



National Network of Law School Officers

Educating and developing all law school officers

Is there something that works well for your law school or your department that you would like to share?

1. Recently compiled a Registrar's Office manual so that all processes are documented.
2. Hire people who love working with students.
3. We have monthly senior administrator meetings with the two associate deans the first Thursday of the month. Interested individuals meet on the other Thursdays with the two associate deans. This has greatly improved internal communications.

Is there something that works well for your law school or your department that you would like to share?

1. Going paperless with student records.
2. Having a financial aid person who assists students with financial aid applications and related questions.
3. Registrar's office is very team oriented.
4. We have a Student Services Call Center manned by students trained to answer questions and/or field calls for Admissions, Financial Aid, Registrar's Office and Academic Resources Center. This has alleviated the volume of calls coming in to the different departments. Additionally, we have Enrollment and Student Services.
5. Coordinators at all four campuses who are cross-trained to assist with student issues.
6. Great colleagues!
7. Staff appreciation and respect motivates the staff to do whatever is needed for success. We have a fabulous working environment staff to do whatever is needed for success.
8. We have evening hours (Monday-Thursday from 8:30 am – 8:00 pm) and we have found that it is better to have everyone work one day a week evening shift (11:30 am – 8:00 pm) instead of hiring a staff member who solely works the evening shift.
9. It helps if people can be well motivated not only to do their core functions well but also have a sense of teamwork and cooperation.

10. What would you change about the staffing or administrative structure of your department if you could?

11. Satisfied with both.
12. Report to the academic dean.
13. We are adding one more full-time staff member.
14. I need more staff to do an effective job.
15. Increase FT staffing so we could eliminate the use of work study employees.
16. More independence and respect.
17. Hire an Admissions and Financial Aid Counselor.
18. Space is always an issue.
19. I would hire someone with a statistics degree to do reporting and data analyses.
20. Need additional staffing and more space.
21. Additional full-time staff member.

22. Need additional 1/2 time position. Separate dean of students area from registrar area.
23. Another person in the department would be a pick help.
24. Would like to increase it by one staff member.
25. Transfer & Visiting applications go through our Registrar's Office and I would have them assigned to Admissions.
26. We need 1 additional part person to free the Registrar from routine, mundane tasks that could be performed at a lower level.
27. Hire another full-time professional to be Assistant Dean for Student Life.
28. Top to bottom changes...
29. My department is fine. The location of my department causes issues because we are housed with Admissions, Financial Aid, and the LLM Program. This causes confusion with applicants, LLM students, and students seeking answers to aid questions. People don't understand why we can't answer their questions for those areas and why we shouldn't.
30. Additional staff (at least one more person but two would be better)
31. I would hire a part-time person to assist with menial tasks.
32. Add one more person to the office.
33. Is working to meet the school's needs.
34. I would have an assistant director of law records.
35. Registrar's Office needs additional staffing as 2 FT staff members are not enough for 1200+ students.
36. Registrar's Office should be under an Academic Dept. not Student Affairs.
37. Move IR out of office and have a full time associate registrar.
38. Additional staff, more opportunity for growth.
39. Ideally one more full time staff member would be on my wish list.
40. The Coordinator of Academic Records title should be Assistant Registrar or Assistant to the Registrar.
41. I would increase the number of employees in the Registrar's office (by two).
42. I would assign more of the low level activities that I do to staff lower on the rope. Currently, they're all in training so I am spending most of my time doing quite a large portion of "grunt" work.
43. I would hire a part-time permanent employee.

Is there something that works well for your law school or our department that you would like to share?

1. Our intranet.
2. Professional development for all employees and heavy focus on customer services.
3. Cross training of all employees is important to the success of our office.