



CALIFORNIA
STATE
UNIVERSITY,
FRESNO

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Yves,

I am the Assistant Registrar at Fresno State and I co-ordinate registration and create the registration appointments here. The long story is this....

Originally, we were using web registration in addition to our old phone registration system. Some of the original decisions concerning timing were made based upon what the phone system could handle. I wrote some queries to determine how many students were actually using the phone system to register and how many of those were using only the phone system. Based on the results of these queries, we removed the phone system as an option as of Fall 2006 registration.

I continued to look at registration trends. I continued to write and run queries to determine when students were registering in relationship to their appointments. Did they register the same day/time of their appointments or did they register days/hours later? I discovered that many of our students don't register at the time of their appointments. This peaked my curiosity, so I looked at what point in the hour students were registering. Our registration appointments were all created to begin on the hour. The majority of our students were using the registration system from the hour to the half hour and the registration system was not used very much from the half hour to the hour. I did the numbers for three registration cycles and found that these results were constant no matter which semester you looked at.

I discussed this each cycle with our Registrar and stated that if the trends were the same for multiple cycles, I would like to propose going from two weeks of registration appointments with appointments on the hour to one week of registration appointments with appointments on the hour and the half hour. The trends remained the same, so we decided to make the change. We ran it past our Director and our Associate Vice President. They could see the benefit, so we went for it for Spring 2008 registration. Our first semester of registering this way was successful and we are expecting future semesters to be successful as well.

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The campus community saw the benefit of spreading the system load out over the hour and the students didn't seem to notice the difference.

For other campuses, I will let you know that as I was setting up the appointments and the day before registration began, I was more than a little nervous. But, we went into it with the idea that we would try it for two semesters and if it wasn't successful, we could always go back to how it was done before. There is nothing wrong with trying to improve things and that you have to give these changes two semesters to get accurate feedback. We have now completed two registration cycles with this configuration and continue to be pleased with the results.

I hope that this helps. If you have any questions, just let me know.

Ellen



Ellen Klute
Assistant Registrar