

UNIT REPORT

Assessment Plan Export

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Registrar

Mission Statement

Providing Department: Registrar**Reporting cycle start date:** 09/01/2021**Reporting cycle end date:** 08/31/2022**Mission Statement:**

The Office of the Registrar provides academic services to students, faculty, staff, alumni, and the general public. Our staff understands our aims are best accomplished when collegial relationships exist with all members of the University community. We take pride in begin in the forefront of delivering services using new technologies.

1 Improve Degree Reporting Times

Providing Department: Registrar**Reporting cycle start date:** 09/01/2021**Reporting cycle end date:** 08/31/2022**Learning Outcome Description:**

Degrees are certified by departments and schools/colleges, and then reported to the Registrar. The Registrar, in turn, reports degrees to National Student Loan Clearinghouse. Federal law requires this be done within 30 days of the end of term in which student is completing. This is a completion date we need to meet. In addition, there are numerous university processes which wait for timely degree posting such as graduation rate calculations, and alumni development activities.

2 Reduce Course Withdrawal Rates

Providing Department: Registrar**Reporting cycle start date:** 09/01/2021**Reporting cycle end date:** 08/31/2022**Learning Outcome Description:**

Course withdrawal rates have been historically high at WSU. This negatively impacts student success. Launch the "Smart Check" process for 2013-2014, to provide active intervention when students request course withdrawal. Intervention will include advising students of impact of course withdrawal on academic progress, time to degree, financial aid eligibility and student loan repayment status.

3 Reduce Contacts in the Student Services Center

Providing Department: Registrar**Reporting cycle start date:** 09/01/2021**Reporting cycle end date:** 08/31/2022**Learning Outcome Description:**

Students visit the Student Services Center to request information and services for the Registrar's Office. Through improvements in business processes and proactive communications, reduce the number of students who contact the SSC for our information and services.

4 Reduce Number of Missing Grades After Final Exam Period

Providing Department: Registrar

Reporting cycle start date: 09/01/2021

Reporting cycle end date: 08/31/2022

Learning Outcome Description:

Missing grades after the final exam period has historically been a problem at WSU, requiring much effort to collect. The Registrar reaches out to faculty, chairs, deans, and then finally the Provost's Office to get missing grades posted. Missing grades impacts our ability to certify students for graduation, process repeated coursework, run financial aid satisfactory academic progress processes, as well as notify students whether or not they are in academic difficulty. By reducing the number of missing grades, we can speed up other end of term processes and better serve students.

5 Assess impact of centralizing use of LEVEL override

Providing Department: Registrar

Reporting cycle start date: 09/01/2021

Reporting cycle end date: 08/31/2022

Learning Outcome Description:

For years, the use of the LEVEL override has been problematic for students, academic units, and the Office of the Registrar. The override was originally developed to allow highly qualified undergraduate students take a masters level course that could be applied to their undergraduate. However, the override has also been used to account for coding errors on a student record. This can result in: misassessed tuition wrongly transcribed courses degree certification problems. The override was applied almost 600 times. Through assessment, we hope to identify the root causes of why people use this override and cut back on the number of overrides being required.

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1 Improve Degree Reporting Times

Providing Department: Registrar

Start: 09/01/2021

End: 08/31/2022

Assessment Method:

Assessment will be completed by measuring the percent of degree applications completed thirty days following the end of the fall, winter, and spring-summer terms and also by the number of days required to reach 100%. Assessment will continue until each term reaches 100% completion within 30 days. These measurements exclude the Law School, which operates on a different timetable.

Method History:

Results :

In the last three semesters of monitoring, we have had 7 degrees posted after our deadline. These are handled manually and reported to the various agencies that require this data. Our schools and colleges have done a remarkable job of keeping this deadline. This has assisted the university in resolving prior audit findings of not report graduations in a timely manner to the Department of Education.

Attached Files

[RO Certification data history 202201.pdf](#)

Results from Campus Labs' "Baseline" Tool:**Program Action Plan:**

We will continue to monitor this data daily during the posting period and following up with the degree coordinators in the schools and colleges to ensure compliance. We also are planning an electronic certification system for schools and colleges to use. While we have made much headway in streamlining this process, eliminating paper during the pandemic and batch posting most degrees, we still have some work to do to automate the process and ensure data quality checks are made at the point of certification where they can be immediately corrected.

Timeline for Action Plan Implementation:

We will be meeting with the consultants the university hired for the reimplementation of Banner to discuss our rollout of the new graduation application and the workflow required to further automate posting. This meeting is anticipated in the Fall of AY 22/23.

2 Reduce Course Withdrawal Rates

Providing Department: Registrar

Start: 09/01/2021

End: 08/31/2022

Assessment Method:

Progress will be measured by a change in the overall number of students withdrawing from any course from 2012-2013 to 2014-2015.

Method History:**Results :**

Results from Campus Labs' "Baseline" Tool:

Program Action Plan:

Timeline for Action Plan Implementation:

3 Reduce Contacts in the Student Services Center

Providing Department: Registrar

Start: 09/01/2021

End: 08/31/2022

Assessment Method:

Assessment will be done by measuring the change in phone, e-mail, and walk-in traffic provided by the SSC for Records/Registration Services, based on SSC monthly reports.

Method History:**Results :**

Results from Campus Labs' "Baseline" Tool:

Program Action Plan:

Timeline for Action Plan Implementation:

4 Reduce Number of Missing Grades After Final Exam Period

Providing Department: Registrar

Start: 09/01/2021

End: 08/31/2022

Assessment Method:

We will measure this assessment by monitoring the number of missing grades at the end of each final exam period, using fall as the driver term.

Method History:

Results :

For Fall 2021, all main campus grades were received and posted by January 19. However, by January 3, it should be noted that we were down to 431 grades missing for main campus, when we started out with over 81,000 grades anticipated when the grading period began. Law's accreditation requirements are more stringent, requiring grade review and blind grading. This process requirement is why law is later than main campus in reporting.

Attached Files

[Grade Processing By Day Fall 2021.xlsx](#)

Results from Campus Labs' "Baseline" Tool:

Program Action Plan:

The Registrar's office will continue to monitor grade posting on a daily basis starting with the study day. After grades are due (72 hours after the last final exam day) we communicate missing grades to the faculty, chairs and deans. This escalation is very effective in reporting grades and anything missing is usually explained by the department. Some of the colleges (FPCA and Education) have rigorous processes to engage with faculty and chairs on missing grades. These interventions have been extremely helpful.

Timeline for Action Plan Implementation:

See action plan.

5 Assess impact of centralizing use of LEVEL override

Providing Department: Registrar

Start: 09/01/2021

End: 08/31/2022

Assessment Method:

For Spring/Summer and Fall 2019, the Office of the Registrar will turn off the use of the LEVEL override. We will instead collect data on requests at registration@wayne.edu. This will create a case in Cherwell that we can track, monitor and report out.

As requests come in, the Office of the Registrar will:

- reach out to departments
- investigate and identify alternatives or issues that exist
- work with departments to fix issues or implement alternative
- if appropriate, the LEVEL restriction will be overridden centrally

Each disposition will be noted in Cherwell, and the Registrar will report out results to the Council of Undergraduate Administrators after Fall 2019 census.

Method History:

Results :

Results from Campus Labs' "Baseline" Tool:

Program Action Plan:

Timeline for Action Plan Implementation:

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