



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
2020-2021	0
2021-2022	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
2020-2021	0
2021-2022	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
2020-2021	0
2021-2022	0

1.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2020-2021:

Due to COVID and hurricanes, many trainings Registrar's Office staff would normally attend were canceled. The Registrar and Assistant Registrar did complete VA certifying official trainings online.

The Registrar's Office successfully implemented data requirement changes to the BOR Statewide Student Profile system during 2020-2021 for transitional classes. We also began collecting data for an Educational Resources data field that will become required to report in 2021-2022.

A Registrar's Office staff member participated in a Veteran's Affairs audit and received feedback from a 2018 Board of Regents audit. No exceptions were found in either of these audits.

During 2021-2022, Registrar's Office staff will be participating in a BOR Admissions audit and hope to begin attending live training events.

2021-2022:

During 2021-2022 the Registrar and Assistant Registrar once again completed VA certifying official trainings online. We participated in internal, Board of Regents, and Legislative Audits.

Because we have not had issues on the objective in so long, we would like to remove it for 2022-2023.

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%
2020-2021	144/600	24.0%
2021-2022	127/561	22.6%

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%
2020-2021	4.44	85.5%
2021-2022	4.43	84.3%

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 its 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.

2020-2021:

Our rating decreased for 2020-2021. COVID and hurricanes hampered our ability to move any more process to electronic during 2020-2021. We also experience vacancies in three positions during 2020-2021, two of which have been vacant for over 6 months.

With the campus purchasing Dynamic Forms, our goal is to move at least two paper forms to electronic processes during 2021-2022.

Departmental Degree Works reviews have been scheduled for fall 2021 to review Degree Works settings that will reduce petitions needed especially for transfer students.

2021-2022:

Our rating decreased slightly again for 2021-2022.

Departmental Degree Works reviews were completed during fall 2021 to review Degree Works settings that will reduce petitions needed especially for transfer students.

Dynamic Forms implementation has been slower than expected mainly due to technical issues. The VA Request to be Certified Form is close to being able to go live and plan to have at least one other form go live during 2022-2023. Combining Admissions and Dual Enrollment with the Office of Registrar effective July 1, 2022 will provide opportunities to use personnel across these areas to work more efficiently since many duties overlap.

Performance Objective 3 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.

[Registrar's Office Service Survey For Faculty and Staff](#) [PDF 490 KB]

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%
2020-2021	176/600	29.3%
2021-2022	163/561	29.1%

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	4.44	4.42	4.63	4.54	4.39

the Registrar's Office staff is accurate.					
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Average scores for the services provided by the Registrar'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	2021	2019	2020	2021
Overall, I am treated in a courteous manner by Registrar's Office staff.	4.72	4.81	4.64	93.3%	96.1%	91.1%
Overall, the Registrar's Office staff conducts business in a professional manner.	4.70	4.79	4.69	94.2%	96.1%	93.8%
Overall, the Registrar's Office staff provides services in a timely manner.	4.60	4.69	4.39	92.5%	95.9%	85.2%
Overall, I feel that the information received from the Registrar's Office staff is accurate.	4.72	4.74	4.51	95.8%	96.0%	90.8%
Overall, the Registrar's Office staff is knowledgeable of policies and procedures pertaining to the Registrar's Office.	4.71	4.73	4.58	94.9%	95.8%	91.3%
Overall, the Registrar's Office staff is accessible.	4.46	4.68	4.43	86.5%	93.5%	85.5%

Statement	Average Score			% Agree or Strongly Agree		
	2022	2023	2024	2022	2023	2024
Overall, I am treated in a courteous manner by Registrar's Office staff.	4.63			93.8%		
Overall, the Registrar's Office staff conducts business in a professional manner.	4.63			91.5%		
Overall, the Registrar's Office staff provides services in a timely manner.	4.40			84.1%		
Overall, I feel that the information received from the Registrar's Office staff is accurate.	4.55			91.2%		
Overall, the Registrar's Office staff is knowledgeable of policies and procedures pertaining to the Registrar's Office.	4.58			90.4%		
Overall, the Registrar's Office staff is accessible.	4.40			85.9%		

Service Provided	Average Score			% Agree or Strongly Agree		
	2019	2020	2021	2019	2020	2021
Problem Resolution	4.62	4.70	4.45	90.0%	96.3%	87.5%
Transfer Credit Evaluation	4.49	4.60	4.03	88.0%	94.1%	75.6%
Registration	4.52	4.63	4.43	89.3%	92.9%	89.5%
Degree Audit/Commencement Preparation	4.59	4.60	4.43	90.0%	93.3%	85.3%
Athletic Eligibility Certification Process	4.69	4.75	4.32	96.1%	97.0%	82.5%

Service Provided	Average Score			% Agree or Strongly Agree		
	2022	2023	2024	2022	2023	2024
Problem Resolution	4.52			90.4%		
Transfer Credit Evaluation	4.31			79.5%		
Registration	4.38			83.8%		
Degree Audit/Commencement Preparation	4.54			88.9%		
Athletic Eligibility Certification Process	4.38			83.9%		

1.1.1 Analysis of Data and Plan for Continuous Improvement

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 satisfaction 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.

2020-2021:

Scores in all area fell in 2020-2021, but scores on Transfer Credit Evaluation fell the most. McNeese has recently hired a consultant to help make some processes more efficient and Transfer Credit Evaluation is one of the processes being worked on. The team assigned to this task is working on ways to make transfer credits and transfer advising easier for the student and the advisor. The Registrar's Office along with Institutional Research and Effectiveness will meet with academic departments July 2021 through September 2021 to find ways to make transfer credits apply in Degree Works without the need for as many petitions. We are also looking at Registrar's Office staffing to determine more people that can be used to enter transfer credits.

With the campus returning to normal operations for fall 2021 and the implementation of Dynamic Forms, we hope to see these number return closer to normal next year.

2021-2022:

All scores fell in 2021-2022 with the exception of Transfer Credit Evaluation.

During last year's process consultant exercises, Transfer Credit Evaluation was one of the processes worked on. The Registrar's Office along with Institutional Research and Effectiveness met with academic departments July 2021 through September 2021 to find ways to make transfer credits apply in Degree Works without the need for as many petitions. These adjustments will stay in place for all future catalogs so departments will continue to get these

benefits.

With the restructuring of the office, we are able to create one new position. This new position will focus on graduation, Degree Works (including SEP), and Dynamic Forms. Having a person dedicated to these tasks will keep the momentum going and help these projects move forward.