

Office of the Registrar Assessment Report

2012-2013 Academic Year

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.

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Goals and Objectives:

<p style="text-align: center;">Goal 1: TO MODERNIZE THE OFFICE OF THE REGISTRAR TO INCREASE EFFICIENCY AND SATISFACTION OF SERVICES FOR STUDENTS. <u>Kean University STRATEGIC PLAN GOAL(S):</u> <u>GOAL 2:</u> To attract and <u>retain</u> more full-time, first time undergraduate, transfer and graduate students. <u>GOAL 9:</u> 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. </p>		
Objective	Data Results	Actions Taken Based on Data Collected
<p>1.1: To begin September 2013 to eliminate printing cost and develop a paperless system for the implementation of new online/KeanWISE Services to be fully implemented by December 2013 in collaboration with Office of Computer and Information Services. Items to include:</p> <ul style="list-style-type: none"> • address changes • course wait-listing • pre-requisite function • graduation applications • grade recalculations <p>Assessment measure will be based on the above items that were processed via Office of the Registrar Website versus the above items processed in person in the Office of the Registrar via walk in and/or email account.</p>	<ul style="list-style-type: none"> • Enrollment verifications can be completed online. However students are still coming into the office to complete. Data being reviewed for percentage. • Graduation applications PDF form can be retrieved online. However cannot be completed or submitted on line. • Students can obtain grade recalculations PDF form online, however must complete form manually and submit to office. • Necessary to work more closely with OCIS to increase student Support services. Data results have not been generated at this time due to limited resources within the Office of the Registrar as well as Office of Computer and Information Services. 	<p>Brainstorm and strategic planning meetings will be held Summer 2013 with Office of Computer and Information Services to establish the following:</p> <ul style="list-style-type: none"> • Resource allocation to project • Receive data on number of students accessing PDF forms online as well as Enrollment verifications completed on line as well as in office.
<p>1.2: Build and implement a more effective and efficient transcript request solution via collaboration with National Student Loan Clearinghouse and Office of Computer and Information Services to be in place by October 2013. Assessment measure will be the data collected via the National Student Loan Clearinghouse reports provided to the Office of the Registrar on a monthly basis.</p>	<p>The assessment data will be generated via the National Student Loan Clearinghouse on the following:</p> <ul style="list-style-type: none"> • Number of transcript requested and ordered • Type of Transcript request (paper or electronic) • Where the transcripts are being sent 	<p>Scheduling meetings with higher level management to secure approval to move forward with contract to implement solution.</p>

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Goal 1(Continued):

TO MODERNIZE THE OFFICE OF THE REGISTRAR TO INCREASE EFFICIENCY AND SATISFACTION OF SERVICES FOR STUDENTS.

Kean University STRATEGIC PLAN GOAL(S):

GOAL 2: To attract and retain more full-time, first time undergraduate, transfer and graduate students.

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.

Objective	Data Results	Actions Taken Based on Data Collected
1.3: Purchase and implement first-rate technology in order to improve efficiency of scheduling, to be rolled out July 2013. Assessment measure will be the comparison of scheduling data from year prior to this year.	Data results still in progress because the software program is still in testing phases.	Schedule meetings with other units and upper level management to secure approved dates when software will be rolled out. Anticipated to be rolled out by July 2013.
1.4: Study enrollment patterns to improve course and classroom scheduling, to be implemented in August 2013. Assessment completed utilizing efficiency of block scheduling process for students. In return this will provide chronological pattern of classes which will eliminate issues with mis-advisement. Assessment measure will consist of enrollment patterns of year prior to current year.	Currently selected courses will be assigned status of pending in order study enrollment numbers. Dependent upon the number it is then determined if additional sections should be added.	Schedule meetings with Office of Registrar Scheduling Unit and the Provost office to discuss data and feedback to enhance scheduling; therefore improving enrollment patterns.
1.5: Exploration of new methods of producing degrees/diplomas. Develop a method of outsourcing diplomas (while maintaining the academic integrity of the University diploma). Diplomas will be prepared, proofed, and mailed by an outside agency. The assessment measurement will be determined by the number of corrected and reprinted diplomas. Additionally, it will be measured by the distribution of diplomas (wait time). Assessment data will be analyzed by October 2013.	Jostens Inc. was selected as the company to outsource University degree/diplomas and process. Graduate College tests completed successfully and solution successful as of January 2013. As of May 2013 outsource solution successful as of May 2013 for Office of the Registrar.	Students will no longer be required to pick-up degree/diplomas. All degree/diplomas processed and mailed out to graduates. Meetings scheduled to assess process and receive feedback on solution and process.

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Kean University STRATEGIC PLAN GOAL(S):

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Objective	Data Results	Actions Taken Based on Data Collected
1.6: Assess numbers and reasons of Dean's permission for students adding or dropping courses halfway through the semester. The assessment began Spring 2013 in the middle of March until middle of May (semester close).	Total number processed was 71. Total number of students provided Dean's permission to add courses was 12. Total number of students provided Dean's permission to drop courses was 52. Total number of students provided Dean's permission to complete an exchange of one course for another, (Drop course and add another course.) was 7.	Collaboration via scheduled meetings with Dean's of Departments each semester to assess why this is occurring and strategically plan how to reduce this number for Fall 2013 semester.
1.7: <u>Phase I:</u> Professional and student staff will proactively engage students standing in line to receive service via the Office of the Registrar. This engagement will be done to ensure that the students are in the correct location and if not they can be redirected or provided additional resources to assist them. This will decrease wait times, increase student satisfaction levels, increases efficiency and effectiveness of services, and allow for those students that require more attention to receive more in depth assistance. Additionally, the data collected of situations encountered will be utilized as scenarios for staff development training. This assessment measurement began September 2012-August 2013. <u>Phase II:</u> Beginning in August 2013-December 2013 staff will also begin to assess not just the types of issues addressed but also begin to tally the number of scenarios daily.	The data results for <u>Phase I</u> thus far: (Data collection and results will not be completed until August 2013) <ul style="list-style-type: none"> • Registration • Dean's permission (Late ADD/Drop or Granted Petition) Inquires • Transcript requests • Enrollment Verification Requests • Diploma Pick-up • Student Petition for funds <u>Redirection to the following Offices:</u> <ul style="list-style-type: none"> • Undergraduate Admissions • Center for Academic Success • Graduate Admissions • Transfer Admissions • Transfer credit evaluation and inquires • Student Accounting • Financial Aid Phase II: Assessments measurements has not yet occurred (August 2013-December 2013)	Once all data is collected trainings and staff development series will be designed and implemented. Assessment of the trainings and staff development will occur via electronic surveys.

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Goal 2:

TO SURVEY AND EVALUATE PATTERNS OF STUDENT WITHDRAW FROM THE UNIVERSITY IN AN EFFORT TO INCREASE EFFECTIVENESS OF STUDENT RETENTION EFFORTS VIA THE OFFICE OF THE REGISTRAR.

Kean University STRATEGIC PLAN GOAL(S):

GOAL 2: To attract and retain more full-time, first time undergraduate, transfer and graduate students.

Objective	Data Results	Actions Taken Based on Data Collected
2.1: Develop and implement method of surveying and assessing why students are choosing to withdraw from University. This will be measured via exit interviews, I Pad surveys, written surveys, and email surveys of those students requesting to withdraw from University. This measurement will begin in September 2012 until July 2013.	Fall 2012: 100 students withdrew from university Spring 2013: 52 students withdrew from university	Collaboration efforts with Financial Aid, Student Retention office, Academic Dismissal Committee, Athletics, EOF, and Disability services to set up proactive measures as well as reactive measures to retain and act as resource to students to increase retention. Data collected will be reviewed and action plans will be devised. Data will provide picture on how Office of the Registrar can enhance student services and increase student retention through student engagement, humanistic, and holistic approach.

Goal 3:

TO FULLY INTEGRATE PRIORITY REGISTRATION PROCESS FOR APPROVED STUDENTS AS A UNIVERSITY FUNCTIONS, VERSUS A PRIMARY FUNCTION OF THE OFFICE OF THE REGISTRAR.

Kean University STRATEGIC PLAN GOAL(S):

GOAL 3: To retain and further attract world class faculty and professional support staff

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.

Objective	Data Results	Actions Taken Based on Data Collected
3.1: Develop and implement a process of training and assessing the priority registration procedures within university units to register approved students. The process began February 2013 and will conclude in November 2013. The method of assessment will be surveys of the unit/department liaison on process and training of priority registration procedure.	Completed training of 22 department liaisons in February and March of 2013. Priority registration completed for Spring 2013 of 1000 students. On-line training and procedure guide will be created and be made available to departmental liaisons during Fall 2013 in preparation for Spring 2014 semester.	Collaboration efforts with 22 offices to create on-line training module, assessment survey, and procedural guidelines manual are being created in preparation for Spring 2014 semester, which will be completed by October 2013.

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Goal 4:

TO SURVEY AND ASSESS STUDENT SATISFACTION LEVEL, AS WELL AS STAFF SATISFACTION LEVEL PERTAINING TO SERVICES AND ENGAGEMENT TO INCREASE EFFECTIVENESS OF STAFF, STUDENT ENGAGEMENT, AND SERVICES WITHIN THE OF THE OFFICE OF THE REGISTRAR.

Kean University STRATEGIC PLAN GOAL(S):

GOAL 3: To retain and further attract world class faculty and professional support staff

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.

Objective	Data Results	Actions Taken Based on Data Collected
4.1: Develop and administer real-time surveys via I Pad to obtain immediate feedback on services. This will assist in improving front line services, best practices, and staff development. The process began April 2013 and is slated to complete December 2013.	As a result of security issues concerning the I Pad security units, the I Pads have not been placed at the front desk. It is slated to begin June 2013.	Collaboration efforts with Office of Computer and Information Services and Student Affairs to ensure roll out of real-time surveys via I Pad to obtain immediate feedback on services; while securing I Pad units at front desk.
4.2: Develop staff trainings and staff development manuals on scenarios that arise at front desk via student engagement and services rendered. The assessment will begin July 2013 until October 2013 and trainings to take place November and December 2013	No results available at this time. July 2013-December 2013	Once data is collected trainings and staff development series will be designed and implements. Collaboration with Kean University Police, Center for Leadership and Service, Undergraduate and Graduate Admission, and Office of Community Standards and Student Conduct to enhance services.
4.3: Develop staff satisfaction and feedback survey to obtain feedback on how to enhance staff engagement and staff performance via anonymous survey. Survey conducted November 2012-February 2013	16 surveys completed and submitted of 20 staff members surveyed. Survey results are 85% favorable.	More consistent monthly meetings, training and staff development opportunities to occur twice each semester with assessment and feedback measures attached. First staff training and development is slated for July 2013 and August 2013.