

Report of Program Effectiveness
University Registrar
January 30, 2019

Notes for the Committee:

The following is a draft report that begins to identify mechanisms and measures of operational processes occurring in the Office of the Registrar. This report is not an inclusive list of operational tasks performed in the office. The key performance indicators (KPIs) are data elements that provide quantitative data, which is helpful in beginning to benchmark some of the primary operational processes that occur under the oversight of the Office of the Registrar.

This report is a working document. Through this process, we have identified gaps in the availability of (or difficulty in obtaining) some data that will be helpful for future reports. This includes direct feedback from faculty, staff, and students to provide perception and satisfaction data.

Respectfully submitted,

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University Registrar

Department/Unit: Office of the Registrar
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Year: 2018
Contact Title: University Registrar

Unit Overview/Mission/Purpose

The Mission of The Office of the Registrar for Wright State University is to provide quality services to students, faculty, staff, and community to enhance WSU's role as a catalyst for education excellence in the Miami Valley. To that end, the Office of the Registrar will maintain and preserve student academic records, grades, official transcripts, graduation, and registration records. (last updated 2009)

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	20	18	16	14 (+2 vacant positions)
# Student Employee FTE	2.1	2	1.7	1.7

Success Outcome 1:

The Registrar's Office supports University operations including class schedule production, academic space assignment, term setup, registration and academic records functions, tuition and course fee assessment, student data access, and required reporting and compliance functions.

KPI 1.1 Target deadlines are met for timely support of academic operations (see attached production schedule in Appendix A).

Data: Significant variations from the production calendar are identified and assessed for impact on operations.

Result: There have been no significant variations from production calendar target deadlines. Major processes that support the release of the class schedule, registration, and tuition and course fee assessment have been delivered on target.

Response/Action Plan: Continue adhering to the established production timelines to provide continuity in support of university operations.

KPI 1.2 The curriculum workflow process is effective and catalog data integration is efficient.

Data: Use Curriculog and Acalog reports to quantify the number of curriculum changes implemented annually and measure the average processing time for curriculum revision and catalog publication.

Result:

	AY 15-16	AY 16-17	AY 17-18	AY 18-19
Course Proposals Completed	N/A*	N/A*	390	Incomplete
Program Proposals Completed	N/A*	N/A*	55	Incomplete

*Curriculog was implemented in August 2017.

Response/Action Plan: Measurement of processing time is not yet defined or available. The limited functionality of Curriculog reports does not provide a view of the processing time once a proposal reaches the Office of the Registrar. Full proposal completion time varies widely depending on the timeline for the originator, college, and department processes and meeting schedules. Changes in the course and program data are uploaded to the catalog and published annually in August. As new resources become available, we will look to increase the frequency with which we publish information to the draft catalog and improve the catalog revision process.

KPI 1.3 Final grades are posted by the university deadline.

Data: Measure the number (percentage) of non-reported grades each term.

Result:

	AY 15-16			AY 16-17			AY 17-18			AY 18-19		
	Gradable Total	Missed at close	Miss following Monday	Gradable Total	Missed at close	Miss following Monday	Gradable Total	Missed at close	Miss following Monday	Gradable Total	Missed at close	Miss following Monday
Fall	65223	535 (<1%)	399 (<1%)	63624	627 (<1%)	238 (<1%)	60932	518 (<1%)	191 (<1%)	55848	466 (<1%)	150 (<1%)
Spring	58730	477 (<1%)	91 (<1%)	57513	449 (<1%)	74 (<1%)	54178	222 (<1%)	77 (<1%)			
Summer	15951	204 (1.27%)	105 (<1%)	13517	185 (1.16%)	150 (1.11%)	12763	125 (<1%)	69 (<1%)			

Response/Action Plan: Generally, less than 1% of final grades are not reported by the University grading deadline. Missing grades are assigned a grade of N and are worked by the Office of the Registrar technology team until all grades have been accounted for. The Office of the Registrar will continue to monitor grade entry and facilitate communications with faculty to maintain timely grade entry for students.

KPI 1.4 Academic record security is maintained and student data is released in accordance with FERPA regulations.

Data: Measure the number of reported FERPA violations.

Result:

	AY 15-16	AY 16-17	AY 17-18	AY 18-19
Number of reported FERPA violations	2	1	0	Incomplete

Response/Action Plan: Continue annual FERPA notification for faculty, staff, and students. As time permits, explore additional opportunities to incorporate online training in new employee orientation and on a recurring basis for continuing employees.

KPI 1.5 The University complies with state and federal reporting requirements.

Data: Enrollment and degree reporting target dates are included in the production calendar. Identify records or reports that did not meet the reporting notification deadlines. Include audit findings, if any.

Result:

	AY 15-16	AY 16-17	AY 17-18	AY 18-19
ODHE Audit Exceptions	1*	Not yet available	Not yet available	Not yet available
Reporting Deadlines Missed	0	0	0	0

* For the 2015-2016 academic year audits, the ODHE noted 1 degree completion audit exception resulting from hours completed after the degree term were included in the reporting. Credit hours should only include those earned at the institution to obtain a particular degree or certificate.

Response/Action Plan: Data reporting scripts will be evaluated and adjusted to address any exceptions noted in auditor findings. We will also begin monitoring NSLDS file “errors” (data research required) and resolution times.

KPI 1.6 The Office of the Registrar provides leadership and support for university and compliance initiatives involving student records and student system and record maintenance.

Data: Detail in-progress and completed projects supporting new initiatives, continuous improvement, and maintenance of university systems. (This is not intended to be an exhaustive list).

Result:

Project/Change	Status (In-progress or completed in current AY)	Impact/Benefit
Tuition Guarantee	Year one completed; Year 2-4 in-progress	Estimated \$1M in new revenue year 1. This is a source of additional revenue each academic year.
Inclusive Courseware	Year one completed; year 2 in-progress	Facilitates the program to ensure student access to instructional materials on the first day of class. Reduces (relative to retail cost) the expense of instructional materials for students.
ODHE Statewide Guarantee Transfer Project	75% Complete	Required by the Ohio Department of Higher Education; updates transfer credit coding for enhanced reporting of accepted credit.

Tuition Discount Programs: SACM Cincinnati Children's Andhra Pradesh Active Military and Dependents	Complete Complete Complete In-progress	Supports approved tuition discount programs targeted to increase enrollment.
Commencement Participation	Complete	Implements revised commencement participation policy and established a revised mechanism to request an exception to the policy using existing petition committee structures.
Curriculog Implementation and Curriculum Support	Complete and Ongoing	Completed initial implementation of Curriculog to support curriculum workflow changes. Ongoing work continues to better integrate data flow between Acalog and Curriculog and increase the efficiency of the curriculum workflow data integration processes. The Office of the Registrar continues to provide ongoing support to users for training and problem resolution.
uAchieve audits for graduate programs	In-progress	Enhances services offered to graduate students. This service also assists the Graduate School in the degree conferral process.
Department data	Complete	This data was added to course information and supports pilot integration and reporting needs.
Prerequisite Enforcement	Complete	Implements prerequisite enforcement during registration. Implementation is complete, but continued support is necessary to facilitate the transition.
Pilot Upgrade	Complete	Pilot upgrade
E-Transcript Implementation	Complete	This is a service enhancement for students to meet their needs and expectations. Nearly 60% of transcript orders are now fulfilled through electronic delivery at the student's request.
Advising PIN script updates	Complete	Revised advising PIN assignment to align with changes in program and advisement (elimination of most "intending" majors).
Cancellation for Non-Payment Process Changes	In-progress	Revised cancellation for non-payment process to occur prior to the start of the term and revised process to leverage Banner-delivered functionality.

Response/Action Plan: The demands for administrative support and requested projects continues to grow. We continue to work to establish a better system for prioritization of demands for our lean resources.

Success Outcome 2:

The Office of the Registrar meets its core mission to maintain and preserve student academic records, grades, official transcripts, graduation, and registration records and meets student request for the release of academic information in a timely manner.

KPI 2.1 Transcript and degree verification fulfillment is timely.

Data: Quantify the number of requests and the average processing time for each type of transaction using National Student Clearinghouse reports.

Result:

	AY 15-16	Fulfillment time	AY 16-17	Fulfillment time	AY 17-18	Fulfillment time	AY 18-19	Fulfillment time
Degree Verifications	6,020	Average: 1.09 days (26.16 hours)	6,447	Average: 1.53 days (36.92 hours)	6,372	Average: < 1 day (22.55 hours)	Incomplete	Incomplete

		Minimum: .13 hours Maximum: 72.34 hours		Minimum: .45 hours Maximum: 100.88 hours		Minimum: .13 hours Maximum: 72.34 hours		
Enrollment Verifications	5,908	Immediate Availability	7,908	Immediate availability	9,403	Immediately availability	Incomplete	Incomplete
Transcripts Fulfillment – Paper Delivery	N/A	N/A	N/A	N/A	Incomplete	Incomplete	Incomplete	Incomplete
Transcripts Fulfillment – Electronic Delivery	0	N/A	0	N/A	3,901*	Average: 0.68 days Median: < 1 day Mode: < 1 day	Incomplete	Incomplete

* Transcript fulfillment reports began in April 2018, with the implementation of the National Student Clearinghouse transcript solution. The data for AY 17-18 represents the partial year of transcript fulfillment using the National Student Clearinghouse.

Response/Action Plan: Fulfillment time for transcript and verification requests is typically one day or less except in cases where academic record research is required or an account hold exists. We will continue to monitor the quantity and efficiency of order fulfillment to provide high quality customer service.

KPI 2.2 Transfer credit evaluation and entry is timely.

Data: Quantify the number of transfer credit evaluations processed (separated by electronic and paper receipt) and provide the mean, median, and mode values for transfer processing.

Result:

	2015	2016	2017	2018
XML Transcript Volume	4,515	4,617	4,644	3,875
Banner Workflow Volume	Not available	Not available	Not available	Not available
TES workflow activity (tasks)	Not available	Not available	Not available	1,525
TES transfer articulation rules created	Not available	Not available	Not available	1,420 (Median turn-around time is 14 days)

The XML import process is a custom process designed to streamline transfer credit entry from Ohio public institutions. Audit of XML import log tables shows that XML transcripts are generally processed in 1-2 business days.

Physical transcripts received and electronic transcripts received outside the Articulation and Transfer Clearinghouse are processed through Banner workflow. While the data for this process resides in the workflow table, we have been unable to access it for reporting.

Response/Action Plan: XML transcript processing meets expected service levels in terms of expediency.

We will continue to leverage the XML process created by CaTS to keep this process streamlined and continue to leverage the TES workflow process to increase the database of equivalent course data. Last year we added 1,420 transfer articulation rules using TES, which improves the quality and applicability of transfer credit to a student's record.

We are working with the Office of Institutional Research and Analytics to access and create reports for the Banner Workflow transcripts received that can be used to assess the workflow production lifecycle.

Concluding Remarks (optional):

The responsibilities of the Office of the Registrar are expansive, and some are difficult to measure. Collection of satisfaction data for university systems is a necessary component of assessment. Collaborative development of software satisfaction surveys should be explored to collect baseline data on these systems and identify gaps in data and function sought by units across campus.

The above assessment criteria are anticipated to change and grow over time but it may not be necessary or feasible to measure all outcomes every year. We will continue to use AACRAO's Professional Development Guidelines for Registrars: A Self-Assessment (2018 Edition) as a guide and foster a culture that aspires for continuous improvement while adjusting to growing responsibilities and decreasing resources.

Appendix A – 2018-2019 Production Calendar

Events	<u>Fall 2018</u>	<u>Spring 2019</u>	<u>Summer 2019</u>	<u>Fall 2019</u>
Term Start				
<i>Term Start</i>	Mon, 27-Aug-18	Mon, 14-Jan-19	Mon, 13-May-19	Mon, 26-Aug-19
<i>End Traditional 100% Refund (DC/W1)</i>	Mon, 03-Sep-18	Mon, 21-Jan-19	Sun, 19-May-19	Mon, 02-Sep-19
<i>Census Date</i>	Mon, 10-Sep-18	Mon, 28-Jan-19	Mon, 27-May-19	Mon, 09-Sep-19
<i>End Extended 100% Refund (DH/WH)</i>	Fri, 07-Sep-18	Fri, 25-Jan-19	Fri, 24-May-19	Fri, 06-Sep-19
<i>Last Day to Drop w/o Grade (DK/WK)</i>	Fri, 21-Sep-18	Fri, 08-Feb-19	Fri, 07-Jun-19	Fri, 20-Sep-19
<i>Last Day to Drop w/W (DG/W2)</i>	Fri, 26-Oct-18	Fri, 22-Mar-19	Fri, 05-Jul-19	Fri, 25-Oct-19
<i>Classes End</i>	Sat, 08-Dec-18	Sat, 27-Apr-19	Thu, 01-Aug-19	Sat, 07-Dec-19
Base SOATERM; STVTERM Setup	Fri, 06-Oct-17	Fri, 25-May-18	Fri, 03-Aug-18	Fri, 05-Oct-18
Roll schedule forward; Apply course prereqs; Prepare Class Limits Report; Audit/update fees	11/1-11/2	6/20-6/21	8/29-8/30	11/31-11/1
Schedule Template to Colleges	Fri, 03-Nov-17	Fri, 22-Jun-18	Fri, 31-Aug-18	Fri, 02-Nov-18
Return Schedule to U Reg	Fri, 01-Dec-17	Fri, 20-Jul-18	Fri, 21-Sep-18	Fri, 30-Nov-18
U Reg input into Banner (date range)	12/4-1/3	7/23-8/8	9/24-10/10	12/3-1/2
Format Proof	Thu, 04-Jan-18	Thu, 09-Aug-18	Thu, 11-Oct-18	Thu, 03-Jan-19
Proofs to Colleges	Fri, 05-Jan-18	Fri, 10-Aug-18	Fri, 12-Oct-18	Fri, 04-Jan-19
Review Day/Wk Distribution of Classes	Wk of 1/8	Wk of 8/13	Wk of 10/15	Wk of 1/7
Return proofs to U Reg	Fri, 26-Jan-18	Fri, 31-Aug-18	Fri, 02-Nov-18	Fri, 25-Jan-19
U Reg input in Banner complete	Wed, 14-Feb-18	Fri, 21-Sep-18	Fri, 30-Nov-18	Wed, 13-Feb-19
Begin Optimization process; book classrooms	2/15-2/23	9/24-10/5	12/3-12/14	2/14-2/22
Begin Format Plan Guide range	Mon, 26-Feb-18	Mon, 08-Oct-18	Tue, 15-Jan-19	Mon, 25-Feb-19
End Format Plan Guide Range	Fri, 02-Mar-18	Fri, 12-Oct-18	Fri, 18-Jan-19	Fri, 01-Mar-19
Format Plan Guide; Produce Exam Sched	2/26-3/2	10/8-10/12	1/15-1/18	2/25-3/1
Term Setup	Mon, 19-Feb-18	Mon, 01-Oct-18	Tue, 08-Jan-19	Mon, 18-Feb-19
Release sched on web/ Enable reg status service in WE/ Waitlist ON/ Post Exam Sched/RegDates on Web	Mon, 05-Mar-18	Mon, 15-Oct-18	Tue, 22-Jan-19	Mon, 04-Mar-19
Start Run PreReg Audit Scripts range	Mon, 12-Mar-18	Mon, 22-Oct-18	Tue, 29-Jan-19	Mon, 11-Mar-19

End Run PreReg Audit Scripts range	Fri, 16-Mar-18	Fri, 26-Oct-18	Sat, 02-Feb-19	Fri, 15-Mar-19
Run PreRegistration Audit Scripts	3/12-3/16	10/22-10/26	1/29-2/2	3/11-3/15
College Scheduler File - First Submission	N/A	Mon, 15-Oct-18	Tue, 22-Jan-19	N/A
College Scheduler File - Last Submission	Tue, 04-Sep-18	Tue, 22-Jan-19	N/A	Mon, 02-Sep-19
Early Registration starts (all course change requests reviewed)	Mon, 19-Mar-18	Mon, 29-Oct-18	Mon, 04-Feb-19	Mon, 18-Mar-19
Fee Setup	Wed, 04-Jul-18	Mon, 05-Nov-18	Mon, 04-Mar-19	Thu, 04-Jul-19
Fees Turned on	Wed, 18-Jul-18	Mon, 19-Nov-18	Mon, 18-Mar-19	Thu, 18-Jul-19
Initial Billing Date	Tue, 31-Jul-18	Fri, 30-Nov-18	Sun, 31-Mar-19	Wed, 31-Jul-19
Initial Payment due date	Wed, 15-Aug-18	Sat, 15-Dec-18	Mon, 15-Apr-19	Thu, 15-Aug-19
Manual Backout -- Emails Sent	Mon, 20-Aug-18	Wed, 19-Dec-18	Thu, 18-Apr-19	Tue, 20-Aug-19
Campus Notification of Grad Appl Deadline	Tue, 07-Aug-18	Tue, 25-Dec-18	Wed, 24-Apr-19	Tue, 06-Aug-19
Deadline to submit Graduation Application	Fri, 07-Sep-18	Fri, 25-Jan-19	Fri, 24-May-19	Fri, 06-Sep-19
End of Classes	Sat, 08-Dec-18	Sat, 27-Apr-19	Thu, 01-Aug-19	Sat, 07-Dec-19
Finals week Begin	Mon, 10-Dec-18	Mon, 29-Apr-19	N/A	Mon, 09-Dec-19
Finals week End	Sat, 15-Dec-18	Sat, 04-May-19	Thu, 01-Aug-19	Sat, 14-Dec-19
Finals Week	12/10-12/15	4/29-5/4	N/A	12/9-12/14
NSCH - Early Reg File submission	Mon, 27-Aug-18	Mon, 14-Jan-19	N/A	Mon, 26-Aug-19
NSCH -1st of Term File submission	Mon, 10-Sep-18	Thu, 24-Jan-19	Thu, 23-May-19	Tue, 10-Sep-19
NSCH -Subsqt of Term File submission	Tue, 25-Sep-18	Mon, 25-Feb-19	Tue, 25-Jun-19	Tue, 24-Sep-19
NSCH -Subsqt of Term File submission	Tue, 23-Oct-18	Mon, 25-Mar-19	N/A	Thu, 24-Oct-19
NSCH -Subsqt of Term File submission	Wed, 21-Nov-18	Mon, 25-Mar-19	N/A	Mon, 25-Nov-19
NSCH -Subsqt of Term File submission	Thu, 13-Dec-18	Thu, 02-May-19	Wed, 31-Jul-19	Thu, 12-Dec-19
Faculty Grading Open (init email)	Mon, 10-Dec-18	Mon, 29-Apr-19	Mon, 29-Jul-19	Mon, 09-Dec-19
Grades Due to U Reg (noon)	Wed, 19-Dec-18	Wed, 08-May-19	Wed, 07-Aug-19	Wed, 18-Dec-19
Close Grading; Post N grades; Convert Is to Fs	Wed, 19-Dec-18	Wed, 08-May-19	Wed, 07-Aug-19	Wed, 18-Dec-19
Run & Distribute First Repeat Report-internal	Mon, 17-Dec-18	Mon, 06-May-19	Mon, 05-Aug-19	Mon, 16-Dec-19
Run & Distribute Final Repeat Report-internal	Wed, 19-Dec-18	Wed, 08-May-19	Wed, 07-Aug-19	Wed, 18-Dec-19

Complete Repeat Posting	Thu, 03-Jan-19	Fri, 10-May-19	Fri, 09-Aug-19	Mon, 23-Dec-19
Complete End of Term Processing Notify institutional research	Thu, 03-Jan-19	Fri, 10-May-19	Fri, 09-Aug-19	Mon, 23-Dec-19
Diplomas available for student pick-up	Wed, 06-Feb-19	Wed, 26-Jun-19	Tue, 24-Sep-19	Wed, 05-Feb-20
Diplomas sent via USPS	Wed, 13-Feb-19	Wed, 03-Jul-19	Tue, 01-Oct-19	Wed, 12-Feb-20
NSCH - 1st Degree File Submission	Wed, 09-Jan-19	Tue, 21-May-19	Mon, 19-Aug-19	Tue, 07-Jan-20
NSCH - 2nd Degree File Submission	Fri, 25-Jan-19	Fri, 07-Jun-19	Thu, 05-Sep-19	Thu, 23-Jan-20
NSCH - 3rd Degree File Submission	Fri, 08-Feb-19	Fri, 21-Jun-19	N/A	Thu, 06-Feb-20