Registrar

#5 Plan cycle - 5
Plan cycle 2019/2020
7/1/19 - 6/30/20

Introduction

By providing accurate and timely information and services to its patrons, both on- and off-campus, the Office of the Registrar supports the fundamental educational mission of the University. Through the areas of records and registration, veterans' affairs, and athletic eligibility, the department strives to support the institution's core values of student success, academic excellence, fiscal responsibility, and University-community alliances and to meet the institution's expectations for professionalism, integrity, and quality customer service.

Services to students include processing transcript and enrollment verification requests; certifying degrees; maintaining student records by processing name changes, curriculum changes, course withdrawals and resignations; and certifying athletic eligibility and enrollment for veterans' educational benefits.

For distance education students, the office provides services and support via electronic communication such as phone, email or fax. Transcript and enrollment verification requests can also be submitted through Banner Self-Service.

Performance Objective 1 **To accurately maintain data relative to student enrollment and to accurately certify that enrollment to outside agencies in accordance with University and agency regulations, namely the Department of Veterans Affairs and the NCAA.**

1 Assessment and Benchmark

Benchmark: Zero exceptions on audits, including the following:
1. Student Credit Hour (SCH) audits conducted by the Board of Regents.
2. State Approving Agency (SAA) audit conducted annually by the Louisiana Department of Veterans Affairs.
3. Any additional audits conducted internally or externally throughout the year.

1.1 Data

Academic Year	# of exceptions on SCH audits
2013-2014	0
2014-2015	0
2015-2016	0
2016-2017	0
2017-2018	0
2018-2019	0
2019-2020	0

Academic Year	# of exceptions on SAA audit
2013-2014	0
2014-2015	0
2015-2016	0
2016-2017	0
2017-2018	0
2018-2019	0
2019-2020	0

Academic Year	# of exceptions on additional internal or external audits
2013-2014	0
2014-2015	0
2015-2016	0
2016-2017	0
2017-2018	0
2018-2019	0
2019-2020	0

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Maintain:
- Consistently monitor reporting and data collection requirements and updated policies and procedures to ensure compliance with stated requirements.
- Continue to monitor current resources for changes in VA and NCAA policies and programs. The Student Certification Officer, who is responsible for determining athletic eligibility, will receive an updated NCAA manual in August 2017. In June 2017, he and the Registrar attended the NCAA Rules Seminar in San Diego, CA. The Assistant Registrar, who is the VA certifying official and the University Veterans' Liaison Counselor, continues to research changes in benefits available for Veterans. She will attend National Association of Veterans' Program Administrators conference in October 2017.

Develop:
- Continue to work with UCS to develop validity reports to meet the changing reporting requirements of various bodies.

Revise:
- Revise the manual tracking of student-athletes and international students who must be registered full-time.
- Minimum hour limits in Banner has been tested since fall 2016. Further validation reports will be established during fall 2017 to insure this process is capturing all student athletes and international students.
- Benchmark and data collection for GRAD Act will be discontinued effective 2017-2018 as we are no longer required to report this information to the state.

2017-2018:
While we continue to have no audit findings, maintaining accurate data is an essential aspect of the Registrar's Office. Continuous changes in state, federal, Veterans, and NCAA regulations and data specifications can sometimes make achieving compliance a struggle. The Registrar's Office staff monitors changes through actively participating in conferences and professional organizations as well as being enrolled in many informational listservs and participating in webinars. During 2017-2018, the Registrar's Office participated in audits conducted by Louisiana Board of Regents and the Louisiana Department of Veterans Affairs as well as responded to questions from Louisiana Legislative auditors and McNeese internal auditors. Registrar's Office staff members attended the National Association of Veterans' Program Administrators conference in October 2017, the VA Southern and Eastern Regions Veterans Education SCO Conference in March 2018, and the NCAA Regional Rules Seminar in June 2018.

2018-2019:
During 2018-2019, the Registrar's Office participated in audits conducted by Louisiana Board of Regents and the Louisiana Department of Veterans Affairs, as well as responded to questions from Louisiana legislative auditors and McNeese internal auditors. Registrar's Office staff members attended the Louisiana Association of Veterans Education Certifying Officials conference in October 2018 and the Southland Conference Academic Symposium in June 2018.

The Registrar's Office successfully implemented data requirement changes to the BOR Statewide Student Profile system during 2018-2019, including the addition of an online-only student flag.

During a Louisiana Board of Regents audit conducted in 2018-2019, data discrepancies were found with high school GPAs. The Registrar's Office and the Office of Admissions worked with the Board of Regents to correct data and adjust procedures. The official report for this audit has not yet been released. By correcting this data, McNeese's data was clean enough to avoid the Louisiana Board of Regents Admissions Audit conducted in spring 2019.

2019-2020:
During 2019-2020, the Registrar's Office participated in a APR data review conducted by NCAA, as well as responded to questions from Louisiana legislative auditors and McNeese internal auditors. Registrar's Office staff members attended the Louisiana Association of Veterans Education Certifying Officials conference in October 2019 and the Southland Conference APR boot camp put on by NCAA in June 2019.

The Registrar's Office successfully implemented data requirement changes to the BOR Statewide Student Profile system during 2019-2020, including special one time reporting changes needed for spring 2020 dual enrollment students regarding COVID-19 withdrawals that were removed from the students transcripts.

Also, in October 2019 Registrar's Office staff assisted in an Athletic Compliance Review. Final recommendation came in March 2020. Slight changes such as having Student Certification Officer sign eligibility declarations will be implemented for 2020-2021.

Performance Objective 2 To increase efficiency of Registrar's Office processes.

1 Assessment and Benchmark

Benchmark: On the Office of the Registrar Service Survey for Faculty and Staff, score an overall average of at least 4.25 and have 85% of responses at Agree or Strongly Agree on the response item that reads "Overall, the Registrar's Office staff provides services in an efficient manner."

1.1 Data

Academic Year	Response Rate	
	#	%
2017-2018	193/821	23.5%
2018-2019	121/795	15.2%
2019-2020	122/634	19.2%

Academic Year	Average Rating	% Agree or Strongly Agree
2017-2018	4.26	81.9%
2018-2019	4.55	88.4%
2019-2020	4.68	95.1%

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:
The Registrar's Office developed a survey for deans and departments about Registrar's Office processes. The survey was administered during June 2018. The response rate for the survey was 50%. The benchmark for 2018-2019 will be to receive an average rating of 4.25 and have 85% of responses at Strongly Agree or Agree.

2018-2019:
The Registrar's Office did not administer the process survey during 2018-2019.

During 2018-2019, the Registrar's Office was able to automate 2 paper processes. Effective spring 2019, students were able to add and drop classes that start after the traditional late registration via Banner Self Service instead of using paper forms or email. Additionally, our staff, along with UCS, developed a workflow for an electronic withdrawal process. This process is in it's final stage with implementation set for July 2019.

Also, during summer 2019 we piloted an adjusted athletic memo process to greater assist academic departments in verification of student athlete progress. While this process is still paper-based, we are trying

to make it more effective for both offices.

For 2019-2020, we plan to assess other processes that can be automated to increase efficiency. While we did meet our goals for 2018-2019, we are keeping the goals the same as we go through this adjustment period.

2019-2020:
The electronic withdrawal process was completed in July 2019.

The adjusted athletic memo pilot was somewhat successful but we are unsure it created enough efficiency to implement campus wide. We will continue to look at ways to make this process more efficient.

During the COVID-19 pandemic, the Registrar's Office accepted emails in place of paper forms for many processes especially curriculum changes. This pandemic brought to light the need for more electronic processes.
Staff outages and the COVID-19 pandemic made implementing new formal electronic processes difficult.

Goals to remain the same for 2020-2021. During 2020-2021, the Registrar plans to have periodic individual conversations with deans and department heads about steps Registrar's Office staff can take to improve collaboration.

Performance Objective 3 **To promptly provide academic transcripts and enrollment certifications for students and former students in accordance with University policy and FERPA regulations.**

1 Assessment and Benchmark

Benchmark: 85% of transcript requests processed within two business days following receipt of request and average processing time of two or fewer business days following receipt of request.

1.1 Data

Academic Year	# of transcript requests sampled	% of requests processed within 2 days of receipt	Average processing time (business days)
2013-2014	104	92.3%	1.22
2014-2015	145	100%	0.51
2015-2016	126	100%	0.12
2016-2017	127	99%	0.28
2017-2018	108	100%	0.28
2018-2019	115	97%	0.39
2019-2020	107	98%	0.35

Academic Year	# of requests received through Banner Self-Service	% of requests processed within 2 days of receipt	Average processing time (business days)
2017-2018	3576	92%	1.20
2018-2019	3454	91%	1.09
2019-2020	3001	89%	1.31

Academic Year	# of manually received requests	% of requests processed within 2 days of receipt	Average processing time (business days)
2018-2019	6972	99%	0.28
2019-2020	6581	98%	0.41

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Maintain:

- We continue to strongly suggest that students utilize electronic transcripts as a more efficient means of delivery.
- Currently, University courses taken before spring of 1985 are recorded on ledger cards stored in the Registrar's Office. Imaging of these cards has been an ongoing project.

Revise:

- Once all ledger cards are converted to our new BDM software, the student records coordinator will revise procedures for producing academic records for this student population. We will no longer have issues with ledger cards that are improperly filed, which should speed up processing time.
- Work with UCS to develop Argos reports on transcript request data. Use these reports to analyze number of transcript request, processing time, and method of transcript delivery.

2017-2018:
The Registrar's Office worked with UCS to create an Argos report that captures data on all transcript requests processed. This report allows us to analyze all transcript requests including those requested through Banner Self-Service which are not included in the random sample. We are currently reviewing the data in the file extracted for 2017-2018 and are working to improve accuracy of manually entered requests to ensure data integrity. For the 2017-2018 assessment of transcript requests entered manually, we are continuing to use the random sample. For 2017-2018, we have added a new data table which includes processing time for transcript requests received through Banner Self-Service. These will have the same benchmarks as the sample of manually entered requests.

While the data shows we continue to meet our benchmarks, we will work with the data from this new report to try to pinpoint why not all requests are being processed within two days. We will also assess the data to determine the reasoning for the large difference in average processing days between manually entered requests and requests received through Banner Self-Service. Once we ensure an understanding of the data and data integrity, we will considering increasing the benchmark for the percent of transcript requests processed within two days.

2018-2019:
Upon reviewing the transcript data request for 2018-2019, we feel confident that the accuracy of manually entered request has improved enough to report data on all manually entered requests. This change will allow us to assess all requests instead of a random sample. We will continue to randomly sample request to aid to validity of accuracy. We are adding a new data table for manual requests. The goals will be the same as the online request.

2019-2020:
Again this year, we met our goals when looking at sample data and the file of all transcript request processed. Average processing time did increase this year. This was due to two main factors. One, the person who processes enrollment verification was on leave for a total of 13 weeks during 2019-2020. Backup employees were processing in addition to their normal jobs. Two, the COVID-19 pandemic caused employees to work mainly from home during spring 2020. Both of these factors slow down processing times.

2 Assessment and Benchmark

Benchmark: 85% of enrollment verification requests processed within two business days following receipt of request and average processing time of two or fewer business days following receipt of request.

2.1 Data

Academic Year	# of enrollment verification requests sampled	% of requests processed within 2 days of receipt	Average processing time (business days)
2013-2014	77	100%	1.12
2014-2015	53	100%	0.64
2015-2016	51	100%	0.63
2016-2017	50	96%	0.50
2017-2018	50	98%	0.98
2018-2019	48	98%	0.75
2019-2020	45	98%	0.82

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Maintain:
- We continue to strongly suggest that students utilize electronic transcripts as a more efficient means of delivery.
- Currently, university courses taken before spring of 1985 are recorded on ledger cards stored in the Registrar's Office. Imaging of these cards has been an ongoing project.

Revise:
- Once all ledger cards are converted to our new BDM software, Student Records Coordinator will revise procedures for producing academic records for this student population. We will no longer have issues with ledger cards that are improperly filed, which should speed up processing time.
- Work with UCS to develop Argos reports on transcript request data. Use these reports to analyze number of transcript request, processing time, and method of transcript delivery.

2017-2018:
The data shows that we continue to meet goals when looking at sample data. The Registrar's Office will work with UCS to create a report similar to the one created for transcripts that allows us to assess all requests instead of a sample. Until we are able to look at all data instead of a sample, we will keep the benchmark at 85%.

2018-2019:
Again this year, we met our goals when looking at sample data. We did not request the new report this year, but will aim to request it during 2019-2020.

2019-2020:
Again this year, we met our goals when looking at sample data. We did not request the new report again this year. Average processing time did increase this year. This was due to two main factors. One, the person who processes enrollment verification was on leave for a total of 13 weeks during 2019-2020. Backup employees were processing in addition to their normal jobs. Two, the COVID-19 pandemic caused employees to work mainly from home during spring 2020. Some types of enrollment verification letters cannot be processed from home, so employees were coming to the office two days a week to process.

Performance Objective 4 **To provide exemplary customer service to applicants, students, faculty, staff, and other patrons of the University in an effort to support the University's recruitment and retention efforts.**

1 Assessment and Benchmark

Benchmark: On the Office of the Registrar Service Survey for Faculty and Staff, score at least 4.25 (agree /satisfied) on all items listed. Also, 85% of responses on each survey item will be Agree or Strongly Agree.

Prior to 2018-2019, the benchmark was a score of at least 4.00.

Registar's Office Service Survey For Faculity and Staff   [PDF 490 KB 3/5/20]

1.1 Data

Academic Year	Response Rate	
	#	%
2013-2014	97/443	22%
2014-2015	99/626	14%
2015-2016	83/632	13%
2016-2017	142/643	22%
2017-2018	224/821	27%
2018-2019	153/795	19%
2019-2020	162/634	26%

Average scores for the statements on the survey:

Statement	Academic Year Ending				
	2014	2015	2016	2017	2018
Overall, I am treated in a courteous manner by Registrar's Office staff.	4.47	4.47	4.64	4.55	4.53
Overall, the Registrar's Office staff conducts business in a professional manner.	4.46	4.46	4.58	4.55	4.47
Overall, the Registrar's Office staff provides services in a timely manner.	4.26	4.30	4.39	4.44	4.28
Overall, I feel that the information received from the Registrar's Office staff is accurate.	4.44	4.42	4.63	4.54	4.39

Average scores for the services provided by the Registar's Office:

Service Provided	Academic Year Ending				
	2014	2015	2016	2017	2018
Transcripts**	4.17	4.29	4.60	4.49	4.44
Problem Resolution	4.30	4.30	4.57	4.38	4.28
Transfer Credit Evaluation	3.87	3.80	4.16	4.14	4.13
Registration	4.19	4.03	4.44	4.40	4.24
Online Class Schedule**	4.25	4.15	4.53	4.55	4.27
Veterans Services**	4.03	4.36	4.31	4.52	4.29
Banner Self-Service for Students*	3.96	4.18	4.26	4.42	–
Banner Self-Service for Faculty**	4.10	4.17	4.27	4.47	4.36

Degree Audit/Commencement Preparation	3.91	3.95	4.44	4.47	4.41

*Survey item discontinued effective 2017-2018.
**Survey item discontinued effective 2018-2019.

Statement	Average Score		% Agree or Strongly Agree	
	2019	2020	2019	2020
Overall, I am treated in a courteous manner by Registrar's Office staff.	4.72	4.81	93.3%	96.1%
Overall, the Registrar's Office staff conducts business in a professional manner.	4.70	4.79	94.2%	96.1%
Overall, the Registrar's Office staff provides services in a timely manner.	4.60	4.69	92.5%	95.9%
Overall, I feel that the information received from the Registrar's Office staff is accurate.	4.72	4.74	95.8%	96.0%
Overall, the Registrar's Office staff is knowledgeable of policies and procedures pertaining to the Registrar's Office.	4.71	4.73	94.9%	95.8%
Overall, the Registrar's Office staff is accessible.	4.46	4.68	86.5%	93.5%

Service Provided	Average Score		% Agree or Strongly Agree	
	2019	2020	2019	2020
Problem Resolution	4.62	4.70	90.0%	96.3%
Transfer Credit Evaluation	4.49	4.60	88.0%	94.1%
Registration	4.52	4.63	89.3%	92.9%
Degree Audit/Commencement Preparation	4.59	4.60	90.0%	93.3%
Athletic Eligibility Certification Process	4.69	4.75	96.1%	97.0%

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Maintain:
- ARGOS reporting for departments has proven to be very beneficial. We will continue to build an inventory of reports available to departments on demand. Training will continue as needed when requested by departments.

Revise:
- With the implementation of Degree Works for traditional audits in August 2016, rating of degree audit /commencement preparation fell. We will monitor this rating for the future feeling the drop is due to the newness of the change. Also, a session will be held at the August 2017 faculty/staff retreat to refresh advisors and provide additional information on petitions. Implementation of Degree Works Student Educational Planner (SEP) will be during 2017-2018. Degree Works pre-requisite checking was turned on during 2016-2017 but defects caused us to revert back. We will attempt Degree Works pre-requisite checking again once Degree Works has been updated to the latest version. The update is expected during fall 2017.
- Transfer credit evaluation rating is above 4.00 by faculty and staff for the second year in a row but is still the lowest rated service. Transfer Evaluation System (TES) will continue to expand to add more courses and we will explore other options available through it including having a link on our website for students to look up transferable courses. A reorganization of the office provided a

second full-time employee working on transfer evaluation effective August 2016. The time between receiving transcript and transcripts being evaluated has been reduced greatly.

Develop:
- Explore feasibility of workflow processes within the Registrar's Office.
- Banner Self-Service continues to score low on the satisfactions survey. UCS has announced plans to implement Banner XE for registration and advising during 2017-2018. This will result in changes to Self-Service screens for both students and faculty.
- With the move to Chozen Hall and implementation of Student Central (one-stop shop) expected during July 2017, the student survey of Registrar Service may not be applicable much longer. We will consider revising the survey or coming up with another way to measure performance and satisfaction.

2017-2018:
While we met our benchmark on all scores, all scores decreased from 2016-2017 to 2017-2018. Timing of the survey distribution, changes to many institutional policies, and the survey going to part-time faculty instead of just full-time may have contributed to these decreases. However, we will strive to increase scores for 2018-2019. We will do this through better communication to faculty and staff and assessing and improving our processes. Expected upgrades in Banner and Degree Works will hopefully aid in increasing satisfaction.

Effective 2018-2019, we are increasing our benchmark from 4.00 to 4.25. We would like to also add that 85% of responses be Strongly Agree or Agree. Also for 2018-2019, we will assess and make changes to the section of the survey that asks satisfaction on certain areas of the Registrar's Office as some of the ones currently listed are not appropriate for faculty and staff to be rating.

2018-2019:
The survey instrument used for the spring 2019 faculty/staff survey was updated to exclude questions that were no longer relevant. These changes helped the survey be more concise and focus on services we provide. Limited new questions were also added to help judge staff knowledge and accessibility. These new question provided valuable information. While all of our continuing questions received all-time high scores, the accessibility question scored low. This item has also come up in the comments of our survey. To address this issue, I plan to send out direct connect information of Registrar's staff to faculty and staff. These concerns will also be addressed with the Registrar's Office staff.

2019-2020:
While results of all areas continue to increase, the rating on accessibility saw the highest increase. This was due to efforts of Registrar's Office staff to be more involved and available. We will continue these effects to provide direct access to Registrar's Office staff as accessibility was mentioned again in the survey comments.

Degree Audit satisifactaction increased the least. The extended down time during the Degree Works upgrade likely impacted these results. During 2020-2021, we plan to update documentation to reflect the changes due to the upgrade and Degree Works is being included in the advisor training during McNeese week which is part of the return to campus in August.

Many positive comments about specific Registrar's Office staff were part of the survey results. These results were shared with those staff members to let them know that are truly impacting McNeese staff members and to encourage them to keep up the great customer service they are providing.