**A Redesign of the Academic Revision of Record (ROR) Process**
**Institution: University of Missouri**

Problem/challenge: At the University of Missouri, if a student's academic performance is adversely affected by unforeseen circumstances or when there are administrative errors on a student's transcript, students have the option of requesting a revision to their academic record. However, this paper-based process was riddled with problems (e.g., ROR form was not available to students unless they asked for it from their advisors, differing practices across academic units, lost paperwork, signature bottlenecks, no tracking system), leading to frustrations for stakeholders (students, administrative staff, academic advisors, and faculty). Additionally, the faculty committee appointed to make the final decisions about whether or not a record should be revised did not always receive useful information about the student's situation.

Solution/intervention: A team made up of registrar staff, academic advisors, student success staff, and a faculty member was convened to redesign the process. Key changes made: information about the process and the ROR form was posted to the registrar's website rather than held by academic advisors; the form can be submitted electronically to the Registrar's office who then obtain electronic signatures from necessary individuals; the signature process is no longer linear – the form goes out simultaneously and electronically via Qualtrics and only the instructor is required to sign/make comments; the chair and dean, who were required to sign with the previous process are asked to provide context or input if they have it. Outcomes: paperwork is no longer lost; the processing time went from 56.5 days to 1.5 days; and because key individuals are asked for context or input, the faculty committee is receiving more valuable information. The team anticipates that petitions to revise the academic record will increase, but feel this is desirable: this process is meant to help students who have unforeseen events occur that can temporarily or even permanently derail their academic career.

Key words: registrar, process redesign, record revision

Contact: Julie Brandt, brandtju@missouri.edu

Further information: http://registrar.missouri.edu/policies-procedures/revision-records.php