Assessment Plan

Wayne State University

   Student Services

      Registrar

         Mission Statement
            Start: 9/1/2018
            End: 8/30/2019
            Providing Department: Registrar

            Mission Statement
The Office of the Registrar provides academic services to students, faculty, staff, alumni, and the general public. Our offerings include:

Transfer credit	Degree audits
Registration	Degree posting
Enrollment time status	Diplomas
Academic Records	Tuition & Fee Assessment
Grades	Scheduling Classes, Events, Rooms
Transcripts	Catalogs and Course Records

Our staff understands our aims are best accomplished when collegial relationships exist with all members of the University community. We take pride in begin in the forefront of delivering services using new technologies.

         1: Improve Degree Reporting Times
            Start: 9/1/2018
            End: 8/30/2019
            Providing Department: Registrar

            Learning Outcome Description
Degrees are certified by departments and schools/colleges, and then reported to the Registrar.

The Registrar, in turn, reports degrees to National Student Loan Clearinghouse. Federal law requires this be done within 30 days of the end of term in which student is completing. This is a completion date we need to meet. In addition, there are numerous university processes which wait for timely degree posting such as graduation rate calculations, and alumni development activities.

2: Reduce Course Withdrawal Rates
Start: 9/1/2018
End: 8/30/2019
Providing Department: Registrar

Learning Outcome Description
Course withdrawal rates have been historically high at WSU. This negatively impacts student success. Launch the "Smart Check" process for 2013-2014, to provide active intervention when students request course withdrawal. Intervention will include advising students of impact of course withdrawal on academic progress, time to degree, financial aid eligibility and student loan repayment status.

3: Reduce Contacts in the Student Services Center
Start: 9/1/2018
End: 8/30/2019
Providing Department: Registrar

Learning Outcome Description
Students visit the Student Services Center to request information and services for the Registrar's Office. Through improvements in business processes and proactive communications, reduce the number of students who contact the SSC for our information and services.

4: Reduce Number of Missing Grades After Final Exam Period
Start: 9/1/2018
End: 8/30/2019
Providing Department: Registrar

Learning Outcome Description
Missing grades after the final exam period has historically been a problem at WSU, requiring

much effort to collect. The Registrar reaches out to faculty, chairs, deans, and then finally the Provost's Office to get missing grades posted. Missing grades impacts our ability to certify students for graduation, process repeated coursework, run financial aid satisfactory academic progress processes, as well as notify students whether or not they are in academic difficulty. By reducing the number of missing grades, we can speed up other end of term processes and better serve students.

5: Assess impact of centralizing use of LEVEL override
Start: 9/1/2018
End: 10/31/2019
Providing Department: Registrar

Learning Outcome Description
For years, the use of the LEVEL override has been problematic for students, academic units, and the Office of the Registrar. The override was originally developed to allow highly qualified undergraduate students take a masters level course that could be applied to their undergraduate. However, the override has also been used to account for coding errors on a student record. This can result in:

- misassessed tuition
- wrongly transcripted courses
- degree certification problems

The override was applied almost 600 times.

Through assessment, we hope to identify the root causes of why people use this override and cut back on the number of overrides being required.

1: Improve Degree Reporting Times
Providing Department: Registrar
Start: 9/1/2018
End: 8/30/2019

Assessment Method
Assessment will be completed by measuring the percent of degree applications completed thirty days following the end of the fall, winter, and spring-summer terms and also by the number of days required to reach 100%. Assessment will continue until each term reaches 100% completion within 30 days. These measurements exclude the Law School, which operates on a different timetable.

Results
The schools and colleges were able to meet our thirty day deadline for resolving all degree applications in Winter 2019. There were none that were posted after 30 days.

The measure that most significantly moved for us this past year was how quickly the Registrar's Office was able to

post the results of those certifications to the student's transcript. As part of the Banner Reimplementation Project, we began using baseline automated processes to update the student's record. We were able to, in effect, reduce manual entry in the Records office for degree posting by 25%. We also expect to eliminate overtime costs to the university during this time of year.

The benefit to students is most noticed in degrees posted during the first ten days of the cycle. At the end of 10 days, we had already posted 54% to a student's transcript. We were able to get diplomas mailed out earlier as a result of this. Compared to Winter 2018, we had only completed 27% of all degrees certifications.

A business process analysis was conducted in early 2019 on the graduation process. We included colleagues from the Mike Ilitch School of Business and the College of Liberal Arts and Sciences. As a result, we have a rough outline of a workflow process by which we can ease the work the academic units must do to certify a degree, as well as eliminating manual work in the Records Office. We expect to begin work on this process sometime in the 2019/20 academic year.

RO Certification data history 201901

Results from Surveys Delivered through Baseline

Program Action Plan
We will be implementing a new graduation application, developing workflows for the academic units to use in certifying degrees, and continuing to automate portions of the degree posting process as much as possible.

These changes will eliminate paper, eliminate staff time researching and determining whether a student has met requirements, and will wrap up posting information to Banner. While we have been successful in meeting the federal timelines, speeding the process up will provide superior service to students and free up certifying staff in the colleges earlier in the new term.

Timeline for Action Plan Implementation
Base BPA is complete. Working to further define exactly what our workflows will look like and do will be done over the next academic year. If possible, we will also utilize our contract with SIG to develop these workflows, starting in the 19/20 academic year.

Reporting to Stakeholders
The 2018/19 OR Assessment report can be found at https://wayne.edu/registrar/assessment/

Additional Information
November 2018 - Graduation Business Process review with SIG complete. Recommended workflows, clearing up issues with Degree Works scribing blocks (SBA expressed difficulaties.) Will be phasing in a re-implementation of a streamlined process over the next couple of years to further reduce the time to report degrees.

2: Reduce Course Withdrawal Rates
Providing Department: Registrar
Start: 9/1/2018
End: 8/30/2019

Assessment Method
Progress will be measured by a change in the overall number of students withdrawing from any course from 2012-2013 to 2014-2015.

Results

Results from Surveys Delivered through Baseline

Program Action Plan

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information

3: Reduce Contacts in the Student Services Center
Providing Department: Registrar
Start: 9/1/2018
End: 8/30/2019

Assessment Method
Assessment will be done by measuring the change in phone, e-mail, and walk-in traffic provided by the SSC for Records/Registration Services, based on SSC monthly reports.

Results

Results from Surveys Delivered through Baseline

Program Action Plan

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information

📏 4: Reduce Number of Missing Grades After Final Exam Period

Providing Department: Registrar
Start: 9/1/2018
End: 8/30/2019

Assessment Method

We will measure this assessment by monitoring the number of missing grades at the end of each final exam period, using fall as the driver term.

Results

For Fall 2018, we had all main campus grades entered on January 9. This is three days earlier than the prior two fall terms. For Winter 2019, we were able to post the last main campus grade one day earlier than last.

We believe we were able to move this needle by improving communication to faculty with bullet points about what we expected. We also worked with the Deans and Associate deans through the break. They were integral to tracking down missing grades and getting them posted. We sent a missing grade report to each associate dean daily, and gave them instructions on where to get detail.

All of the Associate Deans were following up a few days after their faculty had given a final and were able to communicate why timely reporting of grades was important. The College of Education built an internal process to routinely remind faculty about their missing grades. The College of Liberal Arts and Sciences tied their efforts to their own internal goal of processing degrees more quickly.

📊 Missing Grade Counts at Escalation

Results from Surveys Delivered through Baseline

Program Action Plan

It is possible that we might be able to use Banner Communications Manager to send updates to faculty, possibly directly from their Dean or Associate Dean. For stragglers, communication from their own administration will lead to faculty bringing up issues they are having.

The Office of the Registrar will also be working to clarify grading instructions to faculty, including a tip section that might help alleviate missing grades.

With C&IT, the Office of the Registrar is examining the feasibility of implementing middleware from Ellucian called ILP that will connect the Canvas grading system to final grade entry. There is a financial cost that comes with this, and funding will need to be identified.

Timeline for Action Plan Implementation

Changes to communications regarding faculty grading are ongoing. They are tweaked each semester, and we are trying including quick tips for faculty based on prior semester issues.

Purchasing/developing a bridge between Canvas and Banner Faculty Grade Entry is being investigated. We expect to have a decision made on what we can accomplish given limited resources (both capital and human) to develop or install a bridge. We expect to make a decision by the end of the calendar year.

Improving reporting to faculty through Banner Communication Manager, while not a defined project priority for reimplementation of Banner, is being scoped out by staff in the Office. One possibility is to send faculty a "receipt" after they submit a course, confirming for them that it is complete, or letting them know that students have yet to be graded. We will investigate this possibility over the course of the 19/20 academic year.

Reporting to Stakeholders
The 2018/19 OR Assessment report can be found at https://wayne.edu/registrar/assessment/

Additional Information

📄 Email to ADEANS

📄 Email to Faculty

📄 Missing Grades by College

📏 5: Assess impact of centralizing use of LEVEL override
Providing Department: Registrar
Start: 9/1/2018
End: 8/30/2019

Assessment Method
For Spring/Summer and Fall 2019, the Office of the Registrar will turn off the use of the LEVEL override. We will instead collect data on requests at registration@wayne.edu. This will create a case in Cherwell that we can track, monitor and report out.

As requests come in, the Office of the Registrar will:

- reach out to departments
- investigate and identify alternatives or issues that exist
- work with departments to fix issues or implement alternative
- if appropriate, the LEVEL restriction will be overriden centrally

Each disposition will be noted in Cherwell, and the Registrar will report out results to the Council of Undergraduate Administrators after Fall 2019 census.

Results

Results from Surveys Delivered through Baseline

Program Action Plan

Timeline for Action Plan Implementation

Reporting to Stakeholders

Additional Information