

## UNIT REPORT

**Assessment Plan**

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# Registrar

## Mission Statement

**Start:** 09/01/2019**End:** 08/31/2020**Providing Department:** Registrar**Mission Statement:**

The Office of the Registrar provides academic services to students, faculty, staff, alumni, and the general public. Our offerings include: Transfer credit Degree audits Registration Degree posting Enrollment time status Diplomas Academic Records Tuition & Fee Assessment Grades Scheduling Classes, Events, Rooms Transcripts Catalogs and Course Records 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

**Start:** 09/01/2019**End:** 08/31/2020**Providing Department:** Registrar**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

**Start:** 09/01/2019**End:** 08/31/2020**Providing Department:** Registrar**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

**Start:** 09/01/2019**End:** 08/31/2020**Providing Department:** Registrar**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

**Start:** 09/01/2019**End:** 08/31/2020**Providing Department:** Registrar**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

**Start:** 09/01/2018

**End:** 10/31/2019

**Providing Department:** Registrar

### 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:** 09/01/2019

**End:** 08/31/2020

### 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.

### Results :

This prior academic year, 99.99% of our degrees were certified within our time-frame. 6 out 6,314 were posted after our 30-day deadline. This is notable because we were able to achieve these results despite having to switch our focus due to the COVID pandemic. Working with the schools and colleges, we were able to re-engineer the process to eliminate paper-certifications and implement a Pass/No Pass grading policy for students whose academic work was impacted by the pandemic. We were able to make huge moves forward on posting degrees through batch processing.

Unfortunately, the pandemic response switched our focus from implementing a new application system and certification workflow, as we were planning.

Attached Files

[RO Certification data history 202001.pdf](#)

### Results from Campus Labs' "Baseline" Tool:

#### Program Action Plan:

Once we are out of the pandemic crisis, we will be going back to to work on our prior plans for graduation processing. From last year's action plan: "We will be implementing a new graduation application, developing workflows for the academic units to use in certifying degrees, and continuing to automate portions of the degree posting process as much as possible.

#### Timeline for Action Plan Implementation:

Base business process analysis was completed in a prior academic year. Work will continue on this process when we are able to adequately manage needs from the office to respond to the COVID pandemic.

**Reporting to Stakeholders:**

The 2019/20 OR Assessment report can be found at <https://wayne.edu/registrar/assessment/>

**Additional Information (OPTIONAL):****2 Reduce Course Withdrawal Rates**

**Providing Department:** Registrar

**Start:** 09/01/2019

**End:** 08/31/2020

**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.

**Results :**

**Results from Campus Labs' "Baseline" Tool:**

**Program Action Plan:**

**Timeline for Action Plan Implementation:**

**Reporting to Stakeholders:**

**Additional Information (OPTIONAL):**

**3 Reduce Contacts in the Student Services Center**

**Providing Department:** Registrar

**Start:** 09/01/2019

**End:** 08/31/2020

**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.

**Results :**

**Results from Campus Labs' "Baseline" Tool:**

**Program Action Plan:**

**Timeline for Action Plan Implementation:**

**Reporting to Stakeholders:**

**Additional Information (OPTIONAL):**

**4 Reduce Number of Missing Grades After Final Exam Period**

**Providing Department:** Registrar

**Start:** 09/01/2019

**End:** 08/31/2020

**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.

**Results :**

For Fall 2019, we had all main campus grades entered on January 3, with the exception of a few classes we granted exceptions for as they were non-aid eligible high school dual-enrollment courses.

Prior efforts of communicating with the Associate Deans on a daily basis have been instrumental in continuing to work this particular measure. Each of the schools and colleges have become partners in helping us collect grades in a timely fashion.

The university has not yet made a decision on implementing the Ellucian-delivered middleware packaged called ILP, connecting Canvas to Final Grade Entry. Funding is an issue, especially with financial difficulties encountered by the response to the COVID pandemic.

Attached Files

[Missing Grade Counts at Escalation.xls](#)

**Results from Campus Labs' "Baseline" Tool:**

**Program Action Plan:**

We are still working with C&IT on implementing and developing Banner Communication Manager to send updates to faculty, including the possibility of sending them a "receipt" when they post grades telling them, for each section, how many grades were posted and how many are missing.

**Timeline for Action Plan Implementation:**

AY 20/21.

**Reporting to Stakeholders:**

The 2019/20 OR Assessment report can be found at <https://wayne.edu/registrar/assessment/>

**Additional Information (OPTIONAL):****5 Assess impact of centralizing use of LEVEL override**

**Providing Department:** Registrar

**Start:** 09/01/2019

**End:** 08/31/2020

**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.

**Results :**

As a result of monitoring each case that came to the Registration office, we discovered that largely the problems arose because of many course-level restrictions that are probably misassigned.

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

As a result of the analysis, we recommended that we return LEVEL overrides to the departments while we:

- 1) update course records to allow 5000 and 6000 level courses to appear on either the UG or GR transcript as determined by the student's curriculum and per policy;
- 2) Clarify course restrictions that say things such as "Enrollment is restricted to Graduate level students." We will work with departments to remove the language if students are eligible or required to take the course with departmental permission.
- 3) Allow departments, on limited circumstances, to continue to allow Undergraduate students to take 7000-level courses with permission.
- 4) Review other policies such as AGRADE and Senior rule to determine applicability.

**Timeline for Action Plan Implementation:**

Academic year 20/21.

**Reporting to Stakeholders:****Additional Information (OPTIONAL):**

The 2019/20 OR Assessment report can be found at <https://wayne.edu/registrar/assessment/>