



Registrar
Leadership Profile
Fall 2026



Executive Summary

California State University, Los Angeles (Cal State LA), the premier comprehensive public university in the heart of Los Angeles, is searching for a new University Registrar.

Founded in 1947 and dedicated to engagement, service, and the public good, the University now serves over 22,000 students and offers 60 bachelor's degrees, 54 master's degrees, and three doctoral degree programs. Cal State LA is ranked number one in the United States for the upward mobility of its graduates. Its commitment to uplifting and transforming the economic and social well-being of communities across the region led to an anchor institution designation by the Council of Urban and Metropolitan Universities. It also serves the highest proportion of Pell Grant recipients of any campus in the California State University (CSU) system.

The newest Cal State LA brand – *We are in LA. We are of LA. We are LA.* – reflects the pride the University has in its location and the Golden Eagle community. The University is a federally designated Hispanic-Serving Institution, Minority-Serving Institution, and Asian American and Native American Pacific Islander-Serving Institution. Its current student body, as well as the University's 250,000 alumni, reflect the dynamic mix of populations of its location – minutes from downtown Los Angeles and adjacent to the San Gabriel Valley. The University has one of the most diverse student populations of any college or university in the nation: nearly 73% of students identify as Latinx, more than 11% as Asian American or Pacific Islander, more than 5% as White, and more than 4% as Black or African American. More than 68% of Cal State LA students are Pell Grant recipients - a higher percentage than any other CSU campus - and more than 70% are first-generation college students.

Reporting directly to the Executive Director for Enrollment Services and overseeing a well-respected and dedicated staff of about 30, the Registrar is considered the University's principal custodian of student records. As a key member of the University's enrollment management team, this position is responsible for planning, organizing, and managing all activities related to the collection, retention, and reporting of student records, facilitating course registration, class scheduling, graduation certification, certification of veterans/service members/dependent status, and all other matriculation-related services.

As Cal State LA develops its new strategic plan, its leaders look to set forth a clear strategy that reflects the university's legacy, mission of purpose, and community impact throughout the region and beyond. The Registrar will be a key partner in the evolution and execution of the plan through developing, leading, and strengthening the Office of the Registrar; leading the transformative work of removing barriers; increasing transparency and information sharing to foster data-informed decision making; cultivating collaborative relationships with campus constituents and partners; and advancing a student-centered service model.

The ideal candidate will be a strategic, student-centered registrar who combines deep registrar expertise with strong technology acumen, change-management experience, and exceptional relationship-building skills. The next Registrar must have a bachelor's degree and at least five years of progressively responsible work experience in higher education registration and records, enrollment management, and/or student services, including at least four years supervising others. The new leader will be a creative problem-solver who seeks practical solutions within resource constraints, has the courage to challenge long-standing practices while respecting institutional culture, is comfortable working in ambiguity and adapting to rapidly changing environments, and possesses an enthusiasm for tackling tough challenges and creating meaningful improvements. Experience at a large, complex public institution, ideally within the CSU system or a comparable environment; demonstrated commitment to removing barriers for students; and a passion for supporting the needs of diverse, first-generation, and Pell-eligible student populations will be essential for success.

For more information on how to apply or to submit nominations, please refer to the Procedure for Candidacy section at the end of this document.

Role of the Registrar

The Registrar is part of the Division of Student Affairs and Enrollment Management (SAEM), which includes more than a dozen departments that support students throughout the student experience, from initial application through graduation and career success. The University Registrar reports directly to the Executive Director for Enrollment Services and is considered the University's principal custodian of student records – responsible for planning, organizing, and managing all activities related to the collection, retention, and reporting of student records, facilitating course registration, class scheduling, graduation certification, certification of veterans/service members/dependent status, and all other matriculation-related services.

The mission of the Office of the Registrar is to provide the most efficient and effective academic services to students, faculty, staff, administrators, and alumni without compromising institutional, professional, or legal standards and to provide timely and accurate information while maintaining security and confidentiality. The successful execution of this mission requires the Registrar to collaborate campus-wide with administrators, deans, faculty, academic advisors, and Information Technology Services.

The Registrar provides continuing professional development, promoting cross-functional teamwork and excellent customer service for a unit comprising about 30 full-time staff. Direct reports to the Registrar include:

- Associate Registrar, Academic Records
- Associate Director of Graduation
- Associate Registrar, Academic Services
- Enrollment Systems Manager
- Enrollment Systems Security and Fiscal Analyst

Key responsibilities include, but are not limited to the following:

- Oversees and evaluates all programs, processes, personnel, and budget associated with the Office of the Registrar, Scheduling, and the Graduation Office.
- Collecting, recording, maintaining, and reporting all official student records.

Assists with the formulation of university enrollment management strategies, develops appropriate recommendations for the implementation of new and enhanced student service delivery systems, and related technology.

- Collaborates with administrators, deans, faculty, academic advisors, and Information Technology Services (ITS) staff to facilitate and improve student services.
- Oversee the continued use and development of document imaging and retrieval systems to facilitate the electronic transfer and archival of supplemental student record information and documentation.
- Provides leadership and guidance to the enrollment services team.
- Supervises an extensive staff of professional and administrative personnel and is responsible for the daily operations of the various academic record-keeping and enrollment services units.

Responsible for the budget of the Registrar's Office, must create a sound budget that will ensure adequate staffing and ensure services rendered are appropriate for the use of state funds, with adequate revenue streams.

More information about the Office of the Registrar can be found [here](#)

Opportunities and Expectations for Leadership

The importance of a Cal State LA degree cannot be underestimated. Years after her history-making career ended, tennis legend Billie Jean King returned to campus to complete the degree she embarked upon in 1961, graduating in May of 2026. While not all Cal State LA alumni end up on the list of "the 100 most Important Americans of the 20th Century," the university is ranked number one in the U.S. for the upward mobility of its graduates. Indeed, Cal State LA transforms lives and fosters thriving communities. As Cal State LA develops its new strategic plan, its leaders look to set forth a clear strategy that reflects the university's legacy, mission of purpose, and community impact throughout the region and beyond. The strategic plan is being developed in tandem with three other major planning efforts: an academic plan, a strategic enrollment plan, and a facilities master plan. Together, these plans will ensure that Cal State LA is positioned to thrive in a rapidly changing educational landscape. The Registrar will be a key partner in the plan's evolution and execution.

The Cal State LA community is highly collaborative and deeply invested in the success of all students. Through active partnership across campus, the next Registrar will be expected to address the following strategic initiatives:

Develop, lead, and strengthen the Office of the Registrar.

The new leader will enhance the Office of the Registrar's positioning as a proactive, strategically engaged unit within the University. A recent review by AACRAO will provide a strong foundation for this effort. Key areas of focus include ensuring that key vacancies are filled after the departure of experienced office leaders and that registrar leadership has the capacity needed to guide operations, policy interpretation, and cross-functional initiatives with consistency and confidence.

The new leader will join a well-respected team committed to serving students. The Registrar should conduct an organizational assessment to reduce workload strain, improve consistency, establish pathways for staff development and cross-training, and build capacity for process improvement, technology optimization, and service to students and campus partners. It will be important for the Registrar to prioritize intentional knowledge capture and documentation, operational alignment, and capacity building to reduce reliance on informal practices and individual institutional memory. Redesigning how work is structured and how roles are defined and ensuring that the office's work aligns with institutional goals, will enhance process improvement, system optimization, and sustained strategic contribution.

Lead the transformative work of removing barriers.

California State University, Los Angeles, is committed to removing barriers for students. The Registrar will advance this commitment by ensuring that technology is used strategically, consistently, and effectively in order to make students' lives easier. Cal State LA's technology environment currently includes PeopleSoft as its student information system, along with platforms such as 25Live, Modern Campus, and EAB Navigate; the University is also transitioning to uAchieve for degree audit. Together, these systems provide a strong foundation for managing academic records, registration, student progression, and student success. It will be important for the new Registrar to maximize the value of existing tools; reduce reliance on manual workarounds; and ensure that platforms supporting academic records, registration, curriculum management, degree planning, and student progression are integrated and used consistently and effectively across campus. The Registrar will be a key thought partner, willing to engage in campuswide discussion and decision-making related to academic records, registration, curriculum management, and degree planning to ensure that technology becomes a strategic enabler of student success and institutional priorities.

Increase transparency and information sharing to foster data-informed decision-making.

As a steward of the University's academic records, the Office of the Registrar is uniquely positioned to help Cal State LA use data more effectively in institutional decision-making. Working in close partnership with Institutional Research, Information Technology, and other campus partners, the Registrar will strengthen practices that

strengthen compliance and data-informed decision-making. Priorities include improving student-facing forms for more accurate and efficient data collection; reducing reliance on ad hoc reporting, manual reconciliation, and shadow processes; expanding access to standardized reports and self-service tools; and facilitating appropriate data sharing across the institution. These efforts will better support enrollment management planning, academic initiatives, accreditation, and student success priorities. The role will require a proactive, solution-oriented leader who keeps campus partners informed about policy and process changes and ensures that information is shared clearly, consistently, and in the service of students.



Cultivate collaborative relationships with campus constituents and partners.

The Office of the Registrar is seen as a knowledgeable resource committed to supporting both students and campus partners, and as a key partner in helping the campus navigate the rapidly evolving higher education landscape. The Registrar can play a key role in helping the institution understand compliance requirements, enrollment reporting, developments in student trends and behaviors, and changes in federal, state, and system regulations and policies. The Registrar will create channels for regular, shared planning and be proactive and transparent when discussing the implications of changes to student information data and processes with campus constituents. The Registrar should be a convenor and valuable thought partner who can leverage their professional network and bring their experience and best and emerging practices to shape initiatives and strategic planning; facilitate deeper, informed discussions; and advance student success priorities.

Advance a student-centered service model.

Cal State LA has the largest percentage of Pell Grant recipients in the CSU System and is proud to be an Asian American and Native American Pacific Islander-Serving Institution, a Minority-Serving Institution, and a Hispanic-Serving Institution – a status the University has held for over three decades. More than 70% of Cal State LA students are the first in their families to attend college. The Registrar will need to evaluate the impact of policy decisions for this student population. The Registrar will ensure that processes and systems are designed around student success and explained clearly and thoroughly to reduce confusion, stress, and frustration that can lead students to abandon their degree aspirations. Cultivating a culture of "yes" focused on helping students succeed, simplifying forms and using language that makes sense to students, and streamlining processes to eliminate the need for students to navigate across university silos will ensure that Cal State LA will continue to rank number one in the U.S. for the upward mobility of its graduates.

Professional Qualifications and Personal Qualities

Cal State LA seeks a strategic, action-oriented, forward-thinking, student-centered, and collaborative search to serve as the next University Registrar. A bachelor's degree and at least five years progressively responsible work experience in higher education registration and records, enrollment management, and/or student services are required, including a minimum of four years supervising the work of others. A master's degree in public administration, higher education, or other related field is preferred.

In addition, the ideal candidate will demonstrate most of the following personal qualities and professional qualifications:

- **Subject matter expertise:** Significant leadership experience in a Registrar's office with responsibility across records, registration, graduation, curriculum, systems, compliance, and reporting. Deep understanding of academic structures, curriculum processes, degree audits, transfer credit evaluation, and enrollment reporting. Well-developed sense of how the Registrar's Office interacts with admissions, financial aid, advising, and academic affairs. Knowledge of FERPA guidelines and other relevant Federal, state, CSU, and Cal State LA policies governing student academic records.
- **Collaboration and Relationship Building:** Proven ability to work effectively across divisions, colleges, and functional areas. Skilled listener who actively seeks input and values diverse perspectives. Experience building partnerships with academic leadership, advising, enrollment management, and student affairs. Ability to facilitate cross-functional initiatives and break down organizational silos.
- **Exceptional communication skills:** Ability to communicate effectively with all constituencies on the institutional priorities related to enrollment services. Experience developing communication that explains policies and requirements in ways that are accessible and actionable for students, staff, and faculty. Transparent and proactive communicator. Service-oriented and responsive. Able to deliver difficult messages diplomatically and constructively.
- **Institutional and mission alignment:** Experience at a large, complex public institution, ideally within the CSU system or a comparable environment. Knowledge of California higher education regulations, CSU policies, and Chancellor's Office reporting expectations. Demonstrated commitment to removing barriers for students. Passion for supporting the needs of diverse, first-generation, and Pell-eligible student populations.
- **Strategic vision and change management:** Demonstrated success leading organizational transformation, process redesign, and operational modernization. Experience implementing major technology initiatives, workflow automation, and enterprise systems. Ability to lead organizational restructuring, implement process improvements, and establish effective policies and procedures to advance student success goals.
- **Managerial and administrative acumen:** Ability to build trust, morale, and a sense of shared purpose. Leadership in the continuing development of personnel, business processes, policy, and technological solutions. Experience managing professional staff, including represented and non-represented staff. Fiduciary integrity, knowledge of operating expenses involving staff payroll/benefits, as well as contracts/supplies. Knowledge of contracts with vendors providing services to public institutions. Demonstrated experience rebuilding teams, recruiting talent, and developing staff. Ability to promote cross-training, succession planning, and knowledge sharing. Leads with transparency, respect, and accountability.
- **Technical acumen and data savvy:** Strong technical aptitude and experience leveraging technology to improve student and employee experiences. Experience with PeopleSoft or similar comprehensive student record data and reporting systems, degree audit systems, document imaging and archival systems, and classroom scheduling software. Experience workflow tools, reporting systems, and systems integration. Ability to streamline complex processes, automate manual work, and eliminate unnecessary barriers.

- **Personal qualities:** Visionary and forward-thinking. Curious and innovative mindset. Creative problem-solver who seeks practical solutions within resource constraints. Courage to challenge long-standing practices while respecting institutional culture. Deeply student-centered in decision-making, empathetic, and understanding of the student experience. Commitment to equity, access, and cultural competence. Ability to see both the detailed operational requirements and the broader institutional impact of decisions. Comfortable working in ambiguity and adapting to rapidly changing environments. Enthusiasm for tackling tough challenges and creating meaningful improvements. Demonstrated commitment to a service-oriented culture focused on solutions, partnership, and student success and graduation.



About California State University, Los Angeles

Overview

Cal State LA is one of 22 campuses within the California State University system. The University is the premier comprehensive public university in the heart of Los Angeles. Cal State LA offers nationally recognized programs and a faculty with a strong commitment to scholarship, research, creative pursuits, and service.

The University serves over 22,000 students and offers more than 100 undergraduate, graduate, pre-professional, and certificate programs in [nine colleges](#).

Cal State LA's dedication to access and excellence has been recognized nationally. The University's success as an engine of change has been confirmed in studies by the Equality of Opportunity Project, now known as Opportunity Insights, and Third Way, which both ranked Cal State LA number one in the U.S. for the upward mobility and economic mobility of its students. Founded in 1947, the University is located just minutes from downtown Los Angeles, adjacent to the San Gabriel Valley. Cal State LA's students and 250,000 alumni reflect the city and county's dynamic mix of populations with a wide variety of interests, ages, and backgrounds. The University has one of the most diverse student populations of any college or university in the nation; with 76% of students identifying as Latinx, 10% as Asian American or Pacific Islander, 5% as White, and 4% as Black or African American. More than 63% of Cal State LA students are Pell grant recipients and about 76% are first-generation college students.

As a federally designated Hispanic-Serving, Minority-Serving, and Asian American and Native American Pacific Islander-Serving institution, Cal State LA recognizes the transformative power of education and embraces the University's duty to identify and serve the needs of all students. This long-standing commitment is reflected in its history as home to the nation's first Chicano Studies program, second Pan- African Studies program, and the second College of Ethnic Studies in the U.S.

Mission

Cal State LA transforms lives and fosters thriving communities across greater Los Angeles. We cultivate and amplify our students' unique talents, diverse life experiences and intellect through engaged teaching, learning, scholarship, research, and public service that support their overall success, well-being, and the greater good.

Values

Students First

We put our students' academic success, career-readiness, and well-being at the center of everything we do.

We are LA

We set ambitious goals to challenge and inspire ourselves, benefiting from our role as Los Angeles' premier comprehensive public university.

Engagement, Service, and the Public Good

We foster meaningful, collaborative relationships that contribute to the public good among the University community, alumni, and local, regional, and global communities.

Diversity, Equity, and Inclusion

We cultivate diversity, expect cultural competence, and actively seek perspectives and engagement from all constituents in our community to develop just and equitable expectations.

Student Engagement

We encourage our students to take ownership of their own campus experiences by seeking opportunities that promote inclusion, a sense of belonging, and leadership.

Engaged Teaching and Learning

We cultivate and amplify our students' unique talents, diverse life experiences, and intellect through engaged teaching, learning, scholarship, research, and vibrant student life.

Academic Distinction

We foster and promote academic distinction through innovation, academic rigor, and the pursuit of lifelong learning.

Community of Scholars

We foster a community of scholars among faculty and students engaged in research, scholarship, and creative accomplishments.

A Culture of Excellence

We encourage and expect all members of our University community to pursue academic, professional, and personal excellence.

Transparent Collaborative Decision-Making

We make data-informed, evidence-based decisions and are collaborative and transparent in our approach and communication.

Mutual Respect

We are committed to cultivating a supportive and accepting environment where each of us fosters a culture of respect for all.

Academic Freedom

We promote academic freedom and professional ethics.



Enrollment at California State University, Los Angeles

In the Fall 2025 semester, the University enrolled 22,077 undergraduates and 2,433 graduates, for a total student enrollment of 24,510. Cal State LA serves an exceptionally diverse student population, mirroring the diversity of the city and region. Among its undergraduate population, for example:

- 18 percent are enrolled part-time
- 73 percent are Hispanic/Latino
- 83 percent are from Los Angeles County
- 63 percent are eligible for a Federal Pell Grant
- 75 percent are first-generation (no bachelor's degree in family) college students
- The average age is 23 years old

The first-to-second-year retention rates for the Fall 2022, Fall 2023, and Fall 2024 cohorts averaged at 73 percent. Six-year graduation rates for the most recent two available cohorts averaged 54 percent.

The largest undergraduate programs are business administration, psychology, and criminal justice. The largest graduate programs are MSW in social work, MS in counseling, and MBA.

For Fall 2025, Cal State LA received 35,898 applications for first-year admissions, made 32,752 offers, and enrolled 2,938 first-year students. The University also received 12,742 applications from transfer students, made 11,038 offers, and enrolled 2,139 transfers for Fall 2025.

Cal State LA's academic calendar consists of fall and spring semesters, with winter (January), May, and Summer (May-August) intersessions.

More information on Cal State LA enrollment is available through the [Office of Institutional Effectiveness](#).



Leadership

Dr. Berenecea Johnson Eanes, President



Berenecea Johnson Eanes is Cal State LA's ninth president and the first woman to serve in the position. She began her service to the University on January 8, 2024.

Eanes served as president of York College of the City University of New York from 2019 until her arrival at Cal State LA. At York, she provided strategic leadership and counsel to approximately 1,100 faculty, staff, and administrators, while overseeing a \$91 million budget, including endowments, fundraising, and centrally administered resources. Eanes has also served as a professor in the Department of Social Work since 2019.

Her appointment as president of Cal State LA marks a return to the CSU for Eanes, who previously served as vice president for Student Affairs at

California State University, Fullerton (2012 to 2019) where she delivered leadership and oversight for myriad student success programs as well as new campus infrastructure and the University's strategic plan. In 2018, Eanes received the CSU's Wang Family Excellence Award for achieving transformative results in her role as a member of the CSUF president's cabinet and as vice president.

Eanes is an acclaimed scholar, widely published in the field of social work, and has served as a faculty member or administrator at various institutions, including Columbia University, John Jay College of Criminal Justice, Morehouse College, Georgia State University, Clark Atlanta University, Hamilton College, and Teach For Africa Ethiopia.

Eanes earned a bachelor's degree in public health from Dillard University, a master's in social work from Boston University, and her doctorate in social work from Clark Atlanta University.

Patrick Day, Vice President for Student Affairs and Enrollment Management



Patrick Day currently serves as the Vice President for Student Affairs and Enrollment Management at Cal State LA. Day is an accomplished and dedicated student affairs leader with a wealth of experience in the field. He joined Cal State LA in January 2024 and is the first Vice President for Student Affairs and Enrollment Management at this institution. Since arriving, he has fostered collaboration across the division to reimagine student programs, with the goal of driving engagement, retention, and success through the entire student journey—from recruitment through graduation.

In his role, Day is responsible for leading enrollment management, comprehensive co-curricular programming, intercollegiate athletics, student conduct, student health services, student housing, and two auxiliary organizations supporting the student experience.

Day's career in higher education spans over 30 years at public and private universities. He is deeply committed to students and a believer in the power of urban-serving higher education institutions.

Patrick holds a B.S. in Education and Social Policy from Northwestern University and a Master of Education in Higher Education Administration from Texas Tech University. He is currently completing his doctoral degree in Higher Education at the University of Pennsylvania.



Los Angeles, California

A place for bold dreams, creative expression, and limitless possibilities, Los Angeles is a city defined by its people.

From world-class museums and championship sports teams to beautiful beaches and one-of-a-kind culinary experiences, Los Angeles and the surrounding region are a national and international hub of commerce, culture, and community.

Today, the metropolitan area is the nation's largest manufacturing region, home to one of its busiest ports, the West Coast's distribution hub, and a gateway to Asia. Los Angeles is also the entertainment capital of the world, where most of the country's major motion picture, television, and recorded music operations are based. The city's vast metropolitan area is the second-largest in the country, with over 14,000,000 people spread across a land area the size of Maine. Thirty of LA's suburbs have populations of 80,000 or more. Los Angeles' diverse population includes residents with heritage from over 140 countries, speaking 224 languages, as well as the largest Latin American and Asian American populations of any U.S. city.

Southern California's climate has often been described as "perfect," and with good reason. Most days are sunny and warm, with gentle ocean breezes in the summer. The humidity is low with little rain. In fact, there are no unpleasant seasons in Los Angeles.



Procedure for Candidacy

All applications, nominations, and inquiries are invited. Applications should include, as separate documents, both a resume and a letter of interest addressing the themes in this profile. The review of applications has begun and will continue until the position is filled. For fullest consideration, applicants are encouraged to submit an application as soon as possible.

Application materials should be submitted using WittKieffer's [Candidate Portal](#).

Nominations and inquiries can be directed to Shelley Arakawa, J.D., and Rob Springall at:
CalStateLARegistrar@wittkieffer.com

The salary range for the University Registrar is \$150,000-170,000.

The final hiring salary is commensurate with experience.

The California State University-Los Angeles values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by law.

California State University, Los Angeles, as part of the CSU system, is a State of California Employer. As such, the University requires all employees upon date of hire to reside in the State of California. As of January 1, 2022, the CSU Out-of-State Employment Policy prohibits the hiring of employees to perform CSU-related work outside the state of California