Assessment Cycle 2022 – 2023

University Registrar

Division or Department: N/A

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Approved by: Barbara Prescott   **Date:** June 13, 2023

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The University Registrar ensures the integrity, accuracy, and security of all academic records of current and former students; facilitates effective student registration and enrollment; builds secure student data files and sets policy and procedures for their responsible use; maintains up-to-date course schedules, catalogs, final examination schedules; manages efficient use of classrooms; and supervises and maintains the Banner and degree audit systems. The University Registrar supervises the processes for the articulation of transfer credits, enrollment and degree verification, production of official transcripts, certification of degrees, production and delivery of diplomas, and commencement ceremonies. The University Registrar counsels and advises students, faculty, and staff on academic matters; and interprets and enforces academic policies and regulations of the University, Louisiana Boards of Regents, University of Louisiana Board of Supervisors, and FERPA.

Methodology: The assessment process includes:

(1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and submitted to the Unit Assessment Coordinator.
(2) The Unit Assessment Coordinator will analyze the data to determine whether or not the applicable outcomes are met.
(3) Results from the assessment will be discussed with the appropriate staff.
(4) Individual meetings will be held with staff, as needed.
(5) The Unit Assessment Coordinator, in consultation with Unit Coordinators, will determine proposed changes to the measurable outcomes, assessment tools for the next assessment period and any appropriate service changes.

Academic Services and Veteran Affairs

Service Outcomes:

SO 1. The Academic Services and Veteran Affairs Unit ensures the timely processing of Veteran Affairs documents and certifications of enrollment each semester for new,

transfer, visiting, and continuing VA students; facilitates the class schedule information for access by students and faculty for effective registration and enrollment; and facilitates the commencement ceremonies.

Source Map:
U.S. Department of Veteran Affairs – Education and Training
University of Louisiana System Board of Supervisors
Louisiana Board of Regents Legislative Response (Louisiana Military Friendly Campus)

Measure 1.1 (Indirect - Survey)

The Veteran Services Office coordinates all veterans, dependents, guardsmen, and reservists' benefits for those attending classes and using the G.I. Bill. We expanded our service beyond office visits by using the volume of email communication from VA students. By the end of spring 2023, the volume of emails from VA recipients will reach 580.

Finding: Target was met

Analysis: In 2021-22, the target was not met. We made the following changes in 2021-22 to drive the cycle of continuous improvement. Each VA certifying official as well as the Director attended the required five hours of VA training in August virtually. The training consisted of new policy updates regarding VA reporting information and obtaining a required report (Form 8515 VA Rule) from the University's Institutional Research Office. This training provided pertinent updates and guidance needed for us to provide more efficient and effective service to our VA students, thereby continuing to push the cycle of improvement forward. We discovered that only one of the VA certifying officials has access to review and respond to VA emails. We did hire the secondary VA certifying official over two years ago which is most likely the reason we did not realize this oversight. The secondary VA certifying official stated that she never thought about it since the primary person would forward emails to her. By not having access, the secondary VA certifying official cannot communicate with VA students when the primary certifying official is out unless the student contacts the VA office by phone, in-person, or the primary certifying official forwards the emails to her. The administration made a change in the previous balance policy. The previous balance minimum was reduced from $2,000 to $200. After this change effective summer 2021, our number of VA students declined for the 2021-22 academic year. For the fall 2020 semester, we had a total of 530 VA students. For the fall 2021 semester, we had a total of 470 VA students. We lost a total of 60 VA students. This was a 11.32% difference in VA enrollment. The volume of emails from VA students by the end of spring 2022 was 887 (330 fall 2021 & 557 spring 2022). This was a 795 decrease in email volume between the 2020-21 and 2021-22 years (47.26%). We can attribute the decline in email volume with the decline in enrolled VA students as well as the secondary VA certifying official not having access to the VA emails.

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Based upon the analysis of 2021-22 results, we made the following changes in 2022-23 to drive the cycle of continuous improvement. We provided email access to the secondary VA certifying official so that additional assistance could be provided to students in a timely manner. Our VA certifying officials attended the virtual live assessment training in August. There are monthly virtual trainings. A minimum of 5 hours of training must be completed by the end of the year. In October, our VA certifying officials attended the annual LAVECO Conference in Bossier City, LA. For the fall 2022 semester, we had a total of 664 emails from VA recipients. The fall 2022 total volume of emails was 49.7% more than the fall 2021 email volume. From this fall's total volume, we could see that we had already exceeded our goal. For the spring 2023 semester, we had a volume of 395 emails from VA recipients. We had a total of 1,059 emails received by the end of spring 2023 which was an increase of 172 emails resulting in a 16.24% increase. With both VA certifying officials responding to VA emails, we can see that this method of communication has increased and become efficient in meeting the needs of our VA recipients.

Decision, action, or recommendation. In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. Our VA certifying officials will attend the LAVECO conference and virtual trainings this fall 2023 to ensure that we are aware of any changes in VA regulations and procedures. By the end of spring 2024, the volume of emails from VA recipients will reach 600.

Measure 1.2 (Indirect – Survey)

Academic Services coordinates all aspects of the commencement ceremonies to ensure a successful and memorable experience for the graduates, parents, faculty, staff, visitors, and community. Early preparation of and retrieval of the participants on the program and script, stage and sound preparation instructions, effective communication with the Graduation/Audit Unit on program completion and diplomas/covers, photographer confirmation, confirmation of floral decorations, etc. help to ensure minimal problems on the days of each ceremony. Complaints from graduates will not exceed 4 by the end of spring 2023.

Finding: Target was met

Analysis: In 2021-22 the target was met. With the current status of COVID social restrictions, we did not anticipate a change for the 2021-22 year. We planned to closely monitor the graduates during the commencement ceremonies to ensure a satisfactory experience. As a result of these changes, in 2021-22 the target was met. Our staff was visible and available to assist the graduates before, during, and after the four ceremonies over a two-day period in the fall. At the conclusion of each ceremony, complaint forms were available on the check-in table for graduates.   No complaint forms were received from graduates after the fall 2021 ceremonies. This was an

indication that we are providing satisfactory service for the ceremonies. For the spring ceremonies, the only change the administration made was to have the graduates lined up in the westside concourse to process into the arena. By doing so, space was very limited. Our staff was visible and readily available to quickly assist graduates before, during, and after the four ceremonies. We did not have the space to make complaint forms available before or after the ceremonies. We did not receive any verbal, telephonic, or electronic complaints from the graduates during or after the ceremonies. There were some encouraging verbal expressions by some of the graduates. As one graduate was exiting the coliseum, she said "I feel like a celebrity!". Some graduates were crying and hugging professors and each other as they exited the coliseum.   It is evident that the graduates were satisfied with their ceremonies.   After the commencement ceremonies, accolades were sent to our entire staff from the Provost. He wrote "Please accept my sincerest thanks for everything you did to prepare for Commencement, and to make it a memorable ceremony for our students and their families… I am so pleased with our ceremonies last week, and it was so wonderful to see so many people there to support the graduates. I know getting the students ready to process and getting them seated and checked out is a big task, and I am thankful for your hard work and dedication."

Based on the analysis of the 2021-22 results, we made the following changes in 2022-23 to drive the cycle of improvement. Our staff wore easily identifiable attire and the newly designed name tags for the graduates to recognize and approach us if there was a need before, during, or after the ceremonies. For the fall 2022 semester, our staff was positioned outside the candidate entry door; at the commencement card distribution table; and in the West side concourse of the coliseum to be readily available for assistance to the graduates. There were no (zero) complaints received in person or electronically following commencement. Our Provost commented "Good morning, everyone, and THANK YOU for making our Fall 2022 Commencement a success! I am always so pleased and impressed with how professionally you all do you work, handle the commencement crowds, direct students, faculty, and staff, and move traffic". For the spring 2023 semester, we made an adjustment to the location of staff by including the East side concourse for graduate students and having staff placed there for assistance of those graduates. With the change of adding staff on the East concourse, we were able to distribute commencement cards to the graduate students but realized this process could be a little smoother having an additional commencement card box. No (zero) complaints were received following commencement. Our Provost commented "Good afternoon, all. I wanted to congratulate and thank everyone for another successful season of Commencement ceremonies. Your work in getting the ceremonies off the ground, and the work before and after to get candidates cleared, final grades finished, and all other end of semester activities completed, is always second to none". One graduate posted online "Such a wonderful commencement ceremony! I am so proud to have been a part of it earning my EDS. Memories I will treasure forever! Fork'em Demons!" By the end of spring 2023, there were no (zero) complaints. This

was confirmation that we are providing satisfactory commencement ceremonies for our graduates.

Decision, action, or recommendation. In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will purchase an additional commencement card box for the graduate students. The complaints from graduates will not exceed 3 by the end of spring 2024.

Student Academic Services and Transcript Evaluation

Service Outcomes:

SO 2. The Student Academic Services and Transcript Evaluation Unit ensures the accuracy of information and assistance provided to current and former students, faculty, and staff, and accuracy of transfer credits.

Source Map:
University of Louisiana System Board of Supervisors
Louisiana Board of Regents'

Measure 2.1 (Indirect - Survey)

Student Academic Services is the first point of contact for current and former students, parents, faculty, and other staff. It is essential that accurate information is provided as well as processing their requests within a timely manner. The service we provide to students is our main focal point. By the end of spring 2023, we will have an 85% satisfaction rating from students, faculty, and staff receiving in-person service.

Finding: Target was met.

Analysis: In 2021-22 the target was met. With the university's plan to be back to normal occupancy for the fall 2021 semester, we decided to resume the in-house surveys. We wanted to know how our in-person service was perceived by the visitors. Our new survey consisted of what type of visitor, what was the purpose of the visit, and gave the visitor the option to rate their satisfaction with our communication during their visit, knowledge of their questions, and service we provided. As a result of these changes, in 2021-22 the target was met. We had total of 50 in-person visitors (44 current students, 5 alumni students, 1 other) complete our survey. Of the 50 survey visit purposes, 7 were for verification of enrollment requests, 6 for address changes, 4 for official transcript requests, 3 for information on retroactive appeals, and 30 indicating other. The satisfaction of communication questions and comments were: Question #1, "The Registrar's Office staff made an effort to communicate in a way that I could easily understand". 40 visitors answered Strongly Agree resulting in an 80% satisfaction rating. 10 visitors answered Agree resulting in a 20% satisfaction rating. There were no (0) visitor responses answering Disagree and Strongly Disagree. Question #2, "The

staff member with whom I interacted demonstrated excellent knowledge about my issue or directed me to someone else with excellent knowledge". 40 visitors answered Strongly Agree resulting in an 80% satisfaction rating. 10 answered Agree resulting in a 20% satisfaction rating. There were no (0) visitors answering Disagree and Strongly Disagree. Question #3, "I am overall satisfied with the service provided to me by the NSU Office of the Registrar". 40 visitors answered Strongly Agree resulting in an 80% satisfaction rating. 10 visitors answered Agree resulting in a 20% satisfaction rating. There were no (0) visitors answering Disagree and Strongly Disagree. We had 12 visitors who commented under "Please provide any comments below that you feel would assist in making improvement in the Register's Office". 1) I had a wonderful experience. 2) The process was quick and any extra information I needed to provide, I was told in a timely manner. 3) Registrars has helped me understand where to find the documents I needed online. 4) The Registrar's Office is always very helpful, and Mrs. Keisha is very professional & always there to talk. 5) Mrs. Keisha is awesome at the Registrar's Office! 6) Everything was easy! 7) Customer service is really good; I am happy with their services. Thank you! 8) Amazing support & customer relations. Thank you so much! 9) Ya'll rock! 10) The staff are so inviting and friendly! Super amazing job. 11) Everything in the office makes me feel welcome and I can easily understand how to do what I need. 12) They did amazing. The survey responses were an indicator that we were on target to reaching our goal.   For the spring 2022 semester, we surveyed a total of 50 in-person visitors (45 current students, 2 alumni, 2 incoming freshmen, & 1 recruiter). Of those surveyed, 4 were for verification of enrollments, 24 for major change requests, 1 for applying for graduation, 2 for address changes, and 1 for a resignation/cancellation of classes). The satisfaction of communication and comments were; Question #1, "The Registrar's Office staff made an effort to communication in a way that I could easily understand". 45 visitors answered Strongly Agree resulting in a 90% satisfaction rating. 5 visitors answered Agree resulting in a 10% satisfaction rating. There were no (0) visitor responses answering Disagree or Strongly Disagree. Question #2, "The staff member with whom I interacted demonstrated excellent knowledge about my issue or directed me to someone else with excellent knowledge." 45 visitors answered Strongly Agree resulting in a 90% satisfaction rating. 5 visitors answered Agree resulting in a 10% satisfaction rating. There were no (0) visitor responses for Disagree or Strongly Disagree. Question #3, "I am overall satisfied with the service provided to me by the NSU Office of the Registrar. 46 visitors answered Strongly Agree resulting in an 92% satisfaction rating. 4 visitor responses answering Agree resulting in an 8% satisfaction rating. There were no (0) visitor responses answering Disagree or Strongly Disagree. We had 12 visitors who commented under "Please provide any comments below that you feel would assist in making improvement in the Registrar's Office". 1) LeKisha-The Best! 2) So Nice! 3) They were very helpful! Have a Great day! 4) Never had a problem & they are always quick with any paperwork. 5) Amazing service & very friendly. 6) love here. 7) Thank you! 8) LeKisha was outstanding! So very nice and helpful. Am returning Senior to finish degree. Great Job!

9) Very helpful! Need Clipboards though. 10) Staff always handles issues in a timely manner. 11) The two women are amazing very helpful, wanting to make your experience easy! 12) Those who work in this office are very kind & helpful! The survey responses are evidence of the satisfactory services we are providing to our students, faculty, and staff.

Based on the analysis of the 2021-22 results, we made the following changes in 2022-23 to drive the cycle of improvement.   We increased our in-person visitor survey number to 75 each semester. During fall 2022, a total of seventy-five in-person surveys were completed (70 students, 3 alumni, and 2 faculty/staff members). The indicated purposes for visits to our office were: five to inquire on requesting official transcripts; thirty for assistance with major/minor changes; three for verification of enrollment; six to request an address change; three to resign/withdraw from fall 2022 classes; three for assistance with appealing through RCGC; and fourteen for other reasons. The survey consisted of three statements, response options of (1) strongly agree; (2) agree; (3) disagree; and (4) strongly disagree, and a space for comments. Question #1 "The Registrar's Office staff made an effort to communicate in a way that I could easily understand." A total of 62 answered strongly agree resulting in an 82.66% rating, and 12 answered agree resulting in a 17.33% rating. Question #2: "The staff member with whom I interacted demonstrated excellent knowledge about my issue or directed me to someone else with excellent knowledge." A total of 67 answered strongly agree resulting in an 89.33% rating, and 8 answered agree resulting in a 10.66% rating. Question #3: "I am overall satisfied with the service provided to me by the NSU Office of the Registrar." A total of 69 answered strongly agree resulting in a 92% rating, and 6 answered agree resulting in an 8% rating for a total of 100% satisfaction rating for fall 2022. All comments indicated the Registrar's staff at the front desk were very helpful, enjoyable staff members, and "keep up the great work!". No comments were given on what improvements could be made to help our in-person service. For the Spring 2023 semester, we surveyed a total of seventy-five in-person visitors. Of the seventy-five in-person visitors, sixty-eight were current students, three Alumnus, three faculty/staff, and one high school student. Of the seventy-five in-person visitors, two came in to inquire about verification of enrollment, four to request an official transcript, thirty-three to submit a major change, three inquiring about the appeal process, four came to submit an address change, two requested information about graduation, fourteen did not indicate their reason for visiting, one requesting prior approval of transfer credits, one requesting a name/social security number change, and eleven indicated "other". The survey consisted of three questions with options to answer; Strongly Agree, Agree, Disagree and Strongly Disagree. Question #1," The registrar's office staff made an effort to communicate in a way that I could easily understand", 72 answered strongly agree resulting in a 96% rating, and 3 answered agree resulting in a 4% rating. Question #2, "The staff member with whom I interacted demonstrated excellent knowledge about my issue or directed me to someone else with excellent knowledge", 70 answered strongly agree resulting in a 93% rating, and 5 answered agree resulting in

a 7% rating. Question #3, "I am overall satisfied with the service provided to me by the NSU office of the registrar", 71 answered strongly agree resulting in a 95% rating, and 4 answering agree resulting in a 5% rating for a total 100% satisfaction rating. Last on the survey we supplied a space for any comments that the visitor felt that would aid in making improvement in the registrar's office service, resulting in the following comments: 1) Candy bowl please! 2) Amazing service, 3) Very friendly and welcoming 4) Great staff 5) Very professional 6) Very friendly and comfortable atmosphere 7) They are always so helpful and positive people to have interactions with 8) Have a candy bowl 9) Quick easy, and to the point, thank you for your hard work 10) Great people 11) Nothing everything was perfect 12) Love it here 13) Good services 14) Very great amazing communication skills and very helpful 15) You should give the workers a raise 16) None, thank you for the excellent service & helping me! 17) Thanks for the help! The only comment to aid in the front desk was to bring back the candy bowl. The survey resulted in a 100% satisfaction rating of the in-person services provided at the Registrar's Office front desk for the 2022-2023 academic year.

Decision, action, or recommendation. In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will update our current survey by changing the questions and place the candy bowl in the lobby area for visitors. By the end of 2023-24, we will have a 90% satisfaction rating from students, faculty, and staff receiving in-person service.

Measure 2.2 (Indirect – Survey)

Transcript Evaluation is critical in determining admission eligibility, pre-requisite requirements for registration, and requirements for degree completion. The students are our main focal point for services rendered. Official transcripts are hand-delivered by Admissions' staff to our office. The volume of transfer credits and test score credits (ACT, SAT, AP, CLEP, DSST, Advanced Program) entered into the system will increase to 4,000 by the end of spring 2023.

Finding: Target was met.

Analysis: In 2021-22 the target was met. Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. We planned to decrease the turnaround time for entering transfer credits and maintain the accuracy through use of TES. Our two evaluators planned to attend the virtual 2021 CollegeSource Annual Conference. As a result of these changes, in 2021-22 the target was met. Only one of our evaluators registered for the annual conference that took place during the summer but was not able to stay continuously logged in to gather all of the information provided by the presenters. The conference play back was made available for those who were not able to participate. We were able to attend the TES virtual 2021 Annual Conference during the fall 2021 semester. We learned some new and inspiring ways to increase our turn-around time, evaluation production, and

accuracy of entering transfer credits.   During the fall 2021 semester, we evaluated 483 students' transcripts giving a total of 1,794 credits. Recruiting and Admissions implemented a new Banner Recruit module in mid-November which has changed their process for transfer students. With this change we have noticed a fluctuation in the frequency of transcripts received. In the spring 2022, we evaluated 481 transcripts as well as awarding credits from ACT scores, SAT scores, AP scores, CLEP scores, DSST scores, NSU Advancement program, and Articulation/Partnership Agreements. We had a total of 964 transcripts and scores evaluated by the spring 2022 giving a total of 4,000 credits awarded to students. The volume increase was evidence of our providing a satisfactory service to our students.

Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement. Both evaluators attended the TES online training during July 2022. One evaluator attended the LACRAO 2022 Annual Conference (Louisiana Association of College Registrars and Admissions Officers) that was held November 2-4, 2022, in Alexandria, LA. During the conference, there was a Registrar/Transcript Evaluation session during which the participants were able to talk and discuss the evaluation processes. There was a total of 528 transcripts received from other universities, ACT/SAT/AP/CLEP/DSST, NSU Advancement credits, military credits, and articulation agreements received during fall 2022. A total of 24,303 transferred credits were evaluated and awarded. There were 45 more transcripts this fall 2022 than was received during fall 2021, and 22,509 more credits entered this fall 2022 than during fall 2021. We saw a 9.32% increase in the volume of transcripts received during fall 2022. We had ITS revise our transfer credit report to include all transfer credits entered. During the spring 2023 semester, we evaluated 388 transcripts which consisted of 10,912 transfer credits evaluated and awarded. This was a total of 916 transcripts evaluated and 35,215 credits evaluated and awarded for the academic year 2022-23.

Decision, action, or recommendation.   In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will have ITS revise our report of transcripts evaluated, and credits awarded to improve accuracy. We will update old transfer credit equivalencies to match the current course descriptions of other universities. The volume of transfer credits and test score credits (ACT, SAT, AP, CLEP, DSST, Advanced Program) entered into the system will increase to 5,000 by the end of spring 2024.

Records and Transcript Production

Service Outcomes:

SO 3. Records and Transcript Production ensures the accuracy and security of all current and former students' records. The primary focal points are to facilitate effective

student registrations and enrollments, generate enrollment and degree verifications, and production of official transcripts.   This unit builds secure data files for current and former students and counsels/advises current and former students, faculty, and staff on academic policies and regulations.

Source Map:
University of Louisiana System Board of Supervisors
Louisiana Board of Regents'
National Student Clearinghouse

Measure 3.1 (Indirect - Survey)

Records monitors all students' records daily. Updates and adjustments are made to records using student requests (major changes, residency redetermination, catalog changes), Registration Credits and Graduation Council appeal committee decisions, approved grade change requests, approved academic standing reinstatements, and approved out-of-state waivers from the Scholarship Office. By completing all updates and adjustments in a timely manner, this aids in the students being eligible to register and/or enroll in the appropriate courses for their degree programs as well as having an accurate accounting of tuition and registration fees.   By the end of spring 2023, the volume of grade changes and approved resignation appeals will increase to 1,600.

Finding: Target was not met.

Analysis: In 2021-22 the target was met. Based on the analysis of the AC 2020-21 year, we made the following changes in 2021-22 to drive the cycle of improvement. We planned to assist students with processing of timely grade changes. Whenever a student contacted our office inquiring about the status of a grade change, we sent an email to the instructor and academic department to confirm a grade change had been or would be submitted. From experience with type of contact with instructors and department heads, we seem to help expedite the submission of the grade changes to our office. As a result of these changes, in 2021-22 the target was met. For the fall 2021, we processed 658 grade changes (422 grade changes; 236 resignation appeals). This was an indication that we were mid-way achieving our goal and timely processing grade changes. For the spring 2022 semester, we processed a total of 837 grade changes (674 grade changes, 162 withdrawals from approved resignations or withdrawals, and 3 system automated audit grades). Of the 674 grade changes, 195 were "I" (incomplete) grades that were changed to "F" grades due to students not completing the remainder of their coursework. By the end of spring 2022, we had processed 1,495 grade changes and approved resignation appeals.   We exceeded our goal by 295. The increased volume of grade changes and approved resignation appeals processed was evidence that we have been updating the students' academic records in satisfactorily and timely manner; therefore, meeting the needs of our students.

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Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement. On the last day to make up "I" grades in fall 2022 for the preceding semester (summer 2022), we made email contact with the instructors of the courses in which students had "I" (incomplete) grades. There was a total of 19 courses (12 undergraduate and 7 graduate level).   The graduate level courses were shared with the Graduate School to contact the instructors. Of the 12 undergraduate course instructors emailed, nine (9) responses were received including positive comments on the reminder email. Some comments included: "Thank you for letting me know."   "Thank you for the reminder." "Thank you for following up." "Thank you." "Thanks." "Cool to see y'all sending these now." "Thank you for letting me know about this student and other students." We had a total of 581 changes made to student records. Of the 581, there were 351 actual grade changes (including expired incompletes and audits) and 230 withdrawals/resignations through approved appeals. We can see that we received and processed 77 less grade changes in fall 2022 than was processed in fall 2021. During spring 2023, we attempted to generate the incomplete grade report for fall 2022 expiring incompletes to send email reminders a week prior to their expiration to those instructors but discovered the system did not pick up any students prior to the expiration date on the incomplete grade table. We realized that we had to wait until the expiration date to generate the report. After the 60th day from the end of fall 2022, there were 131 students with expiring incomplete grades (119 undergraduate and 12 graduate). The graduate level students were shared with the Graduate School to handle as appropriate. We sent email notification to the 94 instructors of the 119 undergraduate students' courses. Of the 94 instructors emailed, thirty-five (35) responses were received including positive feedback. Some comments included: "Thanks for letting me know. I would like to give the student more time to complete her work." "Thanks for reminding me of the deadline." "Thank you for the reminder." "Thank you." "Thank you. I appreciate the update."   We had a total of 797 changes made to student records. Of the 797, there were 653 actual grade changes (including expired incompletes, dean approved late withdrawal, and audits) and 144 withdrawals/resignations through approved appeals. We can see that we received and processed 40 less grade changes in spring 2023 than was processed in spring 2022. We had a total of 1,378 changes made to student records by the end of spring 2023. This was 117 less changes than those made in 2022. Although we did not meet our target, we can see that we have processed a lot of changes to student records.

Decision, action, or recommendation. In 2022-23 the target was not met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will send email notifications to undergraduate instructors of courses in which an incomplete grade has expired to ensure that the final grades are expeditiously submitted. By the end of spring 2024, the volume of grade changes and approved resignation appeals will increase to 1,300.

<h1 style="text-align:center">Assessment Cycle 2022 – 2023</h1>

Measure 3.2 (Indirect)

Records ensures that all current students' enrollment data is uploaded every 30 days to the National Student Clearinghouse during each semester, and degree completions are uploaded at the end of each semester. Timely uploading allows for the enrollment data to be accessible for students' self-service enrollment verifications, the National Student Loan Data System' accessibility for students' financial aid eligibility statuses, and employer/prospective employer verification of degree completions. With this information being readily available at the beginning of each semester, our volume of on-line verifications will increase to 8,850 by the end of spring 2023.

Finding: Target was not met.

Analysis: In 2021-22 the target was met. Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. We planned to add the degree program information to our on-line verification certificates which currently does not appear on the enrollment certificates. After making the attempt to update our verification certificates on the self-service portal through the National Student Clearinghouse, we were told that the degree program could not be added at the current time. At that point, we decided to process requests received in-house and refer inquiring students to the on-line service provided the degree program is not needed. As a result of these changes, in AC 2021-22 the target was met. For the fall 2021 semester, we had a total of 4,933 verifications processed on-line. Of the 4,933 verifications, 1,672 were for degree verifications, 3,137 were for current enrollment, and 124 for dates of attendance. Enrollment information for each student enrolled is included in the enrollment reporting each month during the semester. We upload degree award information at the end of each semester. There are times when discrepancies exist between the attendance and/or degree award information we uploaded and what was provided by the student/former student. When this occurs, we receive an email notification from the National Student Clearinghouse to review the information submitted through the employer. Most of the time, we can provide on-line confirmation by including the correct attendance dates and/or degree award information. We had a total of 4,257 that were confirmed either by automation or manually. Out of the total 4,933 transactions, we were able to confirm 86.30% of the information. There was a small number of times that we did not find a record or degree for the person indicated. These are submitted on the on-line site as "unable to confirm". For fall 2021, we had a total of 673 that we were not able to confirm (13.64% of the requests). There was a total of 3 cancelled transactions (0.06%) by the employer. With the 4,933 verifications at the end of fall 2021, we could see that we were more than half-way of reaching our goal. For the spring 2022 semester, we had a total of 3,825 verifications processed on-line giving us a total of 8,758 for the year. Although we exceeded our goal by 758, we can determine that the on-line verifications are beneficial for our current and former students.

Assessment Cycle 2022 – 2023

Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement. We encouraged the students needing a verification to use the on-line verification service after the initial enrollment reporting was completed after the 14-class day. We planned to add a link for the on-line service to our student self-service portal. We discovered that ITS had already added the link. This was a good step forward with making the individual enrollment information available 24 hours a day and 7 days a week. For fall 2022, we had a total of 3,122 verifications processed on-line. This was 1,811 less than fall 2021 which was a 36.71% decline in verifications. The enrollment for fall 2022 was 9,389 which was 1,346 less than fall 2021's enrollment of 10,735. This was a 12.54% decrease in total student enrollment. We can attribute part of the decline in verifications processed on-line to the decline in enrollment.   Of the 3,122 verifications processed on-line, 1,386 were for degree verifications (44.40%), 1,611 were for current enrollment verifications (51.60%), and 125 for dates of attendance (4%). We had a total of 8 verifications that were cancelled (0.26%), 2,612 that were confirmed (83.66%), and 502 that we were unable to verify (16.08%). What we've been able to determine with those that are "unable to confirm" has been because of missing information to appropriately identify the student or was sent to our institution in error. For spring 2023, we had a total of 1,654 verifications processed on-line. This was 2,171 less than those processed in spring 2022. Of the 3,122 verifications processed on-line, 1,251 were for degree verifications (75.63%), 283 were for current enrollment verifications (17.11%), and 120 were for dates of attendance (7.26%). We had a total of 7 verifications that were cancelled (0.42%), 1,540 that were confirmed (93.11%), and 107 that we were unable to verify (6.47%). Our total verifications processed online by the end of spring 2023 was 4,776 which was 4,074 less than our target goal. It was evident that our decrease in enrollment greatly affected our on-line verifications processed.

Decision, action, or recommendation. In 2022-23 the target was not met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will make additional efforts to reduce the number of verifications we are unable to confirm. We will work closely with the Financial Aid Office staff to resolve any errors that affect the timely submission of the monthly enrollment reports. Our on-line verifications will increase to 5,000 by the end of 2024.

Measure 3.3 (Indirect - Survey)

Transcript Production ensures that all current and former students' official transcripts of their academic work are generated in a timely manner upon request. The validation of each student's record is completed first before generating the transcript whether electronically or a paper copy. Unofficial transcripts are readily available on-line and contain all of the students' academic information. The volume of on-line transcript requests will increase to 9,100 by the end of spring 2023.

Assessment Cycle 2022 – 2023

Finding: Target was not met.

Analysis: In 2021-22 the target was met.   Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. We revised our transcript landing page to contain clearer information regarding how to appropriately request an official transcript through the on-line service and removed the expiration of digital transcripts. After speaking to our customer contact with the National Student Clearinghouse, we were told that they had already planned to end the expiration of digital transcripts due to the frequency of complaints from students and recipients of the transcripts disappearing no matter how they saved them. This was a relief to us as well since we receive frequent complaints about the transcripts no longer being visible. This should aid in the satisfaction of our service to the students. As a result of these changes, in AC 2021-22 the target was met. For the fall 2021 semester, we had a volume of 4,163 on-line transcript transactions which was 464 higher than fall 2020. Of the total, 96.3% requested immediate transcript release while 2.74% requested release after grades were posted and 0.96% after degrees were awarded. For the spring semester, we had a volume of 4,805 on-line transcript transactions which is 540 higher than spring 2021. Of the total, 94.05% requested immediate release while 1.81% requested after degrees were awarded, and 4.14% requested after grades were posted. By the end of spring 2022, we had a total of 8,968 on-line transcript transactions. This was 904 higher than the total for 2021. With the consistent increase in transcript transactions volume, it is evident that we are satisfactorily meeting the needs of our current and former students.

Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement. When contact was made by phone or email from current and former students needing transcripts, we advised them of the "Request a Transcript" link placed on the NSU main page and the two options for transcript delivery.   For the fall 2022 semester, we had a volume of 4,169 on-line transcript transactions which was 6 higher than fall 2021. Of the total, 97.46% were for immediate release while 1.97% were for after grades were posted and 0.58% for after degrees were awarded. For the spring 2023 semester, we had a volume of 4,752 on-line transcript transactions which was 53 less than last spring. It was evident that some of our decrease in enrollment had affected the volume of transcript transactions. Our office staff was instructing students to use getmytranscript.com to request their official transcripts instead of the link on the NSU main page. Of the total on-line transcript transactions, 94.38% were for immediate release while 1.60% were for after grades were posted and 4.02% were for after degrees were awarded. By the end of spring 2023, our volume of transcript transactions processed on-line was 8,921. This was 179 less on-line transactions than our target goal.

Decision, action, or recommendation. In 2022-23 the target was not met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will advise our office staff to guide

each student needing an official transcript to the direct link on the NSU main page under Quick Links.   By the end of spring 2024, the volume of transcript transactions will increase to 9,000.

Measure 3.4 (Indirect)

Records ensures that all permanent student records' documents, of current and former students, are scanned into Paperflow, our digital imaging system. Each document type is batch scanned, matched, and merged with the identifying number and name on the Banner system, and indexed to the corresponding data file. These data files can be accessed for retrieval from Papervision. The volume of scanned images will increase to 8,000 by the end of spring 2023.

Finding: Target was met.

Analysis: In 2021-22 the target was not met. Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. We planned to purchase new scanners and change our contract to include maintenance on each scanner instead of just the software. We purchased and installed two new scanners and completed the contract for the maintenance on both of scanners. These new scanners are much faster than the old ones. As a result of these changes, in AC 2021-22 the target was not met. There was a short break in scanning due to the primary employee resigning. The supervisor picked up the scanning for approximately 4 weeks to catch up on documents that needed to be scanned into the students' files. The supervisor scanned 2,227 images during the fall semester. The assisting staff member increased her volume of scanning around her own work responsibilities to aid in keeping these documents from piling up in stacks to be scanned. The assisting staff member scanned 11,410 images during fall 2021. We were able to fill the vacant position with an employee from another unit within our department. This employee quickly caught on to the correct way to scan, index, and export the documents into the students' files on our server. She began scanning imaging at the end of September and successfully scanned 16,010 images. By the end of the fall semester, we had scanned 29,647 images. We had finally scanned the images of all documents into the students' files. With the success of this monumental task, we now have successfully scanned the images of all documents into student's files and have begun scanning processed documents submitted at the end of each day. For the spring 2022 semester, the primary employee scanned a total of 10,863 images into students' files. She has been able to keep up with the daily scanning along with other duties assigned. By the end of spring 2022, we had scanned 40,510 images into the students' files. This was 4,490 below our target goal. Although we didn't meet our target goal, we did successfully scan all images needing to be filed. By successfully achieving this responsibility, we are confident that we have met the satisfaction of our students. Our primary employee was diligent in making sure records' images were readily available for staff retrieval.

Assessment Cycle 2022 – 2023

Based on the analysis of the 2021-22 results, we made the following changes in 2022-23 to drive the cycle of improvement.   At the beginning of fall 2022, we set up a daily scanning container for placement of all retainable record documents that needed to be imaged. The imaging, indexing, and exporting of documents was completed within two business days. Once we reached the commencement week, scanning was paused to allow time to complete commencement responsibilities. The Registrar initiated a special project of scanning old Curriculum Review Council (CRC) proposals approved by the council. With the volume of old proposals and limited available space on Paperflow, the initial project consisted of scanning proposals back to 2002. All other proposals would remain bound in the vault. We were also asked to have graduation information scanned into a special project divided into three sections (certification of candidates, confirmation of degrees awarded, and graduation miscellaneous). Working on these special projects takes extra time and energy while completing daily responsibilities. For fall 2022, the primary person scanned a total of 13,183 images into student files and special projects. With the addition of the special projects, we could see that we were well over our intended target. For spring 2023, one staff member retired at the beginning of spring leaving us to distribute those duties until that position could be filled. We were able to fill the position with our primary person scanning. The scanning position was frozen due to budget cuts. The duties of scanning were redistributed between two staff members – one scanned special projects, and the other scanned daily processed student documents. During the spring semester, the primary person scanned 4,151 images of special projects. The secondary person scanned 13,236 images of processed student documents (including graduation information). By the end of spring 2023, a total of 17,387 images was scanned.

Decision, action, or recommendation. In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement. We will upgrade our server to ensure that it contains the most current version. We will monitor the server storage volume to ascertain the available space for pertinent student documents. By the end of spring 2024, the volume of scanned images will increase to 9,000.

Graduation and Degree Audit

Service Outcomes:

SO 4. Graduation and Degree Audit ensures the accuracy of the degree audit system, graduation and certification of graduate, baccalaureate, and associate degrees, and diplomas for the commencement program.

Source Map:
University of Louisiana System Board of Supervisors
Louisiana Board of Regents'

Assessment Cycle 2022 – 2023

Measure 4.1 (Direct - Knowledge)

Graduation and Degree Audit updates and maintains the tables in the Banner system that upload data into Degree Works. This data is directly linked to program requirements, compliance, and possible substitutions. Since Degree Works is not a Banner product, the assistance of programmers in the IT Department is needed to complete technical updates to the Degree Works software and batching of data. By updating the Degree Works manual prior to the fall semester, new faculty/advisors and current faculty/advisors can readily access the manual on the web. Graduation staff will be readily available to assist or train any faculty/advisor. By the end of spring 2023, there will be no more than 30 participate in Degree Works training.

Finding: Target was met.

Analysis: In 2021-22 the target was not met. Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. We changed our focus to only faculty and advisors. We updated the Degree Works manual to reflect the new changes in Degree Works and placed it on the Registrar's Office web page as a resource tool prior to the beginning of the fall semester. Our plan was to send out an email survey to all faculty/advisors for responses on whether they desired training. As a result of these changes, in AC 2021-22 the target was not met. All electronic surveys must be sent out by the Executive Director, Institutional Effectiveness and Human Resources. She was not able to separate faculty and advisors from staff. At the beginning of the fall 2021 semester, the survey was sent to 648 faculty, advisors, support staff, and other employees. There were 3 that bounced back as undeliverable. Of the 645 surveyed, we received total 142 responses (121 were faculty & advisors, 3 support staff, & 18 other) giving a 22% response rate.   The total "yes" responses in reference to Degree Works training was 45 giving a 31.69% rating. A total of 97 responded that they did not need Degree Works training giving a 68.31% rating. The "yes" responses from faculty and advisors were 40 of out the 121 giving a 33.06% rating. The "no" responses from faculty and advisors were 81 out of the 121 giving a 66.94% rating. With this rating of the faculty and advisors responding with not needing Degree Works training, we are on target for meeting our goal.

Position	Responses	Yes	No	% Yes	% No	Total %
Academic Advisor	4	2	2	50.00%	50.00%	100.00%
Faculty	117	38	79	32.48%	67.52%	100.00%
Support Staff	3	1	2	33.33%	66.67%	100.00%
Other	18	4	14	22.22%	77.78%	100.00%
Total	142	45	97	31.69%	68.31%	100.00%

Assessment Cycle 2022 – 2023

For the spring 2022 semester, no further responses were received from those previously surveyed. Although we did not receive additional responses, we are confident that there are not many faculty and advisors who need Degree Works training.

Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement. The Degree Works Manual was updated and placed on the Registrar's Office web page. During the fall 2022 semester, we emailed a survey to 360 advisors and faculty to find out who needed Degree Works training. We received 130 responses from the survey giving a 36.1% response rate. Out of the 130 responses, 26 (20%) stated they needed Degree Works training. During the spring 2023 semester, we had a scheduled Degree Works training on March 8, 2023. Prior to the training this spring, there were several one-on-one training sessions held for those who called requesting help. Two (2) people attended the scheduled training conducted by the Associate Registrar for Registration and Graduation. The training was recorded so that others who needed training would be able to view it when needed.

Decision, action, or recommendation. In 2022-23 the target was met.   Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24to drive the cycle of improvement. We will place the Degree Works training recording on the Registrar's Office web page and on MyNSU for faculty and advisors. We will update the Degree Works Manual with updated procedures and processes implemented for quick access for faculty and advisors. By the end of spring 2024, there will be less than 20 participants needing Degree Works in-person training.

Measure 4.2 (Indirect)

Graduation and Degree Audit ensures that all candidate certifications are received from the deans' offices by the established deadline for each semester. The timely submission of the certifications affects the timely awarding of degrees, the commencement program, and the accuracy of the graduation count. By the end of spring 2022, we will have an 80% timely submission rate for candidate certifications.

Finding: Target was met.

Analysis: In 2021-22 the target was met. Based on the analysis of the 2020-21 results, we made the following changes in 2021-22 to drive the cycle of improvement. During the fall, emails were sent to the deans' offices reminding them of the calendar due date and time for candidate certifications. As a result of these changes, in AC 2021-22, the target was met. The certifications were due by 12 Noon on December 13, 2021. All 5 deans' offices submitted their candidate certifications by the due date and time giving a 100% timely submission rate. The administration and graduation committee made the decision to have two commencement ceremony days – one on Wednesday, December 15, 2021 and a

second on Thursday, December 16, 2021.   By doing so, this allowed our graduation staff the opportunity to prepare all diplomas and covers for mailing on Friday which was the actual graduation date. The administration had planned to review the upcoming spring calendar to make changes with the two due dates for candidate grades and certifications. During the spring semester, we sent weekly candidate discrepancy lists to the academic departments and assisted them with clearing candidate discrepancies.   Candidate certifications were due by 12 Noon on May 9, 2022. Of the 5 deans' offices, we received 3 certifications by the due date and time and 2 after the set time giving a 60% timely submission rate. By receiving the 3 certifications by the due date and time, our graduation staff had enough time to ensure that the candidates qualified to graduate. We had to quickly review the 2 received after the set time. For AC 2021-22, we had 8 timely submissions out of 10 giving an 80% submission rate.

Based on the analysis of the 2021-22 results we implemented the following changes in 2022-23 to drive the cycle of improvement.   We communicated with the deans' offices to identify ways to improve the timeliness of their certification submissions. We worked with and encouraged each dean's office to have their candidate discrepancies cleared at least a week prior to graduation. During the fall 2022 semester, we sent out candidate discrepancy reports weekly to the deans' offices so that they could identify any problems that would prevent those candidates for graduating. We assisted the deans' office by reviewing the degree audits to find possible options to clear candidates. For fall 2022, we received all candidate certifications from all 5 deans' offices on time. This was a 100% rating on timely receipt of certifications. For spring 2023, we received all candidate certifications from all 5 deans' offices on time. By the end of 2023, we had a total 100% rating on the time receipts of candidate certifications.

Decision, action, or recommendation. In 2022-23 the target was met. Based on the analysis of the 2022-23 results we will implement the following changes in 2023-24 to drive the cycle of improvement.   We will send out weekly discrepancy lists to the deans' offices and monitor the discrepancies to assist with possible resolutions for those candidates. By the end of spring 2024, we will have a 100% timely submission rate of candidate certifications.

Comprehensive Summary of Key evidence of seeking improvement based on the analysis of the results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2022-2023. These changes are based on the knowledge gained through the analysis of AC 2021-2022 results.

- We provided email access to the secondary VA certifying official so that additional assistance could be provided to students in a timely manner.

- Our VA certifying officials attended the virtual live assessment training in August.

Assessment Cycle 2022 – 2023

- Our staff wore easily identifiable attire and the newly designed name tags for the graduates to recognize and approach us if there was a need before, during, or after the ceremonies.

- Our staff was positioned outside the candidate entry door; at the commencement card distribution table; and in the West side concourse of the coliseum to be readily available for assistance to the graduates.

- We made an adjustment to the location of staff by including the East side concourse for graduate students and having staff placed there for assistance of those graduates.

- We increased our in-person visitor survey number to 75 each semester.

- Both evaluators attended the TES online training during July 2022.

- One evaluator attended the LACRAO 2022 Annual Conference (Louisiana Association of College Registrars and Admissions Officers) that was held November 2-4, 2022, in Alexandria, LA.

- We had ITS revise our transfer credit report to include all transfer credits entered.

- On the last day to make up "I" grades in fall 2022 for the preceding semester (summer 2022), we made email contact with the instructors of the courses in which students had "I" (incomplete) grades.

- We encouraged the students needing a verification to use the on-line verification service after the initial enrollment reporting was completed following the 14-class day.

- We advised current and former students of the "Request a Transcript" link on the NSU main page and the two options for transcript delivery.

- We set up a daily scanning container for placement of all retainable record documents that needed to be imaged.

- The Degree Works Manual was updated and placed on the Registrar's Office web page.

- We emailed a survey to 360 advisors and faculty to find out who needed Degree Works training.

- We had in-person Degree Works training on March 8, 2023, that was recorded for future use.

Assessment Cycle 2022 – 2023

- Prior to the scheduled Degree Works training, one-on-one training was provided.

- We communicated with the deans' offices to identify ways to improve the timeliness of their certification submissions.

- We worked with and encouraged each dean's office to have their candidate discrepancies cleared at least a week prior to graduation.

Plan of action moving forward.

- Our VA certifying officials will attend the LAVECO conference and virtual trainings this fall 2023 to ensure that we are aware of any changes in VA regulations and procedures.

- We will purchase an additional commencement card box for the graduate students.

- We will update our current survey by changing the questions and place the candy bowl in the lobby area for visitors.

- We will have ITS revise our report of transcripts evaluated, and credits awarded to improve accuracy.

- We will update old transfer credit equivalencies to match the current course descriptions of other universities.

- We will send email notifications to undergraduate instructors of courses in which an incomplete grade has expired to ensure that the final grades are expeditiously submitted.

- We will make additional efforts to reduce the number of verifications we are unable to confirm.

- We will work closely with the Financial Aid Office staff to resolve any errors that affect the timely submission of the monthly enrollment reports.

- We will advise our office staff to guide each student needing an official transcript to the direct link on the NSU main page under Quick Links.

- We will upgrade our server to ensure that it contains the most current version.

Assessment Cycle 2022 – 2023

- We will monitor the server storage volume to ascertain the available space for pertinent student documents.

- We will place the Degree Works training recording on the Registrar's Office web page and on MyNSU for faculty and advisors.

- We will update the Degree Works Manual with updated procedures and processes implemented for quick access for faculty and advisors.

- We will send out weekly discrepancy lists to the deans' offices and monitor the discrepancies to assist with possible resolutions for those candidates.