

# Registrarial Services in the Pandemic and Enrolment Update



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Registrar & Director of Enrolment Management





- Background
- Online Services
- eTools
- Remote Services
- ServiceNow/AskRegistrar
- Questions?
- Enrolment Update
- Questions?



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# Background

## 2003



<https://www.theatlantic.com/business/archive/2015/01/the-logic-of-long-lines/384870/>



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# Background

**2003**

*“Putting Students First -  
Online Instead of In Line!”*



# Online Services

- Academic advising schedule
- Academic advising notes and statistics
- Queue management
- Late Withdrawal
- Course enrolment exceptions
- Program enrolment exceptions
- Letter of enrolment, RESP forms
- Letters of Permission & Transfer Credit
- Proof of payment
- Reactivation of a student record
- Late registration
- Financial aid advising schedule
- Fee deferral
- Tuition payment plan
- Grant application and processing
- Scholarships
- Campus tours and events
- Volunteer registration
- Theatre and drama applications
- Visiting students
- Academic Culture & English @ UTM
- Bridging/pathway application
- Petitions
- Exam re-reads
- Exam reproduction
- Exam attendance
- Exam conflicts
- Deferred exams
- FAQ
- Mass email



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# eTools

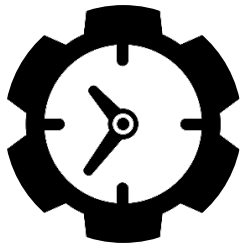
## 2017



Connect the Campus



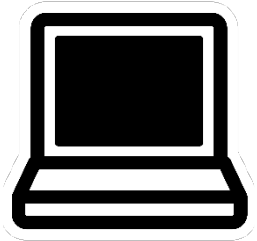
Enhance Student Experience



Modernize Systems



# Remote Services

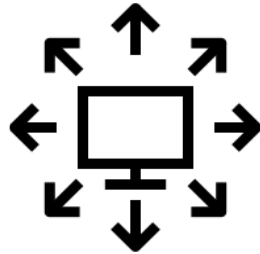


Well  
Equipped



Email Triage

Systems &  
Security



Sustainable  
Solutions







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# ServiceNow/AskRegistrar



# AskRegistrar

24/7 access to articles | connect with our team | book an appointment







# ServiceNow/AskRegistrar

## UTMOR Tickets Outstanding



276

## UTMOR Tickets by Task Group



▶		State	Open	Work in Progress	Closed Complete	Closed Incomplete	Count complete	Count
Task type	Category							
▶ UTMOR AdHoc Ticket		Total		1		2		3
▶ UTMOR Communications Ticket		Total		11	1	305		318
▶ UTMOR Petitions Ticket		Total		1		8		9
▶ UTMOR Records Ticket		Total		7	8	541		559
▶ UTMOR Student Ticket		Total		185	62	12,464		12,879
Count				205	71	13,320	172	13,768



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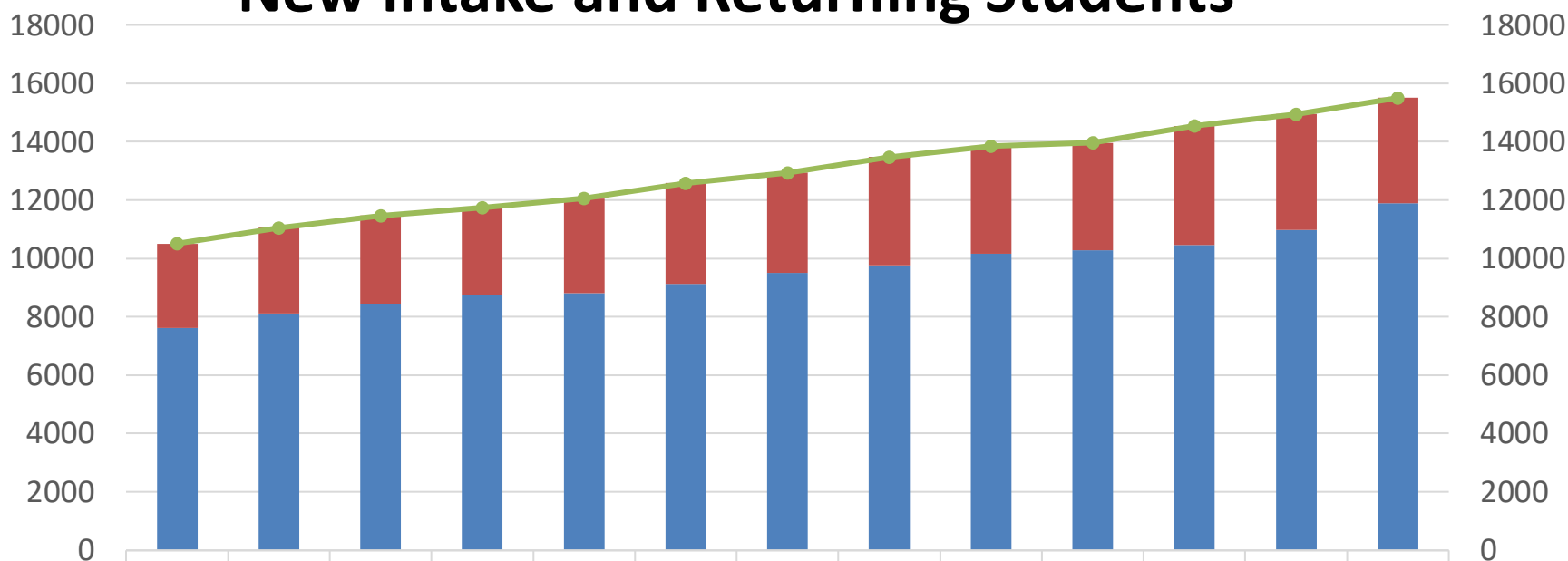
# Questions?





# Overall Enrolment

## Fall 2010 – Fall 2020 Total Headcount - New Intake and Returning Students



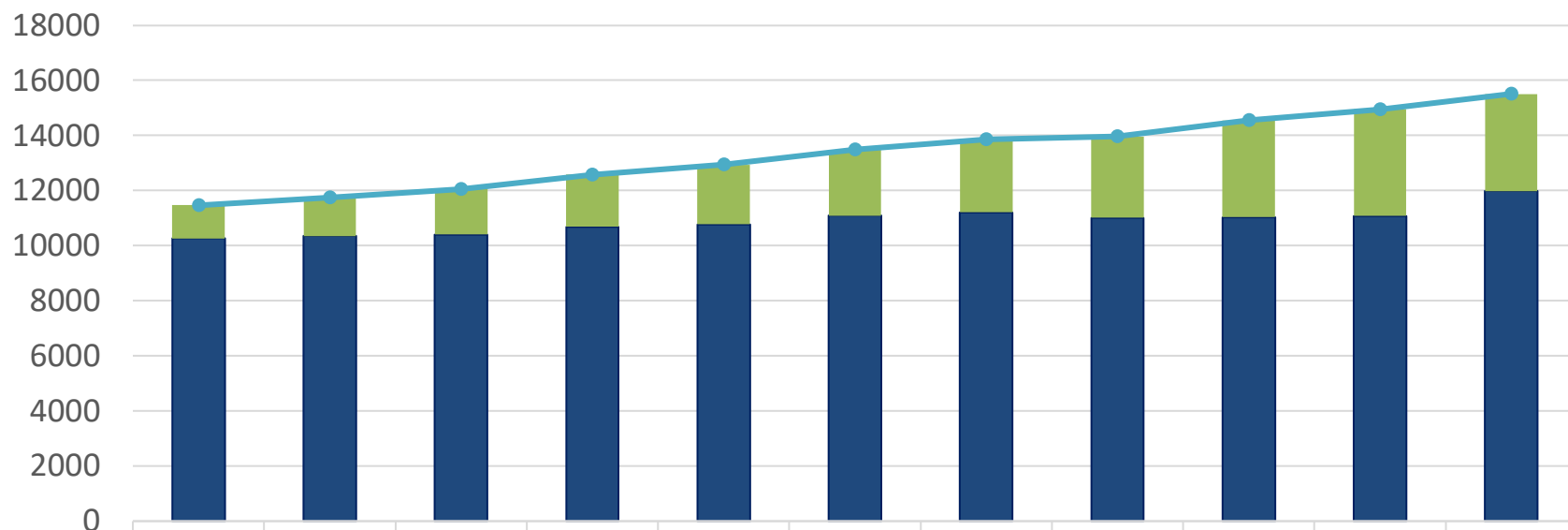
	Fall 2008	Fall 2009	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020*
<span style="color: red;">■</span> New Intake	2887	2925	3019	2991	3238	3462	3442	3723	3687	3676	4094	3963	3608
<span style="color: blue;">■</span> Returning	7619	8122	8452	8759	8813	9119	9497	9755	10170	10287	10450	10982	11895
<span style="color: green;">—●—</span> Grand Total	10506	11047	11471	11750	12051	12581	12939	13478	13857	13963	14544	14945	15503

■ Returning ■ New Intake —●— Grand Total



# Overall Enrolment

## Fall 2010 – Fall 2020 Total Headcount – International and Domestic by Legal Status



	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020*
INTERNATIONAL	1216	1404	1646	1901	2166	2398	2657	2954	3517	3872	3524
DOMESTIC	10255	10346	10405	10680	10773	11080	11200	11009	11027	11073	11979
Grand Total	11471	11750	12051	12581	12939	13478	13857	13963	14544	14945	15503

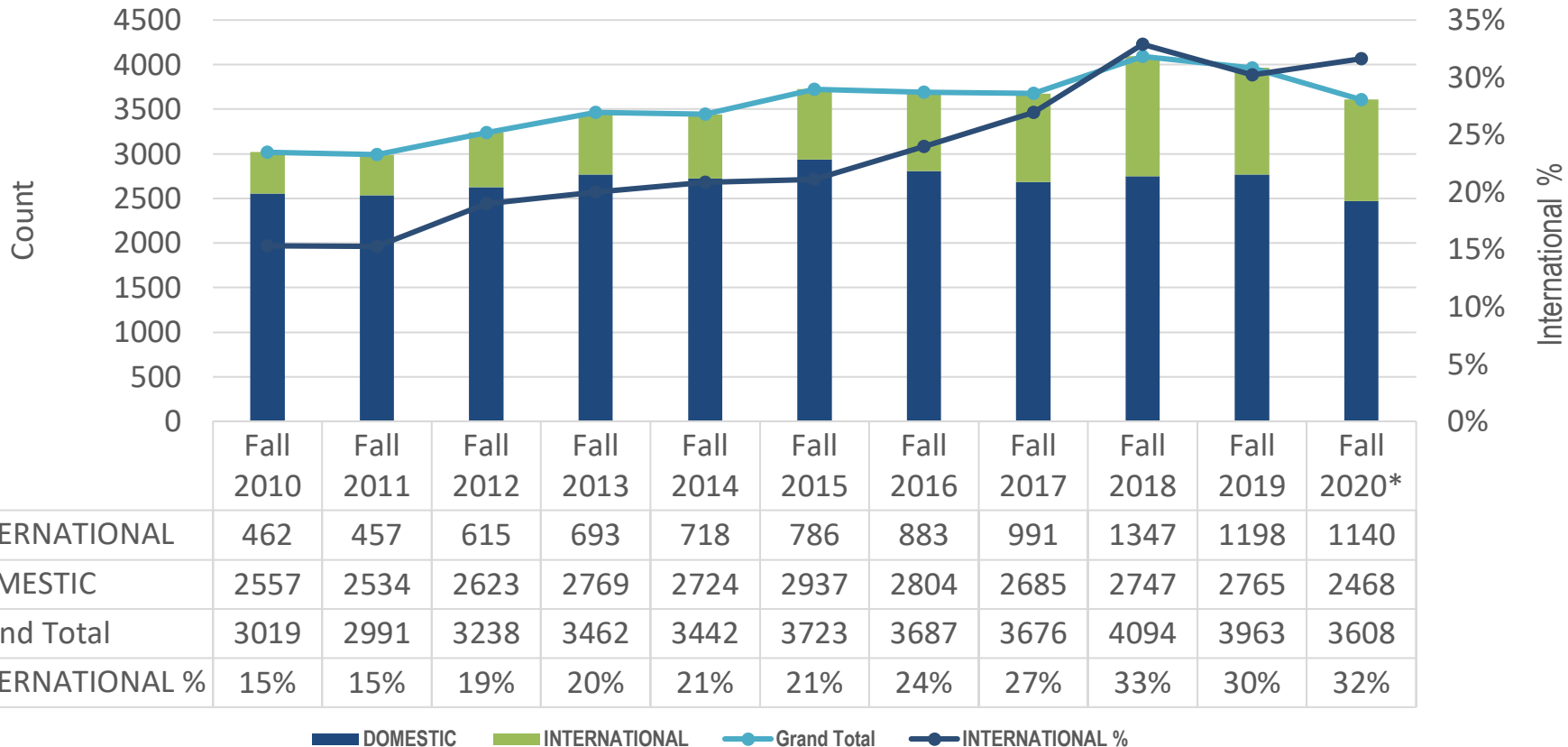
DOMESTIC INTERNATIONAL Grand Total

Data Source: 2010-2019 from UTBI at Count Date, Fall 2020\* from ROSI  
Domestic includes Canadian Citizen & Canada Permanent Residence



# New Intake

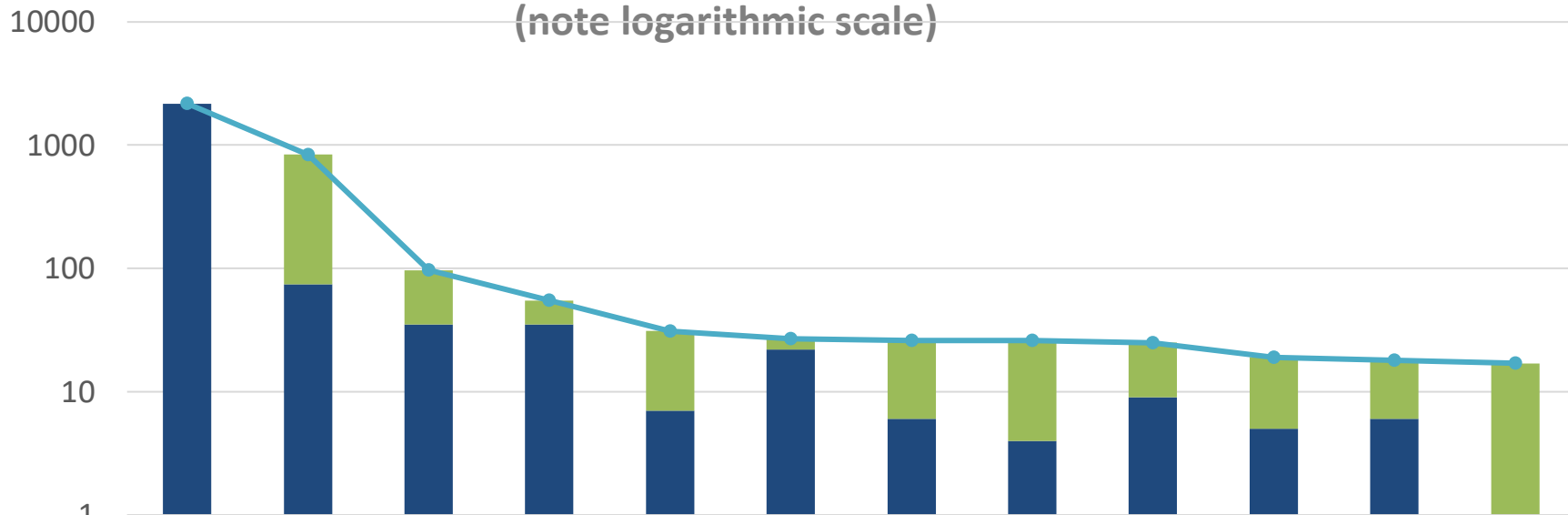
## Fall 2010 – Fall 2020 Total New Intake - International and Domestic by Legal Status



*Data Source: 2010-2019 from UTBI at Count Date, Fall 2020\* from ROSI  
Domestic includes Canadian Citizen & Canada Permanent Residence*



## Fall 2020 Country of Citizenship (Top 12 Countries) – International and Domestic by Legal Status



	Canada	China	India	Pakistan	Korea (South)	Philippines	Taiwan	Hong Kong	U.S.A.	Nigeria	Vietnam	Turkey
International		765	62	20	24	5	20	22	16	14	12	16
Domestic	2171	74	35	35	7	22	6	4	9	5	6	1
Grand Total	2171	839	97	55	31	27	26	26	25	19	18	17

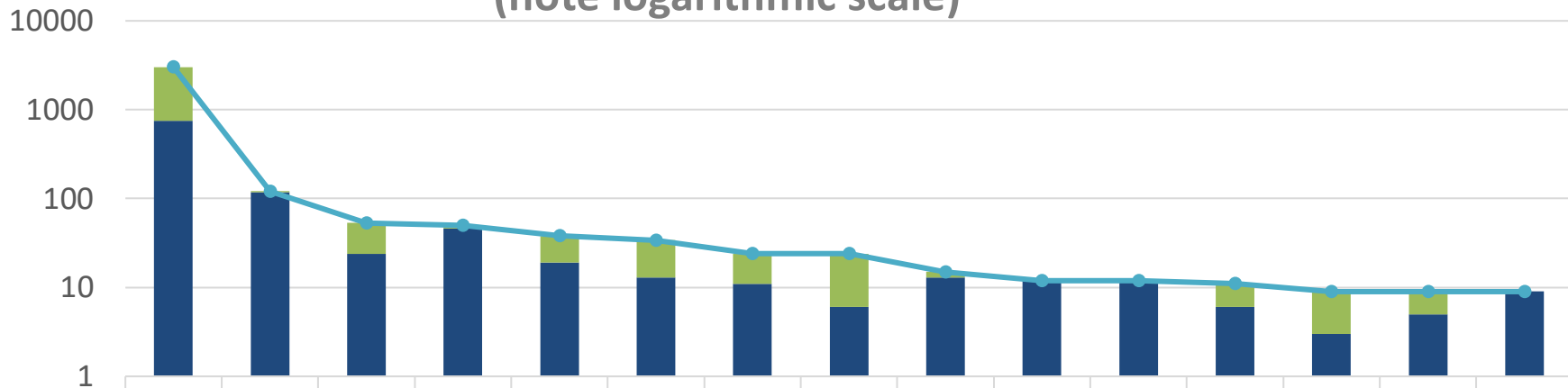
Data Source: UTBI at Count Date

International and Domestic categories are by Fee Schedule at Admission Cube, UTBI



## Fall 2020 Country of Last Institution Attended Prior to UTM (Top 15) - International and Domestic by Legal Status

(note logarithmic scale)



	Canada	China	U.S.A.	India	United Arab Emirates	Hong Kong	Pakistan	Saudi Arabia	Turkey	Singapore	Indonesia	Philippines	Qatar	England	Kenya
Domestic	2273	4	29	4	19	21	13	18	2	0	0	5	6	4	0
International	744	117	24	46	19	13	11	6	13	12	12	6	3	5	9
Grand Total	3017	121	53	50	38	34	24	24	15	12	12	11	9	9	9

Data Source: UTBI at Count Date

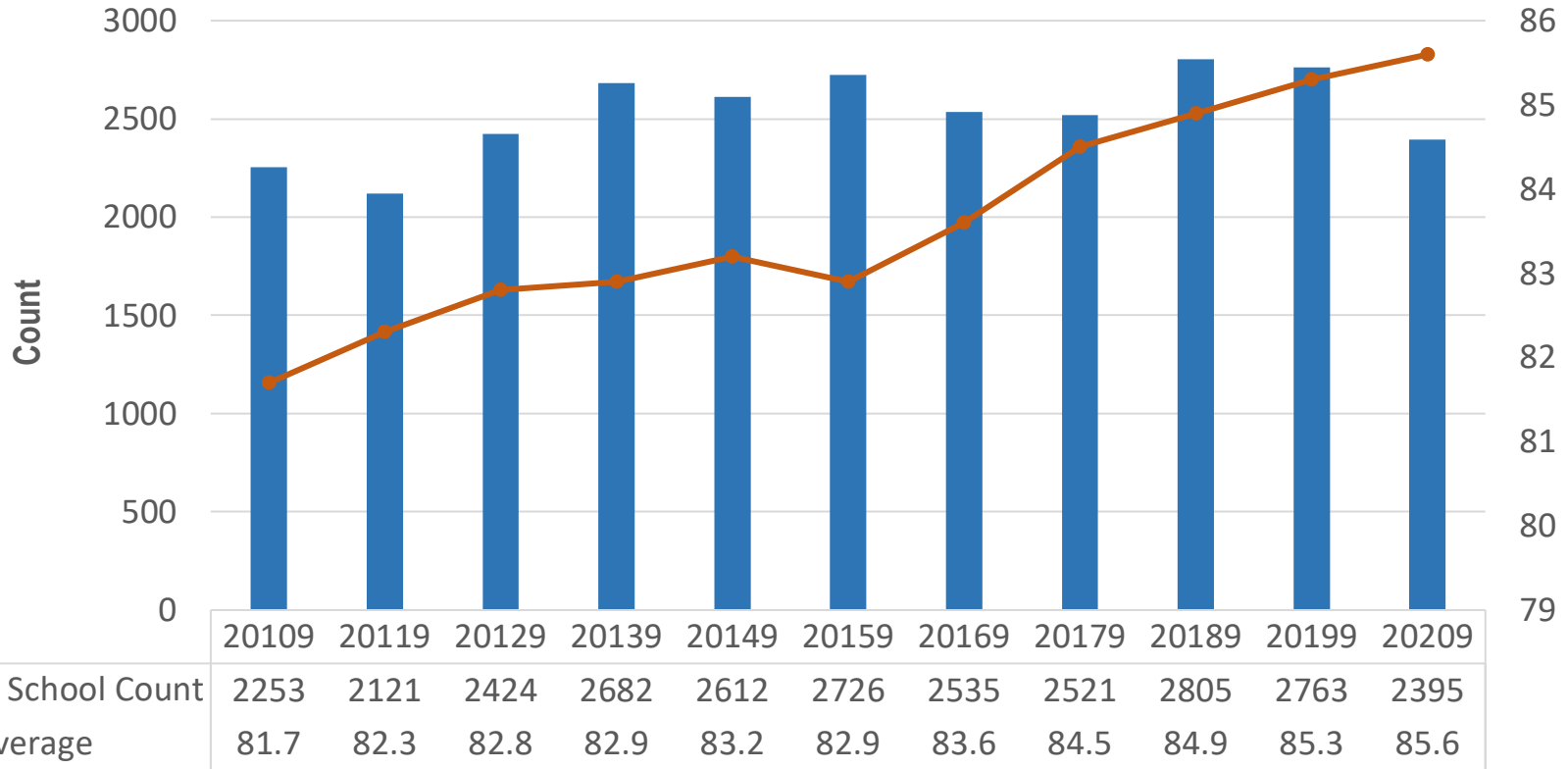
International and Domestic categories are by Fee Schedule at Admission Cube, UTBI





# New Intake

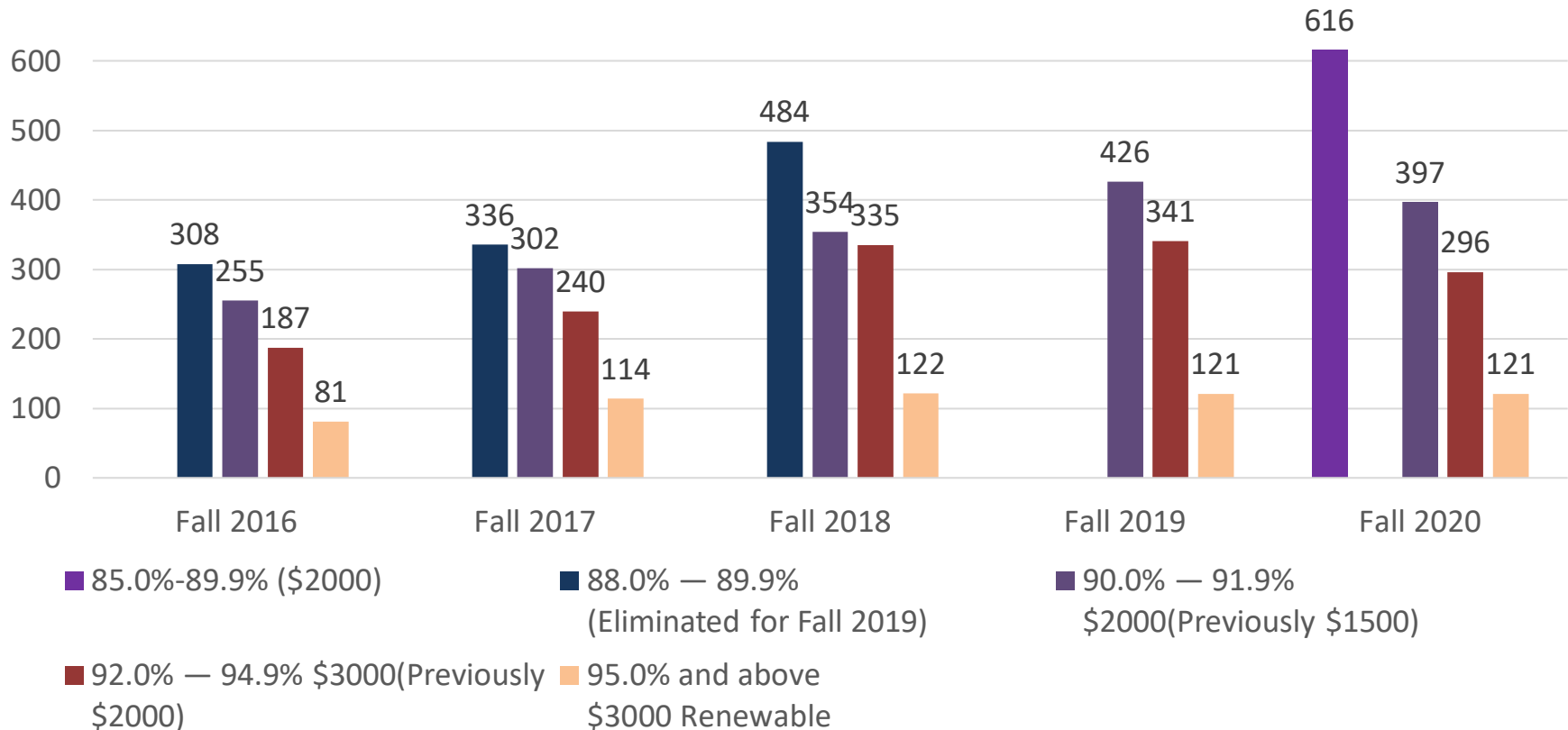
## Fall 2010 – Fall 2020 New Intake – Ontario High School Admission Average



Ontario High School Count Admission Average



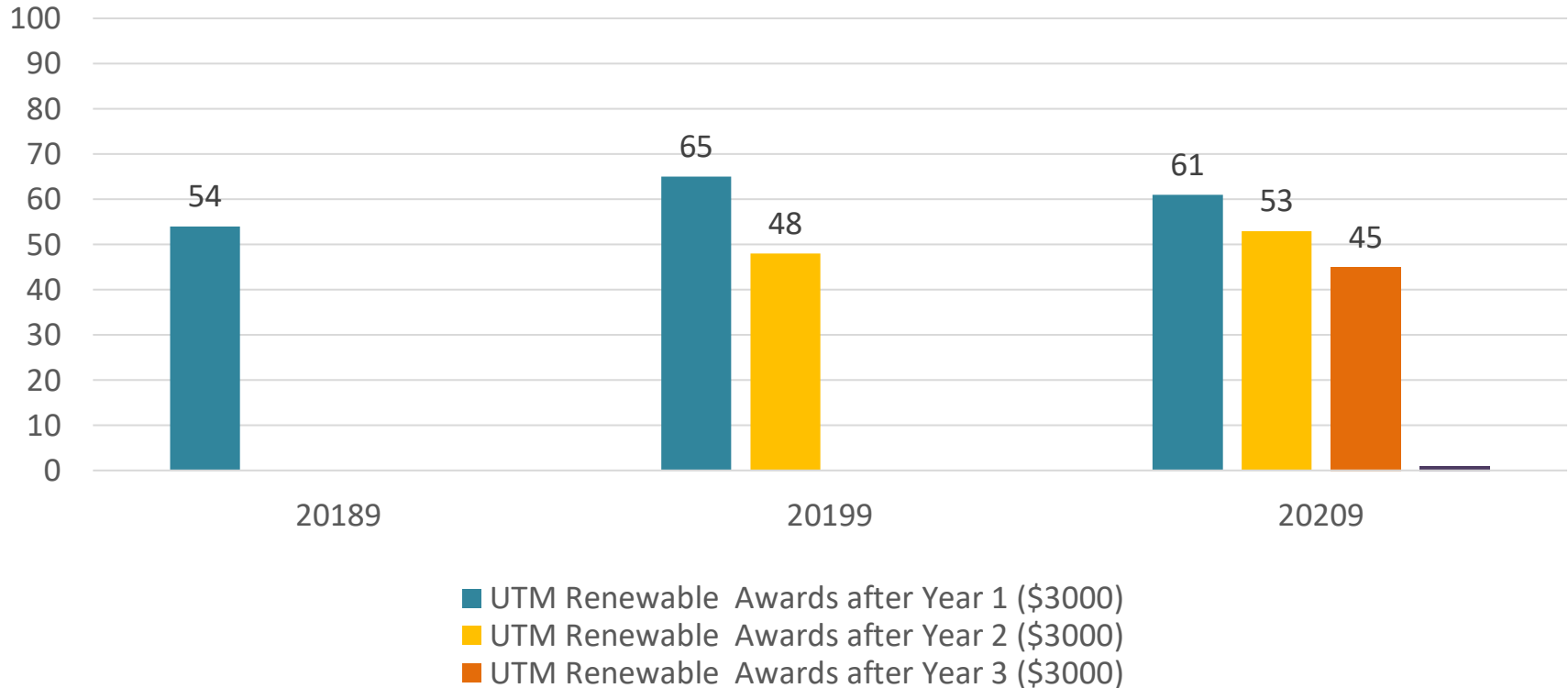
## Fall 2016 – Fall 2020 UTM New Entrance Award Recipients



Data Source: Office of Registrar, Admission  
(Fall 2020 Data updated October 31, 2020)



## Fall 2018 – Fall 2020 UTM Renewable Entrance Award Recipients

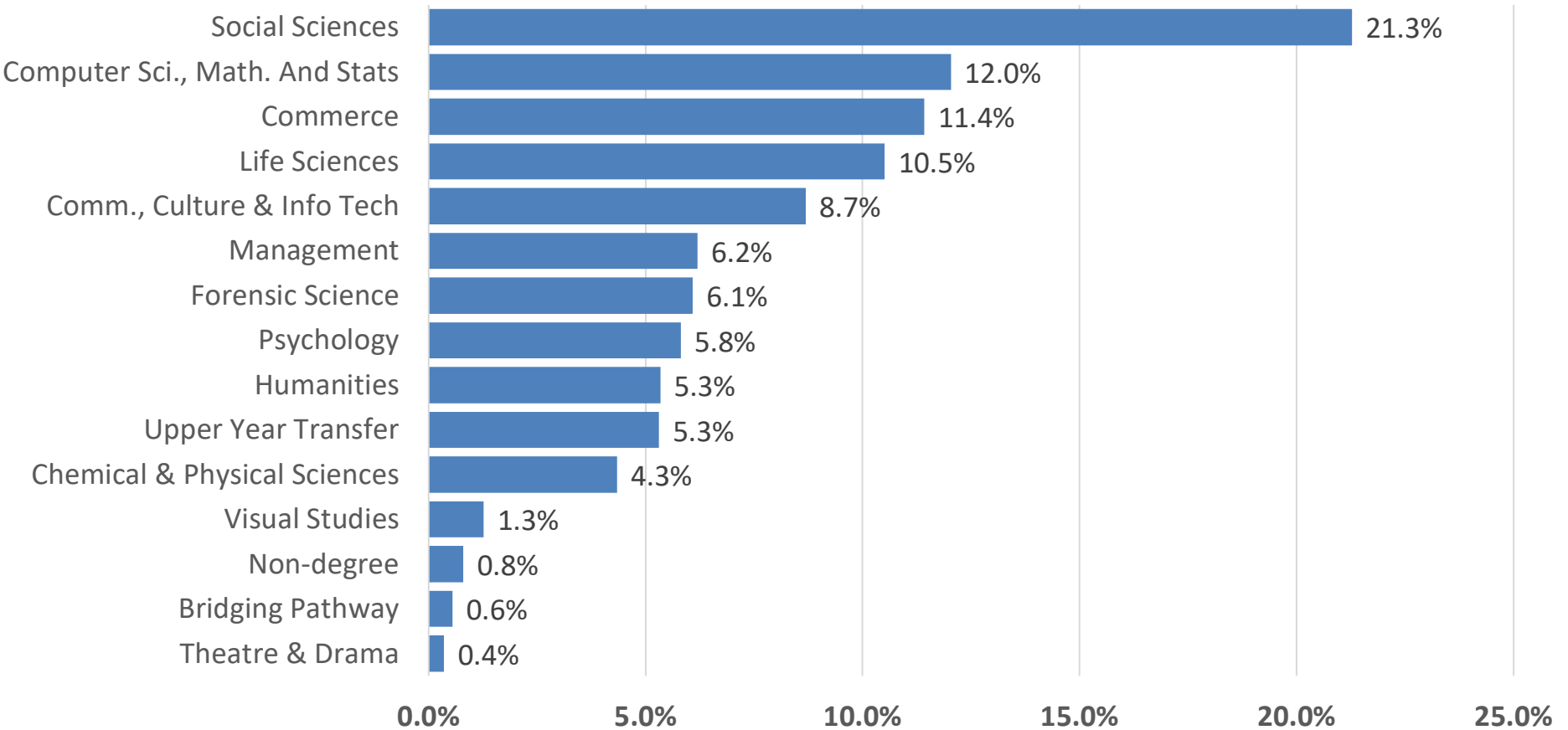


Data Source: Office of Registrar, Admission  
(Fall 2020 Data updated October 31, 2020)



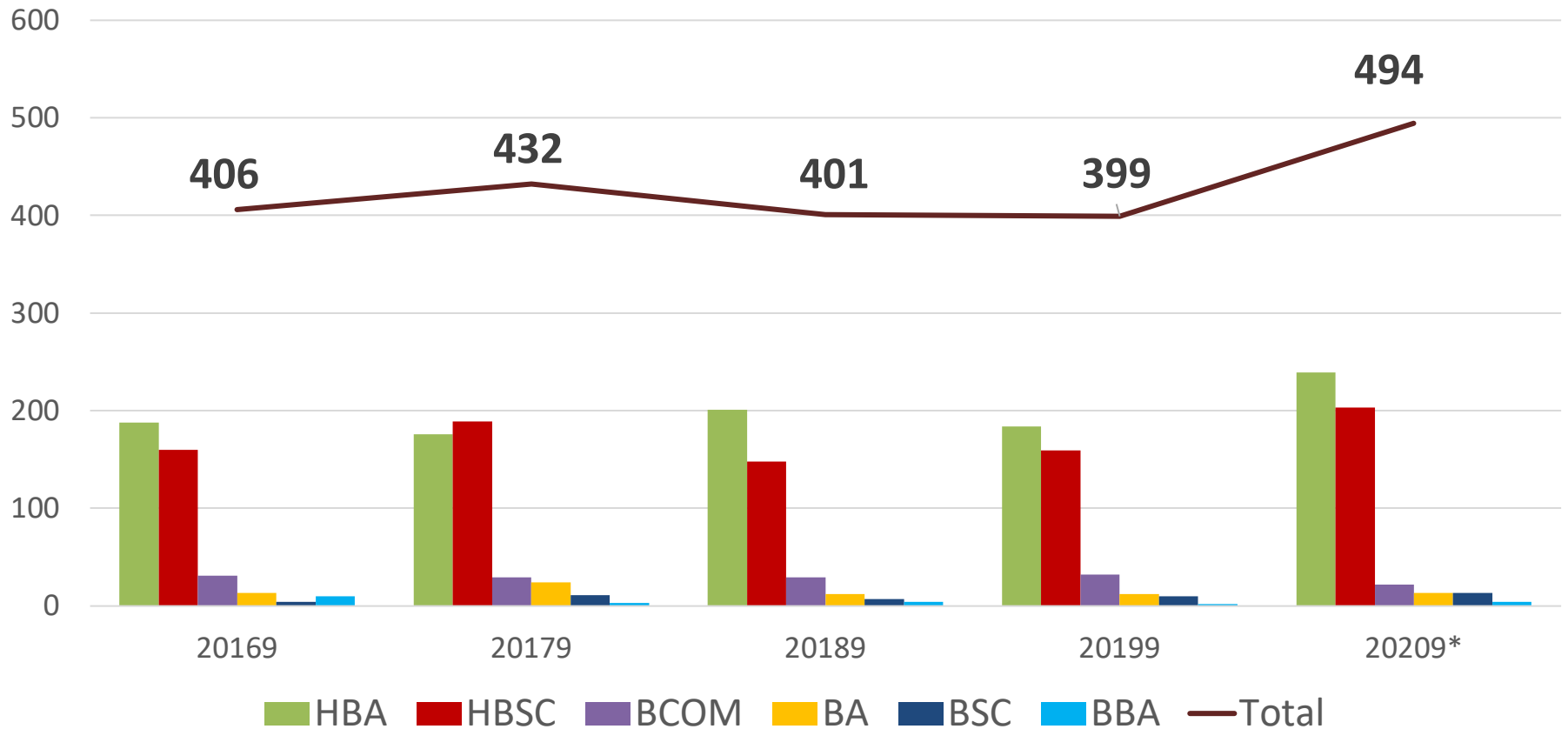
# New Intake

## Fall 2020 New Intake by Program Area Admission Stream



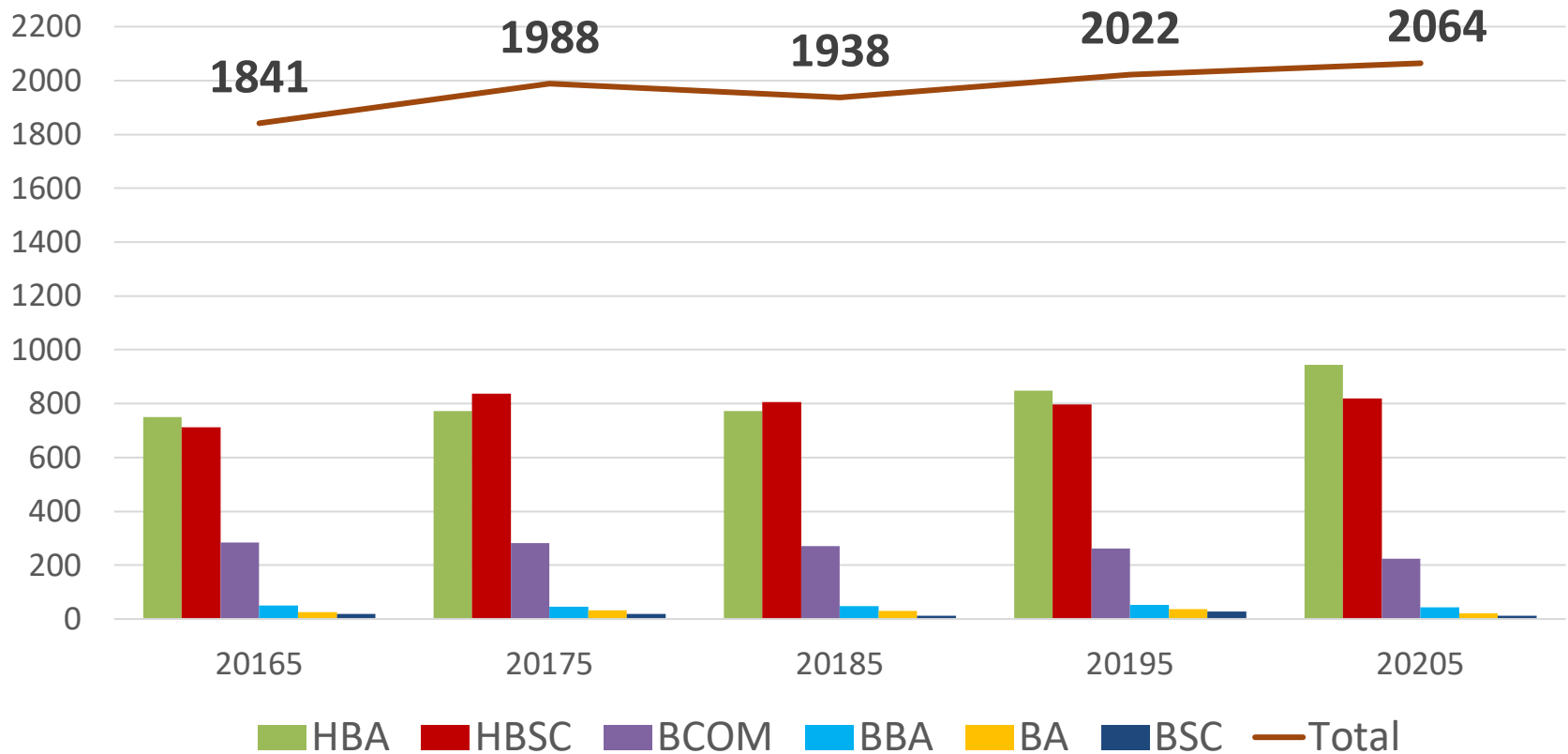


## 2016-2020 Fall Graduate Distinct Count - Degrees Conferred by Type





## 2016-2020 Summer Graduate Distinct Count - Degrees Conferred by Type



Data Source: UTBI, Program Enrolment



## UTM 2006 – 2016 Cumulative Graduation Rate (U of T Degree)

Session	Total	3 yrs	4 yrs	5 yrs	6 yrs	7 yrs	8 yrs	9 yrs	10 yrs	11 yrs	12 yrs	13 yrs	No*
20069	2481	0.7%	32.4%	57.2%	64.8%	68.1%	69.3%	70.0%	70.3%	70.7%	70.9%	71.1%	28.9%
20079	2361	0.8%	34.3%	60.0%	66.4%	68.8%	70.2%	70.7%	71.1%	71.3%	71.5%	71.7%	28.3%
20089	2562	1.4%	36.6%	59.4%	64.6%	67.5%	69.0%	69.9%	70.3%	70.6%	70.7%		29.3%
20099	2540	1.2%	38.5%	61.4%	68.4%	70.9%	72.1%	72.8%	73.1%	73.3%			26.7%
20109	2624	1.8%	38.8%	61.2%	66.3%	68.6%	69.7%	70.8%	71.5%				28.5%
20119	2621	1.4%	38.6%	60.1%	65.8%	67.9%	69.2%	69.9%					30.1%
20129	2896	0.9%	40.3%	62.9%	67.7%	69.9%	71.4%						28.6%
20139	3178	0.7%	38.8%	61.3%	67.7%	70.2%							29.8%
20149	3101	0.8%	39.3%	62.7%	68.7%								31.3%
20159	3367	0.9%	35.0%	59.6%									40.4%
20169	3351	0.7%	37.0%										63.0%

Note\*: % of the students haven't graduated from U of T within 13 years of Candidacy Session

Data Source: ROSI





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# Questions?

