students to register for classes by phone, will be ready for testing by April, said Gene Schuster, university registrar.

Schuster predicted the system will be ready for summer quarter registration. Two computers are expected to handle 64 telephone lines. Students on regional campuses as well as main campus will be able to register for classes by using a Touch-Tone telephone. The computer will talk to students, dictating what classes have been scheduled and the days and times classes meet.

Computer specialists at University Systems are now testing the software packages to be used with the system, Schuster said.

He said he had expected to have the completed system ready to test on a control group of students by February. "I'm not surprised we have to move it back. That was a very, very aggressive kind of (prediction)," he said, explaining it was based on having all the software by November of last year.

The university was slower getting out the purchase order than we expected, he said, and AT&T subcontracted for extra software to be used with the system.

Currently, Tom McCullough and Chuck Rice, University Systems computer specialists, are testing how the CONVERSANT system operates when linked to the university's main computer.

The system will provide students with information such as course prerequisites and minimum course loads for financial aid, the specialists said.

Each college in the university will designate personal access codes for each student. Registrations will be confidential because

these codes as well as social security numbers will be required to gain access into the system.

"It will be a joy to use," Rice said. He wishes he had had the opportunity to register by phone when he was in school.

Schuster agreed. "(The system) should cut down the lines of students waiting to register." He said students not wanting to use the system would still be able to walk into the Registrar's office with a registration form if they wished, but the staff would manually enter the course data via phone just as if a student were doing so.

Schuster said the staff in the Registrar's office must be trained in data operations before the system can be tested.

Eventually, other departments in the university may be able to develop system applications meeting their own needs, Schuster said.

Peter McParlin, an AT&T account executive, said the system is designed to support multiple applications and could also be used to order university supplies.

In order for telephone registration to be successful, however, care must be taken now to insure the seven student-system transactions work before testing begins, McParlin said. The transactions include add/drop functions and voice listings of courses successfully registered, access and social security codes.

"Right now we're in the cleanup stage," he said. "We want it thoroughly wrung out before we turn it over to the students because we want it to be accepted."

Other colleges and universities have implemented the CONVERSANT system for registration.

He said a survey taken after the system was in operation showed that more than 90 percent of students polled were enthusiastic about the phone registration opportunity.

# New method of registration avoids part-time fee trouble

By Lisa Kempfer  
Lantern staff writer

This is the first quarter the university has offered the opportunity to pay full-time fees to students who were closed or cancelled out of classes and considered part-time.

Gene Schuster, university registrar, said 1,000 students who requested full-time status were closed or cancelled out of classes.

With a part-time standing, some of the problems students face are: getting financial aid approved, moving into dormitories, and picking up athletic tickets.

Eve Chin, a senior from Cincinnati majoring in industrial engineering, said she thought paying her fees in advance was a good

idea. "I was a little surprised at first, but it eliminated a lot of the hassle involved in waiting in extra lines."

Schuster said this program saves the students from waiting in lines at Lincoln Tower for fee assessment and in Fees and Deposits.

"The students loved the program," said John Sostrom, assistant director of undergraduate programs for the College of Business. "Anytime we can make this system more humane we have to," he said.

There were very few problems with starting the program other than people not reading the insert explaining the new procedure, Schuster said. He also said fewer fee adjustments will have to be

done, saving time for both students and staff.

Students were informed about the change through a special message printed on the bill of those students who were closed out and had intended to be full-time students.

However, 125 people were not billed because they were closed or cancelled out of every class they signed up for, Schuster said.

He said it would seem like a slap in the face to bill a student with no schedule. For these students, walkthrough registration was opened one day early. Forty-eight students took advantage of the early registration and 39 successfully completed schedules, he said.

# New transcript system makes forging harder

By Lisa Kempfer  
Lantern staff writer

OSU transcripts are getting a much needed facelift as a result of the FBI's labeling them as easy to forge.

The current transcripts are "laughed at by the public because they are disorganized and badly copied," said James F. Noe, associate registrar.

Noe said he attended a seminar in Baltimore where the FBI had three examples of transcripts that were easily forged. Two of the three were from Ohio State.

Since then, he has been working on improving the quality and image of the transcripts. New computer-generated transcripts should be ready by the beginning of spring quarter, Noe said. However, the necessary printers and copy-proof paper have not yet been delivered.

Several months were spent choosing the best printers and paper, James C. Davis, assistant registrar, said. The paper will have a red border and if photocopied, the word void will appear

on the photocopy.

The new computer system will enable transcript requests to be processed by the next day, or even by that evening if the student needs it immediately. The processing cost of the transcript, which is currently \$2, will not increase now or in the near future, Davis said.

With the present system it takes five working days to process a transcript. Noe said 120,000 to 130,000 transcripts are sent out yearly.

All students registered as of autumn 1985 will receive the new transcripts when they become available. Those who left the university before autumn 1985 will not have their records transferred to the computer unless they return to Ohio State as students. Noe said it is not cost-effective to transfer the more than one million records to the computer.

If in the future it becomes less expensive to put these records on the computer, they will be added, he said. Fifty to 60 percent of the requests received for transcripts are from students and alumni currently on the computer, Noe said.

THE OHIO STATE LANTERN, Tuesday, January 20, 1987

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As of autumn 1985, 90,000 student records needed to be audited. In May 1986, 60,000 transcripts were sent to current students for corrections. Noe's office received 3,000 responses — 1,500 to 1,800 were actual errors and the rest of the respondents did not understand the audit, he said.

Some of the largest categories of errors were: 567 address or telephone number errors or changes, 403 projected degree errors or omissions and 380 course or grade errors.

Even though this shows only a two and a half percent error rate, Noe said that is too high, especially when the mistake involves a student's grade. "We've done all we realistically can" to make corrections, he said.

Graduates receive free copies of their transcripts but Noe said he encourages students to have the copies sent to them before graduation so they can check for accuracy.

Students will look more carefully at their transcripts than their college office will, Noe said. "We think it is the student's responsibility to have a correct transcript."

Before the last of the transcripts are sent to students for their review near the end of this quarter, Noe said all 30,000 hard copies must be physically compared line by line to the computer screen for discrepancies.

# OSU considers \$10 add/drop fee

By Lisa Kempfer  
Lantern staff writer

If Ohio State were to charge for adding and dropping classes, it would cost students between \$2 and \$3 a quarter, said Gene Schuster, university registrar.

"Any fee under \$5 is a waste of time to collect and record." To encourage students to register by the first day, the process is made more difficult by requiring professor's signatures before a class can be added, Schuster said.

The costs to the university for adding and dropping classes total more than \$425,000 a year. This amount is from a 1981-82 cost analysis for add/drop services.

The costs analyzed included: student data base maintenance, \$77,000; fee assessment, \$108,660; pre/post registration, \$121,998; change tickets, \$57,891 and walk-through registration, \$63,000.

"Many times scheduling problems are not the students' fault, so why charge them," said Jim Noe, associate registrar. During autumn quarter, 9,650 change tickets were processed. The students' fees pay for these services, he said.

Many Big Ten and Ohio universities charge a fee for adding or dropping a course. Doug Woolley, associate registrar at the University of Michigan, said after the first three weeks of the semester, students are charged \$10 per change ticket. The fee is used as a deterrent, he said.

Miami University charges its students \$2.50 per transaction after the first week of classes, said Dee Rausch, assistant registrar. She calls the charge an inducement fee to encourage students to get their changes done during the first week.

About five years ago, Schuster said, the Council on Admission and Registration proposed a \$10 fee for each course dropped. The Oct. 8, 1982 minutes stated the fee was "not meant as a revenue raising program," but the purpose was "to reduce the number of students indiscriminately dropping courses due to poor planning, procrastination, etc."

A year later, the proposal was rejected by the University Senate.

Thomas Willke, vice provost for the College of the Arts and Sciences, who presented the proposal to University Senate said the

Senate rejected the idea because there was some misunderstanding as to the purpose of the fee.

However, with the increasing problem of closed out classes, Willke said the issue may be discussed again in the next few months. To avoid being closed out of all of their classes, students are playing "musical chairs" with their schedules by signing up for extra classes, he said.

Students are slow to drop the extra classes and as a result other students who want to get into the class can't, creating more of a problem, he said.

However, there is no one solution to the closed out class problem. Willke said administrators are reluctant to charge students for drops that may have been caused by the university. Charging a fee probably would only get 10 to 15 percent more students into classes, but 15 percent represents a lot of students, he said.

A compromise would be to charge \$10 for dropping a class after the first week, keeping the first week as a grace period, he said.

# Not registering for the draft will raise a student's tuition

By Dale Bagwell  
Lantern staff writer

A bill passed by the Ohio legislature requiring students not registered for the draft to pay out-of-state tuition could eventually have an impact at Ohio State.

As a result of Ohio House Bill 845, students attending state universities who are not registered with the selective service will be required to pay out-of-state tuition and will not be eligible for state financial aid, said Chris Richter, assistant registrar for public services.

Currently, undergraduate in-state students pay \$568 a quarter for full-time fees, while out-of-state students pay \$1,472.

Ohio State and the selective service administration exchange information to get a listing of people who are registered at Ohio State but not signed up for the draft, Richter said.

The university sent the administration a computer tape with the names of those students who would be eligible for the draft, Richter said. "In turn, they sent us a tape of all those people they

had information on. This left us with a list of people who had not registered with selective service."

The university then sent a mailer to persons who appeared not to have registered, asking them if they had registered and, if not, were they exempt. Most students had either registered for the draft, or were able to prove they were exempt, Richter said.

"The new law also makes the university responsible for keeping information on who is registered and who is not," he said.

The university has received very few complaints compared to the number of students involved.

"Several people have felt it was an invasion of their privacy," Richter said.

Since 1983, the federal government has required students to register with the selective service in order to receive federal financial aid, said David Summers, administrative associate for financial aid.

Those forms of financial aid include federal guaranteed student loans, Pell grants, Plus loans, college work study programs, and national direct student loans.

"Now Ohio has come up with a law requiring registration if you want to get state money," Summers said.

This law includes guaranteed student loans backed by state funds, Ohio Instructional Grants, and university loans.

Anyone who has not registered must do so before their requests for state financial aid can be processed, Summers said.

"I believe we've only had nine people that didn't meet the requirements (for financial aid), but we've cleared those up," Summers said.

Other state universities have had similar results.

At the beginning of this semester, Bowling Green State University had seven people not registered, but those seven have been accounted for since then, said Duane Whitmire, acting registrar and director of records at Bowling Green.

"There is a lot of work involved with this to have it come down to no one," Whitmire said.

## Second-day class drops proposed

By Maureen Kilkenny  
Lantern staff writer

A proposal to require students to be in class by the second day or be dropped would open positions sooner for others trying to add classes.

The Council on Admission and Registration presented the proposal Wednesday to the Council on Academic Affairs.

Frank Carroll, chairman of the admission council, said the intent of the proposed change is to alleviate the problem of closed courses. "The no-shows occupy space on rosters, and therefore, that class space cannot be assigned to students waiting to get into the course," he said.

The rule currently says the chairman of the instructor's department may drop a student from a course if "by the third instructional day of the quarter . . . , the first Friday of the quarter, or the second scheduled class session of the course, whichever occurs *later*, the student fails to attend the scheduled course without giving prior notification to the instructor."

The amendment to the rule would change the word "later" to "earlier."

The proposal would also amend the rule to say, "Students enrolled in courses that do not meet by Friday of the first week of classes may not be disenrolled under this provision if they attend

the first scheduled class meeting." Carroll said this amendment will protect the student who is enrolled in a class which meets infrequently.

He said each department uses the rule differently and the proposed changes will not affect that flexibility.

Joan Leitzel, chairwoman of the academic council, said the proposals have been sent back to the admission council to clarify wording, and will be sent to the University Senate — which reviews all rule changes — if it is approved. Final approval is up to the Board of Trustees.

Carroll said it is difficult to know how many students are affected by closed courses each quarter.

**OSU**

The Ohio State University

# NEWS

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For release

on receipt

4-21-87

(LO, WS, MOD)

COLUMBUS, Ohio -- Registering for classes is just a phone call away this spring for 5,000 students at Ohio State University.

Ohio State currently is previewing BRUTUS, a new computer system that will register students for classes by telephone.

BRUTUS stands for Better Registration Utilizing Touch-tone phones for University Students.

University Registrar Gene Schuster said he is optimistic that BRUTUS will "personalize registration and solve run-around problems." All students on the Columbus campus should be using BRUTUS within a year, he said.

Students in the colleges of the Arts, Business and Home Economics were selected to preview BRUTUS based on the size and variety of the colleges, Schuster said. They will begin advance registration for autumn quarter via telephone on May 20.

Registration begins when students work out a class schedule (with alternate courses) and see their adviser as required by their college. In the meantime, registration materials will be mailed to their homes.

Schuster advises students to study their personalized work sheet that tells them when and how to access BRUTUS and what their personal access code is.

Each work sheet lists a specific time period when a student

-more-

may call the computer, such as May 21-30. BRUTUS will accept calls from 8 a.m. to 8 p.m. Mondays through Saturdays and 1 to 8 p.m. on Sundays.

During the assigned time, a student may use any tone-dialing telephone to call BRUTUS. Sixty-four students will be able to talk to BRUTUS at the same time.

A pre-recorded voice will answer, saying, "Welcome to the Ohio State University Telephone Registration. Please enter your Social Security number...."

The student will punch his or her Social Security number into the computer via the telephone. Next, a pre-recorded voice will ask the student to punch in his or her personal access code to assure confidentiality.

The computer then will guide the student through the remainder of the process. The student will enter primary course request call numbers and even can enter secondary, or alternate, requests using the buttons on the telephone.

BRUTUS will repeat the information for accuracy and check the address where the student's fee statement and course schedule will be mailed.

Students can indicate their options for student health insurance and make contributions to organizations or scholarship funds.

The process is then complete.

Schuster also pointed out that students can call BRUTUS to drop and add courses during their advance registration time period. After that, they must use the old drop and add system, which will require an in-person visit until the system is completely implemented next year.

"We've gone to BRUTUS for convenience," he explained. "Once students have been advised by their college, they won't have to make a trip back to either the college office or Lincoln Tower."

Ohio State is the first university in the country to try call-in registration on such a large scale. Georgia State and Brigham Young universities operate a similar system with 32 telephone lines, he said.

An 11-minute video tape and sample materials are currently on display in Hagerty and Campbell halls. Schuster encouraged students to visit the display and offer suggestions on the system.

#

Contact: Gene Schuster, (614) 292-8500.  
Written by Patricia Mroczek.

(P/304)

# Students choose classes by phone

By Gail Bushman and  
Nancy R. Reid  
*Lantern staff writers*

Students enrolled in the colleges of Art, Home Economics and Business will be registering for autumn quarter classes through BRUTUS, a new telephone scheduling system.

The Better Registration Utilizing Touch-tone phones for University Students, will be given its trial run May 20, when students call the system's computer terminals to schedule their classes for autumn quarter.

Monday, a BRUTUS information center was set up in the lobby of Campbell Hall, where students were able to make mock schedule requests into the computers in preparation for the test period.

The colleges of Art, Home Economics and Business were chosen to use BRUTUS because they are fairly small, said Nancy Ford, clerk for the University Registrar's Office and representative for the system.

"I think it will be very successful and save a lot of people from standing in line," Ford said.

Students must use a touch-tone phone to use BRUTUS. A touch-tone pay phone may also be used, Ford said.

Gene Schuster, university registrar, said the cost of the entire system is not actually known.

However, he said the equipment that actually translates a student's voice into computer language will cost about \$200,000.

The procedure for the BRUTUS system will be:

A student will receive a computer print-out in the mail before each quarter.

The print-out will show the student's name, social security number, a two-week time slot assigned to them to do their scheduling, a special code number and a list of procedures on the back.

Patricia Mroczek, associate editor for news services, said the special code number is used like a bank card number. When a student calls in, they must give their name and special code number. If they do not give their card number the computer will not continue the process.

A student must register during the time slot assigned to them.

The computer time-slot allows 64 students to talk at the same time. If students call during time slots not assigned to them, a recorded message will ask them to call during their designated time. All calls must be made from a touch-tone telephone.

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After a student gives his or her name and special code number, the computer will ask them which classes they would like to schedule.

The student should have the course department, credit hours, and the days and times the classes meet ready before calling, Mroczeck said. Following this the student will be asked which fee option they choose, if different from the previous quarter, if they want health insurance and if they would like the annual vehicle registration.

The student hangs up and the registration is complete.

The process for students who have had scheduling priority in the past, such as honor students, will follow the same phone procedures as the other students, Schuster said.

After all the schedules have been compiled, the priority students' schedules will be separated from other students and they will be given priority to classes.

If students want to add or drop a class they must do this within the two-week time slot, Schuster said.

He said if they miss doing it

during their time-slot they will have to follow the current adding and dropping procedures through their college office.

Schuster said, however, students will not be able to add and drop classes over the phone until spring quarter 1988 when the procedures for that process will be added to the computer.

If the trial period for the system is successful, it will be used for all colleges during winter quarter registration, Richter said.

Scheduling information called in to BRUTUS is programmed into computers located inside the University Communications building

on Kinnear Road. If the computer is down, a recorded message will ask the student to call back, Schuster said.

"We must deal with the same problems of any on-line system. If it goes down, we wait for it to come back up," he said.

"The system is pretty easy to use," said Joyce Lendrum, a junior from Hamler who participated in the mock registration. "But, it's also a problem because a lot of people don't have touch-tone phones. For instance, all of the dorms have dial phones."

Schuster said touch-tone phones will be put into all dormitories this summer.



Dan Shellenbarger/the Lantern

## Schedule shuffle

Sally Hritz, upper left, a senior from Columbus and Sue Opalenik, upper right, a junior from Wadsworth pick-up their registration forms from Debbie McNinch, left, a senior from Warren and

Karen Husman, right, a junior from Cincinnati in the basement of Denny Hall. Registration for autumn quarter started on Tuesday and will continue until June 5.

# Scheduling classes by phone posing problems for students

By Michele Ohl  
Lantern staff writer

Students who scheduled their fall quarter classes through the new telephone system, BRUTUS, have encountered some problems.

The problems are due to the students' unfamiliarity with the system and not with the computerized system itself, said Chris J. Richter, assistant registrar for public services in the Office of the University Registrar.

In order to eliminate problems, instructions explaining how to use the phone registration were printed on the back of student registration forms, and the computer system was put through a trial run.

President Edward H. Jennings tried to

schedule, but was unable to because the system was broken down. Although he could not schedule, he said the instructions were very clear.

Richter said that since students started registering May 20, there have not been any computer problems, but a variety of smaller problems.

He said many student complaints arose because they didn't read the instructions closely.

Joy Aveni, a senior from Lyndhurst who will graduate autumn quarter, said she was afraid of being closed out of classes.

"It is just too much to learn just to schedule for classes," she said.

Richter said the instruction form gave each student an access code for the

computer, similar to a bank machine card number.

Students were given times to call in to schedule, as determined by their social security numbers.

Students in the Colleges of Arts, Business, and Home Economics were chosen to test BRUTUS, an acronym for Better Registration Utilizing Touch-tone phones for University Students. Students in these colleges were chosen because of their small enrollment in comparison to the other colleges.

Elizabeth Prosise, a junior from Canton majoring in home economics, said she was excited about using the system because of the time it would save.

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"I work full-time Monday through Friday and I just don't have enough time to go to my college office to schedule," she said.

John A. Yutzey, assistant director of the undergraduate program in the College of Business, said the computer checked to confirm that a student calling in to register was doing it during the allotted time. Students who called at the wrong time were told when they were allowed to schedule, he said.

Thomas E. McCullough, senior computer specialist for University Systems, said the computer is capable of handling 64 calls at a time. He said he hasn't received any complaints from students who were unable to schedule because of busy phones.

The times when students are supposed to call are staggered so everyone doesn't call at the same time, he said.

Tom Sanfilippo, a programmer/analyst at University Systems, said with the staggered system, about 550 students could register each day, but he said only about 350 are calling daily.

The rest of the students are either turning their registration forms in at their college offices or are waiting until the last minute to register, he said.

Some students complained about the lack of touch-tone phones on campus.

Bret Vinocur, a sophomore from

Mayfield majoring in business, said, "I used the pay phone in the lobby of my dorm to call. It was easier than waiting to use the phones in Hagerty Hall."

Hagerty Hall has two touch-tone phones for business students to use while registering.

Elvyra T. Glenn, a residence hall assistant who serves as a telephone coordinator for the university, said, "After spring quarter ends, the university will start installing touch-tone phones in the residence halls."

The new installation, which has been planned for two years, will involve changing about 4,000 phones, Glenn said.

Some students calling to register do not realize that only touch-tone phones can be used with the system, Yutzey said.

Many students, who become frustrated and blame the computer, are not using the right kind of telephone. They are using push button-rotary phones, which look like touch-tone phones, but are not able to register with the computer because of their rotary function, Yutzey said.

Bryan Prosek, a junior from Warsaw majoring in business, said it only took him three to four minutes to register for classes using BRUTUS.

"The computer read back the classes that I wanted to schedule. The computer talking back was great," Prosek said.

The idea of using telephone registration for classes is not a new concept.

The idea of using telephones for classes was pioneered at Brigham Young University. Several other colleges use the system, but none are as large as OSU's.

Richter said that the new system will be used for all the colleges at Ohio State, assuming that there are no major problems with the system.

Richter said student reaction to the system is very important.

"We primarily want to know how we can make it best for the students," Richter said. "If somebody didn't like it, we want to try to find out why they don't like it and see how the system can be improved."

Although the system will still be used even if students do not like it, every effort will be made to resolve student problems with the system, Richter said.

Jennings said he has encouraged the use the system because students will prefer the computerized system to standing in line at college offices.

Jennings said spring quarter 1988 is a tentative projection date for BRUTUS to be implemented throughout campus.

Scheduling, which started May 20, will continue until June 3. Richter said students having problems with scheduling should contact the Office of the University Registrar at 292-8500 or the university's Telephone Services at 292-5215.

A compilation of local, state, and national stories about The Ohio State University and issues concerning higher education.

# NEWS DIGEST

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Mary Lindner,  
News Digest editor

CONNECTIVITY OHIO

NEWS DIGEST

OSU  
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p. 5

JUL 3 1987

## On-Line Phone Registration a First at Ohio State

By Peter Lisker

Each semester, more than 50,000 Ohio State University students register for classes. Registration used to signal a data-processing crunch. Recently, however, the university combined voice technology with a micro-to-mainframe computer link that provides students with access to class registration data.

As a result, the days of standing in long lines at registration time have ended. Endured by generations of students, the process required school officials to maintain large staffs of registration clerks who were linked to the university computing center via IBM 3278 terminals. Today, students using the system complete their class-selection process, add or drop courses and enjoy the benefits of connectivity to the mainframe using only a Touch-Tone phone.

At the main campus in Columbus, students call into the campuswide phone network. At satellite campuses, students can also access their registration records by phone, via the same mainframe where the records are centrally maintained.

"The registration system is basically our old on-line system, but with the addition of a voice system on the front end. Instead of requiring a terminal to access the system and limiting users to registration personnel, we have opened the system to students, who are truly the real end users," said Charley Rice, a senior program analyst for Ohio State's University Systems Group.

At the university's central data-processing facility in Columbus, an Amdahl Corp. 5860 mainframe runs MVS with a large Systems Network Architecture network. The registration system relies on a Local Data Inc. 274 protocol converter linked to an Amdahl 4705 communications front-end controller to convert the voice system's ASCII data stream into the required 3270 data stream.

The registration system uses IBM's CICS software as the basis for the on-line system. PCs are not involved in the micro-to-mainframe link, however. Instead, the micro portion is an AT&T Conversant 1 Voice System Model 32, comprising an AT&T PC 6300 Plus operating under Unix V as a controller for the voice input/response application.

Conversant Systems is an independent venture of AT&T. Supported by Bell Laboratories, it provides "conversational access to computer information from telephones," according to Conversant President Kendra Vandermullen.

The Conversant System 1 commonly interfaces to host system across 3270 links. "We use CICS as the file server for the system," said Mr. Rice. "A student calls in

to our system, which can accommodate as many as 64 simultaneous sessions, and enters a personal identification number known only to the student. After this security is cleared, the student is linked to the mainframe databases, and can do whatever they want with regard to their classes."

The university decided that a voice-based, micro-to-mainframe solution to registration problems would neatly fit the bill. One advantage was that the system would allow unattended operation, freeing workers to do other tasks.

### Over \$100,000

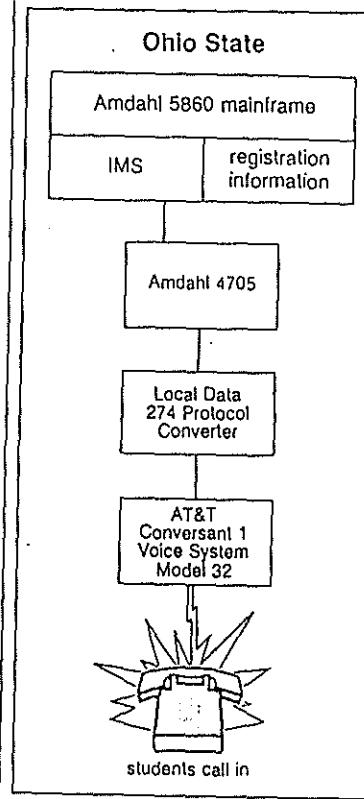
Although university officials declined to comment on the cost of the Conversant system, Mr. Rice said it is safe to assume it was more than \$100,000.

The system, as installed, consists of two Conversant System 1 model 32s. Each system is based on an AT&T PC 6300 Plus with 2M bytes of RAM standard. The unit includes a 5½-inch, 1.2M-byte floppy, in addition to a standard 20M-byte hard disk. The units support as many as 32 simultaneous 3270 sessions and connect to the Local Data protocol converter for access to the mainframe computer.

With the Conversant system in place, it was a relatively straightforward job to write scripts for the student-registration system. The system went into operation in May as a pilot and was greeted with enthusiasm by students and officials alike. Systems-maintenance officials have taken advantage of the campus's summer slack period to bring the system on-line.

The system is in place and ready for the fall '87 rush. The true test will come in September when thousands of students arrive on campus and use the voice-connectivity solution. While no live tests have been conducted with the expected user volume, Mr. Rice and his department are confident the system will perform admirably.

"We have 64 lines available for incoming registration calls," he said. "This should meet our needs over the short term, but it will probably have to be increased as more and more students learn to take advantage of the system." ■



A voice system will let University of Ohio students register, on-line, by telephone.

# Franklin County colleges offer share-a-student deal

By Bentley Boyd  
*Dispatch Staff Reporter*

Some students will walk through the halls of learning at more than one college this fall by way of a program encouraging undergraduates to take a class from a Franklin County school other than their own.

Under the Higher Education Council of Columbus' program, full-time students at any of the eight Franklin County colleges can apply to take a class for credit from any of the other schools.

The schools are Capital University, Columbus College of Art & Design, Columbus State Community College,

DeVry Institute of Technology, Franklin University, Ohio Dominican College, Ohio State University and Otterbein College.

DENNIS PRATT, registrar at Franklin University, said, "It will give our students a greater range of opportunities. They can take classes they ordinarily wouldn't be able to — we don't teach foreign languages, for example."

Unlike students cross-registering in the past, those now venturing out will be able to take free classes that will count for credit and a grade at their home institutions. Students may take up to

three classes free at other schools during their undergraduate careers.

"The concept is that everyone's students will benefit," said Peggy Calestro, executive director of the council, an association of the Franklin County colleges. "They may be coming to take your class for free, but you'll have a student taking one of their classes."

THE PROGRAM is based on cross-registration services in Cleveland and Cincinnati, Calestro said. Cross-registration makes Columbus a more attractive place to live for families with college students, and was supported by all the local college presidents, she added.

Calestro said she could not predict how many students would use the cross-registration service in the first year. A spokesman for the Cleveland Commission on Higher Education said 250 students from the commission's 10-member colleges used the Cleveland cross-registration program last year.

"In the first year, only the most aggressive students will take advantage of this," Calestro said. "It will grow with time. It's very hard to predict what kind of volume we're talking about."

OHIO STATE University will probably see the most business through the new program. But Chris Richter, assist-

ant registrar at OSU, said, "We'll probably see no more than 20 coming to OSU a quarter, and fewer than that going from OSU."

"This kind of program probably won't be heavily used in the long term, just because people don't want to take more than a full course load."

About offering classes free, Richter said, "I don't think it hurts. If there is an empty seat in a classroom, someone might as well be sitting there and taking advantage of it."

"We don't think of it as a loss to Ohio State. We think of it in terms of the benefit to the community."

## Local colleges to offer free cross-registration

By Kathryn Monda  
Lantern staff writer

Beginning this fall, full-time OSU students will be able to take classes at other Franklin County educational institutions free of charge, Assistant Registrar Chris Richter said.

"One beneficial effect of cross-registration is that students will not have to go through all the channels to get grades for transfer credits," he said.

Under the cross-registration sponsored by the Higher Education Council of Columbus, all full-time students who attend any of the eight participating Franklin County schools can apply to take classes at any other participating institution when classroom space is available.

The other participating schools are Capital University, Columbus College of Art and Design, Columbus State Community College, DeVry Institute of Technology, Franklin University, Ohio Dominican College and Otterbein College.

Richter said cross-registration

will take place on a walk-through basis.

"Obviously there will be some discretion on my part," he said. "If I see an opening in a class like Accounting 211, I am not

See Page 2, CLASS

## CLASS: Cross scheduling said to benefit OSU students more than others

Continued from Page One

going to give the space to the cross-registrar student, because an OSU student can use it."

Peggy Calestro, executive director for the Higher Education Council of Columbus, said students must have approval from

academic advisers at both institutions. Other requirements are that the course can not be offered at their home schools and they can only take three cross-registration classes during their undergraduate career.

Richter said he does not see many students taking the extra

classes because the students must be full-time at their own institutions.

"We definitely should see more students coming to Ohio State than OSU students going to other institutions," he said. "We have more classes to offer."

Richter said he does not see the

university losing any money from this program. "People will just be taking a seat that otherwise would be empty," he said.

Mary Holliday, a representative of the Cleveland Commission on Higher Education, said Cleveland has had cross-registration for 10 years.

Holliday said since the available space is not determined until classes begin, the program has a built-in problem because some

schools are on semesters and others are on quarters.

Some students are reluctant to take a class that starts in August more for convenience," he said. if their schools' classes do not start until the middle of September, they may take either their first or last class there."

Richard Dickerson, director of admissions at Cleveland State University, said that theoretically the restrictions built into Franklin's program was designed to allow the top students to take classes from all the best departments at the various institutions. Calestro said that because of the program's restrictions, students are unable to use the program for convenience only.

# Call-in system improved

## BRUTUS to handle more registrations

By LEAH WEAVER  
Lantern staff writer

Welcome to BRUTUS — Better Registration Utilizing Touch-tone phones for University Students. Please enter registration quarter and year . . .

BRUTUS is on break right now, but he'll soon be back to school when winter quarter registration begins.

Last spring 5,000 students registering for fall classes were introduced to BRUTUS. The computerized scheduling system will be expanded to accommodate 29,000 students during winter quarter registration.

Testing of the new scheduling process included students in the Colleges of Art, Home Economics and Business.

Telephone registration for winter quarter will add the Colleges of Agriculture, Education, Nursing, Natural Resources, Graduate School, University College and the Agricultural Technical Institute.

Chris Richter, associate registrar for public services in the Office of the University Registrar, said the premiere implementation was a success.

"It went surprisingly smoothly," Richter said. "The one problem we did have was with students who tried to use push-button

rotary phones that look like touch-tone phones, but aren't."

Richter said there were minor problems with the instructions BRUTUS gave for some of the fee options, such as student health insurance.

"The directions were rather confusing, so we had to correct the script to make these clear," he said.

Richter said students can increase the likelihood of getting desired classes by registering early during their "window time" — a designated scheduling period assigned to each student.

"The earlier a student calls during his window time, the higher the priority for class selection," he said.

Richter pointed out that priority occurs only within similar window times.

"This doesn't mean that someone with a Monday window time stands a better chance of getting a class than someone with a Thursday window time," he said. "It only applies to those who call in first within the same window."

The "voice" of BRUTUS, a combination of a recorded human voice and computer synthesized tones, was designed to help students feel comfortable when using the system.

"The voice sounds quite human," Richter said. "We tried

very hard to get something that didn't sound impersonal."

Amy Spain, a sophomore from Marysville who used the system to register last spring, said the process was simple.

"It was really very easy," Spain said. "I just used a pay phone in the Ohio Union and punched in the numbers for my classes."

Spain said the system also helps reduce paperwork.

Rick Clemens, a sophomore from Dayton, agreed.

"I thought registering by phone was easier," Clemens said. "Handwriting can be hard to read. Punching in numbers can mean fewer mistakes."

Some students said the system could be improved by including an option for feedback or corrections.

Lisa DeStefano, a senior from Marblehead, said errors could be reduced if students could control the pace of the program.

"It's so quick, you don't really feel in control of it," she said, "but everything worked out okay with my schedule."

Richter said spring quarter 1988 is the projected date for the university-wide implementation of BRUTUS.

Demonstrations on the use of the system will be offered on the Oval during the first two weeks of October.



Valerie Falter/the Lantern

## Dialing for an education

Nancy Ford, right, a clerical specialist from OSU's registrar's office, shows Debra Oswald, a senior from Monroe, how to use BRUTUS, the new system for class registration by phone.

# New OSU system lets most choose classes by phone

Tests successful;  
BRUTUS to start  
work this week

By David Lore  
*Dispatch Science Reporter*

Ohio State University and AT&T officials expect few problems this week when the campus' telephone-access automated registration system becomes operational for most OSU students.

Kendra Vandermeulen, president of AT&T Conversant Systems Division, 6200 E. Broad St., said that during tests last spring, students adapted more readily to the technology than have AT&T's business customers.

"COLLEGE STUDENTS are used to computers," she said. "There's certainly no problems with students' being shy. They figure out how to use it without any trouble, and the lines at the registration system gives them lots of incentive."

An initial test of the system with 5,000 business, home economics and art students last spring found that most students liked the option, said Mindy Eckman, administrative assistant in Office of the University Registrar.

Rafal Andrzejewski, for example, said it took him only 5 minutes last spring to file his autumn quarter schedule instead of the several hours usually required. Andrzejewski, a senior business student from Warsaw, Poland, said he was amazed by the system's speed and accuracy.

"Normally, they screw up a lot," he said. "Even when I'd fill out the cards myself, it would take three quarters before they'd get the name of my street address spelled right. This time, I was surprised how efficient it was."

Beginning Wednesday, about 30,000 of OSU's 55,000 students will be able to use the system for advance winter registration. It will be available to all students, including those on branch campuses, for spring registration. Drops and course changes also will be done by telephone beginning with the spring quarter.

Walk-through registration will be available this quarter and next, but eventually use of the automated system will be mandatory.

THE NEW system, called

BRUTUS, acts as a middleman between the students and OSU's regular registration computers.

Instead of standing in line to tell clerks which courses to enter into the computer, the student can use any touch-tone telephone in the world to reach BRUTUS, punching in the course numbers on the telephone pad.

Each eligible student will receive a personal access code and written instructions for using the system next week. BRUTUS will respond only if the student provides the correct access code and Social Security number, said Eckman.

BRUTUS won't solve everybody's problem, of course.

Even with students assigned to certain registration days or "windows," there may be busy signals. BRUTUS can handle 64 calls at a time, but even that may not be enough once all 55,000 students are registering by telephone.

AS WITH the current system, some students will find out — by mail — that courses they scheduled by telephone are filled. Eckman said students can punch in alternative choices when they schedule certain popular classes.

But Paul Carpenter, a business major from Wooster, says BRUTUS misunderstood when he did that last spring. Instead, it scheduled both his primary and alternate choices, then efficiently erased those — including some of his primary choices — that were scheduled for the same hour.

Jennifer Shaw of Frazeysburg, though, said BRUTUS handled her alternate choices perfectly. "What I like about it is the sooner you put in your schedule, the more likely you are to get the classes you want," she said.

Several dozen universities, including Akron University, have switched to automated course registration. Many others are investigating the option.

Vandermeulen thinks it's only the first step in automation to avoid excess costs and delays.

But Dan White, a senior from Worthington, says he still follows the maxim of "let the user beware."

"What happens if the computer goes down?" he asked. "Will it lose your schedule?"

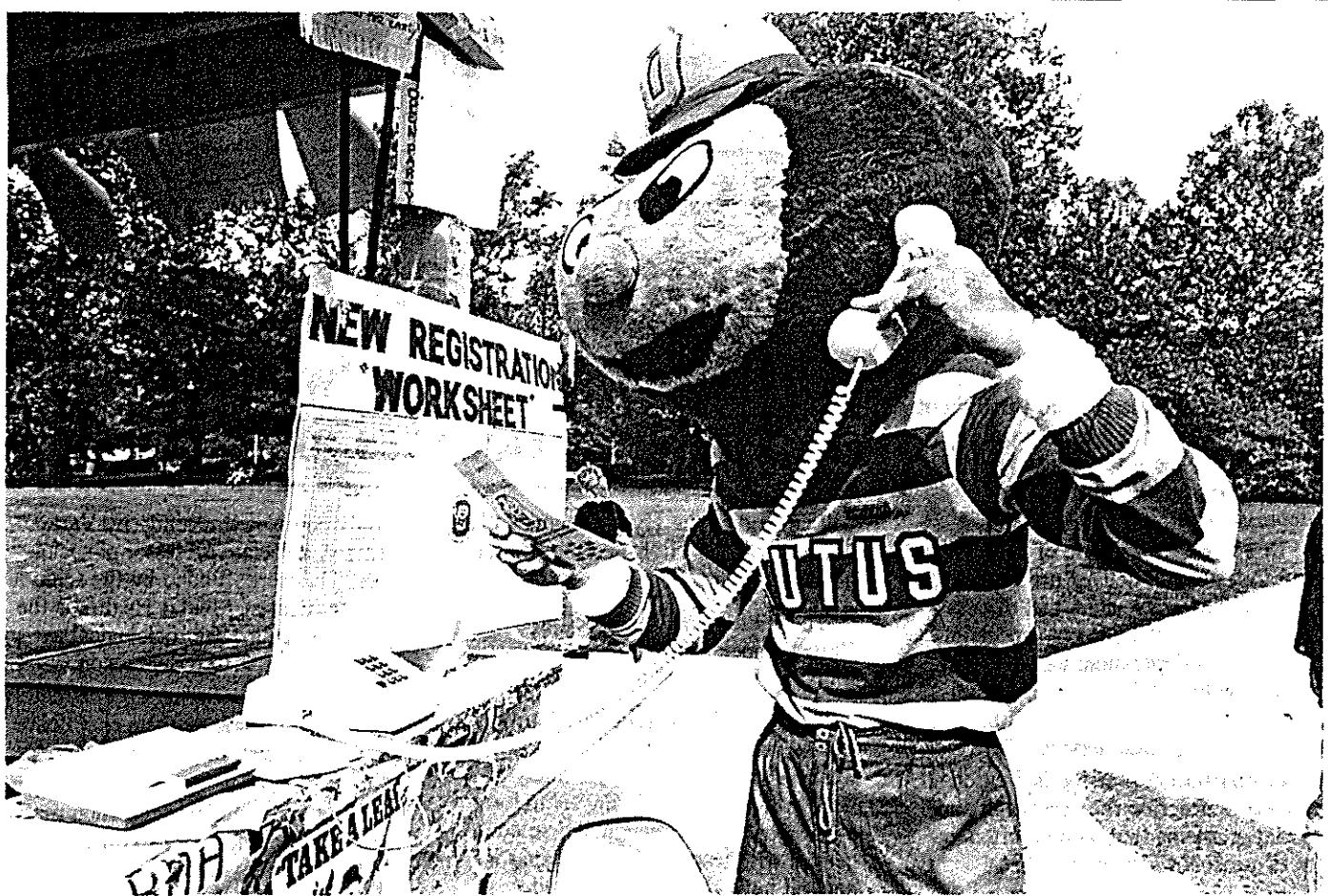


Photo by Kevin Fitzsimons

## No telephone tag

THE 30,000 STUDENTS in 10 academic units registering for winter quarter through Oct. 30 are letting their fingers do the standing with BRUTUS. Brutus Buckeye, alias Kyle McQuaid of Strongsville, demonstrates his namesake, Better Registration Utilizing Touch-tone phones for University Students

(BRUTUS), on the Oval Oct. 16. The system in the Office of the University Registrar makes telephones into computer terminals for class registration. The entire student body will use BRUTUS to sign up for spring quarter courses.

# Students register classes by phone

By DAVID FRIEL  
Lantern staff writer

The use of BRUTUS, Ohio State's touch-tone registration system, has begun.

The first time window for student scheduling began last Wednesday. A window is the allotted number of days a student is given to phone in their course schedules.

Students in 10 different OSU colleges can use BRUTUS for winter quarter registration. Those

colleges include the colleges of Agriculture, Art, Business, Education, Home Economics, Natural Resources, Nursing, University College, Graduate School and the Agricultural Technical Institute at Wooster.

Mindy Eckman, administrative assistant to the registrar and head of publicity for BRUTUS, said the system operates on a voice-response system. The system will ask the student for certain information, and the student then gives that information using a

touch-tone telephone.

Eckman said before the student calls into the system, they fill out a registration worksheet. On this worksheet the student provides necessary information for their primary and secondary classes, such as the course call number and the number of credits for that course.

Once in the system, the student will be asked for the quarter they are registering for, a social security number and a personal access code, Eckman said. This code is a personal security code allowing no one else access into the student's schedule.

From there, the student enters the call number of each primary and secondary course in their schedule.

One student believes convenience is a good reason to use the system.

Karen Krupa, a senior from Marietta said, "It was a lot easier

because you didn't have to go to your college office."

Eckman said she believes the biggest confusion about BRUTUS will be that students will think the later windows of time will have lower priority, which is not true.

"We set the priority by who calls the quickest after their windows open," Eckman said.

In other words, the first person who calls in the last window of time has the same priority as the first person who calls in the first window of time.

Eckman said BRUTUS consists of 64 phone lines, so it will be unusual for a student not to be able to get into the system.

The hours a student can call are Monday through Saturday from 8 a.m. to 8 p.m., and Sunday from 1 to 8 p.m.

Students can use BRUTUS for registering their winter quarter classes until November 1.

# Registrar's champ in blood-giving

By Patricia Mroczek

Workers in the Office of the University Registrar rolled up their sleeves 43 times last summer to give the gift of life. Because of their generosity, the workers have been awarded the overall championship for the Fifth Annual Faculty and Staff Summer Blood Drive.

The donations by the registrar's office and many other Ohio State faculty and staff came at a time when the blood supply was dangerously low in Central Ohio. Historically, the summer months are a time when demand rises because of accidents but donations fall because of vacations.

In all, the drive collected 596 units for Red Cross Blood Services in the Central Ohio Region. The region is responsible for collecting 130,000 pints a year for 48 hospitals in the 26-county area.

University Hospitals uses about 40 percent of the blood, a need that is increasing each year as the cancer research and transplant programs grow.

Ohio State hosts about 60 blood mobiles each year.

Dave Estepp, coordinator of the University Area Red Cross Blood Center, contacted the 50-member Personnel Council and got its blessing to conduct additional blood mobiles on campus.

"The response was overwhelming," he says.

Donations came from Lincoln Tower, 42 pints; the College of Business, 30 pints; the College of Law, 25 pints; and University Libraries.

Five plaques were awarded Oct. 14 to the top donor units on campus. University Libraries received the "most first-time donors" award. The Office of Business Management got "most improved" honors for recruiting donors. The "best small donor group" award went to the Graduate School. The Office of Student Affairs was recognized for recruiting the most donors.

Estepp says faculty, staff and students usually give 11,500 pints of blood a year, making Ohio State one of the biggest donor units in Franklin County.

Also, one of the largest campus blood drives in the nation is the 2,500-pint All-Campus Drive during Greek Week.

It wasn't that way in 1980, however, when Ohio State's entire population of about 65,000 faculty, staff and students at Columbus was donating only 2,000 pints a year through Red Cross blood mobiles.

"My challenge when I came here was to build up donations at Ohio State," Estepp says. "It was the one area in Franklin County where we could still grow. We set a five-year goal of 10,000 pints a year."

The University reached its goal after four years. By 1985 it was hosting national Red Cross conferences to showcase its program.

Persons interested in donating blood will soon get their chance. About 2,000 pints are expected to be collected Nov. 9-20 during the annual Ohio State-Michigan blood battle.

Estepp says a win this year would tie the record at 3-3. Ohio State would retain the traveling trophy won last year from Michigan.

For an appointment, call 421-2209.

# OSU crash delays class registration

By David Lore  
*Dispatch Science Reporter*

It may not have approached the Wall Street crash on the Richter scale, but last week's "High Street" crash — of Ohio State University's new automated class registration system — still left thousands of students on hold.

The crash came during Wednesday's first major test of BRUTUS, the university's telephone-access scheduling system. OSU's main administrative computer system was overwhelmed for about 40 minutes as thousands of students rushed to meet winter-quarter registration deadlines.

Barbara Glenn, operations director of University Systems, described the crash as more of an emergency landing.

"For the most part, we brought it down because it stalled," she said.

**IT STALLED**, Glenn said, because BRUTUS' parent computer system, which also handles billing, employment, inventory and similar administrative chores, was capable at the time of handling only about 80,000 transactions during a normal 13-hour day.

This works out to about 16 transactions at any one time with each transaction requiring only a few seconds.

BRUTUS, provided by AT&T's Conversant Systems Division in Columbus, is capable of handling 64 simultaneous calls. But the main system overloaded as BRUTUS attempted to feed in its completed registrations, shutting down BRUTUS and all other administrative systems.

"This was a rarity," said John Orwig, systems manager in the Office of the University Registrar. "Until this time, it's been 99 percent available and has only shut down because of technical problems, not because of capacity."

Glenn said the main system's shutdown, however, didn't affect University Systems' computer networks for other programs, such as research, library operations or classroom teaching.

She said the problem was remedied by allocating a greater share of University Systems' total computer capacity to the main system's programs, including BRUTUS.

"We doubled what we had before," she said. "That's demonstrated by the fact that, on Thursday, CICS (the main system) handled 146,000 transactions."

**BECAUSE OF** the problem, however, registrars extended on-line winter registration hours until 8 p.m. today.

Last week's crash may require some program modifications before BRUTUS goes on-line to serve all 55,000 OSU students next spring.

Over the 10-day registration period, students were assigned overlapped registration "windows" of up to 5 days in an attempt to spread out the load.

That seemed to work fine until several of these "windows" began to close at the same time last Wednesday, sending thousands of procrastinators to the telephones.

"I think now we have to analyze all this and make sure we spread things depending on the way people really operate," Orwig said.

# Overloads badger BRUTUS system

By WALT FRAHER  
Lantern staff writer

The stalling of OSU's main administrative computer system, BRUTUS, Oct. 28, showed that improvements are needed before it can be used for spring quarter registration.

The system was overwhelmed as thousands of students rushed to meet registration deadlines for winter quarter.

"The system shut down twice, once for 37 minutes in the morning, and then for 86 minutes later in the day," said Tom McCullough, senior computer specialist at University Systems.

The main system overloaded when BRUTUS attempted to enter its completed registrations. As a result, BRUTUS and all the other administrative systems shut down.

Now improvements will be made for its use in spring quarter registration.

The main objective is to ease the load on the system in order to lessen the number of busy signals, said Mindy Eckman, administra-

tive assistant to the university registrar.

Increasing the number of hours that students can use BRUTUS for spring registration is a possibility, McCullough said.

Changing the computer's instructions to students is also a possible improvement. "We noticed that once the students have entered all their course registration data, they don't seem to know what to do after that," McCullough said.

"If we get that rewritten so it's clearer to the students what they have to do, then they won't be on the system as long," he said.

Eckman said, "Everything else really went well (for winter quarter registration). I think the system worked the way we expected it to work."

A problem developed, however, when students waited till the end of their "window" appointments to call and register, causing phone lines to remain busy, she said. The number of students who did wait till the end was unexpected.

A "window" appointment is a block of time that each student is given to call in to BRUTUS. Normally, a "window" lasts three to five days. "It's during that time only that the student can call in to the system and make their course requests," Eckman said.

BRUTUS is provided by a division of American Telephone and Telegraph (AT&T). The system is capable of handling 64 calls at once, McCullough said.

Despite the problems, he said, "There were times that we would have all 64 lines going, and the system just kept chugging right along."

Paula Schwarz, a graduate research associate from Columbus, said she liked using the system. "It definitely cuts down on running around (and) standing in line."

Schwarz said it was convenient for her to call in and register by telephone.

Julie Bower, a freshman from Seven Hills, said she forsees no

problem with using BRUTUS again. She has to make a change in her winter quarter schedule and is curious to see how efficient the system is at making changes.

Andy Altenburger, a senior from Ottoville, said he found the instructions easy to follow and helpful. He said he registered a couple of days after he was supposed to and didn't have any problems getting his courses.

This was not the first time BRUTUS has been used. It was used in a preview test last spring for early autumn registration, Eckman said. About 5,000 students were involved in that test.

For winter quarter registration, 34,480 students were assigned to use the system, McCullough said. Only 64 percent, or approximately 22,000 of these students, were expected to use it, he said.

All OSU students will be able to use BRUTUS for spring quarter registration. "We're going to have to look into rearranging 'window' appointment times, and take that into consideration that students will procrastinate," Eckman said.

# BRUTUS to begin in spring

Phone sign-up  
set for use  
by all students

By MARIA AVERION  
Lantern staff writer

All students will be registering for spring-quarter classes using BRUTUS, the university's touch-tone telephone scheduling system.

Students on the five regional campuses will also use the system, said Melinda K. Eckman, administrative assistant to the university registrar. Most of these students will have to register by long distance, she said. The five regional campuses are located in Marion, Mansfield, Lima, Newark and Wooster.

The Agricultural Technical Institute in Wooster used the computerized scheduling system during its preliminary testing in 1987. The institute has set up a phone-bank system so that students can use the system — Better Registration Utilizing Touch-tone phones for University Students — at no cost to them.

"The other regional campuses have been looking into that possibility (of setting up phone banks)," Eckman said, "but there are some networking problems, and they can't get it in right away." She said one reason for the problem could be the difference in the types of phones each campus uses.

"The call in here is not going to cost them that much," Eckman said. "They should be able to complete their registration within three minutes, and that's not going to be much of a long distance charge for those students."

Main campus students in the colleges of Art, Home Economics and Business used the computer system for fall registration, and students in the colleges of Agriculture, Education, Nursing, and Natural Resources used BRUTUS for winter registration. Those enrolled in the Graduate School, University College and the Agricultural Technical Institute at Wooster also used the system last quarter.

The testing showed that a few improvements were needed for the 64-channel system to work smoothly enough to accommodate 55,000 students.

Christopher J. Richter, associate registrar for public services in the University Registrar's office, said, "It has gone very

smoothly so far except for some minor problems, which weren't really system-response problems, but problems with scripting the instructions to the students."

The system overloaded last quarter when students, who waited until the last minute, tried to register all at once, he said.

Eckman said the overload was not really a fault of BRUTUS, but a problem with the main administrative computer system. The

main computer was not prepared to handle so many calls at once, she said,

Eckman said the system has been improved to prevent an overload from recurring.

"We've reworked the windows, redistributed them and made them a little shorter," she said.

Windows are the blocks of time that students are assigned to use BRUTUS. Eckman said fewer students will be able to phone in

their schedules at once.

The length of the windows, previously seven days, has been shortened to three days; and the registration period, formerly about a week and a half, has been changed to about two and a half weeks, Eckman said.

Students missing their assigned times can go to their college offices and have their windows re-opened, or they can register at the office at that time.

# BRUTUS helps add, drop classes

By MARIA AVERION  
Lantern staff writer

Students who need to add or drop classes during Spring Quarter can let their fingers do the walking.

The following students can use the BRUTUS system to add or drop courses:

- Students who were permitted to use BRUTUS for their initial registration.
- Students who are assessed fees for a full schedule.
- Students who have permission from their college offices.

Mindy Eckman, administrative assistant to the registrar, said students need to have received full-time fee assessments on their initial registrations in order to use BRUTUS.

"We don't have any capabilities yet to re-assess fees," she said.

Gene Schuster, university registrar, said, "It is possible for people who don't get a full schedule to use BRUTUS because we do assess fees on students' intent." The registrar's office

plans to be able to re-assess fees soon, he said.

Students who request full-time schedules in initial registration and were not scheduled for the requested classes will still be able to use BRUTUS as long as their colleges permit them, he said.

"Approved schedules and fee statements will be mailed March 11 and the material included with the schedule will instruct each student what to do," Schuster said.

There are messages written on the schedules to inform students whether they can add or drop through BRUTUS or whether they should go to their college offices, he said.

Schuster said students should call BRUTUS as soon as possible after they receive their approved schedules. "There will be no windows scheduled," he said. "It's a free-for-all, but I trust that students who call BRUTUS will not abuse the system."

Schuster said the last day for adds and drops through BRUTUS will be April 1. He estimated that

30,000 students will be eligible to use this method.

Schuster said students should call the BRUTUS phone number listed on their approved schedules. BRUTUS will then instruct students to enter the quarter and year.

After entering "SP88", BRUTUS will ask students to enter their social security numbers and the access codes they were assigned during the initial registration period.

Schuster said students should know what classes they want to add or drop before calling.

Eckman said students need to enter an "A" for add followed by the call number of the course they want to add, or they need to enter a "D" for drop and the course's call number.

Schuster said, "When adding a class, BRUTUS will tell you whether the class you chose is full or whether you are registered for the class."

He said if the class is full, BRUTUS will recommend another section to take, usually a course

which meets at the same time if there is one.

Schuster said BRUTUS will ask the students if they want to take the recommended course. The computer will instruct the students to enter "Y" for yes or "N" for no.

If students choose not to take the recommended course, the computer will say, "Enter next request," and students can enter another choice of the same course or another completely different course.

The session can be terminated at any time by hitting the asterisk and then number symbols on the telephone.

This add/drop method is open to all colleges, but the final decision of which students can use BRUTUS to add or drop classes is left up to each college.

Schuster said there have been no problems this quarter with the BRUTUS system and he does not anticipate any in the near future.

## Students switch schools for classes

By ANN-MARIA NOLAND  
Lantern staff writer

Seventeen OSU students are attending other Columbus schools, and seven students from other colleges in Columbus are attending Ohio State through cross-registration.

"The cross-registration program was implemented in Autumn quarter, and "is specifically designed for students to take things that are unavailable at their own institution," said Chris Richter, assistant registrar.

Traditionally, a student who took classes at another school had to get a transcript sent to Ohio State. If the class was accepted, the student received transfer credit, Richter said.

"With the program, they actually get a letter grade," Richter said. "It counts as OSU credit."

Eight Franklin County schools are participating in the cross-registration program sponsored by the Higher Education Council of Columbus, which is composed of the presidents of the eight schools.

The schools are Capital University, Columbus College of Art and Design, Columbus State Community College, DeVry Institute of Technology, Franklin University, Ohio Dominican College, Otterbein College and Ohio State.

The plan was approved by the council in September, 1986.

Peggy Calestro, executive director of the education council, said "I think this system serves pri-

marily students who are looking for academic enrichment, and I think it has been very successful in this way."

Calestro said she does not know of any problems with the program.

"We have more than doubled our numbers of participants from Fall term to Winter term," Calestro said. "I would expect that this growth will continue, and as word spreads on campus on the availability of the program, we will continue to see more students participating."

Most of the students in the program are going to Columbus College of Art and Design, Calestro said.

Richter said most of the OSU students are going to that college

to take classes not offered here by the College of the Arts.

The next largest group of students are taking advertising courses at Franklin University, Calestro said.

Richter said the majority of students taking advertising courses are from Capital and Columbus College of Art and Design. A few are from Ohio Dominican.

Calestro said other than those two trends, students are taking all types of courses at all the universities.

To be eligible for cross-registration, students must be full-time undergraduates at their home institutions, must be in good academic standing and must have the approval of their colleges, Richter said.

# BRUTUS eases schedule changes

By Susan Southard  
Lantern staff writer

Today is the last day for students to drop a class without receiving a "W" on their permanent record.

To drop a course, students must go to their college office and fill out an add/drop slip. However, students no longer have to take the slips to Lincoln Tower because their advisers can enter the information into a computer at their college office, said John A. Yutsey, director of the undergraduate program in the college of business administration.

Students will still be able to

drop a course until May 13, but a "W" will appear on their transcripts. Students should not assume that because they have not been attending a class, they have automatically been dropped.

If a student wants to add a course, they will need the permission of the instructor and the department chairperson.

Today is also the last day to register for the pass/non-pass option, or to audit classes.

If a student withdraws from the university, "Withdrew" is entered on the student's transcript. According to the master schedule, that student will receive a 50

percent refund of paid fees, with the exception of application, acceptance, and residence and dining halls filing fees.

Mindy Eckman, administrative assistant in the Office of the Registrar, said students were able to change sections and to add or drop courses during the first week of classes through the university's new registration system, BRUTUS. This was the first quarter that the service was available to all full-time students on campus.

This option is not available for part-time students because their fees vary according to the number

of hours they schedule, Eckman said.

If a course requires special permission, the system will instruct the student to see an adviser, Eckman said. When a student attempts to add a course that is closed or full, the BRUTUS system either denies the request, or offers an alternate section.

Eckman said students will eventually be able to change their schedule through BRUTUS throughout the quarter, as long as they comply with university deadlines.

# Students lack requirement awareness, survey reports

By Katie McClorey  
Lantern staff writer

The results of a survey released in January said about one in five students are not clear on what courses to take to fulfill degree requirements.

The survey, conducted by Nancy Brant for the Office of the University Registrar, was used to determine students' opinions of the academic advising available to them, and to evaluate students' awareness of degree requirements.

Brant said overall the students in the sample said they had little trouble finding and understanding information on degree requirements.

However, the results of the survey said about 6 percent of the sample students did not agree with the statement, "I am well aware of which courses I must take to fulfill degree requirements for my major," and 12 percent said the information was not "clear and understandable."

Brant, the assistant to the University Registrar, said the results were not surprising.

"Although a majority of the students surveyed did not have any problems with academic advising, there were still a number of students who did not know how to make use of the help available," Brant said.

The results were used to implement a program, Degree Audit Requirement System, to help students become more aware of their requirements.

The survey was conducted through the colleges of Architecture, Allied Medical Profession, Agriculture, Engineering and Social Work. Of the 1,321 respondents, over 65 percent were at least junior standing or above.

Another problem students have is scheduling appointments with their advisor. The survey revealed that 65 percent of the sample students meet with their advisors at least once a quarter, 14 percent only meet once a year and 9

percent have never met with an advisor.

Students commented in the survey that advisors were hard to get appointments with and some of the advisors were overworked and had no time to devote to anything beyond schedule approval.

Some students wrote they would appreciate an opportunity to discuss career options and to get more in-depth counseling regarding their academic careers. They also commented that many counselors lacked the time or training to provide them with proper information.

A further 30 percent reported difficulty in finding out how their earned credits would apply towards a different major.

Pam Park-Curry, an academic counselor for the College of Arts and Sciences, said the key to getting more out of the academic counseling available to students is to plan ahead.

"When BRUTUS schedules come out, everyone tries like mad to get an appointment and are disappointed to find out they have to wait one or two weeks," Park-Curry said. "If those students had just called one week before the schedules came out, there would have been plenty of appointments available."

She added that students should take more responsibility to know the requirements expected of them. In the College of Arts and Sciences, a checklist is sent to the students through the mail, showing on paper what the student has already fulfilled, and what they need to take in the future. Park-Curry said this is an excellent tool for the students to use to understand what requirements are expected of them.

Pete Kourlas, a sophomore from Upper Arlington, said he has had no problems with his advisors in the College of Arts and Sciences, although he did have some problems in the UVC college.

"It's such a big university that you should cover yourself by seeing more than one advisor so you get all the help you need," he said.

Kourlas said he has never had any problems getting an appointment with an advisor and that it just takes a couple of days to get in to see one.

John Hampton, a clerical specialist for the Office of the University Registrar, said degree audits, a computerized version of the university bulletins that some colleges make available for their students, will be sent to certain graduating seniors and students who participated in the survey.

The degree audits will tell the student what credits they have already fulfilled, and what they need to take in order to graduate.

Hampton said the degree audits will also list the student's GPA for their major courses, and can be used in order to determine what credits students can use if they decide to change majors.

# Computer at OSU gets a 'D'

By Felix Hoover  
*Dispatch Staff Reporter*

About 2,000 students at The Ohio State University did not find as many grades as they expected when they opened their winter quarter report cards, university officials said yesterday.

"Apparently there was a problem with the scanners," said Stephen A. Sterrett, a university spokesman. "It was as if a faculty member did not send out a grade."

**Registrar** Eugene Schuster said grades are forwarded to the computer center on scanner forms after they are submitted to his office by professors.

About 200 batches of forms were sent to the computer center in the initial run for mailing last Wednesday. But for some reason three batches were not read by the scanner, Schuster said.

Some faculty members, and sometimes entire colleges, submit grades after the first deadline, so a supplemental mailing is done each quarter, Schuster said.

The grades omitted from the unscanned batches were included in the supplemental mailing that went out yesterday, Schuster said.

Some students affected by the omissions got their complete grade report by going to the registrar's office. Others went to their professors or college offices, Schuster said.

# System changes allow registration for dual quarters

By Melissa Vickers  
Lantern staff writer

OSU students will be able to register for summer and autumn quarters simultaneously beginning this spring due to improvements in the BRUTUS registration system, a university official in the registrar's office said.

"We decided to try registering summer and autumn together because summer quarter scheduling is light compared to other quarters. We feel the system could easily handle both at once," University Registrar Gene Schuster said. "It will also save summer quarter students the bother of having to register for two quarters at separate times in a matter of weeks."

Students are assigned personal access codes to gain entry to BRUTUS (Better Registration Using Touch tone telephones for University Students) for class registration. This code is given to students on the scheduling worksheet mailed with a master schedule, along with the period of time, or "window," when their code can be used.

The new registration worksheet will have room for planning course loads for two quarters instead of one. The master sche-

dule will also increase in size to contain course offerings for both quarters.

This method will only be used in the spring for the combined summer and autumn quarter registrations, said Mindy Eckman, administrative assistant to the university registrar.

"We aren't expecting any major problems with course offering confusion," Eckman said. "The master schedule will be split into clearly marked sections, with one for summer and one for autumn courses."

Students registering for autumn quarter will be asked by BRUTUS at the end of their first complete registration if they wish to schedule for another quarter. Those students who need to schedule for summer will simply begin the next registration section by entering the next quarter and year.

It will not be necessary for students to re-enter their social security and personal access code numbers as long as they stay on the line.

A complete explanation of registration changes will be included with the new worksheet and master schedule packet. Schedules were mailed last week and should start reaching students this week, Schuster said.

# BRUTUS causes schedule woes

## Access codes and windows conflict with student registration information

By Lois Wright  
Lantern staff writer

Many students in the College of Arts and Sciences are finding that BRUTUS is not living up to its name this quarter.

Henry Le, systems analyst for Better Registration Using Touch-tone phones for University Students, said problems with the system are the result of a "communication mix-up."

One problem students are having is that BRUTUS will not take their Personal Access Code.

"Many students have come to us with this problem," said James R. Tootle, assistant dean of the College of Arts and Sciences. "BRUTUS tells them that their PAC code isn't any good."

The code is entered after the students' social security number. It is the key assigned to the student to assure the security of their registration.

"Students tell me that BRUTUS won't take their PAC codes and we know these are the right codes they (the students) should be using," said Betty Gaddan, administrative associate of the department of history.

She said this is the only problem she had seen so far.

"In the communication route from the mainframe to the voicebox, some of the signals were getting mixed up and BRUTUS would not take the codes," Le said.

He said this problem was taken care of last

week and since then he had not encountered any PAC code problems.

Students are also having problems with the BRUTUS registration window. The window is the appointed time and date that is assigned to the student to call BRUTUS and schedule.

Tootle said many of the students were told by BRUTUS that they were calling at the wrong time, when they were calling during at the time they were told to on their registration instruction sheets.

"Somehow, BRUTUS thinks that the students have two windows, one for summer quarter and one for fall quarter, when they really only have one window for both summer and fall quarters," Tootle said.

Tootle said BRUTUS is also telling students they can't take a course they request but then is enrolling them in the course.

"So we have students enrolling in many courses that they don't realize they are in," he said.

Le said this problem was exclusive to classes which require permission.

"Between the time when (the students) called BRUTUS and the time when they went to Dr. Tootle's office, they had been given permission and BRUTUS had then enrolled them in the course," Le said.

Tootle said he has been telling students to keep calling and trying to use BRUTUS. If that doesn't work, he recommends they come in and have their schedule entered in by hand.

David Richter, associate professor of jour-

nalism, said some students were being enrolled in prerequisite courses in the summer but were then told they weren't able to enroll for the courses they needed in the fall.

Richter said he thinks the problem was a result of the combination enrollment of summer and fall quarters.

"I think these problems could have been avoided if the system had been programmed to understand what was going on or if there had been two separate registrations for summer and fall quarters," Richter said.

Le said this was the first time they had used this combination enrollment of summer and fall quarters and he said despite these problems, they would do it this way again.

"This was done for the convenience of the student, and so far it has been successful," he said.

But some people still think that additions should be made to the BRUTUS system to make it easier for the colleges and the students.

"The main problem I see is not with the system but with the students not understanding the system," said Sharon Brock, assistant executive director of the School of Journalism.

She said the biggest problem she has encountered is with courses requiring permission from the instructor.

"BRUTUS tells the students that they need permission for a course but what the students don't understand is that they can go ahead and enroll in the course," she said. "They only need permission if they are closed out of the course."

Brock said there should be a central trouble shooting office where students can call or go for help.

# New rule could boost residency eligibility

By Jannette Dugan  
Lantern staff writer

The Ohio Board of Regents is revising the Residency Rule so that some students will be eligible for in-state tuition rates immediately after moving from another state.

Linda Ogden, communications administrator for the board, said the revisions will be presented at a public hearing, which is needed before a final approval can be made.

The original rule stated students had to pay out-of-state tuition for the first 12 months following the establishment of their family's residency within Ohio.

The new rule states that dependent children or a spouse of a person who has accepted full-time employment in Ohio and established residency here will be eligible for in-state tuition rates immediately. The family's move into Ohio must have been for purposes other than gaining the benefit of in-state tuition rates.

THE CHANGES IN the rule were the result of a bill introduced last year by Sen. Scott Oelslager, R-Canton, and passed in March by the Ohio General Assembly.

"Senator Oelslager initiated the legislation because of large industries within his district and people having to transfer in state for

employment reasons," said Stacey Gold, Oelslager's legislative aide.

Gold said students and their families must meet two requirements in order to pay in-state tuition immediately when they move to Ohio.

Students need a letter from the employer stating the family's move was due to a transfer of employment and also proof that an apartment is being leased or a house has been purchased. This demonstrates the student's family is planning to stay and set up residency within the state, Gold said.

Ogden said the bill is currently

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a law but the board must change their residency rule to match the legislation.

RENEE SALYERS, a clerical specialist for the OSU registrar, said students must prove they are dependents of their families in order to qualify for in-state tuition.

"This is really a sensitive thing because the rule is not well defined," Salyers said.

# Those Who Wait

## *The psychology of standing in line*

### How they keep the lineup happy

By Julia Osborne  
*Dispatch Accent Reporter*

When you wait in line you eventually get to the front of it. Business done, purchase made, you can leave ... perhaps to join another line elsewhere.

The person at the front of the line, ringing up the sales, processing the orders, handing out the stamps or the socks, must stay there the rest of the day. He or she often is the target of the frustration and anger that has built with every minute of line-standing.

"I get sworn at quite a bit," said Thomas Cox, supervisor of the catalog and credit departments at JCPenney's Westland store. "We work as fast as possible, but the wait to pick up catalog items can be as long as half an hour."

"It used to bother me when people got upset, but I can't let that happen anymore."

Brent Van Vooren, manager of the Kingsdale Kiddie Korner toy store, copes with his biggest lines during the Christmas holiday season. "If I see somebody getting angry, my question is, 'How quickly can I get them out of the store?'

"The only way anyone will get calmed down is to get their purchase and get out. I'll grab a calculator and say to the irate customer, 'Let me help you over here.'

"During the rest of the year, we have big lines during our sales. During the sidewalk sale we have lines out the doors. But people keep shopping while they're in line, so they're occupied. And if the value is there, if it means a bargain, people don't mind waiting."

William Isaac, supervisor of window services at the Main Post Office, worked a window for 23 years before moving to his current position a year ago.

He strives to make sure no customer waits more than six minutes. "We go through a training course on coping with customers," he said. "We learn that if they wait a long time, they react to us like children. We have to take them back up to an adult level."

"We say, 'I agree with you that the line was long. Now, I'll try to wait on you as rapidly as possible!'"

Employees in the registrar's office at The Ohio State University attend workshops on how to handle students, faculty and alumni. "It used to be we had lines stretching down the stairs, out the door and around the building," said Kathy Williams, assistant registrar.

"About a year ago, we changed to computerized scheduling, so now most of the students we get are ones who have problems or who need transcripts...."

"We pick our front desk staff very carefully. They have to be even-tempered. One of the women working there says, 'The longer the line, the bigger my smile is. I figure if people keep staring at me and I have that smile, then they're likely to smile, too.'

"And we're pretty apologetic when people have to wait. We also don't take things personally.... I've been called everything from the worst to the very worst," Williams said.

Sometimes customers calm each other down while in line. "I was working at the Livingston Avenue branch," of the post office, at 3850 E. Livingston, Isaac recalled. "One day around Christmas we had a customer who was really obnoxious, loudly complaining about how long he had to wait. Finally, another customer said to him, 'Mister, this is not a line. If you want to see a line, go to Service Merchandise.'"

And there are those who simply don't cope with waiting. "I've had a couple of kids wet their pants while waiting in line," Van Vooren of Kiddie Korner said. "They don't say anything, their parents don't say anything. I just stumble onto a puddle — and clean it up."

## BRUTUS forgets to schedule certain students for classes

By Theresa Marvin  
Lantern campus reporter

Because of system problems, BRUTUS did not register some students for the classes they requested during the combined registration for summer and autumn quarters last spring.

John Orwig, senior systems analyst for the University Registrar's Office, said BRUTUS told some students they were adding a course, but did not request the class for the student through the computer system.

Orwig said about 70 students reported this problem with summer quarter scheduling. "From our point of view this number is significant though, because we expect students to be able to trust BRUTUS," Orwig said.

Orwig suspects the number of students affected will be higher

this quarter because a greater number are enrolled. Students learned of the mistake when they received their schedules.

If a student was omitted from a class due to this problem, the registrar's office will provide a note for the instructor asking that the student be permitted into the class, Orwig said.

Eugene Schuster, university registrar, said the long range goal is to allow students to register for classes several quarters in advance, and perhaps even to plan every quarter until their graduation.

Schuster said the combined registration for summer and autumn quarters was a success. "We were able to identify the problems and solve them very quickly," he said. "The end result was very positive."

"With anything you expect problems," Orwig said. "I'm sure everybody here would do (combined quarter registration) again."

"Our main concern was that it was too early for autumn registration," he said. This concern will probably result in later registration this spring for the summer and autumn quarters.

Both Schuster and Orwig said they cannot speculate when the system will allow students to register for any quarter in advance, but they agree many problems would need to be overcome first.

Schuster said students were not surveyed about combined quarter registration, but he encourages students to call the registrar's office at 292-8500 with comments and concerns.

# OSU students angry over lost scheduling forms

## Registrar Office increases staff to help

By Theresa Marvin  
Lantern campus reporter

Due to a loss of registration materials by an off-campus company, an estimated 3,000 to 4,000 students have received their winter quarter scheduling materials late, or have not yet received them.

The master schedules and registration worksheets were sent to Vision Center Industries, an off-campus vendor who is hired to bag the materials and prepare them for mailing.

A box of the lost scheduling materials was found by the company late last week, about one week after all other registration worksheets had been mailed, University Registrar Eugene Schuster said.

He said the only thing the misplaced worksheets have in common is the zip code, which is 43201. However, other materials with that zip code arrived on time.

Peter Eichler, a junior from Summit, NJ, majoring in business, is one of several thousand students who has not yet received registration materials.

"I'm a little upset because I expected to have my materials on time," he said.

Roberta Gedert, a junior from Fremont in UVC, is also concerned about not having received her scheduling materials.

"I'm really not happy about it," she said. "I'm trying to get in classes for next quarter which I will need to get into my college."

Schuster said students who receive their scheduling materials after their appointment windows open can call the University Registrar's Office to request a change in their window.

"This is just a big hassle," Gedert said. "I'm glad they will change the windows for us, but I don't really have the time to be messing around with all that."

Schuster said he would like to hear concerns and urges students to call the Registrar's Office for help.

"Any student who feels they are not getting proper service, I would hope would call us with their concerns," Schuster said. "We'll do the best we can."

Schuster said the Registrar's Office is already busy with phone calls from concerned students and has increased their staff in an effort to rectify the problem.

"We've always been concerned with the

timely delivery of the mailing," Schuster said.

Eichler and Gedert have already prepared for registration by planning what they will schedule for winter quarter once their registration materials arrive.

According to Schuster, planning now is a good idea for those students still waiting for scheduling materials because they may still be able to schedule within their appointment window.

"We would hope the student would be ready when they receive their materials," he said.

Schuster said another reason some students have not received their scheduling materials is many have neglected to correct their addresses. When no campus address is available to the university, registration materials are automatically sent to the student's permanent address.

A compilation of local, state, and national stories about The Ohio State University and issues concerning higher education.

# NEWS DIGEST

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NEWS DIGEST

OSU  
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JUL 3 1987

## On-Line Phone Registration a First at Ohio State

By Peter Lisker

Each semester, more than 50,000 Ohio State University students register for classes. Registration used to signal a data-processing crunch. Recently, however, the university combined voice technology with a micro-to-mainframe computer link that provides students with access to class registration data.

As a result, the days of standing in long lines at registration time have ended. Endured by generations of students, the process required school officials to maintain large staffs of registration clerks who were linked to the university computing center via IBM 3278 terminals. Today, students using the system complete their class-selection process, add or drop courses and enjoy the benefits of connectivity to the mainframe using only a Touch-Tone phone.

At the main campus in Columbus, students call into the campuswide phone network. At satellite campuses, students can also access their registration records by phone, via the same mainframe where the records are centrally maintained.

"The registration system is basically our old on-line system, but with the addition of a voice system on the front end. Instead of requiring a terminal to access the system and limiting users to registration personnel, we have opened the system to students, who are truly the real end users," said Charley Rice, a senior program analyst for Ohio State's University Systems Group.

At the university's central data-processing facility in Columbus, an Amdahl Corp. 5860 mainframe runs MVS with a large Systems Network Architecture network. The registration system relies on a Local Data Inc. 274 protocol converter linked to an Amdahl 4705 communications front-end controller to convert the voice system's ASCII data stream into the required 3270 data stream.

The registration system uses IBM's CICS software as the basis for the on-line system. PCs are not involved in the micro-to-mainframe link, however. Instead, the micro portion is an AT&T Conversant 1 Voice System Model 32, comprising an AT&T PC 6300 Plus operating under Unix V as a controller for the voice input/response application.

Conversant Systems is an independent venture of AT&T. Supported by Bell Laboratories, it provides "conversational access to computer information from telephones," according to Conversant President Kendra Vandermullen.

The Conversant System 1 commonly interfaces to host system across 3270 links. "We use CICS as the file server for the system," said Mr. Rice. "A student calls in

to our system, which can accommodate as many as 64 simultaneous sessions, and enters a personal identification number known only to the student. After this security is cleared, the student is linked to the mainframe databases, and can do whatever they want with regard to their classes."

The university decided that a voice-based, micro-to-mainframe solution to registration problems would neatly fit the bill. One advantage was that the system would allow unattended operation, freeing workers to do other tasks.

### Over \$100,000

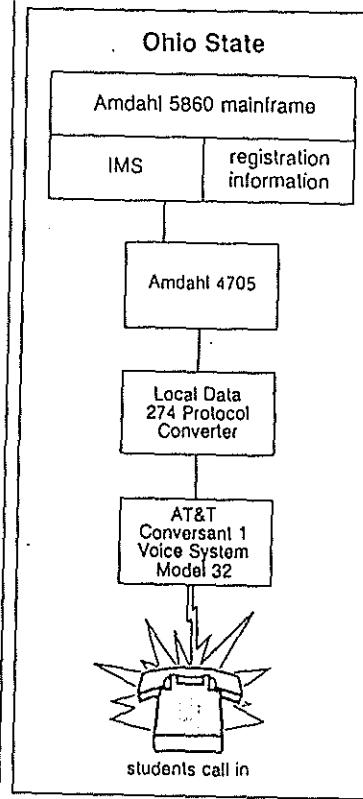
Although university officials declined to comment on the cost of the Conversant system, Mr. Rice said it is safe to assume it was more than \$100,000.

The system, as installed, consists of two Conversant System 1 model 32s. Each system is based on an AT&T PC 6300 Plus with 2M bytes of RAM standard. The unit includes a 5½-inch, 1.2M-byte floppy, in addition to a standard 20M-byte hard disk. The units support as many as 32 simultaneous 3270 sessions and connect to the Local Data protocol converter for access to the mainframe computer.

With the Conversant system in place, it was a relatively straightforward job to write scripts for the student-registration system. The system went into operation in May as a pilot and was greeted with enthusiasm by students and officials alike. Systems-maintenance officials have taken advantage of the campus's summer slack period to bring the system on-line.

The system is in place and ready for the fall '87 rush. The true test will come in September when thousands of students arrive on campus and use the voice-connectivity solution. While no live tests have been conducted with the expected user volume, Mr. Rice and his department are confident the system will perform admirably.

"We have 64 lines available for incoming registration calls," he said. "This should meet our needs over the short term, but it will probably have to be increased as more and more students learn to take advantage of the system." ■



A voice system will let University of Ohio students register, on-line, by telephone.

# Franklin County colleges offer share-a-student deal

By Bentley Boyd  
*Dispatch Staff Reporter*

Some students will walk through the halls of learning at more than one college this fall by way of a program encouraging undergraduates to take a class from a Franklin County school other than their own.

Under the Higher Education Council of Columbus' program, full-time students at any of the eight Franklin County colleges can apply to take a class for credit from any of the other schools.

The schools are Capital University, Columbus College of Art & Design, Columbus State Community College,

DeVry Institute of Technology, Franklin University, Ohio Dominican College, Ohio State University and Otterbein College.

DENNIS PRATT, registrar at Franklin University, said, "It will give our students a greater range of opportunities. They can take classes they ordinarily wouldn't be able to — we don't teach foreign languages, for example."

Unlike students cross-registering in the past, those now venturing out will be able to take free classes that will count for credit and a grade at their home institutions. Students may take up to

three classes free at other schools during their undergraduate careers.

"The concept is that everyone's students will benefit," said Peggy Calestro, executive director of the council, an association of the Franklin County colleges. "They may be coming to take your class for free, but you'll have a student taking one of their classes."

THE PROGRAM is based on cross-registration services in Cleveland and Cincinnati, Calestro said. Cross-registration makes Columbus a more attractive place to live for families with college students, and was supported by all the local college presidents, she added.

Calestro said she could not predict how many students would use the cross-registration service in the first year. A spokesman for the Cleveland Commission on Higher Education said 250 students from the commission's 10-member colleges used the Cleveland cross-registration program last year.

"In the first year, only the most aggressive students will take advantage of this," Calestro said. "It will grow with time. It's very hard to predict what kind of volume we're talking about."

OHIO STATE University will probably see the most business through the new program. But Chris Richter, assist-

ant registrar at OSU, said, "We'll probably see no more than 20 coming to OSU a quarter, and fewer than that going from OSU."

"This kind of program probably won't be heavily used in the long term, just because people don't want to take more than a full course load."

About offering classes free, Richter said, "I don't think it hurts. If there is an empty seat in a classroom, someone might as well be sitting there and taking advantage of it."

"We don't think of it as a loss to Ohio State. We think of it in terms of the benefit to the community."

## Local colleges to offer free cross-registration

By Kathryn Monda  
Lantern staff writer

Beginning this fall, full-time OSU students will be able to take classes at other Franklin County educational institutions free of charge, Assistant Registrar Chris Richter said.

"One beneficial effect of cross-registration is that students will not have to go through all the channels to get grades for transfer credits," he said.

Under the cross-registration sponsored by the Higher Education Council of Columbus, all full-time students who attend any of the eight participating Franklin County schools can apply to take classes at any other participating institution when classroom space is available.

The other participating schools are Capital University, Columbus College of Art and Design, Columbus State Community College, DeVry Institute of Technology, Franklin University, Ohio Dominican College and Otterbein College.

Richter said cross-registration

will take place on a walk-through basis.

"Obviously there will be some discretion on my part," he said. "If I see an opening in a class like Accounting 211, I am not

See Page 2, CLASS

## CLASS: Cross scheduling said to benefit OSU students more than others

Continued from Page One

going to give the space to the cross-registrar student, because an OSU student can use it."

Peggy Calestro, executive director for the Higher Education Council of Columbus, said students must have approval from

academic advisers at both institutions. Other requirements are that the course can not be offered at their home schools and they can only take three cross-registration classes during their undergraduate career.

Richter said he does not see many students taking the extra

classes because the students must be full-time at their own institutions.

"We definitely should see more students coming to Ohio State than OSU students going to other institutions," he said. "We have more classes to offer."

Richter said he does not see the

university losing any money from this program. "People will just be taking a seat that otherwise would be empty," he said.

Mary Holliday, a representative of the Cleveland Commission on Higher Education, said Cleveland has had cross-registration for 10 years.

Holliday said since the available space is not determined until classes begin, the program has a built-in problem because some

schools are on semesters and others are on quarters.

Some students are reluctant to take a class that starts in August more for convenience," he said. if their schools' classes do not start until the middle of September, they may take either their first or last class there."

Richard Dickerson, director of admissions at Cleveland State University, said that theoretically the restrictions built into Franklin's program was designed to allow the top students to take classes from all the best departments at the various institutions. Calestro said that because of the program's restrictions, students are unable to use the program for convenience only.

# Call-in system improved

## BRUTUS to handle more registrations

By LEAH WEAVER  
Lantern staff writer

Welcome to BRUTUS — Better Registration Utilizing Touch-tone phones for University Students. Please enter registration quarter and year . . .

BRUTUS is on break right now, but he'll soon be back to school when winter quarter registration begins.

Last spring 5,000 students registering for fall classes were introduced to BRUTUS. The computerized scheduling system will be expanded to accommodate 29,000 students during winter quarter registration.

Testing of the new scheduling process included students in the Colleges of Art, Home Economics and Business.

Telephone registration for winter quarter will add the Colleges of Agriculture, Education, Nursing, Natural Resources, Graduate School, University College and the Agricultural Technical Institute.

Chris Richter, associate registrar for public services in the Office of the University Registrar, said the premiere implementation was a success.

"It went surprisingly smoothly," Richter said. "The one problem we did have was with students who tried to use push-button

rotary phones that look like touch-tone phones, but aren't."

Richter said there were minor problems with the instructions BRUTUS gave for some of the fee options, such as student health insurance.

"The directions were rather confusing, so we had to correct the script to make these clear," he said.

Richter said students can increase the likelihood of getting desired classes by registering early during their "window time" — a designated scheduling period assigned to each student.

"The earlier a student calls during his window time, the higher the priority for class selection," he said.

Richter pointed out that priority occurs only within similar window times.

"This doesn't mean that someone with a Monday window time stands a better chance of getting a class than someone with a Thursday window time," he said. "It only applies to those who call in first within the same window."

The "voice" of BRUTUS, a combination of a recorded human voice and computer synthesized tones, was designed to help students feel comfortable when using the system.

"The voice sounds quite human," Richter said. "We tried

very hard to get something that didn't sound impersonal."

Amy Spain, a sophomore from Marysville who used the system to register last spring, said the process was simple.

"It was really very easy," Spain said. "I just used a pay phone in the Ohio Union and punched in the numbers for my classes."

Spain said the system also helps reduce paperwork.

Rick Clemens, a sophomore from Dayton, agreed.

"I thought registering by phone was easier," Clemens said. "Handwriting can be hard to read. Punching in numbers can mean fewer mistakes."

Some students said the system could be improved by including an option for feedback or corrections.

Lisa DeStefano, a senior from Marblehead, said errors could be reduced if students could control the pace of the program.

"It's so quick, you don't really feel in control of it," she said, "but everything worked out okay with my schedule."

Richter said spring quarter 1988 is the projected date for the university-wide implementation of BRUTUS.

Demonstrations on the use of the system will be offered on the Oval during the first two weeks of October.



Valerie Falter/the Lantern

## Dialing for an education

Nancy Ford, right, a clerical specialist from OSU's registrar's office, shows Debra Oswald, a senior from Monroe, how to use BRUTUS, the new system for class registration by phone.

# New OSU system lets most choose classes by phone

Tests successful;  
BRUTUS to start  
work this week

By David Lore  
*Dispatch Science Reporter*

Ohio State University and AT&T officials expect few problems this week when the campus' telephone-access automated registration system becomes operational for most OSU students.

Kendra Vandermeulen, president of AT&T Conversant Systems Division, 6200 E. Broad St., said that during tests last spring, students adapted more readily to the technology than have AT&T's business customers.

"COLLEGE STUDENTS are used to computers," she said. "There's certainly no problems with students' being shy. They figure out how to use it without any trouble, and the lines at the registration system gives them lots of incentive."

An initial test of the system with 5,000 business, home economics and art students last spring found that most students liked the option, said Mindy Eckman, administrative assistant in Office of the University Registrar.

Rafal Andrzejewski, for example, said it took him only 5 minutes last spring to file his autumn quarter schedule instead of the several hours usually required. Andrzejewski, a senior business student from Warsaw, Poland, said he was amazed by the system's speed and accuracy.

"Normally, they screw up a lot," he said. "Even when I'd fill out the cards myself, it would take three quarters before they'd get the name of my street address spelled right. This time, I was surprised how efficient it was."

Beginning Wednesday, about 30,000 of OSU's 55,000 students will be able to use the system for advance winter registration. It will be available to all students, including those on branch campuses, for spring registration. Drops and course changes also will be done by telephone beginning with the spring quarter.

Walk-through registration will be available this quarter and next, but eventually use of the automated system will be mandatory.

THE NEW system, called

BRUTUS, acts as a middleman between the students and OSU's regular registration computers.

Instead of standing in line to tell clerks which courses to enter into the computer, the student can use any touch-tone telephone in the world to reach BRUTUS, punching in the course numbers on the telephone pad.

Each eligible student will receive a personal access code and written instructions for using the system next week. BRUTUS will respond only if the student provides the correct access code and Social Security number, said Eckman.

BRUTUS won't solve everybody's problem, of course.

Even with students assigned to certain registration days or "windows," there may be busy signals. BRUTUS can handle 64 calls at a time, but even that may not be enough once all 55,000 students are registering by telephone.

AS WITH the current system, some students will find out — by mail — that courses they scheduled by telephone are filled. Eckman said students can punch in alternative choices when they schedule certain popular classes.

But Paul Carpenter, a business major from Wooster, says BRUTUS misunderstood when he did that last spring. Instead, it scheduled both his primary and alternate choices, then efficiently erased those — including some of his primary choices — that were scheduled for the same hour.

Jennifer Shaw of Frazeysburg, though, said BRUTUS handled her alternate choices perfectly. "What I like about it is the sooner you put in your schedule, the more likely you are to get the classes you want," she said.

Several dozen universities, including Akron University, have switched to automated course registration. Many others are investigating the option.

Vandermeulen thinks it's only the first step in automation to avoid excess costs and delays.

But Dan White, a senior from Worthington, says he still follows the maxim of "let the user beware."

"What happens if the computer goes down?" he asked. "Will it lose your schedule?"

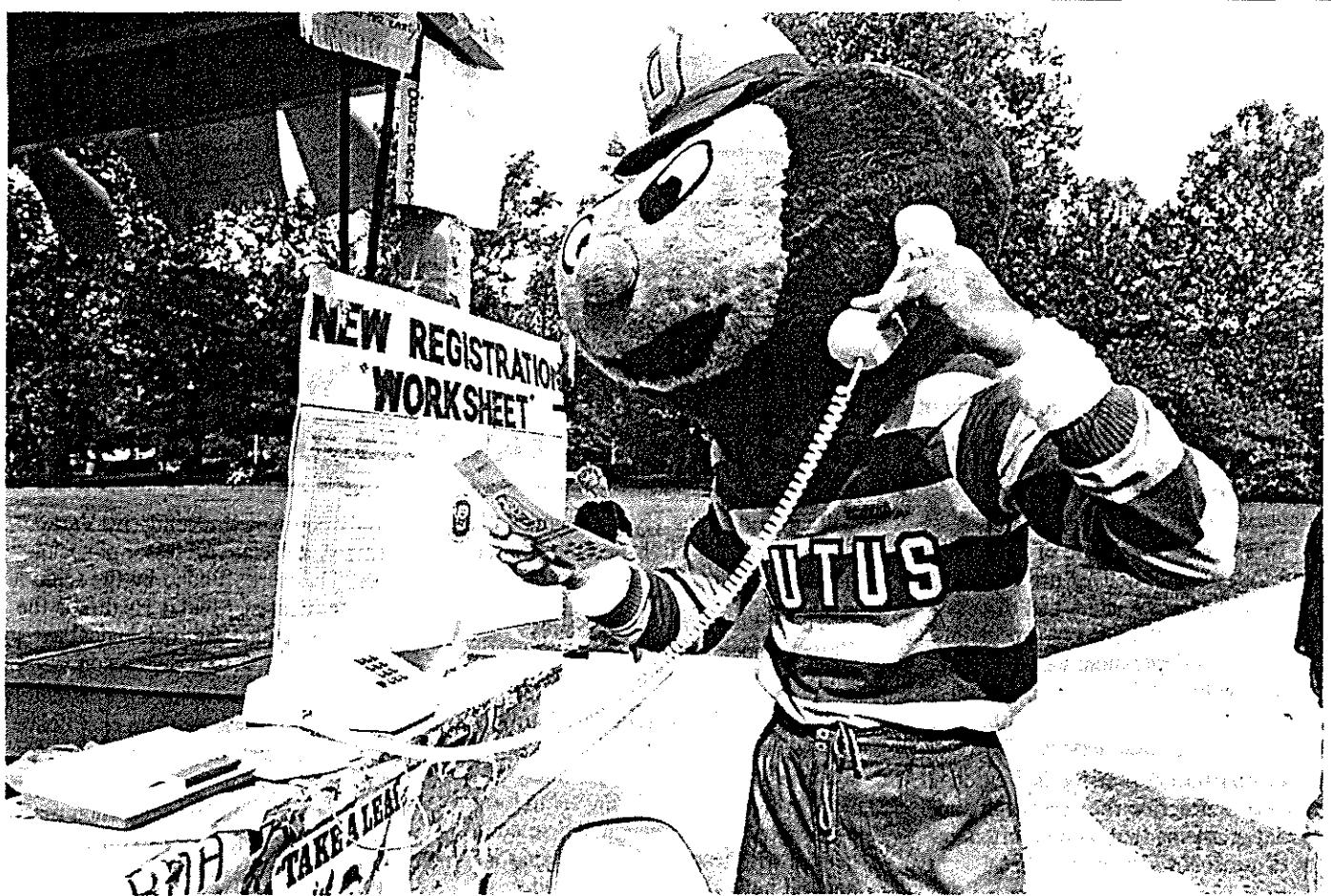


Photo by Kevin Fitzsimons

## No telephone tag

THE 30,000 STUDENTS in 10 academic units registering for winter quarter through Oct. 30 are letting their fingers do the standing with BRUTUS. Brutus Buckeye, alias Kyle McQuaid of Strongsville, demonstrates his namesake, Better Registration Utilizing Touch-tone phones for University Students

(BRUTUS), on the Oval Oct. 16. The system in the Office of the University Registrar makes telephones into computer terminals for class registration. The entire student body will use BRUTUS to sign up for spring quarter courses.

# Students register classes by phone

By DAVID FRIEL  
Lantern staff writer

The use of BRUTUS, Ohio State's touch-tone registration system, has begun.

The first time window for student scheduling began last Wednesday. A window is the allotted number of days a student is given to phone in their course schedules.

Students in 10 different OSU colleges can use BRUTUS for winter quarter registration. Those

colleges include the colleges of Agriculture, Art, Business, Education, Home Economics, Natural Resources, Nursing, University College, Graduate School and the Agricultural Technical Institute at Wooster.

Mindy Eckman, administrative assistant to the registrar and head of publicity for BRUTUS, said the system operates on a voice-response system. The system will ask the student for certain information, and the student then gives that information using a

touch-tone telephone.

Eckman said before the student calls into the system, they fill out a registration worksheet. On this worksheet the student provides necessary information for their primary and secondary classes, such as the course call number and the number of credits for that course.

Once in the system, the student will be asked for the quarter they are registering for, a social security number and a personal access code, Eckman said. This code is a personal security code allowing no one else access into the student's schedule.

From there, the student enters the call number of each primary and secondary course in their schedule.

One student believes convenience is a good reason to use the system.

Karen Krupa, a senior from Marietta said, "It was a lot easier

because you didn't have to go to your college office."

Eckman said she believes the biggest confusion about BRUTUS will be that students will think the later windows of time will have lower priority, which is not true.

"We set the priority by who calls the quickest after their windows open," Eckman said.

In other words, the first person who calls in the last window of time has the same priority as the first person who calls in the first window of time.

Eckman said BRUTUS consists of 64 phone lines, so it will be unusual for a student not to be able to get into the system.

The hours a student can call are Monday through Saturday from 8 a.m. to 8 p.m., and Sunday from 1 to 8 p.m.

Students can use BRUTUS for registering their winter quarter classes until November 1.

# Registrar's champ in blood-giving

By Patricia Mroczek

Workers in the Office of the University Registrar rolled up their sleeves 43 times last summer to give the gift of life. Because of their generosity, the workers have been awarded the overall championship for the Fifth Annual Faculty and Staff Summer Blood Drive.

The donations by the registrar's office and many other Ohio State faculty and staff came at a time when the blood supply was dangerously low in Central Ohio. Historically, the summer months are a time when demand rises because of accidents but donations fall because of vacations.

In all, the drive collected 596 units for Red Cross Blood Services in the Central Ohio Region. The region is responsible for collecting 130,000 pints a year for 48 hospitals in the 26-county area.

University Hospitals uses about 40 percent of the blood, a need that is increasing each year as the cancer research and transplant programs grow.

Ohio State hosts about 60 blood mobiles each year.

Dave Estepp, coordinator of the University Area Red Cross Blood Center, contacted the 50-member Personnel Council and got its blessing to conduct additional blood mobiles on campus.

"The response was overwhelming," he says.

Donations came from Lincoln Tower, 42 pints; the College of Business, 30 pints; the College of Law, 25 pints; and University Libraries.

Five plaques were awarded Oct. 14 to the top donor units on campus. University Libraries received the "most first-time donors" award. The Office of Business Management got "most improved" honors for recruiting donors. The "best small donor group" award went to the Graduate School. The Office of Student Affairs was recognized for recruiting the most donors.

Estepp says faculty, staff and students usually give 11,500 pints of blood a year, making Ohio State one of the biggest donor units in Franklin County.

Also, one of the largest campus blood drives in the nation is the 2,500-pint All-Campus Drive during Greek Week.

It wasn't that way in 1980, however, when Ohio State's entire population of about 65,000 faculty, staff and students at Columbus was donating only 2,000 pints a year through Red Cross blood mobiles.

"My challenge when I came here was to build up donations at Ohio State," Estepp says. "It was the one area in Franklin County where we could still grow. We set a five-year goal of 10,000 pints a year."

The University reached its goal after four years. By 1985 it was hosting national Red Cross conferences to showcase its program.

Persons interested in donating blood will soon get their chance. About 2,000 pints are expected to be collected Nov. 9-20 during the annual Ohio State-Michigan blood battle.

Estepp says a win this year would tie the record at 3-3. Ohio State would retain the traveling trophy won last year from Michigan.

For an appointment, call 421-2209.

# OSU crash delays class registration

By David Lore  
*Dispatch Science Reporter*

It may not have approached the Wall Street crash on the Richter scale, but last week's "High Street" crash — of Ohio State University's new automated class registration system — still left thousands of students on hold.

The crash came during Wednesday's first major test of BRUTUS, the university's telephone-access scheduling system. OSU's main administrative computer system was overwhelmed for about 40 minutes as thousands of students rushed to meet winter-quarter registration deadlines.

Barbara Glenn, operations director of University Systems, described the crash as more of an emergency landing.

"For the most part, we brought it down because it stalled," she said.

**IT STALLED**, Glenn said, because BRUTUS' parent computer system, which also handles billing, employment, inventory and similar administrative chores, was capable at the time of handling only about 80,000 transactions during a normal 13-hour day.

This works out to about 16 transactions at any one time with each transaction requiring only a few seconds.

BRUTUS, provided by AT&T's Conversant Systems Division in Columbus, is capable of handling 64 simultaneous calls. But the main system overloaded as BRUTUS attempted to feed in its completed registrations, shutting down BRUTUS and all other administrative systems.

"This was a rarity," said John Orwig, systems manager in the Office of the University Registrar. "Until this time, it's been 99 percent available and has only shut down because of technical problems, not because of capacity."

Glenn said the main system's shutdown, however, didn't affect University Systems' computer networks for other programs, such as research, library operations or classroom teaching.

She said the problem was remedied by allocating a greater share of University Systems' total computer capacity to the main system's programs, including BRUTUS.

"We doubled what we had before," she said. "That's demonstrated by the fact that, on Thursday, CICS (the main system) handled 146,000 transactions."

**BECAUSE OF** the problem, however, registrars extended on-line winter registration hours until 8 p.m. today.

Last week's crash may require some program modifications before BRUTUS goes on-line to serve all 55,000 OSU students next spring.

Over the 10-day registration period, students were assigned overlapped registration "windows" of up to 5 days in an attempt to spread out the load.

That seemed to work fine until several of these "windows" began to close at the same time last Wednesday, sending thousands of procrastinators to the telephones.

"I think now we have to analyze all this and make sure we spread things depending on the way people really operate," Orwig said.

# Overloads badger BRUTUS system

By WALT FRAHER  
Lantern staff writer

The stalling of OSU's main administrative computer system, BRUTUS, Oct. 28, showed that improvements are needed before it can be used for spring quarter registration.

The system was overwhelmed as thousands of students rushed to meet registration deadlines for winter quarter.

"The system shut down twice, once for 37 minutes in the morning, and then for 86 minutes later in the day," said Tom McCullough, senior computer specialist at University Systems.

The main system overloaded when BRUTUS attempted to enter its completed registrations. As a result, BRUTUS and all the other administrative systems shut down.

Now improvements will be made for its use in spring quarter registration.

The main objective is to ease the load on the system in order to lessen the number of busy signals, said Mindy Eckman, administra-

tive assistant to the university registrar.

Increasing the number of hours that students can use BRUTUS for spring registration is a possibility, McCullough said.

Changing the computer's instructions to students is also a possible improvement. "We noticed that once the students have entered all their course registration data, they don't seem to know what to do after that," McCullough said.

"If we get that rewritten so it's clearer to the students what they have to do, then they won't be on the system as long," he said.

Eckman said, "Everything else really went well (for winter quarter registration). I think the system worked the way we expected it to work."

A problem developed, however, when students waited till the end of their "window" appointments to call and register, causing phone lines to remain busy, she said. The number of students who did wait till the end was unexpected.

A "window" appointment is a block of time that each student is given to call in to BRUTUS. Normally, a "window" lasts three to five days. "It's during that time only that the student can call in to the system and make their course requests," Eckman said.

BRUTUS is provided by a division of American Telephone and Telegraph (AT&T). The system is capable of handling 64 calls at once, McCullough said.

Despite the problems, he said, "There were times that we would have all 64 lines going, and the system just kept chugging right along."

Paula Schwarz, a graduate research associate from Columbus, said she liked using the system. "It definitely cuts down on running around (and) standing in line."

Schwarz said it was convenient for her to call in and register by telephone.

Julie Bower, a freshman from Seven Hills, said she forsees no

problem with using BRUTUS again. She has to make a change in her winter quarter schedule and is curious to see how efficient the system is at making changes.

Andy Altenburger, a senior from Ottoville, said he found the instructions easy to follow and helpful. He said he registered a couple of days after he was supposed to and didn't have any problems getting his courses.

This was not the first time BRUTUS has been used. It was used in a preview test last spring for early autumn registration, Eckman said. About 5,000 students were involved in that test.

For winter quarter registration, 34,480 students were assigned to use the system, McCullough said. Only 64 percent, or approximately 22,000 of these students, were expected to use it, he said.

All OSU students will be able to use BRUTUS for spring quarter registration. "We're going to have to look into rearranging 'window' appointment times, and take that into consideration that students will procrastinate," Eckman said.

# BRUTUS to begin in spring

Phone sign-up  
set for use  
by all students

By MARIA AVERION  
Lantern staff writer

All students will be registering for spring-quarter classes using BRUTUS, the university's touch-tone telephone scheduling system.

Students on the five regional campuses will also use the system, said Melinda K. Eckman, administrative assistant to the university registrar. Most of these students will have to register by long distance, she said. The five regional campuses are located in Marion, Mansfield, Lima, Newark and Wooster.

The Agricultural Technical Institute in Wooster used the computerized scheduling system during its preliminary testing in 1987. The institute has set up a phone-bank system so that students can use the system — Better Registration Utilizing Touch-tone phones for University Students — at no cost to them.

"The other regional campuses have been looking into that possibility (of setting up phone banks)," Eckman said, "but there are some networking problems, and they can't get it in right away." She said one reason for the problem could be the difference in the types of phones each campus uses.

"The call in here is not going to cost them that much," Eckman said. "They should be able to complete their registration within three minutes, and that's not going to be much of a long distance charge for those students."

Main campus students in the colleges of Art, Home Economics and Business used the computer system for fall registration, and students in the colleges of Agriculture, Education, Nursing, and Natural Resources used BRUTUS for winter registration. Those enrolled in the Graduate School, University College and the Agricultural Technical Institute at Wooster also used the system last quarter.

The testing showed that a few improvements were needed for the 64-channel system to work smoothly enough to accommodate 55,000 students.

Christopher J. Richter, associate registrar for public services in the University Registrar's office, said, "It has gone very

smoothly so far except for some minor problems, which weren't really system-response problems, but problems with scripting the instructions to the students."

The system overloaded last quarter when students, who waited until the last minute, tried to register all at once, he said.

Eckman said the overload was not really a fault of BRUTUS, but a problem with the main administrative computer system. The

main computer was not prepared to handle so many calls at once, she said,

Eckman said the system has been improved to prevent an overload from recurring.

"We've reworked the windows, redistributed them and made them a little shorter," she said.

Windows are the blocks of time that students are assigned to use BRUTUS. Eckman said fewer students will be able to phone in

their schedules at once.

The length of the windows, previously seven days, has been shortened to three days; and the registration period, formerly about a week and a half, has been changed to about two and a half weeks, Eckman said.

Students missing their assigned times can go to their college offices and have their windows re-opened, or they can register at the office at that time.

# BRUTUS helps add, drop classes

By MARIA AVERION  
Lantern staff writer

Students who need to add or drop classes during Spring Quarter can let their fingers do the walking.

The following students can use the BRUTUS system to add or drop courses:

- Students who were permitted to use BRUTUS for their initial registration.
- Students who are assessed fees for a full schedule.
- Students who have permission from their college offices.

Mindy Eckman, administrative assistant to the registrar, said students need to have received full-time fee assessments on their initial registrations in order to use BRUTUS.

"We don't have any capabilities yet to re-assess fees," she said.

Gene Schuster, university registrar, said, "It is possible for people who don't get a full schedule to use BRUTUS because we do assess fees on students' intent." The registrar's office

plans to be able to re-assess fees soon, he said.

Students who request full-time schedules in initial registration and were not scheduled for the requested classes will still be able to use BRUTUS as long as their colleges permit them, he said.

"Approved schedules and fee statements will be mailed March 11 and the material included with the schedule will instruct each student what to do," Schuster said.

There are messages written on the schedules to inform students whether they can add or drop through BRUTUS or whether they should go to their college offices, he said.

Schuster said students should call BRUTUS as soon as possible after they receive their approved schedules. "There will be no windows scheduled," he said. "It's a free-for-all, but I trust that students who call BRUTUS will not abuse the system."

Schuster said the last day for adds and drops through BRUTUS will be April 1. He estimated that

30,000 students will be eligible to use this method.

Schuster said students should call the BRUTUS phone number listed on their approved schedules. BRUTUS will then instruct students to enter the quarter and year.

After entering "SP88", BRUTUS will ask students to enter their social security numbers and the access codes they were assigned during the initial registration period.

Schuster said students should know what classes they want to add or drop before calling.

Eckman said students need to enter an "A" for add followed by the call number of the course they want to add, or they need to enter a "D" for drop and the course's call number.

Schuster said, "When adding a class, BRUTUS will tell you whether the class you chose is full or whether you are registered for the class."

He said if the class is full, BRUTUS will recommend another section to take, usually a course

which meets at the same time if there is one.

Schuster said BRUTUS will ask the students if they want to take the recommended course. The computer will instruct the students to enter "Y" for yes or "N" for no.

If students choose not to take the recommended course, the computer will say, "Enter next request," and students can enter another choice of the same course or another completely different course.

The session can be terminated at any time by hitting the asterisk and then number symbols on the telephone.

This add/drop method is open to all colleges, but the final decision of which students can use BRUTUS to add or drop classes is left up to each college.

Schuster said there have been no problems this quarter with the BRUTUS system and he does not anticipate any in the near future.

## Students switch schools for classes

By ANN-MARIA NOLAND  
Lantern staff writer

Seventeen OSU students are attending other Columbus schools, and seven students from other colleges in Columbus are attending Ohio State through cross-registration.

"The cross-registration program was implemented in Autumn quarter, and "is specifically designed for students to take things that are unavailable at their own institution," said Chris Richter, assistant registrar.

Traditionally, a student who took classes at another school had to get a transcript sent to Ohio State. If the class was accepted, the student received transfer credit, Richter said.

"With the program, they actually get a letter grade," Richter said. "It counts as OSU credit."

Eight Franklin County schools are participating in the cross-registration program sponsored by the Higher Education Council of Columbus, which is composed of the presidents of the eight schools.

The schools are Capital University, Columbus College of Art and Design, Columbus State Community College, DeVry Institute of Technology, Franklin University, Ohio Dominican College, Otterbein College and Ohio State.

The plan was approved by the council in September, 1986.

Peggy Calestro, executive director of the education council, said "I think this system serves pri-

marily students who are looking for academic enrichment, and I think it has been very successful in this way."

Calestro said she does not know of any problems with the program.

"We have more than doubled our numbers of participants from Fall term to Winter term," Calestro said. "I would expect that this growth will continue, and as word spreads on campus on the availability of the program, we will continue to see more students participating."

Most of the students in the program are going to Columbus College of Art and Design, Calestro said.

Richter said most of the OSU students are going to that college

to take classes not offered here by the College of the Arts.

The next largest group of students are taking advertising courses at Franklin University, Calestro said.

Richter said the majority of students taking advertising courses are from Capital and Columbus College of Art and Design. A few are from Ohio Dominican.

Calestro said other than those two trends, students are taking all types of courses at all the universities.

To be eligible for cross-registration, students must be full-time undergraduates at their home institutions, must be in good academic standing and must have the approval of their colleges, Richter said.

# BRUTUS eases schedule changes

By Susan Southard  
Lantern staff writer

Today is the last day for students to drop a class without receiving a "W" on their permanent record.

To drop a course, students must go to their college office and fill out an add/drop slip. However, students no longer have to take the slips to Lincoln Tower because their advisers can enter the information into a computer at their college office, said John A. Yutzey, director of the undergraduate program in the college of business administration.

Students will still be able to

drop a course until May 13, but a "W" will appear on their transcripts. Students should not assume that because they have not been attending a class, they have automatically been dropped.

If a student wants to add a course, they will need the permission of the instructor and the department chairperson.

Today is also the last day to register for the pass/non-pass option, or to audit classes.

If a student withdraws from the university, "Withdrew" is entered on the student's transcript. According to the master schedule, that student will receive a 50

percent refund of paid fees, with the exception of application, acceptance, and residence and dining halls filing fees.

Mindy Eckman, administrative assistant in the Office of the Registrar, said students were able to change sections and to add or drop courses during the first week of classes through the university's new registration system, BRUTUS. This was the first quarter that the service was available to all full-time students on campus.

This option is not available for part-time students because their fees vary according to the number

of hours they schedule, Eckman said.

If a course requires special permission, the system will instruct the student to see an adviser, Eckman said. When a student attempts to add a course that is closed or full, the BRUTUS system either denies the request, or offers an alternate section.

Eckman said students will eventually be able to change their schedule through BRUTUS throughout the quarter, as long as they comply with university deadlines.

# Students lack requirement awareness, survey reports

By Katie McClorey  
Lantern staff writer

The results of a survey released in January said about one in five students are not clear on what courses to take to fulfill degree requirements.

The survey, conducted by Nancy Brant for the Office of the University Registrar, was used to determine students' opinions of the academic advising available to them, and to evaluate students' awareness of degree requirements.

Brant said overall the students in the sample said they had little trouble finding and understanding information on degree requirements.

However, the results of the survey said about 6 percent of the sample students did not agree with the statement, "I am well aware of which courses I must take to fulfill degree requirements for my major," and 12 percent said the information was not "clear and understandable."

Brant, the assistant to the University Registrar, said the results were not surprising.

"Although a majority of the students surveyed did not have any problems with academic advising, there were still a number of students who did not know how to make use of the help available," Brant said.

The results were used to implement a program, Degree Audit Requirement System, to help students become more aware of their requirements.

The survey was conducted through the colleges of Architecture, Allied Medical Profession, Agriculture, Engineering and Social Work. Of the 1,321 respondents, over 65 percent were at least junior standing or above.

Another problem students have is scheduling appointments with their advisor. The survey revealed that 65 percent of the sample students meet with their advisors at least once a quarter, 14 percent only meet once a year and 9

percent have never met with an advisor.

Students commented in the survey that advisors were hard to get appointments with and some of the advisors were overworked and had no time to devote to anything beyond schedule approval.

Some students wrote they would appreciate an opportunity to discuss career options and to get more in-depth counseling regarding their academic careers. They also commented that many counselors lacked the time or training to provide them with proper information.

A further 30 percent reported difficulty in finding out how their earned credits would apply towards a different major.

Pam Park-Curry, an academic counselor for the College of Arts and Sciences, said the key to getting more out of the academic counseling available to students is to plan ahead.

"When BRUTUS schedules come out, everyone tries like mad to get an appointment and are disappointed to find out they have to wait one or two weeks," Park-Curry said. "If those students had just called one week before the schedules came out, there would have been plenty of appointments available."

She added that students should take more responsibility to know the requirements expected of them. In the College of Arts and Sciences, a checklist is sent to the students through the mail, showing on paper what the student has already fulfilled, and what they need to take in the future. Park-Curry said this is an excellent tool for the students to use to understand what requirements are expected of them.

Pete Kourlas, a sophomore from Upper Arlington, said he has had no problems with his advisors in the College of Arts and Sciences, although he did have some problems in the UVC college.

"It's such a big university that you should cover yourself by seeing more than one advisor so you get all the help you need," he said.

Kourlas said he has never had any problems getting an appointment with an advisor and that it just takes a couple of days to get in to see one.

John Hampton, a clerical specialist for the Office of the University Registrar, said degree audits, a computerized version of the university bulletins that some colleges make available for their students, will be sent to certain graduating seniors and students who participated in the survey.

The degree audits will tell the student what credits they have already fulfilled, and what they need to take in order to graduate.

Hampton said the degree audits will also list the student's GPA for their major courses, and can be used in order to determine what credits students can use if they decide to change majors.

# Computer at OSU gets a 'D'

By Felix Hoover  
*Dispatch Staff Reporter*

About 2,000 students at The Ohio State University did not find as many grades as they expected when they opened their winter quarter report cards, university officials said yesterday.

"Apparently there was a problem with the scanners," said Stephen A. Sterrett, a university spokesman. "It was as if a faculty member did not send out a grade."

**Registrar** Eugene Schuster said grades are forwarded to the computer center on scanner forms after they are submitted to his office by professors.

About 200 batches of forms were sent to the computer center in the initial run for mailing last Wednesday. But for some reason three batches were not read by the scanner, Schuster said.

Some faculty members, and sometimes entire colleges, submit grades after the first deadline, so a supplemental mailing is done each quarter, Schuster said.

The grades omitted from the unscanned batches were included in the supplemental mailing that went out yesterday, Schuster said.

Some students affected by the omissions got their complete grade report by going to the registrar's office. Others went to their professors or college offices, Schuster said.

# System changes allow registration for dual quarters

By Melissa Vickers  
Lantern staff writer

OSU students will be able to register for summer and autumn quarters simultaneously beginning this spring due to improvements in the BRUTUS registration system, a university official in the registrar's office said.

"We decided to try registering summer and autumn together because summer quarter scheduling is light compared to other quarters. We feel the system could easily handle both at once," University Registrar Gene Schuster said. "It will also save summer quarter students the bother of having to register for two quarters at separate times in a matter of weeks."

Students are assigned personal access codes to gain entry to BRUTUS (Better Registration Using Touch tone telephones for University Students) for class registration. This code is given to students on the scheduling worksheet mailed with a master schedule, along with the period of time, or "window," when their code can be used.

The new registration worksheet will have room for planning course loads for two quarters instead of one. The master sche-

dule will also increase in size to contain course offerings for both quarters.

This method will only be used in the spring for the combined summer and autumn quarter registrations, said Mindy Eckman, administrative assistant to the university registrar.

"We aren't expecting any major problems with course offering confusion," Eckman said. "The master schedule will be split into clearly marked sections, with one for summer and one for autumn courses."

Students registering for autumn quarter will be asked by BRUTUS at the end of their first complete registration if they wish to schedule for another quarter. Those students who need to schedule for summer will simply begin the next registration section by entering the next quarter and year.

It will not be necessary for students to re-enter their social security and personal access code numbers as long as they stay on the line.

A complete explanation of registration changes will be included with the new worksheet and master schedule packet. Schedules were mailed last week and should start reaching students this week, Schuster said.

# BRUTUS causes schedule woes

## Access codes and windows conflict with student registration information

By Lois Wright  
Lantern staff writer

Many students in the College of Arts and Sciences are finding that BRUTUS is not living up to its name this quarter.

Henry Le, systems analyst for Better Registration Using Touch-tone phones for University Students, said problems with the system are the result of a "communication mix-up."

One problem students are having is that BRUTUS will not take their Personal Access Code.

"Many students have come to us with this problem," said James R. Tootle, assistant dean of the College of Arts and Sciences. "BRUTUS tells them that their PAC code isn't any good."

The code is entered after the students' social security number. It is the key assigned to the student to assure the security of their registration.

"Students tell me that BRUTUS won't take their PAC codes and we know these are the right codes they (the students) should be using," said Betty Gaddan, administrative associate of the department of history.

She said this is the only problem she had seen so far.

"In the communication route from the mainframe to the voicebox, some of the signals were getting mixed up and BRUTUS would not take the codes," Le said.

He said this problem was taken care of last

week and since then he had not encountered any PAC code problems.

Students are also having problems with the BRUTUS registration window. The window is the appointed time and date that is assigned to the student to call BRUTUS and schedule.

Tootle said many of the students were told by BRUTUS that they were calling at the wrong time, when they were calling during at the time they were told to on their registration instruction sheets.

"Somehow, BRUTUS thinks that the students have two windows, one for summer quarter and one for fall quarter, when they really only have one window for both summer and fall quarters," Tootle said.

Tootle said BRUTUS is also telling students they can't take a course they request but then is enrolling them in the course.

"So we have students enrolling in many courses that they don't realize they are in," he said.

Le said this problem was exclusive to classes which require permission.

"Between the time when (the students) called BRUTUS and the time when they went to Dr. Tootle's office, they had been given permission and BRUTUS had then enrolled them in the course," Le said.

Tootle said he has been telling students to keep calling and trying to use BRUTUS. If that doesn't work, he recommends they come in and have their schedule entered in by hand.

David Richter, associate professor of jour-

nalism, said some students were being enrolled in prerequisite courses in the summer but were then told they weren't able to enroll for the courses they needed in the fall.

Richter said he thinks the problem was a result of the combination enrollment of summer and fall quarters.

"I think these problems could have been avoided if the system had been programmed to understand what was going on or if there had been two separate registrations for summer and fall quarters," Richter said.

Le said this was the first time they had used this combination enrollment of summer and fall quarters and he said despite these problems, they would do it this way again.

"This was done for the convenience of the student, and so far it has been successful," he said.

But some people still think that additions should be made to the BRUTUS system to make it easier for the colleges and the students.

"The main problem I see is not with the system but with the students not understanding the system," said Sharon Brock, assistant executive director of the School of Journalism.

She said the biggest problem she has encountered is with courses requiring permission from the instructor.

"BRUTUS tells the students that they need permission for a course but what the students don't understand is that they can go ahead and enroll in the course," she said. "They only need permission if they are closed out of the course."

Brock said there should be a central trouble shooting office where students can call or go for help.

# New rule could boost residency eligibility

By Jannette Dugan  
Lantern staff writer

The Ohio Board of Regents is revising the Residency Rule so that some students will be eligible for in-state tuition rates immediately after moving from another state.

Linda Ogden, communications administrator for the board, said the revisions will be presented at a public hearing, which is needed before a final approval can be made.

The original rule stated students had to pay out-of-state tuition for the first 12 months following the establishment of their family's residency within Ohio.

The new rule states that dependent children or a spouse of a person who has accepted full-time employment in Ohio and established residency here will be eligible for in-state tuition rates immediately. The family's move into Ohio must have been for purposes other than gaining the benefit of in-state tuition rates.

THE CHANGES IN the rule were the result of a bill introduced last year by Sen. Scott Oelslager, R-Canton, and passed in March by the Ohio General Assembly.

"Senator Oelslager initiated the legislation because of large industries within his district and people having to transfer in state for

employment reasons," said Stacey Gold, Oelslager's legislative aide.

Gold said students and their families must meet two requirements in order to pay in-state tuition immediately when they move to Ohio.

Students need a letter from the employer stating the family's move was due to a transfer of employment and also proof that an apartment is being leased or a house has been purchased. This demonstrates the student's family is planning to stay and set up residency within the state, Gold said.

Ogden said the bill is currently

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a law but the board must change their residency rule to match the legislation.

RENEE SALYERS, a clerical specialist for the OSU registrar, said students must prove they are dependents of their families in order to qualify for in-state tuition.

"This is really a sensitive thing because the rule is not well defined," Salyers said.

# Those Who Wait

## *The psychology of standing in line*

### How they keep the lineup happy

By Julia Osborne  
*Dispatch Accent Reporter*

When you wait in line you eventually get to the front of it. Business done, purchase made, you can leave ... perhaps to join another line elsewhere.

The person at the front of the line, ringing up the sales, processing the orders, handing out the stamps or the socks, must stay there the rest of the day. He or she often is the target of the frustration and anger that has built with every minute of line-standing.

"I get sworn at quite a bit," said Thomas Cox, supervisor of the catalog and credit departments at JCPenney's Westland store. "We work as fast as possible, but the wait to pick up catalog items can be as long as half an hour."

"It used to bother me when people got upset, but I can't let that happen anymore."

Brent Van Vooren, manager of the Kingsdale Kiddie Korner toy store, copes with his biggest lines during the Christmas holiday season. "If I see somebody getting angry, my question is, 'How quickly can I get them out of the store?'

"The only way anyone will get calmed down is to get their purchase and get out. I'll grab a calculator and say to the irate customer, 'Let me help you over here.'

"During the rest of the year, we have big lines during our sales. During the sidewalk sale we have lines out the doors. But people keep shopping while they're in line, so they're occupied. And if the value is there, if it means a bargain, people don't mind waiting."

William Isaac, supervisor of window services at the Main Post Office, worked a window for 23 years before moving to his current position a year ago.

He strives to make sure no customer waits more than six minutes. "We go through a training course on coping with customers," he said. "We learn that if they wait a long time, they react to us like children. We have to take them back up to an adult level."

"We say, 'I agree with you that the line was long. Now, I'll try to wait on you as rapidly as possible!'"

Employees in the registrar's office at The Ohio State University attend workshops on how to handle students, faculty and alumni. "It used to be we had lines stretching down the stairs, out the door and around the building," said Kathy Williams, assistant registrar.

"About a year ago, we changed to computerized scheduling, so now most of the students we get are ones who have problems or who need transcripts...."

"We pick our front desk staff very carefully. They have to be even-tempered. One of the women working there says, 'The longer the line, the bigger my smile is. I figure if people keep staring at me and I have that smile, then they're likely to smile, too.'

"And we're pretty apologetic when people have to wait. We also don't take things personally.... I've been called everything from the worst to the very worst," Williams said.

Sometimes customers calm each other down while in line. "I was working at the Livingston Avenue branch," of the post office, at 3850 E. Livingston, Isaac recalled. "One day around Christmas we had a customer who was really obnoxious, loudly complaining about how long he had to wait. Finally, another customer said to him, 'Mister, this is not a line. If you want to see a line, go to Service Merchandise.'"

And there are those who simply don't cope with waiting. "I've had a couple of kids wet their pants while waiting in line," Van Vooren of Kiddie Korner said. "They don't say anything, their parents don't say anything. I just stumble onto a puddle — and clean it up."

## BRUTUS forgets to schedule certain students for classes

By Theresa Marvin  
Lantern campus reporter

Because of system problems, BRUTUS did not register some students for the classes they requested during the combined registration for summer and autumn quarters last spring.

John Orwig, senior systems analyst for the University Registrar's Office, said BRUTUS told some students they were adding a course, but did not request the class for the student through the computer system.

Orwig said about 70 students reported this problem with summer quarter scheduling. "From our point of view this number is significant though, because we expect students to be able to trust BRUTUS," Orwig said.

Orwig suspects the number of students affected will be higher

this quarter because a greater number are enrolled. Students learned of the mistake when they received their schedules.

If a student was omitted from a class due to this problem, the registrar's office will provide a note for the instructor asking that the student be permitted into the class, Orwig said.

Eugene Schuster, university registrar, said the long range goal is to allow students to register for classes several quarters in advance, and perhaps even to plan every quarter until their graduation.

Schuster said the combined registration for summer and autumn quarters was a success. "We were able to identify the problems and solve them very quickly," he said. "The end result was very positive."

"With anything you expect problems," Orwig said. "I'm sure everybody here would do (combined quarter registration) again."

"Our main concern was that it was too early for autumn registration," he said. This concern will probably result in later registration this spring for the summer and autumn quarters.

Both Schuster and Orwig said they cannot speculate when the system will allow students to register for any quarter in advance, but they agree many problems would need to be overcome first.

Schuster said students were not surveyed about combined quarter registration, but he encourages students to call the registrar's office at 292-8500 with comments and concerns.

# OSU students angry over lost scheduling forms

## Registrar Office increases staff to help

By Theresa Marvin  
Lantern campus reporter

Due to a loss of registration materials by an off-campus company, an estimated 3,000 to 4,000 students have received their winter quarter scheduling materials late, or have not yet received them.

The master schedules and registration worksheets were sent to Vision Center Industries, an off-campus vendor who is hired to bag the materials and prepare them for mailing.

A box of the lost scheduling materials was found by the company late last week, about one week after all other registration worksheets had been mailed, University Registrar Eugene Schuster said.

He said the only thing the misplaced worksheets have in common is the zip code, which is 43201. However, other materials with that zip code arrived on time.

Peter Eichler, a junior from Summit, NJ, majoring in business, is one of several thousand students who has not yet received registration materials.

"I'm a little upset because I expected to have my materials on time," he said.

Roberta Gedert, a junior from Fremont in UVC, is also concerned about not having received her scheduling materials.

"I'm really not happy about it," she said. "I'm trying to get in classes for next quarter which I will need to get into my college."

Schuster said students who receive their scheduling materials after their appointment windows open can call the University Registrar's Office to request a change in their window.

"This is just a big hassle," Gedert said. "I'm glad they will change the windows for us, but I don't really have the time to be messing around with all that."

Schuster said he would like to hear concerns and urges students to call the Registrar's Office for help.

"Any student who feels they are not getting proper service, I would hope would call us with their concerns," Schuster said. "We'll do the best we can."

Schuster said the Registrar's Office is already busy with phone calls from concerned students and has increased their staff in an effort to rectify the problem.

"We've always been concerned with the

timely delivery of the mailing," Schuster said.

Eichler and Gedert have already prepared for registration by planning what they will schedule for winter quarter once their registration materials arrive.

According to Schuster, planning now is a good idea for those students still waiting for scheduling materials because they may still be able to schedule within their appointment window.

"We would hope the student would be ready when they receive their materials," he said.

Schuster said another reason some students have not received their scheduling materials is many have neglected to correct their addresses. When no campus address is available to the university, registration materials are automatically sent to the student's permanent address.

# Computer to monitor students' academic progress

By Tricia Gibson  
Lantern staff writer

This spring quarter you might just find out you are closer to getting that degree than you thought you were.

The Office of the Registrar is working with many of the university's colleges in distributing computerized degree audits among undergraduate students.

Nancy Brant, assistant to the associate registrar, said the colleges of

agriculture, allied medical arts, dentistry, dental hygiene, engineering, human ecology, natural resources, nursing, optometry, pharmacy, social work and the agricultural technical institute will be mailing a computer printout of students' degree programs.

Most colleges currently have a checklist of requirements for specific majors that academic counselors and faculty advisers keep on file for students because students usually con-

sult with their counselor or adviser about their progress, she said.

A computerized version of this checklist could eliminate the counselor or adviser having to review it with students every quarter. If students want to change their majors, advisers could also quickly revise the checklist, Brant said.

The audit program's computer software can accommodate course number changes, check for repeatable courses, requirement cross-list-

ings and keep a credit-hour and grade point average count for each requirement category, Brant said. It also is able to list requirements not taken and to incorporate student class petitions, she said.

Brant said the computer is not yet capable of incorporating special transfer credit and honors status. This information must be entered on a case by case manner. The computer also is not meant to tell students what GPA they need to graduate, she said.

"It looks difficult to read, but if you sit down and read the computer sheet line by line it is self-explanatory," she said.

Brant said the registrar's office and the participating colleges plan to distribute the audits at least once a year to students with 45 credit hours or more. Audits will be produced every quarter for students who plan to graduate, she said.

The computerized degree audit is meant to improve the present audit

system, she said.

"We don't think this will replace the counselor or the academic adviser, but it will sure make their job a lot easier," Brant said.

Computerizing the audits has been a long process, Brant said. The program's software came to Ohio State when it was available. The university bought the software in the mid-80s

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from Miami University in Oxford, Ohio. At that time, it was one of two software packages available for this kind of audit program, she said.

"We got in on the ground floor with this idea of a degree audit," she said.

Since that time, the program has been implemented on a college by college basis, she said. It has taken a great deal of time to complete the program because the number of major and degree combinations at Ohio State is enormous, she said.

"Most of the colleges and universities that have been using it have a student body of 16,000 to 20,000 and don't have nearly the program opportunities we have at Ohio State," she said. "So, it's a lot easier to accomplish at those places."

Berny Fiascone, a senior from Avon Lake majoring in accounting, said if the computerized audit program is accurate, it could be as useful as B.R.U.T.U.S.

But she does not feel she has missed out on anything by not having

the service available to her and believes the present method of degree audit used by colleges is effective.

According to a survey conducted by the registrar's office that was taken after a pre-test of the computerized audit program, a majority of the students would like the opportunity to get more than just course advisement from their counselors. The students would like to have time to talk to their advisers about career options and what courses to take if they specialize in these careers, the survey said.

Given the number of students per adviser, this is not a feasible idea at this point in time, Brant said. The computerized audit could allow advisers the time to offer these kinds of services, she said.

John A. Yutzey, director for undergraduate programs at the Business College, said he would like advisers to have this option of career advisement.

The college has a four-point plan for its implementation of the com-

puterized audits. Yutzey said the college plans to use the audits to assist seniors with the process of degree granting, application for graduation, assist continuing students, simplify the declaration of majors and create situations in which counselors would have the time to discuss career options with students instead of just going over a checklist.

Yutzey said he expects the Business College will distribute computerized audits in six to nine months.

Mona K. Dove, assistant secretary for the College of Arts and Sciences, said the college is still in the process of creating a computerized audit sheet for its 8,943 students. She does not know when the college's audit program will be ready for use.

"We're in such a preliminary state in the whole process that right now we can't, with any kind of certainty, say what the program is going to mean as far as the work load of counselors or what we now do for stu-

dents," Dove said.

The college has made a number of revisions on its present checklist and believes that all the information a student needs about liberal arts requirements is explained on the sheet, she said. Now the college is working to get this same information onto the computerized audit sheet in the sort of language that students can understand by just looking at it, she said.

"A number of our requirements build on one another," she said. "So, you have to get that information across to the student, and it's much easier to do when you're dealing with a college bulletin or a curriculum sheet than it is on a computerized sheet of paper," she said.

"We see the computerized program as a counseling tool to give the student a fuller picture of where they are in their academic career rather than as something you hand to them and say, 'Oh, here this is' and 'Go on and we'll see you when you come in to apply for graduation.'"

# Registrar changes hours

## Public service operations to decrease office hours

By Jody Hedrick  
Lantern staff writer

As of April 2, the Office of the **University Registrar** will implement new public service hours in order to devote more time to behind-the-scenes operations.

Their new hours will be 9 a.m. to 5 p.m., but public service operation will be closed from 8-9:30 a.m. in the scheduling, testing, residency and public counter operations of the office.

In addition, a recording will intercept all calls during this time to announce the new hours.

The hour-and-a-half will be used to educate and train staff in the different areas of the registrar, improve services and to help solve student problems, said Kathy Williams, assistant registrar.

"Our main goal is to become better able to serve the students," she said.

Williams also said with their present hours, the registrar staff was not able to help students to their full potential because of other work-related activities that needed to be done.

The morning hours will be devoted to catching up on work that takes place behind the scenes so that when they are open to the public they will be fully staffed and more able to help the students, she said.

"The change should be looked upon as positive not a negative one," Williams said.

Other offices in Lincoln Tower are considering changing their public hours as well. One of these offices is the Admissions Office.

However, no proposal for this change has been developed as of yet. If a change is to be made it would need to be made spring quarter, said Jim Mager, director of admissions.

Because of an overall increase in applications and budget problems, the Admissions Office has implemented a temporary change in hours that went into effect March 7. But the only change affecting the public is the phone-service hours which will be 9:30 a.m. to 5 p.m. for telephone answering. The counseling walk-in hours will remain the same.

Mager said that no one will be turned away who does visit before 9:30 a.m.

The current change in Admissions Office hours is separate from that of the permanent change being considered. The temporary change was made effective to help out with the recent problems and will probably come to a close at the end of the month, Mager said.

# Registrar tests 'live'

By Neerja Sharma  
Lantern staff writer

The Office of the University Registrar is offering a combined autumn and summer quarter registration this year with "live" scheduling for summer quarter.

This means students will not have to wait for approved summer schedules through the mail because they will know whether a class is open immediately.

"This is the first time live scheduling has been offered," Kathy L. Williams, assistant registrar for public services, said.

Classes will be scheduled for summer quarter as the student requests them through BRUTUS, Better Registration Using Touch Tone phones for University Students.

Williams said this type of registration is being tested. "In the future live registration is a possibility," she said. Live registration for autumn

quarter would probably be unlikely because of the great number of students registering, according to Williams.

Autumn and summer quarter registrations will be made in one telephone call. One Personal Access Code and window-time will be available for each student. Mainly, scheduling for autumn quarter will be the same. Students will make their class requests by phone and an approved schedule will be mailed to them in Au-

# summer scheduling

gust. If a student decides to select an autumn course which requires a prerequisite, the request will be accepted only if summer registration has already been secured.

The live scheduling for summer quarter will require students to get permission for a class prior to their window-time with BRUTUS. If students do not do this, they will not be able to schedule that class.

It is important that students schedule their classes as soon as their in-

dividual windows open, Williams said. Students should also consider entering a second choice to their schedules. BRUTUS could be impatient if a student has to think through the scheduling process taking up more time, she said.

Scheduling window times is based on priority by college and university. College priority gives graduating seniors first choice. University priority applies to honors, handicapped and athletic students. A student could

also be affected by college priority depending on the student's rank within his group. Group refers to a student's college. In the end, a random selection of social security numbers is made.

Students can make their individual summer schedule changes during BRUTUS' regular hours through June 22, the first Friday of the first week of classes.

# Tap into BRUTUS for spring classes

By MARIA AVERION  
Lantern staff writer

*Touch me. I'm BRUTUS, and I have the courses you need. Call me at 293-9999. I'm waiting to hear from you.*

All students will register for spring quarter using BRUTUS, Better Registration Using Touch-tone phones for University Students.

Master schedule class bulletins are available in the college offices. Registration forms were sent Friday to all Columbus campus students except those in the colleges of Medicine, Dentistry, Optometry, Nursing, Veterinary Medicine, Agriculture and parts of the Graduate School. In addition, students at Mansfield and Newark campuses will not receive the BRUTUS registration forms. These students need to contact their advisers or college offices.

Mindy Eckman, administrative assistant to the registrar, said two benefits of the phone system are that students do not have to wait in long lines and are able to register from anywhere.

John Orwig, systems analyst for the registrar, said, "The new BRUTUS system is designed to check for instructor's permission, prerequisites, lock-outs, holds, invalid call numbers, non-

repeatable classes and a valid number of credit hours for the university and the college."

Students are locked out of the system for such reasons as academic probation. It forces them to see their advisers before registering. A hold occurs when students owe the university money for such things as parking tickets.

Eckman said some of the prerequisites have yet to be entered into the system, but all of the classes requiring instructor permission have been entered.

When students register for courses requiring instructor permission, BRUTUS will tell them to call the instructor or department and request the necessary permission.

Students can register, but will not be scheduled for such classes until the permission coding is entered.

"I don't expect any problems with the system at all this quarter," Eckman said. "In fact, I hope the line will never be busy when a student calls to register."

Last quarter there was an overload of the system because students waited until the last possible time to call, she said. The system was altered to prevent another overload, but it is still in the trial period.

Students are given designated time

## BRUTUS

In order to use the system, students need to do the following:

STEP 1: Call the registration number - 293-9999. BRUTUS will welcome you to the system and instruct you on how to proceed.

STEP 2: Enter quarter and year - SP88.

STEP 3: Enter your social security number and personal access code. Your access code will appear on your registration form. If the code does not appear, contact your adviser. The College of Engineering and some parts of the Graduate School will be withholding their students' access codes so that students come in and talk with their advisers before scheduling.

STEP 4: Enter "A" for "add" followed by the six-digit course call number - A123456. BRUTUS will describe your selection in order to make sure you have registered for the correct class. If you have made a mistake, you can drop the class immediately by entering "\*\* X." If you decide to drop a class after your full schedule has been completed, enter "D" for "drop" and repeat the call number - D123456.

STEP 5: If you wish to register for a second section of the same class in order to avoid closeouts, enter "S" for "second" followed by the second call number - S456789.

STEP 6: Enter "A" for any additional courses you wish to add and repeat steps four and five.

If you have further questions, you can call the Office of the University Registrar at 292-8500 or your college office.

periods, called windows, for registration.

"Priority scheduling is determined by the amount of elapsed time from when the window opens to the time that the student calls in the schedule," Eckman said.

## CORRECTION

In the Jan. 25 story, "Tap into BRUTUS for spring classes," *the Lantern* reported that students who wished to register for a second section of the same course to avoid close-outs could do so by entering "S" followed by a second call number. That is incorrect. BRUTUS will automatically schedule students for alternate sections of the same class if the first choice is unavailable. BRUTUS will not accept two call numbers for the same class. The secondary request lets students register for a different course should no section of the first choice be available, allowing them to receive full schedules.

# BRUTUS to be improved

By Sandra M. Scott  
Lantern staff writer

Don't be surprised if you hear two different voices when registering for fall quarter classes through BRUTUS.

University Systems is in the process of converting the existing Better Registration Using Touch-tone phones for University Students to a new system that is smaller, more efficient and is easily upgraded, said John W. Orwig, systems analyst for the Office of the University Registrar.

Students will hear a new voice, but all of the other functions used for registering will remain the same, he said.

The hardware for the existing BRUTUS is about the size of a freezer, said George J. Hinkle, assistant director for applications development. The university owns two systems that occupy a lot of space compared to the new one.

The hardware for the new BRUTUS is about the size of a microcomputer and can sit on a desktop.

Hinkle said the new BRUTUS has the capacity to store 600 megabytes, or 600 million characters per piece of hardware, and is three to four times faster than the existing system.

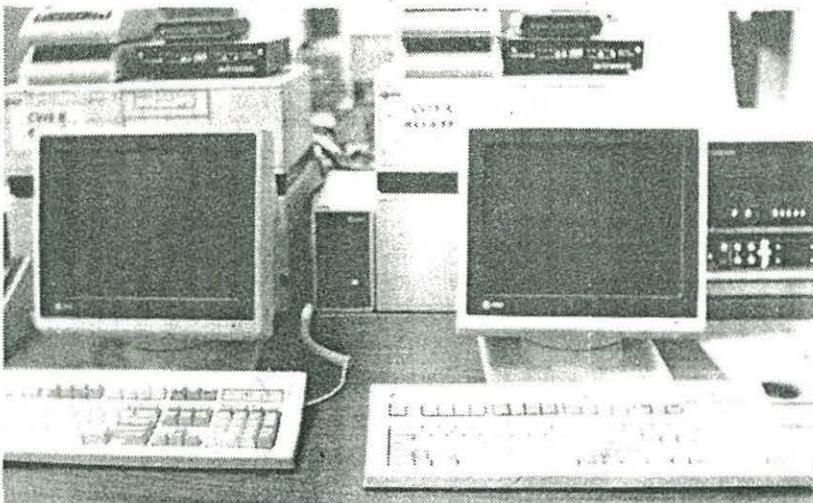
This means the computer can process a larger amount of information in a shorter period of time, Hinkle said.

The existing BRUTUS will remain in place until the new BRUTUS is fully operating without any problems.

Students can begin using the new BRUTUS for delayed registration in the fall.

The existing equipment can support 64 incoming calls simultaneously and the new equipment can support 96, Hinkle said.

Ohio State is the largest university in the nation to use BRUTUS. Brigham Young and Georgia State universities were the first to use the system.



The new BRUTUS computers

Jennifer White/the Lantern

Ohio State tested BRUTUS in 1987 when 5,000 students from the colleges of human ecology, business and the arts registered for fall quarter classes, said Melinda K. Eckman, administrative assistant for the University Registrar's Office.

By spring registration 1988, about 80 percent of the university registered using BRUTUS, Eckman said. Some colleges prefer to maintain in-person registration, such as the College of Law.

"We've gotten really positive responses, students like not having to stand in long lines to register for classes," Eckman said.

"Before BRUTUS it was not unusual for students to stand in line for more than 2 hours to get registered," she said.

Christopher O'Conner, a junior from Chicago, said his experience using BRUTUS has been good compared to registration at Illinois University.

"There were only a few times when I could not get through to it," O'Connor said. "Sometimes I did not get some of the classes I registered for, but it is better than standing in lines."

"I went to the University of Illinois and we stood in an armory and ran from table to table trying to get registered for class. I like registering from home," he said.

Eckman said the Registrar's Office sent surveys to everyone who registered for classes spring of 1988 to get feedback about the new system.

"Ninety-one percent of the people responding to the survey liked the new way of registering," she said.

Michael McDowell, a senior from Columbus, said, "I think the idea behind BRUTUS is good. It's practical, but if you don't get to your window at the designated time at the beginning of your window, there is a chance that you will not get the classes you want."

"BRUTUS tells you that you have the class, but when you get your fee schedule and learn that you have been closed out of a class, it is very frustrating," he said.

Rae Martin, a sophomore from Columbus, said, "I like registering through BRUTUS; it's convenient, I don't have to come down here to register. I haven't had any trouble with it yet."

# The **OHIO STATE UNIVERSITY**

## Registers Enthusiasm for **BRUTUS**

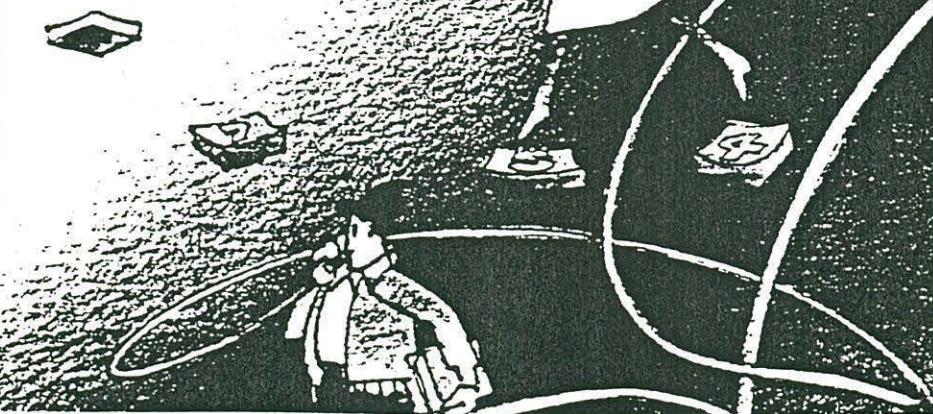
**M**ark Gass, now a fifth-year engineering student at The Ohio State University, quarterly registration for courses used to be a "major hassle." To pick up a registration form, he would walk a half-mile across campus from the engineering college to the Registrar's office, where he would stand in a line so long he usually missed a class. If he discovered that the course he wanted was full, he would have to seek out his adviser for permission to sign up for another course, then return to the Registrar's office. "By the time I got back, the new course might be full, and I'd have to start over," he recalls.

Moreover, according to John Orwig, a systems analyst in the Registrar's office, there were so many opportunities for information to get lost among the student, the adviser, the student's school or college, the registration office, and the data-entry system that registering promptly was no guarantee of securing desired courses.

Today Mark and some 50,000 fellow students spend 5 to 10 minutes each, registering by touch-tone phone. They can call in from anywhere—on campus, off campus, even from another town. When they call, BRUTUS answers.

### A Large-Scale Task

BRUTUS, an acronym for Better Registration Using Touch-Tone Telephones for University Students, is a system developed and maintained jointly by the Registrar's office and the administrative



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computing office, University Systems. Established in May 1987, BRUTUS has undergone continual enhancements and is now used by most of the full- and part-time students at the university's central campus in Columbus, Ohio, and its four regional campuses.

Because Ohio State has, by some tallies, the largest enrollment of any university in the country at one location (about 53,000), designing a fully automated registration system was no trivial task.

"The major difficulty was capacity planning—scheduling all those student calls over a two-to three-week time frame," says Tom Sanfilippo, BRUTUS's project leader at University Systems. He and his team devised a call distribution system in which each student has a "window" of calling time based on the last four digits of his or her social security number. Students who miss their window have another chance after the regular scheduling period.

About eight weeks before scheduling time, each student is mailed a course bulletin for the next quarter plus a registration worksheet and an access code. When students call, BRUTUS's voice welcomes them and asks them to enter the quarter they're registering for, their social security number and their access code (which, for security reasons, is changed each quarter). BRUTUS then leads students through the registration procedure step by step.

Data punched into the phone by the students travels via an AT&T Conversant Model 80 mini-computer, which handles voice/data communication, to an Amdahl 5880 Multiprocessor. Stored in the processor, by social security number, are student academic and financial records, which are checked while the student is online to verify such data as fee payments, completion of prerequisites, and current mailing address.

Students can add or drop courses and choose alternative courses if first selections are closed. The Amdahl machine

stores up-to-date course records and student history records, which are checked against student requests online. This means that course prerequisites can be (and are) checked online at the time a student requests a course.

BRUTUS is used to greatly strengthen and target the academic advising process. Selected students in need of academic help and support are denied access (locked out) to BRUTUS until they have contacted the appropriate adviser or college office. Advisers, using their own CRTs, can permit registration after the student has received the needed counseling. Advisers and college personnel can monitor registration choices as the students register.

"My adviser is now more of a counselor," comments Mark Gass. "Advising used to be pretty much a paperwork job, but people have now been relieved of that task." Life is also a good deal more pleasant for University Registrar Gene Schuster, whose office no longer has to deal with multitudes of registrants and class changes. He can now concentrate on such matters as placement testing, class scheduling, enrollment reporting—and developing new jobs for BRUTUS. Future BRUTUS tasks may include reporting grades to students and allowing them to pay fees by entering their credit card numbers.

Students have embraced BRUTUS in a fraction of the time it took their parents to warm up to automated teller machines. Sometimes users refer to the system in a familiar way as "he," perhaps because BRUTUS, besides being an acronym, is named for Brutus Buckeye, the Ohio State mascot.

#### **University-Wide Computer Support**

The largest-scale touch-tone/voice-response registration system in the country, BRUTUS is just one aspect of University Systems's support for Ohio State's administrative units. About 1,300 online terminals serve the university's online systems on

the 5880: Library Control System—involving 31 libraries with 4.5 million volumes and upwards of 33,000 regularly received periodicals; computer-based instruction; systems and applications development; and CICS, of which BRUTUS is a part.

The many other CICS applications, likewise supported by the Amdahl 5880, include alumni and development information, personnel management, financial management, equipment inventory, and residence and dining-room management.

This kind of presence is not new for Amdahl at Ohio State. In 1985 the university installed an Amdahl 470V/8 in addition to the original Amdahl 470V/7, and then, in 1987, the university acquired an Amdahl 5860 (BRUTUS's first CPU). The 5880 made its debut on campus in February 1988.

Besides the mainframe, Ohio State has an Amdahl storage subsystem that enhances the speed at which transactions can be accomplished. It includes 6880 Cache storage controllers, 6380 DASD units, and a 6680 EDAS for quick retrieval. Two Amdahl front-end processors, a 4705 and a 4745, handle communications between the AT&T device and the 5880.

#### **Keeping a Client Focus**

Ohio State's needs for extensive computing power are evident not only from enrollment figures but also from the university's physical dimensions and scope of course offerings. The central campus in the state's capital, Columbus, is about 1,630 acres, with its own airport and two golf courses. More than 8,000 courses in the fine arts, sciences, and humanities, as well as in all major professional fields, are offered through 19 colleges, 7 schools, the Agricultural Technical Institute, the Ohio Agricultural Research and Development Center,

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and the graduate school. There are more than 200 undergraduate majors from which to choose.

With all its immensity, Ohio State has not lost sight of the needs of its major clients: the students. Maintaining a responsive

service-oriented organization is at the top of the priority list for Larry L. Buell, assistant vice president in charge of University Systems. As Barb Glenn, University Systems's director of systems and operations, points out, "That's what we're all here for—to support the students."  
*-Kristin Amundsen*

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# BRUTUS still big, bad bully on the block

By Terry Monnett

Lantern staff writer

"Registration denied. Section full."

These digitized words strike terror in a student who tries to enroll in a required class using BRUTUS (Better Registration Using Touch tone phones for University Students).

Would-be registrants sometimes respond by slamming down the receiver or shouting at an unhearing computer. They mistakenly place the blame on BRUTUS.

Lack of space in classes is a long-standing problem at Ohio State. Current priorities simply follow guidelines in effect before the advent of BRUTUS.

The first spots in any class go to those holding "University Priority: honors students, handicapped students and athletes. Those in this priority group will receive preferential enrollment in a section regardless of when they phone in their enrollment.

Assistant registrar Kathy Williams said the priority given to athletes is a result of game times and NCAA rules governing hours of practice required.

The next priority is given to graduating seniors, then to graduate students and seniors. The

remaining slots are filled by class rank.

With nearly 90 percent of OSU students utilizing BRUTUS, the most important thing a student can do is call BRUTUS as soon as the student's registration window opens.

Many students think BRUTUS is a poor way to register for classes. But those who remember registration before the birth of BRUTUS in 1988 know better.

Graduate student Mary Lawrence attended Ohio State as an undergraduate when registration meant at least two trips to campus and seemingly endless lines.

Although Lawrence said, "I find him (BRUTUS) intimidating," she admits the system saves time. She also said, "He sometimes seems so happy to close you out of a class. He does it with such glee."

In regard to class size limitations, Williams said BRUTUS keeps track of the number of students requesting a course. This information is available to advisors via computer terminals, allowing them to determine the need for more sections.

She said while class sizes are occasionally arbitrary, restrictions are usually due to space limitations or equipment availability.

Funding shortages often preclude creating additional sections of a class. Kathy Underwood, fiscal officer for the Office of Finance, said budgetary allotments by department are "sort of historical. Increases (are) based on guideline increases."

Additional questions arise because BRUTUS does not communicate changes in the master schedule to a registering student. The system also does not check for prerequisites fulfilled at another institution.

BRUTUS, like any computer, does only what it is programmed to do. John Orwig, one of the developers of BRUTUS, said "You could program most anything. It's whether you're willing to put the resources into it."

Personnel freed by BRUTUS from dealing with long lines are now able to devote more time to helping individual students, Williams said.

Lawrence confirmed this, saying she has received ample personal attention to deal with the problems she has encountered.

Williams said students experiencing difficulty with BRUTUS can phone the registrar to arrange a three-way call for registration. A clerk will assist the student with his or her scheduling.

# New scheduling plan may end close-outs

**By Estela Cornejo**  
Lantern staff writer

A new method of scheduling may finally alleviate the problem of students being closed out of classes required for their major.

Shadow scheduling is a scheduling procedure being used by some OSU departments to give majors preference in scheduling for courses by not allowing non-majors to enter certain sections.

"It's the process by which basically there are two call numbers for one section," said Russell E. Schuster II, university registrar. "One of the call numbers (is) a public number, and one of them (is) a private number."

Schuster said the private number is made available to groups of students that the department would like to give priority in scheduling.

"So far this technique has only been used in cases where the group is, if I can say, highly restricted," Schuster said.

In those cases, Schuster said, the college makes sure the students are aware of the number they are to use. He said this sometimes includes students from outside the college and also selected groups of students that need priority status to get into the course.

Schuster said concern with this technique began when the business department decided to use it last autumn quarter.

Some colleges such as agriculture, home economics and arts and sciences, which use business courses, expressed concern about how shadow sections would affect their students, he said.

But Linda Leal-Miller, assistant secretary for the College of Business, said the college does not shadow schedule its courses.

Leal-Miller said there are two call numbers for one course. One call number is for non-business majors and the second call number is to an "M-section" class for business majors.

She said the same material is taught in both sections of a course, but that the M-section is exclusive for business and pre-business majors.

Leal-Miller said the college has tried to communicate with its majors to schedule into the M-sections. She said by doing this the students may have a better chance of getting into the courses.

She said when the college began this system, business majors were moved into the M-sections, and it is

hoped the students will register into the M-sections on their own.

John A. Yutzy, director for undergraduate programs at the College of Business, could not be reached for comment.

Schuster made it clear that the College of Business is shadow scheduling by giving the following example.

He said that if a journalism major, for example, were to sign up for an M-section course in the College of Business, this student's request would be thrown out because the student does not have the proper prerequisites as specified for a business major.

Karen Duncan, a member of the Council on Admission and Registration, said the council was made aware of this scheduling technique by Schuster. "He brought it forward as a technique that was being used that they wanted to bring to (the council's) attention and have some feedback . . . we need more information on it before we can come to any conclusions as to whether it is a good

technique or not," Duncan said.

Minutes from the council's May 3 meeting reported the following departments as using shadow scheduling techniques: Accounting and Management Information Systems, Business Administration, Business Finance, Business Management and Human Resources, and Business Marketing and Computer Information.

The minutes also reported that shadow scheduling had been used in 421 course sections during the 1990-91 academic year.

A subcommittee for the council reported in its minutes that the concern is "the practice limits the availability of courses to students who must take a shadow scheduled course to fulfill the requirements of a major in another department."

"If the technique is to be used, the university needs to have some management controls over a department's decision to try to use the technique," Schuster said. "As a university, we need to decide what those controls should be," Schuster said.

# University finds BRUTUS a success in its fourth year

By Tom McKee  
Lantern Staff Writer

Four years after installing BRUTUS, students and administrators at Ohio State are saying the university's investment in the computerized scheduling system was a good one.

The BRUTUS (Better Registration Using Touch-tone phones for University Students) project has cost the university about \$250,000 in hardware and maintenance fees, in addition to an estimated \$400,000 in phone charges since the computer went on line in 1987, said Senior Programmer/Analyst Tom SanPhillipo.

Ohio State was the first Big Ten school to install a computerized scheduling system, said OSU Assistant Registrar Kathy Williams.

The huge costs of purchasing and maintaining the necessary computer equipment have made it difficult for most universities to update their scheduling systems, Williams said.

She said BRUTUS was not purchased to save Ohio State money, but to update an "archaic scheduling system that Ohio State used."

"It's a wonderful thing for the students," Williams said. "If budget constraints made it where we would have to eliminate BRUTUS, it would be more detrimental to students than us."

In March, students were surveyed by the Office of Academic Affairs and the Office of Student Affairs as to whether they approved of BRUTUS.

Williams said 91 percent of the students who participated in the survey approved of BRUTUS.

Under Ohio State's old scheduling system, students would sometimes have to stand in line for hours to turn in their scheduling forms.

"We used to schedule in the basement of Denney Hall," said Sheila Rieser, a 1985 Ohio State graduate. "I just remember standing in those long lines."

Rieser said if a student wanted to add a class in the pre-BRUTUS days, he or she usually had to attend the first day of class and ask the instructor's permission.

Now, most times students just have to call BRUTUS and enter a six-digit number over the telephone to add a

class, Williams said.

"The scheduling system at Kent State . . . was prehistoric compared to Ohio State," Stephanie Hill, a transfer student from Kent State said. "I like BRUTUS much better than standing in those long lines."

Students used to wait in line for an hour or more. Using BRUTUS, the average scheduling time is five to eight minutes, Williams said.

Eighty percent of the students at Ohio State used the BRUTUS system to schedule last Winter Quarter, she said. The other 20 percent scheduled the old way, without using BRUTUS.

BRUTUS consists of two table-sized Conversant Voice Information System modules connected to two AT&T personal computers which sit on a table in University Systems on Kinnear Road. Each CVIS costs about \$56,000.

Although BRUTUS seems to be functioning well, Williams said there are plans to improve the computer by allowing students to pay fees over the telephone with their credit cards and to enable BRUTUS to communicate with those using rotary-style telephones.

# BRUTUS takes rap for having no class

**By Julie Campbell**  
Lantern staff writer

If students had problems with schedule adjustments last week, many would have said BRUTUS was to blame.

During the first week of Winter Quarter, students connected in approximately 45,000 calls to BRUTUS as they attempted to make schedule adjustments, according to the Office of the University Registrar.

BRUTUS, Better Registration Using Touch-tone phones for University Students, has been a working system for all OSU students since Spring Quarter 1988.

On Jan. 6, the first day of this

quarter, students made nearly 12,600 calls to BRUTUS. An average of 9,000 calls were made the first five days of classes.

John Orwig, coordinator of systems development for the registrar, said that on the first day of Autumn Quarter 1991 10,000 calls were made. An average of 10,700 calls were made the first three days of the quarter.

Andy Hawk, a continuing education student, said he made nearly 77 calls to BRUTUS in one day to add one class.

"I must have gone through all the physical education classes to get enough credit hours to keep my financial aid," he said.

Hawk said he did not get any of

schedule through BRUTUS. He made the calls from work on the last day of phone scheduling.

"Our current complaint about the system is that students who didn't get into a class blame that on BRUTUS," said Kathy Williams, assistant registrar.

Williams said these accusations are unfounded. BRUTUS gathers student scheduling requests to eliminate lines for registration and class cancellation.

BRUTUS schedules students' classes according to their priority. According to registrar figures, top university priority goes to over 3,700 honor students, 7,778 student-athletes, and nearly 900

**See BRUTUS / Page two**

students with disabilities. Priority gives students first placement into classes. Approximately 23 percent of OSU undergraduates receive priority scheduling.

Secondary priority goes to graduating seniors, followed by graduate students.

The 600-megabyte capacity of the computer system operating BRUTUS contains all student status information. This capacity allows BRUTUS to store 600 million characters on each piece of hardware.

Orwig said BRUTUS has immediate access to all classes students have taken and the grades they received. It can also access their total hours, class rank, and college, Orwig said.

In addition to individual student information, BRUTUS also has

access to class size limits, prerequisites to courses, whether students need to get permission to sign-up for a class, and whether a section is full at the time the student requests it.

There are 96 individual phone lines operating from 7 a.m. to 10 p.m., seven days a week during scheduling periods. The hours were changed fall 1990 when 32 more phone lines were added and the former hours of 8 a.m. to 8 p.m. were extended to the current hours.

Why aren't the lines open 24 hours daily? The data base used by the registrar is utilized by the university systems during the hours BRUTUS is not open to maintain memory bases and do batch filing that cannot be done during the day, said Ronald Beaton, director of management services for

University Systems.

BRUTUS is shut down after Friday of the first week of the quarter and does not open again until scheduling for the next quarter begins.

After that time, university policy stipulates that students who need to add or drop classes must go through a professor or a counselor, Orwig said.

About 85 percent of the 54,313 students on the Columbus campus used the system Autumn Quarter 1991. Percentages are not available for Winter Quarter, Williams said.

Williams said the registrar has improved BRUTUS over the past three years and that surveys the registrar conducted have received continued, positive support in the nearly 4 years of its operation.

# BRUTUS says 'NO' 14 percent of the time

**Humanities tops in number of denials**

**By Julie Campbell**  
Lantern staff writer

The Office of Academic Affairs and the Office of the University Registrar presented a report Wednesday showing that 14 percent of the 164,000 requests processed through BRUTUS Winter Quarter were not filled.

The report stated that 68 percent of denied student requests were related to closed sections and class cancellations.

Four colleges accounted for 77 percent of the 22,305 denied scheduling requests, according to the report.

The top four colleges in unmet scheduling requests are; the College of Humanities, College of Social and Behavioral Sciences and School of Health, Physical Education and Recreation have consistently accounted for two-thirds of schedule requests not met over the last three years.

101.01. Approximately 500 students were turned away this quarter, said Charles Corbato, associate provost of Academic Affairs.

The course has had the highest number of denials for three consecutive years, he said.

Economics 512 ranked second on the list.

The statistics do not distinguish between electives and required courses in each college or school, Corbato said.

Corbato said the College of Humanities, College of Social and Behavioral Sciences and School of Health, Physical Education and Recreation have consistently accounted for two-thirds of schedule requests not met over the last three years.

However, eight colleges reported no cancellations or closed sections to students. Those colleges include the Graduate School, University College, the colleges of dentistry, dental hygiene, veterinary medicine, optometry, pharmacy and arts and sciences.

The College of Arts and Sciences, University College and the Graduate School offer only special courses specific to their departments.

The report listed fewer instructors, fewer resources and facilities to meet student demand,

and an increasing number of students scheduling through BRUTUS as possible reasons for the high number of denied requests.

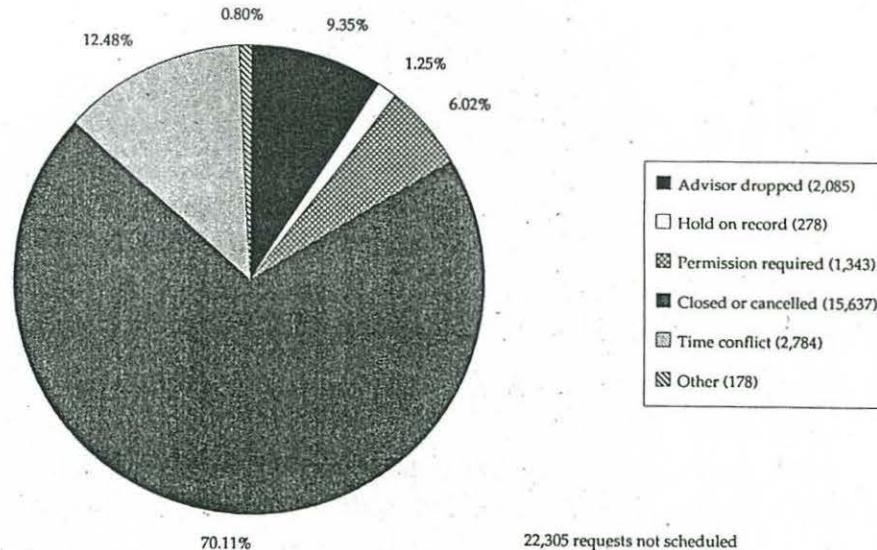
Corbato said one example of limited facilities is that most of the electives offered through the School of Health, Physical Education and Recreation are taught in Larkins Hall and because many students request these classes, a large number must be turned away because the school is limited to one main physical education facility. However, no exact problem or solution has been isolated, Corbato said.

Corbato proposed two alternatives to re-distribute the number of course requests:

- Professors could offer more courses during Summer Quarter.
- OSU regional campuses could offer evening classes that would be available to students from the Columbus campus, Corbato said.

Council members agreed that raising student fees may be the only option in light of present and upcoming budget cuts and without increasing fees, the university is limited in creating new class sections and hiring new instructors in response to student demand.

Requests Not Scheduled  
Columbus Campus, Winter Quarter, 1992



# Scheduling is a nightmare for students

Lantern staff writer

Students scheduling for Spring Quarter should schedule as soon as their windows open and sign up for secondary courses to avoid being closed out, said Brad Myers, associate registrar.

"There's still no guarantee that students won't be closed out . . . but students need to help themselves," Myers said.

Students who need to fulfill certain requirements, such as humanities classes, should substitute another humanities class in case they get closed out of their first choice, Myers said.

If students do not receive their first choices when they receive their spring schedules, they should try to make changes immediately, instead of waiting until the first week of spring

quarter, Myers said.

Foreign language courses fill up fast, Myers said. Spanish 101 is the No. 1 one close-out course.

"High schools offer lots of foreign language courses, and students want to continue their language of interest in college," Myers said.

In addition, there is not enough classroom space to accommodate for courses, he said. Many classrooms need renovations, or departments need to convert classrooms into office space or research space, he said.

Because of cutbacks, the university is unable to respond quickly enough to the growth of interest and demand in courses, Myers said.

The change in curriculum has caused a demand concentrated in certain areas, Myers said.

The General Education Curriculum

has replaced the Basic Education Requirement and offers fewer courses, so more students are trying to take these courses, Myers said.

The institution has been looking for patterns in courses where students continuously get closed out, Myers said.

For instance, the number of English majors has increased tremendously, and the English Department keeps up with the huge growth, Myers said.

The university would like to be able to funnel money to departments with higher needs so students can catch up, Myers said. Funneling money to departments with higher needs would help short-run planning and eliminate backlogging, he said.

"Extra sections of courses could be created," he said.

But money-funneling is a short-run

solution, not a long-run solution, he said.

"We've been watching the close-out problem closely for the past few years, and it's become worse," said Frederick E. Hutchinson, senior vice president for Academic Affairs and Provost.

In the Board of Trustees meeting on Feb. 7, Hutchinson proposed possible solutions, such as extending the school day and offering more courses in the summer.

Departments with higher needs must bring a plan to Hutchinson to review.

The budget for 1991-92 contained money for the increase in the energy rate, and because the rate did not increase, there is money that can be used to help the close-out problem, Hutchinson said.

# Students ready for new master schedule

**By Amy Ankeles**  
Lantern staff writer

A brand-new, redesigned master schedule will soon be on its way to OSU students for easier summer and autumn quarter scheduling.

The changes in the schedule, the first since the early '70s, were made for the convenience of students.

"The master schedule has always had a newspaper format, which is cumbersome to read," said Kathy Williams, assistant registrar. "Our goal was to make it more user-friendly without compromising the amount of information needed by the students."

The new schedule will have a magazine format, which will make information quickly accessible and more readable, Williams said. Much of the information has been reduced, and the student is given a quick reference phone number to call, she said.

Williams added that today's generation of students wants to get

directly to what they need without fumbling through extraneous information in the schedule. This new document, used in conjunction with BRUTUS, will make scheduling as efficient as possible, she said.

In addition, students can still schedule for both summer and autumn classes this spring, eliminating the hassle of scheduling twice, she said.

The new design couldn't have come at a better time, Williams said. Students' levels of frustration are high and the changes will allow more efficient scheduling.

Ideas for the revamping of the bulletin came from the Master Schedule Review Committee, a committee made up of eight students and three faculty members, which was formed by the university registrar to get assessments of the changes needed.

Hiawatha Francisco, a graduate student and chairman of the committee, said he came into the position wanting to put together a

committee that would be conscious of the needs of the students.

Francisco said the first task of the panel was to determine what the problems were within the master schedule. Then, they looked at schedules from other universities, reread Ohio State's, and began editing, rewriting and redesigning with the help of graphic design students.

The committee spent nearly a month accumulating recommendations for a better bulletin.

"Although the project was on a tight time frame, the group was excited," Francisco said. "Since they are students themselves, they wanted to do it."

The Office of the Registrar used many of the recommendations made by the committee. Some were eliminated only because of budget or time constraints, Williams said.

To offset production costs, an advertising section was added to the new schedule. Although the university will not profit from the

ads, some revenue had to be generated to allow the expenses of improving the schedule, Williams said.

Williams added that the changes will reduce bureaucracy, which supports OSU President E. Gordon Gee's mission to cut through red tape and make the university more personal.

The main reason for the formation of the committee was to redesign the master schedule. However, the group will continue working to change many publications coming out of the registrar's office.

They have been working on the "Helpful Hints" brochure that is sent out in the students' bills and will look at scheduling work sheets next, Francisco said.

Scheduling materials will be mailed to students the week of May 11, and materials can also be purchased at the OSU Bookstore. Scheduling windows open May 22.

# BRUTUS rejects record number

By Kevin Corvo  
Lantern staff writer

A record number of students were closed out of classes at Ohio State this quarter, according to a report by the Office of the University Registrar.

The office reported that 14,026 students out of 51,362, or 27.4 percent, who registered for Spring Quarter classes received only partial schedules. More than 800 students did not receive any classes at all.

Associate Registrar Brad Myers said that "close outs are not a new phenomena, but what is significant is the number has increased considerably the last several years." He said several factors contributed to the increase in close outs.

"All students are aware of the budget problems, (and) it still continues to be a genuine problem. Another factor is the change in curriculum. Classes needed to fulfill the new General Education Curriculum are especially in demand," Myers said.

"Some departments have a difficult time catching up with the increase in student demand for more popular majors

and for courses that are now being stressed in high school such as foreign languages," Myers said.

Five departments at Ohio State had about 1,000 students who were closed out of classes this quarter. They are the College of Humanities, the College of Social and Behavioral Sciences, the School of Health and Physical Recreation, the College of Business and the College of Mathematical and Physical Sciences. Myers said summer quarter close outs may be higher because of fewer course offerings.

In February, then Provost Fred Hutchinson set aside \$500,000 to help solve the problem of closed courses. The office of Academic Affairs will determine how the money will be used.

"The severity of the budget cut for the next fiscal year (starting July 1) will determine how much the money will help alleviate problems," Myers said.

"Closed-course problems exist at many other schools, too. It's not just an OSU phenomenon," Myers said.

At the University of Cincinnati, 5,564 students out of 21,062 students, or 26.4 percent, who used the advance

registration phase received partial schedules. Of the remaining estimated 11,000 students who registered during the phone and walk-through phase, about 5,000 students filed closed course petitions, said Edna Brinkley Jones, director of registration and scheduling at Cincinnati.

Not all universities use systems that can determine the problem of closed courses. Indiana University students register online and immediately know if they have received the course request.

"We can't determine the number of students who get rejected because the computer fills the classes and doesn't track the number of requests beyond that," said Roland Cote, Associate Registrar at Indiana.

"Probably about 20 to 35 percent of students get closed out of a class during a semester," Cote said.

Myers said students should clear all holds, call soon after the window opens and use secondary requests to get the best results.

Schedules for summer and fall quarters are being printed and the first window will open May 22.

## BRUTUS could get waiting list

By Gloria Profusek  
Lantern staff writer

If you are tired of BRUTUS closing you out of classes, hang in there — the university has proposed a change in the automated registration system that could make your life less frustrating.

University Registrar Russell E. Schuster II said a proposed wait list will give students who have been closed out of classes a higher priority for that class the next quarter.

For example, Schuster said if a student got bumped from a class Winter Quarter, the student's social security number and the course requested would be put on a priority wait list for Spring Quarter.

"Students on the wait list would get in (the class) on BRUTUS where space was not available the first time (they tried to schedule)," Schuster said.

Without the wait list enhancement, BRUTUS would continue to monitor and assign classes to students on a call-in basis and not take into consideration if a student previously was closed out of a class when a slot opens.

Schuster said he would like to have the project on line and in operation before Winter Quarter enrollment begins, so priority scheduling can take place for Spring Quarter 1993.

"We don't have a solid time frame yet," he said. "We also have to find a way to try and pay for it — and that's no small task either."

Because the wait list proposal is in evaluation, no time or cost estimates are available, Schuster said.

James M. Palavin, acting assistant registrar, said statistics show close-out rates have increased during the last several years.

Palavin said an additional 133 students were closed out of classes during the Spring Quarter 1992 enrollment period compared to Spring Quarter 1991.

"Eight hundred and twenty-six students were closed out of all classes they requested during the Spring Quarter enrollment period," he said. "They didn't get classes at all."

Palavin said when students get closed out of classes they have to meet with their advisors before they can reschedule.

Ohio State also offered fewer courses in Spring Quarter 1992 than it did a year ago. Palavin said 6,295 courses were available in 1992 compared with 6,467 in 1991.

Palavin said combined statistics on student enrollment, course availability and course demand would be needed to analyze whether the reduction of 172 classes is entirely to blame for the increase in close-outs. However, no combined statistics exist, said Palavin. Each set of statistics is separate.

Robert L. Arnold, associate provost for curriculum and instruction, said the proposed change to BRUTUS was presented to and approved by the Board of Trustees in February.

Arnold said the administration realized the number of close-outs were increasing and proposed the wait list project to help students get into classes that were full the previous quarter.

## Higher transcript fees

Transcript fees will increase from \$2 to \$5 beginning August 15 as a result of July budget cuts.

"This is the first time since 1974 that transcript fees have changed," said Brad Myers, associate registrar.

Myers said many students and alumni are so used to the \$2 fee that people won't discover the increase until they mail their request and are denied a transcript. He said the telephone operators are informing students of the change.

After completing a study of the Big Ten and other Ohio schools, Myers said he found that most schools charge four to five dollars.

Myers estimated about \$300,000 will be generated from the increase. He said that the Registrar's office processes about 110,000 transcripts annually, and the \$3 increase will greatly contribute to the office's revenue.

Students can order transcripts either in person at the Registrar's office in Lincoln Tower or through the mail, Myers said. He said that the office has not changed any of its policies or procedures, just the price.

— Katherine Lubanovic

September 24, 1992 7

# BRUTUS changes may reduce student frustration

The Office of the Registrar is revising the computerized scheduling process through BRUTUS to reduce some of the frustrations caused by closed courses.

Under the new system, which the University hopes to put into place later this academic year, "wait lists" would be standardized across the University with students being automatically moved into open spaces as they occur.

The new system also will give top scheduling priority to students who were closed out of a requested course in the previous quarter.

The efforts of the registrar's office are an example how staff and faculty have worked to turn around the closed course problem at Ohio State, reports Robert Arnold, associate provost.

At the Sept. 2 Board of Trustees meeting, Arnold reported that 81 percent of the University's students had been scheduled into all of the courses they requested for autumn quarter.

This reverses a four-year trend in which, each year, more and more students were denied admission to classes because demand exceeded the University's capacity to provide the class sections. In 1988, 85.8 percent of the students got into all of their requested courses. In 1989, the number was 83.8 percent; in 1990, 80.2 percent; in 1991, 77.2 percent.

"Despite all the budget cuts of the past two years, we have been able to turn the corner on this problem," Arnold said. "While having to make painful budget cuts in nearly every area of this University, President Gee and Bill Shkurti (vice president for finance) allocated \$1.5 million toward reducing the closed course problem this year. The progress has been significant."

The University spent \$658,000 to create 6,455 additional seats in autumn quarter classes for which there is heavy demand.

Arnold said only 507 students got none of the courses they had requested, and of that number 358 had requested only one course, 80 had requested just two courses, 47 had asked for three.

Only 22 students in the entire University were closed out of a full-time schedule of four or five classes. Last autumn 970 students got none of the courses they requested.

In all, 11,842 course requests were denied, a reduction of 3,078 from last year. Without the intervention program, Arnold estimated that there would have been at least 18,300 denials.

This autumn, Ohio State is offering 18,824 sections in 6,516 different courses. This year, there are 30 courses in which 75 or more students have been turned away. Last

year, there were 45 such courses. Among the courses with large numbers of denials are freshman English composition, introductory level French and Spanish, beginning drawing, elementary statistics, and argumentation and debate.

Arnold noted that there are different reasons for the inability to meet demand for all courses. In some cases, budget cuts caused a decrease in teaching personnel, including graduate teaching assistants.

In others, enrollment shifts have increased the demand on courses beyond the capacity of the specialized classrooms or laboratories needed to teach them. High enrollment units that lack personnel or access to appropriate space include the departments of Art, English and Spanish.

Students schedule classes by requesting courses via touch-tone telephone connected to BRUTUS, a computer. The system gives scheduling priority to graduating seniors, other senior-level students and other students with special needs. Special needs students include those with disabilities, those enrolled in the Honors or other special academic programs, and those participating in varsity athletics.

Those closed out of a requested class may choose an alternate course or attempt to be admitted to the class directly from a waiting list maintained by the department. The criteria for the waiting lists vary among departments.

# Students, faculty for keeping class bells

By Tracy Rees

Lantern staff writer

To ring or not to ring.

That is the question being asked as part of an experiment by the OSU Office of Scheduling. The office is trying to determine if there is a need for bells to signal the change of classes.

Beginning Spring Quarter, some courses will begin on the hour and some on the half-hour. The office will decide when, if at all, the bells will ring.

Bolz Hall, Central Classroom, University Hall, Hitchcock Hall and Ramseyer Hall are the current subjects of the experiment. The office sent surveys to 400 faculty members and 300 students who use the buildings.

"We chose these buildings because we wanted to involve a variety of departments that were fairly widely dispersed around campus," said Dolores Brzycki, manager of the Scheduling Office.

Some questions on the survey are: courses being taught or taken and if bells make a difference. Additional comments are welcome.

Many students who use the buildings said they are in favor of keeping the bells.

"It sucks, especially if you have a watch. You know when class is over, but the teacher doesn't," said Mark Porter, a sophomore in education, who has a philosophy class in University Hall.

Derek Hartung, a sophomore in computer science, failed to notice that the bells were not ringing.

Christopher Frederick, a sophomore in psychology, said he dislikes not having the bells. He said it is difficult to know when class begins or ends.

Faculty members are having the same problems.

"You tend to trust the bells," said Oscar Carvallo, who teaches Spanish in Central Classroom. It is a distraction for him, and his students to keep

looking at their watches, he said.

Philosophy Professor Charles Kielkopf, who teaches in University Hall, also dislikes not having the bells.

"I wish they would go back to the bells. Without the bells classes are a couple of minutes off," Kielkopf said.

Brzycki said the informal responses she has received have involved about 25 phone calls or notes, mostly in favor of keeping the bells. She said the surveys will be returned to her office by next week.

“It sucks,  
especially if you  
have a watch. You  
know when class is  
over, but the  
teacher doesn’t.”

-Mark Porter

## Fewer close-outs

Fewer students have been closed out of classes this Spring Quarter than were closed out last year.

This year, 683 OSU students could not schedule any spring courses. Last year, 826 students were completely closed out of classes, said Jim Palavin of the Office of the University Registrar.

The number of students who received full spring schedules also improved: 24,552 students this year compared with 23,906 last year, Palavin said.

A decrease in enrollment and an increase in sections of high-demand courses are two reasons for the changes, Palavin said.

Only 48,925 students registered Spring 1993, compared with 51,092 students in Spring 1992.

"(The Office of Academic Affairs) has helped out colleges and departments with some funding to offer more sections," Palavin said.

The Office of Academic Affairs gave about \$1.75 million this year to 10 OSU colleges to fund more courses with close-out problems, said Robert Arnold, associate provost for Curriculum and Instruction.

— Shuly X. Cawood

# Statistics show more students getting into classes this quarter

**By Tim Haskett**  
Lantern staff writer

The offices of the registrar and academic affairs have made significant reductions in the number of students who were closed out of classes, compared with the number of students closed out a year ago.

One might not get that impression, however, when talking to individual students such as 22-year-old Roger Bucher, a senior communications major.

"It sucks! I got closed out of three of my four classes and I'm trying to graduate this year. Now I don't know if I can," Bucher said.

Despite what individual students might say, figures compiled by the Office of the University Registrar show improvement.

Last year 824 people were closed out of classes. This year the number of students closed out of all of their classes has been reduced to 683.

The percentage of students who had all of their course requests fulfilled rose to 89.7 percent, compared with last year's 87.96 percent.

These improvements can be attributed to several causes, said Assistant Registrar/Systems Analyst Jim Palavin. One reason he cited was the university's transition period, moving from the old curriculum of Basic Education Requirements (BER) to the General Education Curriculum (GEC), Palavin said.

General Education Requirements are required of anyone who began school Fall Quarter 1990 and emphasize more courses in analytical thinking, with an expanded language requirement.

This created a high demand for certain courses with fewer sections offered and resulted in more course close outs.

But the main reason for the marked improvement is funding, Palavin said.

In the past year, the university has strived to do more with less and has allocated monies to a permanent fund for classes which students are consistently closed out of, Palavin said.

Robert Arnold, associate provost for curriculum and instruction, said the university spent \$1.7 million last summer for the creation of new sections and seats within existing sections to accommodate students' course needs.

Arnold said the university is prepared to spend \$1.75 million this summer. This will allow the university to give long-term commitments to teaching assistants, by creating more sections for high-demand classes, Arnold said.

Another factor behind the improvement is that programs within the university have raised their requirements for admittance, allowing students within the program a greater chance of getting the classes they need, Arnold said.

Students scheduling needs are also being better accommodated by the university with the reduction of enrollment, the creation of classroom space generated from new buildings and Ohio State's change in policy to 7:30 a.m. classes, Arnold said.

"A lot of people are pretty cynical about the 7:30 time, but it has increased the university's classroom

**See Classes / Page two**

space by 11 percent, giving the university more flexibility in its scheduling," Arnold said.

With all of these improvements, Ohio State has an additional trick up its sleeve. An electronic waiting service is being developed to accompany BRUTUS to ease student scheduling frustrations, said Associate Registrar Brad

Myers.

The program has no set time for completion because of a lack of sufficient funding and conflicts with other projects being worked on simultaneously. It is intended to create an electronic waiting list for students, Myers said.

This way students could sign the list electronically and be

automatically entered into the class as other students drop, Myers said.

Students could also call BRUTUS to check where they are on the list, and if they are closed out that quarter, BRUTUS will prioritize that student for the next quarter, thereby decreasing the likelihood of being closed out of the same class quarter after quarter, Myers said.

# BRUTUS hassles may be solved by Spring '94

By Michael Zawisza  
Lantern staff writer

"Rejected. Section full."

At one time or another, most OSU students have received this rejection from BRUTUS, the OSU electronic scheduling system. Until now, student's cries of desperation seemed to have fallen upon deaf ears.

But the Office of the Registrar hopes to alleviate this scheduling dilemma through improvements made to BRUTUS.

The changes, which are scheduled to be implemented Spring Quarter 1994, focus on the frequent denial of scheduling requests. Under the new plan, if a student is closed out of a class, BRUTUS will save that

information and grant scheduling priority to the student if he attempts to enroll in the class the next quarter.

"For the typical student who can't get into the class they want, right now the only choice they have is to keep calling back to see if they can get in," said John Orwig, coordinator of systems development in the Office of the Registrar. "But they will have the opportunity to get on a waiting list for whenever a seat opens up and they could get in."

Orwig said there would not be a major difference in the cost of running BRUTUS due to the planned changes. He said the electronic scheduling would have to process more information, increasing the cost of operating the system. But there would be

money saved through fewer calls to BRUTUS, he said.

"If students don't have to keep calling 30, 40 and 50 times to get into their course, then we'll save money. Every time a student calls, that costs money," Orwig said. "This will keep the costs of the change down to a minimum."

Robert Pagnanelli, a senior from Steubenville, said the changes should have been made sooner.

"I'm glad they're finally doing something about this because so many classes have been cut in the past few years and it's hard to get what you want," Pagnanelli said. "It's too bad they didn't address this a few years ago when I was trying to get into the basic classes."

Orwig said the Office of the Registrar studied the electronic scheduling system at Indiana University as well as those at other colleges.

Kent Pomorski, a sophomore from Toledo, said an improved BRUTUS will be a welcome change.

"I'm glad to hear they are fixing it (BRUTUS). I'm getting tired of being told by a machine that I can't get my class," Pomorski said.

Orwig said there was a comprehensive effort by the entire university to bring BRUTUS up to date.

"The university as a whole is focused on this problem and made a commitment to solve it," Orwig said. "Students will find it easier to schedule now."

## BRUTUS errs

Don't panic, BRUTUS made a mistake.

Some 500 science students receiving their spring quarter schedules this week from BRUTUS will discover they have been closed out of their prerequisite major class.

All the students who signed up for Biology 113 were accepted into the class, said Courtney Smith, director of general biology. However, the section will not appear on their schedules because of an error with the university computer system, Smith said.

Smith said students are advised to call the general biology department if they have any further questions about the class.

— Michelle Schaner

# NEWS

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## WAIT LIST FEATURE IMPROVES SCHEDULING FOR OHIO STATE STUDENTS

COLUMBUS -- Another giant step has been taken toward resolving the "closed course" problem at The Ohio State University.

A wait list feature has been added to BRUTUS, the university's computerized registration system. Beginning with scheduling for spring quarter, students who are denied admission to requested courses because of lack of space in the classes may choose to be placed on a waiting list.

When spaces become available -- through drops by enrolled students or the addition of extra seats by the department, BRUTUS automatically runs through the wait list and matches the waiting students with the appropriate classes. Students are then notified that they have been admitted to the class. This eliminates the need to petition instructors, travel from section to section looking for an opening, or constantly call BRUTUS to see if someone has dropped the course.

The wait list is the second major enhancement to BRUTUS this year. The first was a system to give priority to students who had been closed out of a requested course in the previous quarter.

University Registrar Gene Schuster said that students should see a marked improvement in scheduling.

"Both enhancements to the registration system should make a tremendous difference," he said. "They should ease student anxiety concerning closed courses. The central wait listing facility can replace the efforts of departments or individual faculty members who have tried to run their own wait lists. Furthermore, the university will now have a much better idea of exactly how much demand there is for a course and can plan accordingly."

As of Monday (3/14), some 3,600 spring quarter students had already been moved by BRUTUS from the new wait list and into the classes they sought. The wait list is active until the end of the first week of classes, so that as students drop classes others can be added from the list. Those who do not make it off the wait list will be given priority next quarter if they request the course.

In winter quarter 1994, 80 percent of undergraduate students were scheduled into all of their requested courses. Schuster estimates that the wait-list feature will improve this figure to about 95 percent for spring. These figures to compare to a 70 percent rate at the height of the closed course problem in 1992.

#

Contact: Gene Schuster, University Registrar, (614) 292-1556.

# BRUTUS wait list: is it doing more harm than good?

By Alicia Springfield  
Lantern staff writer

As many already know, a computerized waiting list through BRUTUS was started this quarter in an effort to resolve the closed-course problem.

According to a University Communications news release, the new waiting list is the second major enhancement added to BRUTUS this year. The first was a system that gives priority to students who previously have been closed out of a requested course.

In the release, University Registrar Gene Schuster said, "Both enhancements to the registration system should make a tremendous difference. They should ease student anxiety concerning closed courses."

But David Richter, assistant director of the School of Journalism, said the BRUTUS waiting list is "an unmitigated disaster."

"There's so many flaws in it and it's so unworkable right now. Maybe in the future (it will work), but not now," Richter said.

He added that students know little about the waiting list. "They don't

know much about it or how it operates, what it does or doesn't do or that it even exists," he said.

"I've had a continuous stream of students pouring into my office all morning. Half of the students are crying over confusion of the waiting list," he said.

Richter said he is typing up a list of problems with the waiting list which he is planning to present to the appropriate people to work out a solution.

According to Schuster, roughly 75 percent of undergraduates had their course

requests filled through the wait-list feature. He said 5,000 students have been removed from the waiting list and placed in their Spring quarter classes.

Bill Trecker, a senior majoring in journalism, was one student placed in a class via the waiting list.

Trecker said BRUTUS quickly places students once someone drops. "I dropped my English 520 class to add another and couldn't get in. So I went back to add the English class again and BRUTUS had already put someone in it," he said.

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*I've had a continuous stream of students . . . half of (them) are crying over confusion of the waiting list.*

— David Richter

Trecker added that he voluntarily dropped himself from the waiting list of another class because he was so far toward the end of the list.

Tom Hartel, a freshman in UVC, said, "It's aggravating that I can't get into any class I want."

Hartel said he requested History 152 at 12:30 p.m., but BRUTUS scheduled him for 4:30 p.m. He said he can't attend the 4:30 section because of his job.

"I'm irritated at the way my entire schedule has been thrown off," Hartel said.

Hartel said BRUTUS told him the section he needed was full, and BRUTUS didn't offer him the

waiting list option. He said he went to the class, but the instructor was only admitting graduating seniors and students with higher ranks.

Schuster said, "Everyone has a chance to get in through BRUTUS. Students who register late with BRUTUS are the ones who are usually at the bottom of the waiting list. Students who register early with BRUTUS get first priority to the course."

He added that a graduating senior on a waiting list isn't guaranteed a space if an undergraduate is ahead of him or her.

Students who don't make it off the waiting list and into the class will be given first priority the next quarter the course is offered, according to Schuster.

# BRUTUS adds class 'wait list'

*Computer fills  
classes when space  
becomes available*

By Ruth Gerstner

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In winter quarter 1994, 80 percent of undergraduate students were scheduled into all of their requested courses. Schuster estimates that the wait list feature will improve this figure to about 95 percent for spring. These figures compare to a 70 percent rate at the height of the closed course problem in 1992.

# BRUTUS' wait list to be studied to stop glitches

*Schuster blames budget constraints*

By Alicia Springfield  
Lantern staff writer

The wait-list system, through BRUTUS, that caused such an uproar last week has been taken to task and taken under review.

"The idea that a change gets implemented like this, and some people just discover its impact, isn't terribly surprising to me," said Gene Schuster, university registrar.

Schuster said students weren't made more aware of the changes because of budget constraints.

"We haven't tried to bombard the whole community with huge amounts of information because we don't have the money to," Schuster said.

Tom Veregge, an honors advisor in the College of Arts and Sciences, said the only complaints he was aware of were lack of understanding about how the wait list worked, and what it was. But the wait list got students into their classes, and they were notified very quickly, Veregge said.

Schuster explained the system was meant to alleviate the close-out problem and to restrict course-hopping with BRUTUS. The wait list automatically adds students to sections when other students drop them. The wait list is the second major change made to BRUTUS, the first being a priority-listing function that allows previously closed-out students to get into their classes when they are next offered.

Schuster said people who came to him with concerns about the wait list "walked away with at least a neutral

stance" after it was explained to them. Schuster said 15,000 students were closed out this quarter, but 5,000 to 7,000 students had been placed in their classes through the new scheduling functions. He also said the wait-list facility took 10,000 calls last week, at times slowing down the supercomputer that runs many university systems.

Schuster said primary scheduling priority is given to students in the

66

*BRUTUS is an evolutionary process. It will continue to change.*

— Gene Schuster

university priority category: disabled students, honors students and then athletes.

The pecking order follows with graduating seniors, graduate-professional students, graduate students, seniors, college-mandated priority, juniors, and then all other students.

See BRUTUS/Page two

Schuster said students should make their requests during the early registration period, so that there will be an accurate idea of how much class space is needed. He said only 25,000 to 27,000 students make their requests during this time.

"This is the only time we have a chance to allocate spaces. If we had 100 percent (of students scheduling), and people didn't change their mind, we would know where people would be and how much space to give," Schuster said.

Schuster said it was possible that an underclassman could get into a class before a graduating senior, if that underclassman is on a waiting list, and that graduating senior

hadn't yet requested the class. Schuster said it was important the graduating senior is "officially" set to graduate.

"Graduating seniors usually have electives towards the end and are supposed to apply for graduation the quarter before they plan to graduate, but some are bringing in graduation applications now," Veregge said.

Veregge said most students are usually three to five hours short when they plan to graduate, and desperately need a class.

Veregge advises students to apply for graduation a quarter before they're supposed to graduate, keep track of their hours for their own records, and meet with an advisor

regularly.

John Cooley, assistant dean of the College of Arts and Sciences, said the wait list is being explored to determine its impact and problems. Cooley, who is also director of the College of Arts and Sciences honors programs, said honors students from his college hadn't had large problems getting into classes.

"There's some spotty problems in the journalism classes and lesser problems in other areas, but we're not clear what the reason is," Cooley said.

"BRUTUS is an evolutionary process. It will continue to change. It's an effort, to the best (of our ability), to register 50,000 students on the Columbus campus," Schuster said.

# Students forced to drop class

By Chad D. Lerch  
Lantern staff writer

Forty-eight students were forced to disenroll from the Department of Geography's 597.01 class due to over-enrollment.

**BRUTUS** overlooked the senior status prerequisite for the class, permitting juniors to enroll. Ninety-eight students were

originally slated to take the class, which had a pre-existing limit of 50 students.

Seventeen of the students who were forced to drop the class did not meet the senior requirement.

John N. Rayner, chairman of the Department of Geography, said memos were sent in late February to disenroll students.

The memo alerted the students to

take alternate classes that were open for enrollment, Rayner said.

Although 31 seniors were dropped from the course, he said all graduating seniors were permitted to remain in the class.

"I actually have a few more than 50 students in the class, which was done to accommodate graduating students," said Assistant Professor Steve Holloway.

## **Registrar warns proctors to beware**

Exam proctors must be aware there's something new in "crib notes," according to the Office of the Registrar. Compact, hand-held scanners with enough memory to copy about 100 test questions are now on the market.

These battery-powered scanners can be used to download copied items to personal computers, according to the American College Testing Program Inc. For more information, call Beth Venter at 292-1556.

## Registrar sends grades by e-mail

For the first time last autumn quarter, the University Registrar sent student grades by e-mail in addition to postal mail. About 27,000 students who have active e-mail addresses received their grades in this manner. The electronic dispatches arrived about a week earlier than their postal counterparts.

University Registrar Gene Schuster says his department has been wanting to use e-mail for a long time. He sees it as a way to reduce paper mail and notes that "it's faster, meets people's needs better and appears to be less costly than dispatches by the postal service."

The Registrar's office began using e-mail for another administrative task at the beginning of fall quarter. E-mail notices were sent to students to let them know if they were scheduled for a class for which they had been on a waiting list.

Schuster says he envisions a day when more university business can be conducted through electronic means, but it is "not right around the corner." He said the timing was right to start sending grades by e-mail, and he expects to be using it for class schedules and billing statements eventually.

The grades by e-mail service is actually a collaboration between the Registrar's office and Academic Technology Services. The Registrar sent a single file containing all the information to ATS by electronic file transfer, and ATS staff "exploded" the file into separate e-mail messages that were sent out through ATS electronic mail facilities.

"I'm really excited about this project," Schuster concludes. "Anything we can do to increase penetration with electronic mail to provide more efficient service to the campus and enable the university to take advantage of current resource expenditures, instead of paying outside interests like the postal service, is worth the effort."

For information on e-mail access at OSU, please see "Getting started with e-mail" under News Briefs.

# Higher stamp costs cause big problems for Ohio State

By Elaine Gounaris  
Lantern staff writer

Ohio State will face a tight budget as some departments dig into their wallets to deal with the three-cent increase in postage prices.

The U.S. first class postage stamp may still be a bargain compared to Japan's 80 cent stamp, and Germany's 64 cent, but Ohio State will feel the sting of the increase nevertheless.

The Offices of Financial Aid and Admissions expect to spend \$365,000 on postage in 1995.

"In 1994 we spent \$340,000 in postage and with the projected 10 percent increase, we're looking at \$25,000 more this year and \$34,000 next year," said Jim Mager, director of Financial Aid and Admissions.

"We're going to be bone-dry despite the \$7 million budget that the two departments are allotted," Mager said.

University Registrar Gene Schuster said his department's annual budget for postage is \$150,000. This means they are looking at a \$15,000 increase for 1995.

Schuster said his office will continue to look for ways to cut costs to compensate for the increased postage cost.

"The budget pressures of the past few years (have) already cut us back just about as far as we can go," Schuster said.

The Registrar's mailings include registration and billing information, schedules and grade reports.

The department's large postage costs result from mass mailings including financial information, letters of acceptance and denial into the university.

Since most of these mailings occur after Jan. 1, the departments will be working with their budgets throughout the year to find ways to cover the new expenses.

Mager said the university does not normally provide any increased funds for operating budgets, which pay for things such as postage.

"In order to keep our heads above water, we've cut down on the amount of employee overtime by hiring some more people," Mager said.

Mager said Admissions and Financial Aid face alterations every year and they knew in advance about the price increase.

"We go through an internal reallocation each year and cut costs in the office. We've cut about \$50,000 from our budget," he said.

Mager said the use of e-mail as a way to communicate with students will cut down on postage costs in the future.

"E-mail is our best way of cutting back. We can use it not only for communication with students, but also with businesses," Schuster said.

# OUR LINE

*News of Interest from the Office of the University Registrar*

**Special Edition**

**The Ohio State University**

**Spring 1996**

## Summer Quarter Counts!

by Beth Venter

Once again, Ohio State is striving to offer students more opportunities during Summer Quarter. By offering popular classes during the summer, departments are allowing students more flexibility in scheduling the courses they need. In early May, the Office of Continuing Education will be distributing posters on campus with lists of GEC courses being offered Summer Quarter. In addition, the posters will highlight other popular courses that students can take during the summer when demand may not be as high.

You can help students take advantage of the exceptional offerings Ohio State has during Summer Quarter in several ways:

- Tell students you know about the expanded offerings this summer
- Encourage use of the Master Schedule (available both in paper form and on the World Wide Web at [www.ureg.ohio-state.edu](http://www.ureg.ohio-state.edu)) so students can plan ahead to take courses they need for their degree program.
- Be certain that academic advisors are aware of expanded offerings and will share the information with students.

If you would like additional information about the "Make Your Summer Count" effort, please contact Carol Ventresca or Joan Roettger at 292-8860.

## In a Hurry? Up to the minute class rosters are available via e-mail or the World Wide Web...

1. Log on to your e-mail system as usual.
2. Send an e-mail message to: [roster@osu.edu](mailto:roster@osu.edu)
3. The Subject of message should be: <quarter> Roster or <quarter> Waitlist.
4. In the Text part of your message, specify:  
SECTION <section call number>  
and your osu.edu address.

*Example - From: <you>  
To: roster@osu.edu  
Subject: Autumn Roster*

*SECTION 12345  
instructor.1@osu.edu*

5. A list of student names and e-mail addresses will be returned to you via e-mail.

*For more information, send a message to [roster@osu.edu](mailto:roster@osu.edu) with the subject "HELP".*

Requests can also be submitted via the World Wide Web at the OUR web site at [www.ureg.ohio-state.edu](http://www.ureg.ohio-state.edu). Select the On-Line Services button.

### OUR Pilots

The Office of the University kiosk system in 320 Lincoln look up their grades or change wait for service at the counter. student use, providing them dress changes, and course info in the student logs on to the system. In the future we hope that this type of kiosk will be available around campus and will include access to additional information such as Approved Schedules and Statements of Account.



### Student Kiosk

Registrar is piloting a student Tower. Students who want to their addresses no longer need to A terminal is now available for with easy access to grades, ad-formation. Using a Buck ID card, tem and selects the appropriate



## Space Management at Your Fingertips:

### Schedule 25e

by Jerry Vance

**Faculty, suppose you want to change the time or day of your class but need to know if there is space available and if so, where? Your departmental scheduling coordinator can locate the course by the call number, check the new time or day, and in seconds you have the answers! They can provide you with a printed list of options so you can choose the one that works best for you. Do you have a speaker scheduled and need some special room arrangements? Check with that same scheduling contact and they can identify available sites.**

**Departmental scheduling coordinators, what do you do if your department chair walks in at 11:30 am and wants to know if you have the space for the meeting at noon with Provost Sisson and Dr. Gee? You say "Certainly!" and turn to your trusty computer to pull up your scheduling program (Schedule 25e), search for your name, and find all the events you have scheduled in the past and continuing into the future. You select the meeting, hit the "Print Screen" button and hand the chair a confirmation.**

**This is how the Scheduling Office in OUR is now solving space management problems. We currently have the Classroom Pool Rooms (CRP) and other space we schedule loaded to the Schedule 25e space**

management system. We have shared the opportunity to view the system, what is scheduled and what is available with many colleges and departments. Physical Facilities, the UTS HELP line, audio visual support and the computer center are also looking at what is happening in rooms and are better able to support faculty and staff with the system. Linda Miller from the Fisher College of Business says it saves her time to know what is available before she asks. It also helps the Scheduling Office to know that when she calls or e-mails, the room is generally available. Chemistry, Math and several other departments are finding it a valuable time saver also.

**How does Schedule 25e work? We have it configured in a Alpha AXP-150 UNIX computer where it resides with its companion program, Schedule 25. Schedule 25 is the program that matches all department requests into the rooms available for scheduling. When that is done the results of Schedule 25 are placed on Schedule 25e and we are now ready for all the changes!! Of course, we know departments never need changes, but just in case it would ever happen we are now able to make them very quickly and efficiently. We also have the capability to look at room usage and are using 25e to schedule all final exams into the CRP rooms using**

**the final exam matrix. This has helped reduce the time to schedule and insures no conflicts for finals.**

**Where might we use 25e in the future? Potentially every department with space could schedule their own space on the system. Do you need to schedule research time, computer time, or rent an airplane? Then Schedule 25e can help make your work easier. Other departments could look at your department's space and make an on-line request to you. If the space is available, it can be confirmed and sent back in seconds. In a very few minutes you could analyze your room usage and determine how you might better schedule courses to make more efficient use of the space you have. All of this is possible. We just need to enter all the information into the Schedule 25e program, set the security, and we are there.**

**We encourage anyone who has a need to schedule the CRP rooms to get on-line with 25e today. The only equipment you need is a computer with Telnet capability. For training call the Scheduling office at 292-1616 or e-mail [vance.5@osu.edu](mailto:vance.5@osu.edu). Talk with Jerry Vance or Lakshmi Dutta of the Scheduling area to find out more about how you can use the current system and do some dreaming about what you see as a future need.**



## Upcoming OUR Training and Information Sessions

### Degree Audit Exception System Training (for advisors and department staff)

Training is offered upon request by the Degree Audit area to familiarize departmental staff with the Degree Audit Exception system. To schedule a training session, please contact Sue Lau at [lau.3@osu.edu](mailto:lau.3@osu.edu) or 292-1960.

### Downloading Class Rosters and Uploading Grades (for faculty or teaching assistants)

Faculty and staff can learn how to download class rosters and upload grade rosters via e-mail or the World Wide Web. No registration is required.

May 17 Friday 1:30-2:30pm 120 Baker Systems

### Front Line Staff Training (for department staff)

Quarterly meetings are being held for the front line staff members in the Office of Admissions and Student Financial Aid, Fees and Deposits, the Treasurer's Office, Residence and Dining Halls and the Office of the University Registrar. It is hoped better communication of information among the departments will facilitate better service to our student body and their respective colleges.

Staff in the Enrollment Services Area are available to assist you with your needs. If you have questions or concerns, please contact our office at 292-8500.

### MARX Training (for advisors and department staff)

Confused about all those MARX screens and how they can be more easily navigated in doing your job? Overviews of the system are available with student data and course based data. The training covers how to identify, in general, the most commonly used screens. All sessions are held in 320K Lincoln Tower and are by reservation only. Call 292-8500 to register for these upcoming sessions:

May 9 Thursday 9:30-11:30am	May 22 Wednesday 9:30-11:30am
May 14 Tuesday 1:30-3:30pm	May 30 Thursday 1:30-3:30pm

### Media Classroom Demonstration (for faculty, staff, and students)

Jerry Vance and David Brickner will show off one of the new media classrooms and provide the latest information from UTS and the Scheduling Office. Please invite your department chair and any other staff and faculty to attend this informative and interesting presentation.

May 16 Thursday 2:30-4:00pm University Hall 014

### Registrar's Office Frequently Used Forms (for advisors and department staff)

Ever wonder which of the Registrar's forms to use for what? The Enrollment Services Area has compiled a booklet of frequently used forms to assist college offices in determining which form should be used to insure all necessary information is provided. This should be helpful to new and continuing staff. We hope this will make the process(es) more efficient, thus better serving the students by promptly updating their records. If you would like a copy, please call 292-8500 or e-mail [goodman.7@osu.edu](mailto:goodman.7@osu.edu).

### Master Schedule MARX Screen Training (for department staff)

These next training sessions, conducted by the Scheduling Office, prepare your staff to do the initial master schedule keying on RMSM and to change limits and instructor names on RMSL. Call 292-1616 or e-mail [vance.5@osu.edu](mailto:vance.5@osu.edu) or [michalak.2@osu.edu](mailto:michalak.2@osu.edu) to register.

May 29 Weds 1:00-3:00pm June 6 Thurs 1:00-3:00pm June 11 Tues 1:00-3:00pm

### Tracking Interest Group (for faculty and department staff)

These bi-weekly sessions allow users of the OUR student and course tracking systems to discuss specific issues and methods for use of the longitudinal tracking databases. Introductory information is provided for new users as needed. For more information, please contact Jed Dickhaut at [dickhaut.j@osu.edu](mailto:dickhaut.j@osu.edu) or 292-3947.

### World Wide Web Site (for faculty, staff, and students)

The Registrar's Office web site is continually being updated and enhanced. This site provides information on a wide variety of issues including the five-year calendar, the academic program listings, course and schedule information, important dates, transcripts, residency, and placement testing. These are just a few of the topics you can learn about on the web site and we encourage you to check it out at [www.ureg.ohio-state.edu](http://www.ureg.ohio-state.edu).



<b>Faculty Direct Line</b>
688-8500

OUR Line is a quarterly newsletter published by the Office of the University Registrar at The Ohio State University. Its purpose is to serve as a communication conduit for providing information to you about services for the university community. OUR Line is not usually included in *onCampus*. To add your name to the regular mailing list, please send your name, department or company name, street address, city, state, and zip code to: OUR Line Editor, 1800 Cannon Drive-Suite 1250, Columbus, Ohio 43210-1233. You may also send your request by e-mail to:

[register@osu.edu](mailto:register@osu.edu). If you have already requested regular mailings, there is no need to do so again. Your comments and suggestions are always welcome. Please e-mail [register@osu.edu](mailto:register@osu.edu) or call 292-1556.

Managing Editor  
Associate Editors

Beth Venter  
Bonnie Caldwell  
Connie Goodman  
Brad Myers  
Gene Schuster

## OFFICE OF THE UNIVERSITY REGISTRAR REFERENCE LIST

### Operations

Sr. Associate Registrar Brad Myers 292-1556

### Commencement/Eligibility Services (athletic eligibility, commencement certification, degree audit)

Assistant Registrar Connie Buckley 292-1960  
Program Coord. Sue Lau 292-1960  
Degree Audit

### Enrollment Services

(BRUTUS, class rosters, student records processing, grades, residency, registration, MARX training, fee assessments, information release, outreach programs)

Assistant Registrar Sylvia Welker 292-9330  
Manager Connie Goodman 292-9330  
Registration Counselors Paul Todd  
Sue Lamphere 292-9330

### Scheduling

(activity scheduling, classroom scheduling, Master Schedule of Classes development and distribution, Course Offerings Bulletin, final examination scheduling)

Assistant Registrar Jerry Vance 292-1616  
Staff Assistant Lakshmi Dutta 292-1616

### Verification Services/Testing

(transcripts, enrollment verifications, EM and placement testing, SET processing, reports distribution, test scanning)

Assistant Registrar Jim Davis 688-3051

### Systems

Sr. Associate Registrar Henry Lee 292-3947

### Student Research Services

(enrollment statistics, data research)

Coordinator Jed Dickhaut 292-3947

### Systems Development

(student data access, BRUTUS)

Coordinator John Orwig 292-3947

### Administration

Registrar Gene Schuster 292-1556

Asst to the Registrar Beth Venter 292-1556

Administrative Assoc Mindy Starcher 292-1556

## Dates To Remember

May 8	BRUTUS opens for Summer and Autumn registration.
May 13	Spring Quarter SEI materials mailed to departmental class roster distribution points.
May 20	Graduating student grade rosters mailed to departments.
May 26	Non-graduating senior grade rosters mailed to departments.
May 27	Memorial Day - No classes, offices closed.
May 30	Graduating student grades due by 4:30 pm at 320 Lincoln Tower.
June 3	SEI response sheets should be mailed or returned to OUR no later than this date.
June 3-6	Final examinations.
June 7	Spring Commencement, 9:30 am.
June 10	Nongraduating student grades due by noon at 320 Lincoln Tower.
June 12	Last day to pay fees for Summer Quarter and First Term.
June 17	First day of classes for First Term and Summer Quarter!

# Central Ohio students study tuition-free

**By Eric Brehm**  
Lantern staff writer

By enrolling in the Cross Registration Program, Ohio State students can take classes at other central Ohio universities for free.

Under the program, full-time students at OSU can take classes free at any of ten central Ohio schools, said Jane Miller, executive director of the Higher Education Council of Columbus, a group made up of university officials from around the city.

The program was started in 1987 and is based on similar programs in other cities, Miller said.

"The program was created for the purpose of curriculum enrichment and broadening out the capability of all the institutions involved," she said.

Participating in the program are Capital University, Columbus College of Art and Design, Columbus State, DeVry, Franklin University, Mt. Carmel College of Nursing,

Ohio Dominican, Otterbein, Pontifical College Josephinum and OSU.

Enrollment has remained steady in the program the last few years.

Around 150 students participated in the program last year, Miller said.

Nine OSU students are taking classes at other universities this quarter, said Senior Associate Registrar Brad Myers.

Among the more popular courses this quarter are sign language at Columbus State and specialized drawing classes at CCAD, Myers said.

"We encourage students to take some specialized classes away, if the university doesn't offer a similar course," Myers said.

Students must obtain permission from their counselor before enrolling in the program.

Students are permitted to attend the requested class only if there is space available at the host institution and only if they have met all prerequisites, Myers said.

# Students helped by wait list features

**By Sarah Twitty**  
Lantern staffwriter

As classes resume today, thousands of students will be playing a waiting game. But this wait may increase the chance of getting the classes they want.

One of the newest enhancements to BRUTUS, the university's registration system, is the wait list. The wait-list system is a creative strategy designed to reduce the closed-course problem, said James Tootle, assistant dean of the Colleges of the Arts and Sciences.

"BRUTUS stays up all night looking for seats for students. The moment a seat is open in a course, BRUTUS will put you in," Tootle said.

According to the University Registrar's Office, 12,000 to 13,000 wait-list requests are processed each quarter. So far this quarter, 7,900 requests have been processed, with 4,000 more processed by the end of the first week.

"Having your request held in the computer for the next quarter is one of the advantages of the wait list," Tootle said. "It increases students' chances for getting into the course. It is also a fair way to allow students to enter a class."

During initial registration, students meeting all of the requirements for a course are automatically placed on the wait list when a class is closed or there is a time conflict.

Notification that students have been placed on the wait list will appear on their approved schedule. If they are admitted after schedules have been mailed, they will receive a confirmation post card.

Tootle said students should check on the status of their course request rather than waiting to receive written confirmation.

"I received a post card that I had made it into the class," said Sherrice Sledge, a senior majoring in women's studies. "But, by the time I received the card, too much time had passed for me to take it. I had to drop the course."

Students should call the list once a day to make sure they get into their classes, Tootle said.

A final call to the wait list should be made on the first Friday of classes because the system shuts down that day, he said. Students who need to check their status on the wait list can call 292-9696, Tootle said. Callers need their social security numbers and personal access codes.

Another reason wait listed students need to call the system frequently is to make sure students are attending classes they are enrolled in.

"It wasn't until I received my winter schedule registration materials,

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See WAITLIST / Page 2

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which also listed my Autumn Quarter courses, that I realized I was in a class that I had not attended," said Melinda Anderson, a sophomore in pre-nursing. "I went to see my advisor and dropped the course from my schedule."

Students who do not attend a class they are registered for receive double asterisks on their report card, warning them that something is wrong. This symbol turns into an "E" after six weeks, he said.

Students who find themselves with an "E" in a class that they did not attend have an alternative.

There is a petition procedure to retroactively drop the course from their schedule. Students must com-

plete the petition form and get a letter from the instructor stating that they never attended the class, Tootle said.

Rashida Seldon, a junior in pre-nursing, said she did not know about the wait list until she received an "E" in a class she had not attended. Seldon had to petition her college to retroactively drop the course from her schedule.

The University has taken steps to educate students about the wait list which began Autumn Quarter 1994. Instructions about the wait list are in the master schedule and taught in orientation and the University College survey class.

# Cellular scheduling free at Denney Hall

By Charles G. Cyril Jr.

Lantern staff writer

The Colleges of the Arts and Sciences are providing free cellular phone use for students to access BRUTUS in conjunction with Cellular One.

Students can find out if classes are available without standing in lines or seeing a counselor, said Pamela Park-Curry, director of career services for the arts and sciences colleges.

"To help students find seats in classes, computers will be set up in the lobby of Denney Hall so students can look and see what classes are filled to capacity and what sections still have seats," Park-Curry said. "Once they find an open section, ASC will have Cellular One phones available so students can immediately access BRUTUS to get that seat."

Cellular One has agreed to provide the phones and the phone time to make this happen, Park-Curry said.

David Norris, Cellular One's sales support coordinator hopes other schools will pursue cellular phone usage depending on how well it works, Park-Curry said.

"Anything that makes scheduling easier at no extra cost to the university is a good idea," said Jay Hobgood, OSU associate professor of geography.

## Registrar, UTS win '97 Best Practice award for student records application

*Project allows students access to some of their data*

By Sally Hritz

The University Registrar and University Technology Services have won a national award for their World Wide Web project allowing students to read some of their own computerized academic records.

Ohio State received the Best Practice award recently at Technology Expo '97, the annual meeting of the Technology Managers Forum International in New York. The awards were co-sponsored by PC Week.

The University won in the Intranet category, for best use of web technologies and protocols for proprietary applications.

The winning project involved creating web server applications so Ohio State students could have interactive access to some of their data stored in University databases.

John Orwig, who is the UTS project team leader for the Registrar's Office Systems, said he and his eight team members are thrilled to receive national recognition for the University and for their efforts.

He said the fact that "it is in web development makes it even better."

"We found a product from Attachmate Corporation that would let us easily develop interactive student access, and we developed seven interactive applications," Orwig said.

For instance, students can view their schedules online, as well as their grades and academic histories, and they can conduct a degree audit, which compares the classes they have taken with degree requirements.

The team members include Glenn Donaldson, senior systems developer and engineer for UTS, and Rachel Dolor, systems developer and engineer for the University Registrar, who evaluated software.

John Orwig, who is the UTS project team leader for the Registrar, has been working on the project for two years. The winning project involved creating web server applications so Ohio State students could have interactive access to some of their data stored in University databases.

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Security was the job of Scott Cantor and Vickie Starbuck, both systems developers and engineers, and Tami King, UNIX system programmer, all of UTS, along with Donaldson and Rob Singer, senior systems manager for the registrar.

Larry Zukerman, senior systems developer and engineer, UTS, bridged two security programs to enable proper access for faculty and advisers.

Technology Managers Forum International is a professional organization composed of information technology executives. The forum's awards recognize quality achievements in technology management that provide a competitive advantage to the business environment.

"Best Practice" denotes a standard of excellence that has been achieved within an organization and refers to a process that can be quantified, adapted and repeated.

Ohio State and the four other Best Practice Award winners will be featured in PC Week and on the Technology Managers Forum's website, <http://www.Techforum.com>.

The other winners are Digital Equipment Corp. in the Business Process Improvements category, BankBoston for Return on Investment, Simon and Schuster for Web Site and KPMG Peat Marwick for Technology Innovation.

Sally Hritz is associate editor for University Technology Services.

## Registrar, UTS break ground with technology

By Sally Hritz

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They and Kris Mullaney, sys-

tems developer and engineer for the Registrar, used the same technology for another application: an advising report for students, faculty advisers and academic counselors.

Ohio State and the four other Best Practice Award winners will be featured in PC Week and on the Technology Managers Forum's website, <http://www.Techforum.com>.

Sally Hritz is associate editor for University Technology Services.



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Fall 2001

Dear Students, Faculty, and Staff:

The Ohio State University annually makes several reports and statistics available to its community and to prospective students and employees. The reports provide information on topics ranging from campus safety to equity in athletics, including several items for which federal law requires disclosure. The following are reports presently available from The Ohio State University. For the reports listed as available on the Internet, the university also will provide printed copies upon request.

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**The Ohio State University Policy Concerning Privacy and Release of Student Education Records** is printed in the Master Schedule of Classes, which is published three times annually, and explains the rights of students with respect to records maintained by the university and outlines the university's procedures to comply with requirements of the Act.

Copies of the Act, the Federal Regulations adopted pursuant to it, and this notice are available for persons to examine at the Office of the University Registrar. The report can be accessed on the Internet at <http://legal.ohio-state.edu/policies.html> and at [http://www.ureg.ohio-state.edu/ourweb/more/ferpa\\_pg1.html](http://www.ureg.ohio-state.edu/ourweb/more/ferpa_pg1.html).

Information regarding current university tuition and fees, including estimated miscellaneous costs and financial aid, is contained in the Master Schedule of Classes. Information also is available from the Office of the University Registrar, the Office of Admissions, and the Office of Student Financial Aid. This information is available on the Internet at <http://www.osu.edu/prospective/costs.html>, <http://www.ureg.ohio-state.edu/ourweb/more>, <http://sfa.osu.edu/Basic/Consumer.asp>, and at <http://legal.ohio-state.edu/policies.html>.

Information regarding student graduation rates is contained in the university's Master Schedule of Classes. Information also is available from the Office of the University Registrar and on the Internet at <http://www.ureg.ohio-state.edu/ourweb/srs> and at <http://legal.ohio-state.edu/policies.html>.

We believe that the information contained in these reports is informative and helpful, and we hope that you will take the time to read it.

Sincerely yours,

*W.E. Kirwan*

William E. Kirwan  
President

ad



# Ohio State News

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For Release

June 13, 2002

Contact: Liz Cook  
(614) 292-7276

## **Registrar's Office embarks on a new way of doing business** *Transition to online systems will expedite services to faculty and students*

**COLUMBUS** – Students and faculty who use The Ohio State University office of the Registrar will see changes in the near future that will reduce printing needs and incorporate a broader use of web-based services while reducing cost.

“This decision reflects the way business operations are changing,” said Brad Myers, university registrar. “It also demonstrates a direct link to the university’s Academic Plan to enhance the quality of our teaching and learning environments while providing the latest tools in technology.”

Students will see changes as soon as July 12. The online version of BRUTUS, a self-service system for course registration and records inquiries, will remain but the automated telephone option will be eliminated.

In addition, the number of printed master schedule and course offering bulletins will be reduced. However, incoming students will continue to receive the publications, as will bookstores and academic departments and colleges. The master schedule and course offerings bulletin will continue to be posted online and enhanced with additional search features. Long-term plans call for the paper version of the master schedule to be eliminated.

Faculty, many already using computers to communicate with the registrar’s office, will conduct most transactions online beginning fall quarter. Specific plans call for faculty to submit grades electronically. Class rosters, inherently out-dated once printed, and verification of grade rosters will also be accessible online.

One university official believes the move will take Ohio State to the next level.

“This transition will provide flexibility in addition to a number of services that people can use,” said Martha Garland, vice provost for academic affairs and dean of undergraduate studies. “The capacity we have to expand the operation increases dramatically with the elimination of paper processing. It’s a good thing and positions us as one of the institutions nationally taking such broad steps to incorporate these benefits.”

Ohio State is among several universities, including Oregon, Nebraska, Duke and Carnegie Mellon, that are moving away from telephone registration. Kansas, UCLA, Emory and Michigan State are part of a growing number of institutions that are limiting printed versions of master schedules.

The concept of reducing paper processing is not entirely new to Ohio State as it mirrors similar steps already taken by the offices of Student Financial Aid and the Treasurer.

Faculty and staff will be trained to use the online operations over the next several months. Student workshops will be coordinated through the Office of Technology Enhanced Learning and Research. A help line and online tutorial will also be activated to assist faculty, staff and students.

“This is a multi-year process to move away from paper and toward fuller utilization of web technology,” Myers said. “We are excited about the opportunity and look forward to conducting business that results in improved services to the university and cost efficiency.”

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Date: Fri, 14 Jun 2002 15:14:55 -0400

From: Shannon Wingard <wingard.4@osu.edu>

Subject: OHIO STATE 02-06-14 Registrar's Office embarks on a new way of doing business

Sender: owner-release@lists.acs.ohio-state.edu

X-Sender: wingard.4@pop.service.ohio-state.edu

To: release@lists.acs.ohio-state.edu

Reply-to: wingard.4@osu.edu

X-Mailer: QUALCOMM Windows Eudora Version 5.0

Delivered-to: orb-ihnat.1@osu.edu

OHIO STATE 02-06-14 Registrar's Office embarks on a new way of doing business

[http://www.osu.edu/news\\_db/lvl2\\_news\\_story.php?id=163](http://www.osu.edu/news_db/lvl2_news_story.php?id=163)

June 13, 2002

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For additional releases go to: [http://www.osu.edu/news\\_db/index.php](http://www.osu.edu/news_db/index.php)  
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