

Assessment Plan**Wayne State University****Student Services****Registrar** **Mission Statement****Start:** 9/1/2017**End:** 8/31/2018**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 being in the forefront of delivering services using new technologies.

 **1: Improve Degree Reporting Times****Start:** 9/1/2017**End:** 8/31/2018**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: 9/1/2017

End: 8/31/2018

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: 9/1/2017

End: 8/31/2018

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: 9/1/2017

End: 8/31/2018

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.



1: Improve Degree Reporting Times

Providing Department: Registrar

Start: 9/1/2017

End: 8/31/2018

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

The Office of the Registrar, working with the schools, colleges and departments, has continued to have positive results in ensuring nearly 100% of degrees are posted within 30 days of the end of the semester. Over the last academic year (Spring/Summer 2017, Fall 2017 and Winter 2018) we only had 7 degrees posted after the end of the posting period. These were all exceptions, including grade changes posted after the semester. We had 1 in Winter 2018 - Winter is the semester where we have the greatest amount of certifications to post. The hard work of the academic units is imperative in the success of this measure, and the communication between the Registrar and the departments continues to be key.

 RO Certification data history 201801

Results from Surveys Delivered through Baseline

Program Action Plan

We were not able to complete the review of our process and the new graduation application provided in Banner until June 2018. In conjunction with college degree certifiers, we will be working on a process analysis that will help map out how we could be performing certifications. We expect to ultimately create a workflow process combining data between graduation applications and Degree Works. This may mean developing a pre-certification process so that departments can mark degrees ready to post earlier, pending successful completion of their final semester. We expect to launch the new graduation application next year.

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information



2: Reduce Course Withdrawal Rates

Providing Department: Registrar

Start: 9/1/2017

End: 8/31/2018

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 Surveys Delivered through Baseline

Program Action Plan

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information



3: Reduce Contacts in the Student Services Center

Providing Department: Registrar

Start: 9/1/2017

End: 8/31/2018

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 Surveys Delivered through Baseline

Program Action Plan

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information



4: Reduce Number of Missing Grades After Final Exam Period

Providing Department: Registrar

Start: 9/1/2017

End: 8/31/2018

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 2017, we launched the new faculty grade entry system, but left the old one up to allow faculty time to try out the new one but still have the more familiar system available. For Winter 2018, we turned off the old grade entry system. By examining the number of missing grades 72 hours after the last final examination, we saw very promising results. (This period of time also corresponds to when we send out the first round of missing grade notifications to faculty.)

For Fall 2017, we noted a 58% decrease in the number of missing grades at this point in time. For Winter 2018, we noticed a decrease of 25%. (Winter seems to be a strange term - we have had other winter terms under the old system with better results.) Another indicator is how quickly we get the last grade in. For Fall, it fell around the same time - mid-January. For Winter, however, we posted the last grade two weeks earlier.

It may be that we didn't see an earlier date for posting of the last grade for Fall because of the week-long university closure that falls at the end of the semester.

It appears that implementing more functional, easier to use software, has resulted in improved grade collection results. Fixing some obvious flaws in the old software (an entire class not being loaded if there was a missed error, better error handling, and an easy to understand status bar) has been a benefit to the university.

The attached table shows the number of missing grades at various points of the escalation process to faculty and academic administrators.



Missing Grade Counts at Escalation

Results from Surveys Delivered through Baseline

Program Action Plan

We will continue to develop better communications to faculty about the importance of posting grades on time and developing better job aids for faculty. We should investigate the possibility of connecting the new Canvas grade book to post final grades. Further analysis of Winter might be necessary to help identify anything that could explain better results in past semesters.

Timeline for Action Plan Implementation**Reporting to Stakeholders****Additional Information**