# Assessment Cycle 2024 – 2025

**University Registrar**

**Division or Department:** N/A

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**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 2026, the volume of emails from VA recipients will reach 700.

**Finding:** Target was met.

**Analysis:** Based upon the analysis of 2023-24 results, we made the following changes in 2024-25 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. Our certifying official attended the LAVECO conference in March. For the fall 2024 semester, we had a total of 732 emails from VA recipients. The fall 2024 total volume of emails was 327 more than the fall 2023 email volume. For the spring 2025 semester, we had a volume of 665 emails from VA recipients. We had a total of 665 emails received by the end of spring 2025 which was an increase of 290 emails. Only one VA certifying official responded to VA emails, we can see that this method of communication has increased with more students needing help. We can say that we are efficiently meeting the needs of our VA recipients. We have received zero complaints. We can say that we are meeting the needs of our students.

**Decision, action, or recommendation.** In 2024-25 the target was met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. By the end of spring 2026, 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 training and monthly office hours this fall 2025 and spring 2026 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 2 by the end of spring 2026.

**Finding:** Target was met.

**Analysis:** Based on the analysis of the 2023-24 results, we made the following changes for 2024-25 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 2025. We received positive feedback from Hannah Wenninger who said, "You and your staff are able to pull off a major production that runs so smoothly. I appreciate your assistance and what you all are able to accomplish in these two jam packed days." Carrie Smith said, "You work so hard to make all of this happen and I can't imagine the stress of it all for you!! I love seeing our graduate students on their graduation day and this a perfect opportunity for me to have that!!" This was confirmation that we are providing satisfactory commencement ceremonies for our graduates.

**Decision, action, or recommendation.** In 2024-25 the target was met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. Based on the positive feedback received, we will use the same process for future commencements. We are meeting the needs of faculty and students. The complaints from graduates will not exceed 2 by the end of spring 2026.

**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 2026, we will have a 95% satisfaction rating from students, faculty, and staff receiving in-person service.

**Finding:** Target was met.
**Analysis**: Based on the analysis of the 2023-24 results, we made the following changes

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in 2024-25 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 others. 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 gave 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. 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.

Based on the analysis of the 2023-24 assessment results, we made the following changes in 2024-25 to drive the cycle of improvement of the student academic services in the Registrar's Office. During 2024-25 we added a new report from our ITS department with a total count of emails received by the Registrar's Office. We had a total of 3,288 emails during the Fall 2024 semester, with a total of 4,708 emails during the Spring 2024 semester. We assisted with a total of 7,996 emails from students, faculty, and staff for the 2023-24. Our surveys we conducted in our front lobby of the Registrar's Office show that we had 96.67% students, 2.66% parents of students and 2.66% alumni at NSU. From the customers surveyed, the reasons for visiting the Registrar's office ranged from, checking on their Academic Progress, Grades, Transcript request, Enrollment/Verification request, Degree Audit inquiries, transfer credit inquiries, major changes, registration changes and diploma questions. Question 1) Rate your satisfaction with the NSU Registrar's Office representative in resolving your issue, 87.5% strongly agreed, 11.67% agreed with only .83% disagreeing. Question 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, 85.83% strongly agreed, 14.17% agreed with 0% disagreeing. Question 3) Overall, I was satisfied with the service provided by the Registrar's Office. 91.67% strongly agreed, 8.33% agreed with 0% disagreed. We ask for any comments that may assist us in making improvements to the Registrar's Office service on our survey. We received all positive comments from the surveys completed, with all the comments stating that no improvements are needed. We have had a few turnovers at our Registrar's Office front desk during the 2024-25 academic year. The pride that our front desk assistants have shown when assisting our quest is amazing. The overall satisfaction with the service in the NSU Registrar's Office for the 2024-25 year is 98.67%.

As a result of these changes in 2024-25, the target was met.

**Decision, action, or recommendation.** In 2024-25 the target was met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. By the end of 2025-26, we will have a 95% satisfaction rating from students, faculty, and staff receiving in-person service and continue to track the volume we are assisting by email. In order to assess the overall satisfaction of the registrar office email service we will implement a survey on our registrar's office email auto reply during the 2025-26 academic year.

**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 182,000 by the end of spring 2026.

**Finding:** Target was met.

**Analysis:** In 2023-24 the target was met. We made the following changes in 2024-25 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

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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 Fall 2023. We continued updating our Banner course catalog with the newly updated Louisiana Board of Regents Interactive Course Articulation Matrix.

Based on the analysis of 2023-24 assessment results we made the following changes in the 2024-25 to drive the cycle of continuous improvement. We had number of turnovers in our front desk area and with new employee training were not able to implement the updating within the Interactive Course Articulation Matrix into the TES system. We had only one evaluator during the Fall 2024 semester and have been training a new evaluator since the beginning of the Spring 2025 semester. Our second evaluator is the back up for our front desk when someone is out. We have now hired a new employee for our front desk. During the Fall 2024 semester we evaluated 3,915 transcripts with a total of 15,2206 credits transferred. Of the credits transferred for Fall 2024, 1,374 were ACT/SAT credits, 461 AP credits, 1,243 CLEP credits 3 were credits from credit connection1,577, and 6,302 were credits issued by articulation/partnership agreements.  During the Spring 2025 semester at a total of 1,727 transcripts were evaluated giving a total of 63,508 total credits given, 2,626 ACT/SAT, 102 AP credits, 739 CLEP credits and 2,626 issued by articulation/partnership agreements. Giving a total of 5,642 transcript for the 2024-25 academic year 562 more than the 2023/24 academic year. With 33,978.74 transfer credit given in the 2024-205 academic year than were given from the 2023/24 academic year. With the increase in transfer credits, we will drive the cycle of improvement of excellent transcript evaluations as we are training our staff to be efficient.

**Decision, action, or recommendation.**  In 2024-25 the target was met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will continue with the training of our second evaluator to ensure an exceptional transcript evaluation service for our students. The two evaluators will attend an online TES workshop and will aspire the evaluators will work diligently in updating all changes updated in the Interactive Course Articulation Matrix. The volume transcripts evaluated in our Banner system will increase to 6,000 by the end of spring 2026.

## 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 2026, the volume of grade changes and approved resignation appeals will decrease to 500 due to instructor timely submissions and enforcement of appeal policies.

**Finding:** Target was not met.

**Analysis:** In 2023-24 the target was not met. We implemented the following changes in 2024-25 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 except for graduate students. There was 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 continued 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 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.

Based on the analysis of the 2023-24 results, we implemented the following changes in 2024-25 to drive the cycle of improvement. During the year 2024-25 our new Academic Records Specialist has been trained and shown the most proficiency in monitoring all students' records. She has made all updates and adjustments to the student's records as requested by students and by appeal decisions in a timely manner. We processed a total of 198 grade changes during the Fall 2024 semester. Of the 198 grade changes, 38.89% of the grade changes are decision from RCGC Appeal decisions, 11.11% were Incomplete grade from the Spring 2024 semester, 27.78% for final grades enter after the deadline for instructors to submit, 1.01% extension of incomplete grades from the Spring 2024 semester, leaving 21.21% of all other grade changes requested from student's request, Dean approvals and data entry errors. During the Spring 2025 semester a total of 448 grade changes were processed, with 34.6% RCGC decision changes, .22% incomplete grades form the Fall 2024 semester, 1.79% processing incomplete extensions, 27.23% final grades after the end of semester deadline, leaving 36.16% for all others grade changes request from student's request, Deans approvals and date entry errors. Giving a total number of grade changes for the 2024-25-year period to be 646.

**Decision, action, or recommendation.** In 2024-25 the target was not met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will strive to ensure we continue a speedy and efficient process by emailing the instructors of any expired incomplete or extension of incomplete grades. To ensure the students' up-to-date grades are submitted in a timely manner. Based on the knowledge gained through 2024-2025 results we will decrease the volume of grade changes and processing of approved resignation per appeal by sending reminders to the faculty and students of important grade deadlines. By the end of spring 2026, the volume of grade changes and processing of approved resignation appeals will decrease due to instructor submissions and enforcement of appeal policies, to 500.

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**Measure 3.2 (Indirect)**

Records ensure 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 online verifications will increase to 500 by the end of spring 2025.

**Finding:** Target was not met.

**Analysis:** In 2023-24 the target was not met. We implemented the following changes in 2024-25 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 2024-25 semester the staff members processed a total of 308 in-house, along with 104 on-line verifications.

Based on the analysis of the 2023-24 results we implemented the following changes in  2024-25 to drive the cycle of improvement, we continued to chart the volume of on-line verification processed and the in-house number of verifications processed to ensure satisfaction of service. With the implementation of adding the wording "Self-Service Verification of Enrollments located on MyNSU under the Quick Links Menu" to the signature line of the emails of four of our records staff we did not see a significant increase of on-line verifications of enrollment.  We processed a total of 83 verification of enrollment though the National Student Clearinghouse during the Fall 2024 semester. We also processed a total of 314 verification in house by the front desk coordinators and 83 verifications processed on-line.  During the Spring 2025 semester we processed 104 verification on-line through the Clearinghouse and 367 verifications in house. Making a total of 681 in house verifications processed for the 2024-25. A total of 187 on-line verifications were processed for the 2024-25 year. For the 2024-25 academic year we processed a total of 868 verifications of enrollments.

**Decision, action, or recommendation**. In 2024-25 the target was not met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will chart the volume of on-line verifications processed and the in-house number of verifications processed to ensure satisfaction with our service.  Based on the 2024-25 results we will add a link for the on-line verification service to the Registrar's Office webpage to decrease the in-house verifications and increase the online verifications to drive the cycle of continued improvement. Our on-line verifications will increase to 500 by the end of 2026.

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**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 2025.

**Finding:** Target was not met.

**Analysis:** In 2023-24 the target was met. We implemented the following changes in 2024-25 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 of 8.66% to be mailed. On July 1, 2024, according to 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. Total 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.

Based on the analysis of the 2023-24 results we implemented the following changes in 2024-25 to drive the cycle of improvement. We maintained our quest to aid current and prior students with easy access to requesting their transcripts on-line. We updated our reply on the online page to simplify our instructions on how to request online transcripts and made sure all employees answering the Registrar's phone calls were knowledgeable on how to aid students with requesting their on-line transcripts. We processed a total of 3,800 transcripts during the Fall 2024 semester, with 4,010 transcripts during the Spring 2025 semester for a total of 7,810 transcripts processed for 2024-25. Of the transcripts requested 97.02% were requested and process now, leaving 2.08% processed after grade were posted. Of the 7,810 requested 92.82% were processed electronically and 7.16% were processed by paper transcripts.

**Decision, action, or recommendation.** In 2024-25 the target was not met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will maintain our quest to aid current and prior students with easy access to requesting transcripts on-line. We will publish more detailed instructions on how to request an official transcript online on the Registrar's Office

webpage. We will update our NSU homepage wording from, *request a transcript*, *request an electronic or paper transcript* to ensure our current and previous students find the request more resourceful. By the end of spring 2026, the volume of transcript transactions will increase to 8,000.

**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 21,800 by the end of spring 2025.

**Finding:** Target was met.

**Analysis:**  In 2023-24 the target was met.  We made the following changes in 2024-25 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.

Based on the analysis of 2023-24, we made the following changes in 2024-25 to drive the cycle of improvement. We initiated a schedule for the front desk employees to assist with the scanning of special projects. Unfortunately, we were not able to follow through with the plans due to the training of new employees at the front desk. With only one employee scanning during the 2024-25, the total number of scanned images for the Fall 2024 semester was 11,346 documents. Scanned during the Spring 2025 semester the employee scanned 11,448 documents. Giving a total of 22,794 documents scanned for the 2024-25 period.

**Decision, action, or recommendation.**  In 2024-25 the target was met.  Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will strive to implement the scanning of special projects that are needed. We will schedule one day a week for each NSU front desk employee to work on the scanning of the special projects (Certification of candidates, confirmation of degrees awarded, and graduation miscellaneous) starting in August 2025. By the end of the Spring 2026 we will have 10% of our special projects scanned into Paperflow. By the end of spring 2026, the volume of scanned images will increase

to 23,800.

**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 2025, there will be less than 20 participants needing Degree Works in-person training.

**Finding:** Target was not met.

**Analysis:** 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 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.

**Decision, action, or recommendation.** In 2024-25 the target was met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 to drive the cycle of improvement. We will 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. Graduation staff will be available to help those individuals that will need one on one training.   By the end of spring 2026, there will be less than 20 participants needing Degree Works in-person training.

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**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 2025, we will have a 100% timely submission rate for candidate certifications.

**Finding:** Target was not met.

**Analysis**: 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 2026, we will have a 100% timely submission rate of candidate certifications.

**Decision, action, or recommendation.** In 2024-25 the target was not met. Based on the analysis of the 2024-25 results we will implement the following changes in 2025-26 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. Discrepancy lists will be sent out twice weekly toward the end of the semester. By the end of spring 2026, 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 2024-2025. These changes are based on the knowledge gained through the analysis of AC 2023-2024 results.

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

- Implement an additional satisfaction survey on the registrar's office email auto reply to provide an additional assessment tool of services provided.

- Continually monitor and update course equivalencies in the Transfer Evaluation System (TES) to expedite transfer credit evaluations.

- Updated the Degree Works Manual with latest procedures and make 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 (bi-weekly toward end of semester) candidate discrepancy lists and monitor discrepancies to assist with possible resolutions to support the timely submission of candidate certifications.

**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.

- Add a satisfaction survey to the department email auto reply to allow for assessment of services provided through email communication.

- Continually monitor and update transfer evaluation data and tools to provide accurate and efficient transfer credit evaluations.

- Communicate with the instructors of courses in which students have "I" (incomplete) grades due to expire prior to the last day for submission of the final grades.

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

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