

# **Office of the Registrar**

## **2013-2014 Academic Year Administrative Assessment Report**

### **Mission Statement:**

The Office of the Registrar performs a vital role in facilitating and supporting the educational mission of Kean University. Our office is essential in linking students to faculty and curriculum by providing quality service and excellent instructional programs in a helpful and friendly environment.

The Office of the Registrar is responsible for all aspects pertaining to student registration and the academic integrity of records. The office's primary functions include maintaining student records, communicating and administering academic policies, regulating registration, schedule preparation, transcript and grades processing, among other important activities. In its role as a provider of quality services to the University, the Office of the Registrar strives and succeeds in responding to inquiries accurately and promptly, providing exceptional support, adhering to deadlines and special circumstances, and treating our University community with the utmost respect and professionalism.

In compliance with the Family Educational Rights and Privacy Act (FERPA), as well as University policies, the Office of the Registrar is highly committed to improving our services in demand to student/staff/faculty needs. We make a consistent effort to innovatively develop ways to employ the latest technology to enhance the efficiency, convenience, and accuracy of our services. This unrelenting dedication to exceptional service and technological advancement allows our office to be the “backbone” of Kean University, creating a competent support system that students, faculty, staff and other administrative offices can rely on to uphold the University’s highest standards, policies, and educational philosophies.

### **Vision Statement:**

Improve our relationships with students, faculty, and staff. Expand the effectiveness and efficiency of the office’s services and operations. Enhance our technical services and provide them in a flexible, secure environment. Develop a culture that welcomes diversity while maintaining a stimulating office environment for our employees.

### **Goals and Objectives**

## 2013-2014

### Goals Connected to Annual Strategic Plan:

- **Goal 2:** To attract and retain more full-time, first-time undergraduate, transfer and graduate students
- **Goal 3:** To retain and further attract world class faculty and professional support staff
- **Goal 6:** To become a globalized university: uniquely global, uniquely Kean
- **Goal 9:** To ensure that all students, faculty, and administrators at all Kean sites are provided with the technological resources and innovative technological solutions required to meet Kean's fast changing and increasingly complex instructional, research and administrative needs
- **Goal 10:** To develop, sustain and be ready to operationalize a forward-thinking culture of public health and safety awareness rooted in adherence to all external and internal standards (fire, safety etc), and reaching out to every aspect of Kean university life (personal, institutional, and educational)

### Actions and Implementation time-line:

- Implementation of National Student Loan Clearing House Transcript Ordering Service(**Implementation by February 2014-Assessment monthly**)  
*Responsible person: LaTysha Gaines*  
Departmental Goal: Increase the number of transcript requests processed by 30% on-line.  
Measures: The Office of the Registrar \_
- Implementation of EMS software (**Implementation occurred 2013 and assessment will be bi-monthly**) *Responsible person: Walter Mack*  
Departmental Goal: More effectively and efficiently schedule classroom space throughout university.  
Implementation schedule:
  - Faculty assessment survey at the conclusion of course prior to submitting grades on if the classroom was suitable for the needs of the classroom (Seating, technology, room capacity, location, etc...)
  - Collect and analyze data on enrollment patterns to improve course and classroom scheduling. (Data will be analyzed each academic year during the month of July)
  - Establish and complete Pilot test of block scheduling process for students.

**Results:** Not started yet due to testing and implementation issues. Estimated due date to go live is November 2014

- Implementation of Jostens Inc. Diploma Services (**Implementation occurred June 2013 and survey development will occur of process**) *Responsible person: Blanca Cieri*  
Departmental Goal: More effectively and efficiently create and distribute diplomas to graduating students. To reduce error on diplomas by 50%.  
Implementation schedule:  
Compare data on the following from previous year and current year:
  - Number of Diplomas processed in comparison to errors made in previous year
  - Efficiency and effectiveness of process of student picking up diplomas versus mailing diplomas.
  - Total Cost of Investment of outsourcing process to Jostens
  - Comparison of delivery times of mailing from Jostens and completing process in house.

**Results:**

January 2013: Approximately 775 Undergraduates processed

May 2014: Approximately 1400 Undergraduates processed  
August 2014: Approximately 440 Undergraduates processed

Errors were less than 5% (Based on replacement diplomas requested due to spelling errors, etc...)

Student Satisfaction levels are increased due to the streamline process of sending diplomas out to students or allowing students who request to pick up diplomas within the Office of the Registrar.

- Implementation of Student Services Satisfaction Surveys via iPad units on-site (Enhancement of Services): **(Implementation will occur February 2014 and assessment data will be analyzed monthly)** *Responsible person: LaTysha Gaines*

Departmental Goal: More effectively and efficiently service students in the Office of the Registrar.

Implementation schedule:

- Establish short questionnaire when students enter the Office of the Registrar to identify the reason for coming to the office. This will provide data on what are the major services being rendered to students on-site in the office. The analysis of the data will provide insight on how to more effectively and proactively assist students while increasing
- At the completion of services a questionnaire will be administered on effectiveness and satisfaction of services received.

**Results:** Not started yet due to an issue of security of IPADs in the front office. Security stations have not yet been purchased. The focus will be to work with Office of Computer Information Services and Purchasing to identify the best solution. Implementation is scheduled for December 2014.

- Implementation of Withdraw Survey via KeanWise when students drop schedule (Retention Efforts) **(On-Site withdraw survey implemented in 2013, next development of on-line withdraw survey will occur and be implemented by February 2014. Survey data will be analyzed monthly)** *Responsible person: LaTysha Gaines*

Continued assessment of Departmental Staff Satisfaction surveys **(Implementation will occur at the start of each semester)** *Responsible person: LaTysha Gaines*

Departmental Goal: More effectively and efficiently survey why students are separating from the university. The data collection will be analyzed and best practices can be established to combat students withdrawing from University.

Implementation schedule:

- Continue more consistent exit interview process with students who wish to drop all classes. Purpose of exit interview to provide resources for students to return back to University and provide humanistic and caring approach to students separating from University.
- Continue to distribute short questionnaire when students enter the Office of the Registrar to withdraw classes.
- Create and implement withdraw survey for students who are withdrawing from classes via KeanWise. This feature would be embedded in KeanWise prior to a student being allowed to drop classes.
- Collection of the survey data to be evaluated to identify proactive measures to prevent students from separating from University.

**Results:** Number of Students who withdrew from University:

**Fall 2013:**

Freshmen: 11  
Sophomores: 16  
Juniors: 11  
Seniors: 12

Reasons for Withdraw: 28 due to transferring to another institution

**Spring 2014:**

Freshmen: 13  
Sophomores: 8  
Juniors: 10  
Seniors: 9

Reasons for Withdraw: 9 due to transferring to another institution

In terms of placing on-line survey prior to students deleting all courses on KeanWise this has not yet been started and implemented. Focus will be to work with the Office of Computer Information Services to implement by December 2014.

Additionally Collaboration with the Office of Student Retention will occur October 2014 to streamline process of surveying students who are separating from the university and those who are then returning to the University; while working with transfer admissions.

- Development and Implementation of ongoing professional development opportunities for Unit staff members. **(Implementation will occur in February, April, July, October, December 2014)** *Responsible person: LaTysha Gaines*

Departmental Goal: More effectively and efficiently provide professional development activities for professional staff within department.

Implementation schedule:

- Continue collaboration with Campus Departments such as Kean Counseling Center, Kean University Police, Office of Community Standards and Student Conduct, Human Resources, etc... to provide a more enhanced skill set, as well as provide more in depth detail of campus resources to better service students.
- Continue to administer short questionnaires on what types of professional development activities are desired by both support and professional staff.

Results: Professional staff members have participated in 3 additional professional staff development opportunities involving Campus Police, Office of Community Standards and Student Conduct, and an Customer Service and Professionalism

Surveys will be created and provided to all staff to capture feedback on professional development workshops; as well as collect further data on what types of professional development opportunities they would like to participate. This will be done in November 2014

- Development and Implementation of pre-requisite process for students registering for class. Collaboration with colleges on process and implementation. **(Implementation of focus groups and surveys will occur in March 2014)** *Responsible person: Walter Mack*  
Departmental Goal: More effectively and efficiently incorporate pre-requisite process for 2 additional departments via direct collaboration.

Implementation schedule:

- Identify and work with two additional academic departments to implement and assess pre-requisite process.
- Create pre-requisite assessment calendar to collaborate and assess process with other departments.

**Results:** This process was not started due to resources and assistance required via the Office of Computer Information Services. The Focus will be to schedule meeting to discuss the most feasible, effective, and efficient ways to implement. This is due to begin in October 2014.

- Continued enhancement and streamline of the Priority Registration process via individual departments. **(Implementation of departmental surveys will occur in February 2014. On-line training module will be completed by March 2014)** *Responsible person: LaTysha Gaines*  
Departmental Goal: To more effectively and efficiently streamline priority registration process via collaboration with departments.

Implementation schedule:

- Continue ongoing training and assessment with individual departments participating in the Priority Registration process.
- Monitor survey results of effectiveness of priority registration process.

**Results:** Unofficial results from those departments and personnel that participated in the overall process were provided via emails and word of mouth. Feedback was favorable that the process was streamlined and that the training was done well and easy to understand and implement. However, the survey was not sent out and is due to be sent out during the priority registration process during November 2014.

- Final Completion and distribution of Departmental Employee Manual **(Completion and Distribution will occur in March 2014)** *Responsible person: LaTysha Gaines*  
Departmental Goal: Distribution of manual will assist consistency of process and practices and assist in establishing departmental best practices which will assist staff in becoming more effective and effective in position and service to students.

Implementation schedule:

- Completion and distribution of manual to staff.
- Training via manual for all staff.
- Revision of manual annually.

**Results:** Manual is completed with the exception of table of contents. There have been some additional information that is necessary to be updated to the manual in terms of the Dream Act (NJ Residency), Scheduling Software, Wenzhou-Kean Campus, Etc... These updates will be done and added to the manual by October 2014 and the manual will be distributed to staff electronically (PDF) in October 2014)

- Development and dissemination of Departmental Assessment Calendar **(Completion and Distribution will occur in March 2014)** *Responsible person: LaTysha Gaines*  
Departmental Goal: Creation and distribution of departmental assessment plan to assign each member of the staff to an assessment initiative. The assessment calendar will include goal and identification of specific timeline on when assessments will be completed, when they will be assessed, and the data collection to compared to previous years data. This process will assist in creating a culture of assessment within the Office of the Registrar.

Implementation schedule:

- Creation of departmental assessment calendar

- Identification of staff for each assessment initiative
- Identification of timeline and dated
- Training of staff in the importance of assessment within the Office of the Registrar and the University as a whole.

**Results:** The Assessment Report was distributed as the initial calendar. However, training and expectations did not occur. Therefore this October 2014 training for the Professional Staff and a training for the Support Staff will occur. Areas will be identified and ongoing update meetings will occur to ensure timeline and expectations are being completed, data being collected, and evaluation of results are ongoing.

- Implementation of Office Register on-line form availability for completion and submission of the following forms/applications: **(Implementation by March 2014-Assessment on-going)**
  - Graduation Application (*Responsible person: Patricia Chambers*)
  - Address Changes (*Responsible person: Sherry Johnson*)
  - Grade Recalculations (*Responsible person: Gloria Sutton*)
  - Change and Declaration of Major (*Responsible person: Jagruti Ghandi*)
  - Registration Eligibility for non-matriculated or visiting students (*Responsible person: Donna Alexander*)
  - Student Petition/Appeal forms (*Responsible person: Alicia Cooper-Simms*)

**Results:** Meetings Occurred with the Office of Computer Information Services and it has been identified that the following forms can be placed on line for completion and submission by students:

Address Change

Grade Recalculations

Registration Eligibility For Non-matriculated or visiting students

Student Petition

The focus will be to have the above forms go live on the Office of the Registrar website by October 2014.

The Graduation application and the Change and Declaration of Major forms are still being investigated and a decision should be made by October 2014.