

## Office of Records Registration

### Mission Statement

*The mission of the Office of Records and Registration is to maintain integrity in the academic record-keeping, registration, grade reporting, catalog definition, and commencement functions of the University.*

| <u>Goals</u>   | <u>Objective/ Strategy</u>  | <u>Assessment/Evaluation</u>  | <u>Summary/Outcomes</u>   | <u>Use of Results</u>   |
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| 1. Ensure accurate and up-to-date student academic records.  | *Perform random and periodic audits of student academic records.  | *Compare evaluations to requirements as stated in catalog. Review courses completed in gen ed/ major categories.  | *Based on random selection have noted and identified potential discrepancies.   | *Corrected errors that could lead to last minute confusion and create ill-will with student(s).   |
| 2. Support the registration process.   | *Conduct annual student survey requesting feedback regarding process.<br><br>*Work with academic deans and director of advising to review course section offerings.                   | *Tabulate satisfaction rate, response rate and document similar comments.<br><br>*At completion of registration, review section capacities, waitlists, and document areas of concern. | *A post registration meeting with Director of Student Success, Retention Coordinator & VP-E. Mgmt analyzes areas of success/shortfalls.<br><br>*Provided deans with enrollment stats for depts. within their college. | *The information can be useful with scheduling & training for future registration periods.<br><br>*It may provide deans with information to justify adjustments within depts.                     |
| 3. Implement and maintain method of informing faculty/staff/students regarding FERPA.<br>(Buckley Amendment) | *Develop training tool that can be presented in seminar format.<br><br>*Review information provided on website.   | *Random survey answering FERPA questions (i.e. academic records)<br><br>*Conduct periodic review of AACRAO & Amer. Council of Ed website.   | *Most faculty understand basic principle. Understand that R&R office can be a resource for consultation.  | *Led to creation of a Q & A site on web. Led to reminder email notices defining what is directory information.  |
| 4. Maintain a focus on providing strong customer service.  | *Perform program evaluation audits within 30 days of receiving application for graduation.<br><br>* Install customer feedback box.<br><br>*Honor transcript requests within 48 hours. | * Work on developing a graduation communication track.<br><br>*Sample response time.<br><br>*Meet with SGA officials to discuss student concerns/ideas.                               | *Sample suggests we need to develop a more efficient means of audit response.<br><br>*Opening up direct communication with student leaders allows us an opportunity to look at the "big picture".                     | *The focus on customer service has allowed us to better understand the effect of positive and clear communication.<br><br>*Assisted in prioritizing tasks based on impact of audience. (students) |

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| <p>5. Ensure accurate and up-to-date catalog information.</p> | <p>*The Registrar or designee will attend all meetings of the Educ Policies Committee. (meeting minutes)</p> <p>*The office of Records and Registration will periodically provide department chairs with pre-requisite listings.</p> | <p>*Compare evaluations to requirements as stated in catalog. Review courses completed in gen ed/ major categories.</p> <p>* Registrar meets bi-annually with dept. chairs to discuss program requirements stated in catalog/eval.</p> | <p>*As departments modify requirements it becomes ever increasingly important to reflect the accurate requirements in a timely fashion.</p> <p>*Emergence of online evaluation has created the need for swift response.</p> | <p>*We continue to explore better means of collecting &amp; reflecting clear, concise information.</p>  |
| <p>6. Conduct a successful commencement event.</p>            | <p>*Perform program evaluation audits within 30 days of receiving application for graduation.</p> <p>* Provide graduation information on the web in a timely manner.</p>   | <p>* Work on developing a graduation communication track.</p> <p>*Measure timeliness of graduation appl.,and % following pre-set timeline.</p>   | <p>*Percentage of late applications has increased. This has created problems with diploma &amp; program orders. In addition, created additional stress for staff in working with shorter time table.</p>                    | <p>*We've found that improved methods of communicating with students needs to be explored. We see too many graduation applications arriving late creating other challenges.</p> |