Assessment Cycle 2023 – 2024

University Registrar

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Approved by: Dr. Greg Handel, Provost   **Date: June 26, 2024**

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 2024, the volume of emails from VA recipients will reach 600.

Finding: Target was met.

Analysis: In 2022-23, the target was met. 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 as well as monthly virtual training. 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.

Based upon the analysis of 2022-23 results, we made the following changes in 2023-24 to drive the cycle of continuous improvement. Our VA certifying official attends a live virtual training session each month called office hours, in addition to the five hours of training required for school certifying officials to ensure that we are aware of any changes in VA regulations and procedures. One VA certifying official has resigned effective 10/29/23. We previously provided email access to both VA certifying officials. Currently only one certifying official has access to emails. We hope to fill the position soon, so that both certifying officials can respond to emails and meet the needs of our VA recipients. VA requires one certifying official for every 125 GI Bill students. For the fall 2023 semester, we had a total of 405 emails from VA recipients. The fall 2023 total volume of emails was 259 less than the fall 2022 email volume. For the spring 2024 semester, we had a volume of 375 emails from VA recipients. We had a total of 780 emails received by the end of spring 2024 which was a decrease of 279 emails. Only one VA certifying official responded

to VA emails, we can see that this method of communication has decreased but less students have reached out needing help. We can say that we are efficiently meeting the needs of our VA recipients.

Decision, action, or recommendation. In 2023-24 the target was met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. By the end of spring 2025, the volume of emails from VA recipients will reach 700. We will hire an additional certifying official contingent on fall enrollment to offer more efficient services to our VA students. Our VA certifying officials will attend virtual trainings and monthly office hours this fall 2024 to ensure that we are aware of any changes in VA regulations and procedures.

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 3 by the end of spring 2024.

Finding: Target was met.

Analysis: In 2022-23 the target was met. 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.

Based on the analysis of the 2022-23 results, we made the following changes for 2023-24 to drive the cycle of improvement. We purchased an additional commencement card box to be placed on the east side of the coliseum to help expedite the distribution of commencement cards. The complaints from graduates will not exceed three by the end of spring 2024. We received positive feedback from student Lauren Winters for the fall 2023 commencement. She said, "First of all, I wanted to say thank you for a wonderful graduation! I also wanted to spotlight one of your students who went above and beyond to help me with an issue. I arrived at commencement at 1:30 as requested. When I arrived, my other classmates said that I had the wrong hood. Staff members directed me to speak with the bookstore staff member at commencement. I found the person and she called her manager at the bookstore. They stated I would have to drive over there to switch it out. I have never been on campus or to the bookstore until graduation and my husband had our car. Zoe Johnson, president of the Purple Jackets, immediately said she would take me. She drove me there, spoke with the staff and dropped me off right where I needed to be to line up, with only a few minutes to spare. She truly saved my graduation and was so warm and welcoming. She really is a shining star at NSULA!" We also changed the order of the Doctoral students so that the major professors can hood all of their students at once, instead of returning to their seats after hooding each one. This change results in a faster and more efficient commencement exercise. We received positive feedback from several faculty members concerning commencement for spring 2024. Steve Hicks said, "Commencement was 100% perfect!" Dr. Cynthia Lindsay said, Graduation was great, and you all looked so professional and nice with your coordinated outfits! Dr. Susan Barnett said, "Everything went so well. . .great organization, wonderful guides trying to organize the faculty and students, the exciting atmosphere, and the confetti at the end. As we marched out, y'all clapped for us. It was so heartfelt. Thank you. Y'all looked great in your coordinated outfits." This was confirmation that we are providing satisfactory commencement ceremonies for our graduates.

Decision, action, or recommendation. In 2023-24 the target was met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will purchase commencement boxes for each employee handling a college. That employee will be responsible for alphabetizing their own college in the box. The complaints from graduates will not exceed 2 by the end of spring 2025.

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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 2024, we will have an 90% satisfaction rating from students, faculty, and staff receiving in-person service.

Finding: Target was met.

Analysis: In 2022-23 the target was met. 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 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.

Based on the analysis of the 2022-23 results, we made the following changes in 2023-24 to drive the cycle of improvement. We placed the candy bowl on the coffee table in the lobby area. We made changes to the previous survey by changing the questions. The new questions presented in the survey for the Fall 2023 and Spring 2024 are, 1). Rate your satisfaction with the NSU Registrar's Office representative in resolving your issues. 2). The staff member provided a resolution for my issue or gave me clear instructions for the steps I needed to take to resolve my issue. 3). Overall, I was satisfied with the service provided by the Registrar's Office. Of the seventy-five Fall 2023 surveys completed, 89.33% strongly agreed with question number one and 10.67 agreed. Question number two had 92% strongly agreed, with 8% agreeing. The Overall satisfaction question number three, had 90.67% strongly agreeing and 9.33% in agreement, leaving no dissatisfaction with the service at the front desk of the Registrar's Office. 93.33% of those surveyed were current students, 2.67% Alumni, 1.33% Faculty/Staff with 2.67% identified as other. The reasons for visiting the Registrar's Office front desk ranged from Academic Policy, Academic progress, Transcripts, registration

changes, grades, enrollment/verification, transfer credits, diplomas, major changes, FERPA, and address changes. The visitors were extremely happy to see the candy bowl back in the front lobby. We surveyed 75 additional visitors in our front desk lobby for the Spring 2024 semester. 88% of the visitors selected Strongly agreed with survey question number one, the other 12% selected agree. For questions number two we had 88% agreeing strongly and 12% agreeing with the question. With question number three showing 88% strongly agreeing and 12% agreed with the question. The visitors surveyed for Fall 2023 and Spring 2024 rated their visit to the NSU Registrar's Office with 88.67 strongly agreed and 11.33% agreed that the NSU Registrar's Office representative resolving their issues. 90% strongly agreed and 10% agreed that they we given clear instructions for the steps that needed to be taken to resolve any issues they were having. 89.33% strongly agreed, with 10.37% agreed that during the Fall 2023/Spring 2024 semesters that the visitors were satisfied with the service provided by the Registrar's Office. Of the 150 visitors in the Registrar's Office during the 2023/24 academic year we have 93.33% current students, 4% alumni, 2.67% Faculty/Staff members. Of the 150 We provided space on the survey for comments that may assist us in making improvements to the Registrar's Office. All comments were extremely supporting.

Decision, action, or recommendation. In 2023-24 the target was met Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will obtain a report from our ITS department assessing how many students we are assisting by email. By the end of 2024-25, we will have a 92% satisfaction rating from students, faculty, and staff receiving in-person service and the volume we are assisting by email.

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 5,000 by the end of spring 2024.

Finding: Target was met.

Analysis: In 2022-23 the target was met. 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.

Based on the analysis of 2022-23, we made the following changes in 2023-24 to drive the cycle of continued improvement. We had ITS to revise our report of transcripts evaluated and credits awarded to get a more accurate report of credits evaluated. We updated transfer credits equivalencies to match the current course descriptions of other universities. During the Fall 2023 semester we updated our Banner course catalog to coordinate with the Louisiana Board of Regents matrix. We have also worked on updating course credit equivalencies in the TES system. The Registrar's Office along with our ITS, has revised a transcript evaluation report in our Argos system. We are now able to run a report to show the number transcripts and credits that are evaluated and entered each semester into the Banner system including start and end dates. For the Fall 2023 semester we evaluated 1407 transcripts, resulting in totaling 85564.343 total credits transferred to NSU, 3118 were credits issued per articulation/partnership agreements, From the College Board, 27 ACT examinations, 179 Advance Placement (AP) examinations, and 258 credits per College Board CLEP examinations. During the Spring 2024 semester we gave 96,172.331 total credits. 2,088 were transfer transcripts, 2,713 articulation/partnership agreements, 1275 ACT/SAT credits, 147 AP credits, 649 CLEP credits and 3 credit connections credits given. A total of 3495 transcripts evaluated for the 2023/24 academic year and a total of 181,736.674 credits. We evaluated 38.96% more transcripts in the Spring 2024 than we evaluated in the Fall 2023. We continued updating our Banner course catalog with the new updated Louisiana Board of Regents Interactive Course Articulation Matrix.

Decision, action, or recommendation. Decision, action, or recommendation. In 2023-24 the target was met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will continue with updating our Interactive Course Articulation Matrix by our evaluators. We will implement a new project with our front desk assistants, they will both take turns updating information from the new Interactive Course Articulation Matrix into the TES system. The volume of transfer credits and test score credits (ACT, SAT, AP, CLEP, DSST, Advanced Program) entered. in our Banner system will increase to 182,000 by the end of spring 2025.

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 2024, the volume of grade changes and approved resignation appeals will increase to 1,300.

Finding: Target was not met.

Analysis: In 2022-23 the target was not met. We made 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. 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 made a lot of changes to student records.

Based on the analysis of the 2022-23 results, we implemented the following changes in 2023-24 to drive the cycle of improvement. After finding out in spring 2023 that we could not generate a report until the "I" (incomplete) grades expire, we notified each instructor by email of the expired grade for any student in the course with the exception of graduate students. There were a total of 31 summer "I" grades (23 undergraduate and 8 graduate). The list of 8 graduate students (6 courses) was emailed to the Graduate School for their use. For the 23 expired incomplete grades for undergraduate students, we emailed the 17 instructors advising them of the expiration. Some responses included: "Thank you for letting me know. I haven't heard from the student in a while, but she turned in enough to get a D, so I will submit a change of grade form to that". "(student name) did not complete the course requirements in ANTH 1510 42I despite being given the opportunity to do so, so the grade of 'F' is appropriate". "Neither of these students finished the coursework in ANTH 1510 41I despite being given the opportunity to do so, so the grade of 'F' is appropriate in both cases". "I apologize. I thought that was taken care of. She had the flu or COVID and took her final late. She did complete the course. I will find someone to help me get that form done tomorrow". "This student did submit some work, and then she asked for another extension and I denied it. I have not heard from her. Please advise?" In December the staff member supervising the Records Division retired and the department underwent reorganization, with this supervisory position being dissolved. A new position, Academic Records Specialist, was established. This position assumed some of the responsibilities previously assigned to the division supervisor, including processing grade changes. At the end of the Spring 2024 semester a total of 1,048 grade changes, 330 less than at the end of spring 2023 semester, had been processed. Within this total, 218 were approved appeal changes.

We continue with the changes implemented in the 2022-23 semester; we emailed the 76 undergraduate instructors of the 113-undergraduate expired "I" incomplete grades. We received and processed 5 extensions with 13 final grades processed. All other incomplete grades have been changed to "F" grades. Some of the instructors replied by email with the following messages: Thanks Brandi for your message, I have copied Ms. Sheri Wilson and Ms. Tiffany Rogers to follow up on this. Dr. Deshotels (Primary

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Instructor) has retired., Thank you, Unfortunately, he has not completed the work, The students above did not complete the requirements for NURB 3142 in the Fall 2023 during the 60-day extension for incomplete grades., and the following students did not complete the requirements for NURB 3140 in the fall of 2023.

Decision, action, or recommendation. In 2023-24 the target was not met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will continue with our training of the new position in the Registrar's Office records division to insure we continue a speedy and efficient process. By the end of spring 2025, the volume of grade changes and processing of approved resignation appeals will increase to1,350.

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 5,000 by the end of spring 2024.

Finding: Target was not met.

Analysis: In 2022-23 the target was not met. In 2022-23 we implemented the following changes 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.

Based on the analysis of the 2022-23 results we implemented the following changes in 2023-24 to drive the cycle of improvement. We added the wording "Self-Service Verification of Enrollments located on MyNSU under the Quick Links Menu" to the signature line of the emails of our three records staff. By including this message, each recipient of the emails would be made aware of the on-line verification service. With the reorganization of duties within the Registrar's Office, processing of in-house verification of enrollment/degree is now processed by the front desk staff. The two staff members at the front desk now process all verification requests submitted in person, faxed, or by email. During the Spring 2024 semester the staff members processed a total of 308 in-house, along with 1700 on-line verifications.

Decision, action, or recommendation. In 2023-24 the target was not met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will continue to chart the volume of on-line verifications processed and the in-house number of verifications processed to ensure satisfaction of service. Our on-line verifications will increase to 5,000 by the end of 2025.

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 9,000 by the end of spring 2024.

Finding: Target was not met.

Analysis: In 2022-23 the target was met. In 2022-23 we made the following changes 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 2022-23 results we implemented the following changes in 2023-24 to drive the cycle of improvement. We advised our front desk staff and other office staff to guide each student inquiring about an official transcript to the direct link on the NSU main page under Quick Links. The direct link was also made accessible through NSU Connect. We were informed by our Electronic & Continuing Education employees that the MyNSU access becomes disabled for students who have not been enrolled in a year. By having the direct link on the NSU main page, prior students have access to request their official transcripts. We received a total volume of 4000 transcript requests for the Fall 2023. We processed 95.86% of the requests with 4.14% cancelled due to holds. 91.34% of the requests were delivered electronically, leaving the remaining total 8.66% to be mailed. On July 1, 2024, per federal regulations we no longer hold transcripts due to accounting balances. For the Spring 2024 we processed 96.96% of transcript request received with only 0.02 cancelled due to holds. 90.775 were processed via electronic delivery leaving 9.23 that were mailed out. Totaling 4800 transcripts process for the Spring 2024. Giving us a 200 shortage of meeting our goal of 9,000 processed transcript for the Fall 2023-24

Decision, action, or recommendation. In 2023-24 the target was not met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will maintain our quest to assist current and prior students will easy accessibility to requesting transcripts on-line. We will push to ensure we are processing all transcript requests within a 3-day turnaround. By the end of spring 2025, 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 9,000 by the end of spring 2024.

Finding: Target was met.

Analysis: In 2022-23 the target was met. 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.

Based on the analysis of 2022-23, we made the following changes in 2023-24 to drive the cycle of improvement. We upgraded the server to the most current version to appropriately store our digitized student documents. With two other departments sharing the same server, we periodically monitored the server's storage volume, keeping abreast of available space. It's critical that student data has priority over other types of data since the original intent of the scanning was to replace students' paper files. With the reorganization of responsibilities due to a reduction in staff, we have assigned the scanning to only one staff member. For the Fall 2023, our staff member scanned and indexed a total of 10,497 records to our student files and a total of 10,117 during the Spring 2024 semester, giving a total volume of scanning documents of 20,614 student documents to our Paperflow digital system. This process gives us an advantage of assisting students and faculty with any questions from these records scanned.

Decision, action, or recommendation. In 2023-24 the target was met Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will continue our scanning of special projects along with the accomplishment of scanning all student records to be readily available if needed. By the end of spring 2025, the volume of scanned images will increase to 21, 800.

Assessment Cycle 2023 – 2024

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'

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 participating in Degree Works training.

Finding: Target was not met.

Analysis: In 2022-23 the target was met. Based on the analysis of the 2022-23 results we implemented the following changes in 2023-24 to drive the cycle of improvement. We placed the Degree Works training recording on the Registrar's Office web page for faculty and advisors. We updated 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.

The Degree Works Manual was updated with the latest updates and procedures and processes implemented. The manual was uploaded to the Registrar's Office webpage under Degree Works. Several mini questions and answered training sessions were handled on an individual basis.

Decision, action, or recommendation. In 2023-24 the target was not met. Based on the analysis of the 2023-34 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will edit the original training video or record a new training video to place on the Registrar's Office web page and on MyNSU for faculty and advisors. We will continue to update the Degree Works Manual with updated procedures and processes implemented for quick access for faculty and advisors. By the end of spring 2025, there will be less than 20 participants needing Degree Works in- person training.

Assessment Cycle 2023 – 2024

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 2023, we will have an 80% timely submission rate for candidate certifications.

Finding: Target was not met.

Analysis: In 2022-23 the target was met. Based on the analysis of the 2022-23 results we implemented 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.

During the Fall 2023 semester, weekly discrepancy lists were sent out to the deans' offices. Discrepancies were monitored throughout the semester and were addressed for possible solutions. The weekly monitoring of the discrepancies helped the Fall 2023 certification lists to be 100% submitted on time. In Spring 2024, we did not meet our goal. Changes in some colleges may have been a factor for certification list not being submitted on time for the spring 2024 semester,

Decision, action, or recommendation. In 2023-24 the target was not met. Based on the analysis of the 2023-24 results we will implement the following changes in 2024-25 to drive the cycle of improvement. We will continually 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 2025, 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 2024-25. These changes are based on the knowledge gained through the analysis of AC 2023-24 results.

- The VA certifying official attended live virtual training session each month called office hours, in addition to the five hours of training required for school certifying officials, to ensure that we are aware of any changes in VA regulations and procedures.

- Additional commencement card boxes were purchased to help expedite the distribution of commencement cards.

- Placed a candy bowl on the coffee table in the lobby area of the Registrar's Office, next to the survey forms. Visitors were extremely

happy to see the candy bowl back in the front lobby, which encouraged them to complete a service survey.

- Provided space on the service survey for comments that may assist us in making improvements to the Registrar's Office. All comments were extremely supporting.

- Updated the Banner course catalog to coordinate with the Board of Regents matrix and worked on the updating of course equivalencies in the TES system.

- Updated the Degree Works Manual with latest procedures and made updates available on the Registrar's Office web page as a resource tool.

- Provided individualized Degree Works Q&A training sessions.

- Sent deans' offices weekly candidate discrepancy lists to review for possible solutions and assisted them with clearing candidate discrepancies.

Plan of action moving forward.

- Hire an additional VA certifying official, contingent on fall enrollment, to offer timely and efficient services to our VA students.

- Purchase commencement card boxes for each staff member responsible for coordinating a college to allow for more efficient distribution of stage cards to graduates.

- Plan to obtain a report from our ITS department to assess the number of students we are assisting by email.

- Continue updating our Interactive Course Articulation Matrix and implement a new project with our front desk staff to update information from the new Interactive Course Articulation Matrix into the TES system.

- Continue the training for reallocated records responsibilities in the Registrar's Office to insure we continue to provide speedy and efficient services.

- We will continue to ensure that our TES subscription is renewed each November to prevent any interruption of access.

- We will continue to contact the instructors of the courses in which students have "I" (incomplete) grades that are expiring for the preceding semester prior to the last day to make up "I" grades.

- Continue to encourage students to use the on-line enrollment verification service after the initial enrollment reporting has been completed.

- Add a link for the on-line verification service to our student self-service portal.

Assessment Cycle 2023 – 2024

- We will communicate with the deans' offices to identify ways to improve the timeliness of their candidate certification submissions and provide weekly discrepancy list to encourage that candidate discrepancies be cleared in a timely manner.