

Unit Missions

 **Registrar Mission**

Mission statement

The Registrar's primary focus is serving students, faculty, and staff by maintaining academic records and ensuring integrity of said records, evaluating degree requirements for commencement, assisting students who are military veterans, certifying all athletes for NCAA eligibility, providing traditional and online registration processes to better serve students.

Related Items

There are no related items.

User Outcomes

Registrar 01 UO: Resources for Students

Start: 7/1/2012
End: 6/30/2013

User Outcome

Students have the access to skills and tools that allow them to obtain additional resources to make more informed decisions about their educational paths and goals.

Data Collection (Evidence)

- 1. Graduation Applications:** Data are tracked within the Registrar's office through the graduate application system on a semester-by-semester basis due to the December and May graduation timelines.
- 2. Summer Orientation Sessions-Registration Skills:** Data are tracked for summer orientation by: (1) the number of sessions offered and (2) the number of PIN numbers given to the orientation leaders prior to each orientation session.
- 3. General Studies (GST) Registration Skills Sessions:** Data are tracked for the GST sessions based on: (1) the number of classes that schedule appointments with the Registrar to conduct a Registration Skills Session and (2) the number of students who preregister on Preregistration Day.

Results of Evaluation

The data below shows the number of applications processed through our online application system

Academic Year	December	May	Total
2012-2013	374	422	796

Based on the number of students served, the data below represents the number of freshmen and transfer students who obtained the proper skill sets to register for classes early during preregistration.

	Classes Served	Students Served	Pre-Registered Students	Pre-Registered within 1st Week of Class
Fall 2012 GST Course-Registration Skills Session	21	315	230	1636

	Number of Sessions Offered	Students Served & Pre-registered
Summer 2012 Orientation-Freshman Sessions	4	240
Summer 2012 Orientation-Transfer Session	2	160

Use of Results and Recommendations

Based on the use of the results. The Registrar's Office will continue to:

1. Promote the online graduation application process, which creates efficiency in the Registrar's Office and allows students to access information quickly.
2. Collaborate with Student Life to promote the Registrar session and get PIN numbers for all students attending the session to allow them to register
3. Work with the GST coordinator and GST instructors to provide registration skills sessions for all students enrolled in the course.

Related Items

📄 SP1.Ind06: Advising -- access to improved, comprehensive, and directed/targeted advising

📄 SP4.Ind08: Campus Efficiencies

Unit Goals

Registrar 2012_02: Online Transcript Payment

Start: 7/1/2011

End: 6/30/2013

Unit Goal

Provide an online payment option for transcript requests to allow for a more efficient and customer-friendly experience.

Evaluation Procedures

Track the online payment option to see how many students use online payment versus the in-office payment process.

Actual Results of Evaluation

The online payment process was implemented during the 2012-2013 academic year. The in-office payment process was utilized more often than the online payment process throughout the 2012-2013 academic year.

Term	Number Processed	Number Processed Online
Fall 2012	1826	163
Spring 2013	2824	66
Total	4650	229

Use of Evaluation Results

The online payment process had some technical issues in Fall 2012, which caused students not to be able to use the process as originally projected. The technical issues were resolved throughout the term, and as a result, more students used the online payment option. However, the Registrar's Office continuously researched other transcript options throughout the 2012-2013 year. This research demonstrated the value of switching to Scripsafe to manage both incoming and outgoing transcripts. Scripsafe will be implemented as the transcript processing method during the 2013-2014 academic year. The in-house option will remain available for walk-in students. All online requests will be processed through Scripsafe.

Related Items

  SP4.Ind08: Campus Efficiencies

Registrar 2012_03: Transcript Request Online Option

Start: 7/1/2011

End: 6/30/2013

Unit Goal

Provide capability of submitting transcript requests online.

Evaluation Procedures

The Registrar's Office coordinated with the Office of Information Technology (OIT) to implement the online transcript request option. The Registrar's Office tracked the number of requests received throughout the year through the Banner database.

Actual Results of Evaluation

Throughout the 2012-2013 year the Office of the Registrar processed the following transcripts:

Term	Number Processed	Number Processed Online
Fall 2012	1826	163
Spring 2013	2824	66
Total	4650	229

Use of Evaluation Results

The online payment process had some technical issues in Fall 2012, which caused students not to be able to use the process as originally projected. The technical issues were resolved throughout the term, and as a result, more students used the online payment option. However, the Registrar's Office continuously researched other transcript options throughout the 2012-2013 year. This research demonstrated the value of switching to Scripsafe to manage both incoming and outgoing transcripts. Scripsafe will be implemented as the transcript processing method during the 2013-2014 academic year. The in-house option will remain available for walk-in students. All online requests will be processed through Scripsafe.

Related Items

  SP4.Ind08: Campus Efficiencies

Registrar 2012_04: Online Graduation Application

Start: 7/1/2011

End: 6/30/2013

Unit Goal

Continue to monitor the effectiveness of the online graduation application process to ensure students are able to apply without error.

Evaluation Procedures

Coordinate with OIT to track the functionality of the online application process by responding to technical issues immediately when we receive them in the office so students are able to apply on a daily basis.

Actual Results of Evaluation

Throughout the 2012-2013 year the Registrar's Office tracked the number of applications received. These applications were all received online. No paper applications were utilized in the 2012-2013 academic year.

Academic Year	December	May	Total
2012-2013	374	422	796

Use of Evaluation Results

The application process creates an efficient and effective work environment in the Registrar's Office because it frees up staff time tremendously, allowing them to process applications for candidacy of degree, rather than entering application information. Although technical issues arose as a result of system upgrades throughout the year by the Office of Information Technology, the Registrar's Office was able to coordinate with OIT to rectify those issues the same business day. The application process worked well, and the Registrar's Office will continue to utilize this process and track ongoing efforts during the 2013-2014 academic year year.

Related Items

 [SP4.Ind08: Campus Efficiencies](#)

 **Registrar 2013_01: Designing Workflow Projects**

Start: 7/1/2012

End: 6/30/2013

Unit Goal

Create workflows by collaborating with the Office of Information Technology to enhance the primary functions of the Registrar's Office. The following workflows will be developed:

1. Student withdrawal
2. Course add
3. Course drop
4. Course substitution/degree modification
5. Grade change
6. Graduation Notification.

Evaluation Procedures







The end product will be tested before the product is implemented campus-wide. Once the workflow is live, all processes will be evaluated using workflow reports to show how to determine the effectiveness of the workflow across campus departments.

Actual Results of Evaluation

During the 2012-2013 academic year, all workflows identified were developed and completed. Testing and implementation of the workflows have not been achieved.

Use of Evaluation Results

Since testing and implementation have not been achieved there is no data to report. However, documents that show significant progress of the development of the workflows within the Registrar's Office are provided.

-  Eliminate_the_Paper_Chase-Workflow Project Presentation
-  GraduationNotification_UserDirections_FINAL
-  WorkflowSpecification_CourseADD_FINAL
-  WorkflowSpecification_CourseDROP_FINAL
-  WorkflowSpecification_DegreeMod_FINAL
-  WorkflowSpecification_GradeChange_FINAL

Related Items

 [SP4.Ind08: Campus Efficiencies](#)

Section IV.a

Brief Description

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

The Registrar's primary focus is to serve students, faculty, and staff by maintaining academic records and ensuring integrity of said records, evaluating degree requirements for commencement, assisting students who are veterans, certifying all athletes for NCAA eligibility, provide traditional and online registration to better serve our students.

Section IV.b

Comparative data

Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Enrolled Students Served by Department	
Term	GR & UG (unduplicated)
Summer 2007	1577
Fall 2007	4091
Spring 2008	3767
Summer 2008	1594
Fall 2008	4064
Spring 2009	3695
Summer 2009	1726
Fall 2009	4031
Spring 2010	3685
Summer 2010	1752
*Fall 2010	4327
Spring 2011	3484
Summer 2011	1622
*Fall 2011	4624
Spring 2012	3359
Summer 2012	2038
*Fall 2012	4763
Spring 2013	3228

- * Fall 2010 includes 504 TFA Summer Institute participants
- * Fall 2011 includes 896 TFA Summer Institute participants
- * Summer 2012 includes 414 TFA Summer Institute participants
- * Fall 2012 includes 1141 TFA Summer Institute participants

*Graduation Applications Processed			
Academic Year	December	May	TOTAL
2007/2008	387	466	853
2008/2009	402	484	886
2009/2010	349	424	773
2010/2011	398	495	893
2011/2012	388	392	780
2012/2013	374	422	796

*Application complete and degree conferred

Veterans Administration Enrollment Certifications Processed	
Academic Year	TOTAL
2005/2006	188
2006/2007	172
2007/2008	166
2008/2009	182
2009/2010	218
2010/2011	212
2011/2012	201
2012/2013	197

Section IV.c

Diversity Compliance Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.d

Economic Development Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.e

Grants, Contracts, Partnerships, Other Accomplishments

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Not applicable.

Section IV.f

Service Learning Data

List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.g

Strategic Plan Data

Only use this section if you have strategic plan info to report that is not covered in other areas of your report

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.h

Committees Reporting To Unit

Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit's goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit's annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section V.a

Faculty (Accomplishments)

Noteworthy activities and accomplishments

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section V.b

Staff (Accomplishments)

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Becky Finley, Associate Registrar/Coordinator of Commencement:

- Member of MACRAO
- Member of SACRAO
- Member of AACRAO
- Attended SACRAO, San Antonio, TX
- Assists with NCAA Compliance
- Coordinates Commencement
- Assisted with Workflow Development for 6 processes
- Veteran's Affairs Administrators of Mississippi Conference in Meridian, MS on October 19, 2012

Lauren Nichols, Articulation Specialist/Asst Coordinator of Commencement:

- Member of MACRAO
- MACRAO retreat at Lake Tiak-O'khara Resort from April 8-9 2013.
- Veteran's Affairs Administrators of Mississippi Conference in Meridian, MS on October 19, 2012
- AdAstra Committee until October 2012
- Continuous updating of articulation processes in Banner
- Currently pursuing a Master of Business Administration from Delta State University

Rhonda Mitchell, Senior Secretary, Office of the Registrar & Director of Institutional Research & Planning:

- AdAstra Committee October 2012-present
- MACRAO retreat at Lake Tiak-O'khara Resort from April 8-9 2013.
- Assisted in refilling all the files in the back for easier access
- Assisted in reorganizing graduation efforts
- Currently pursuing a Master of Business Administration from Delta State University

Marcia Lishman, Senior Clerk, Office of the Registrar:

- Helped transition to electronic receipt of transcripts
- Reorganized the student folders in the file room making the individual folder easier to locate
- On the committee to simplify the TFA process from application to transcripts
- Attempted to locate the graduates who have a diploma still in the Registrar's Office as far back as the 1970's

Section V.c

Administrators (accomplishments)

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Education and Training

- Education Doctorate Program in Professional Studies, Delta State University (Passed Dissertation Proposal Defense May 2013)
- Updated certification from National Institute for Health on Human Research
- HR Manager's Training
- Student Learning Outcomes Training Certificate
- IPEDS Module I & II Training

Accomplishments

- Promoted to Registrar and Director of Institutional Research and Planning (July 1, 2012)
- Pin awarded for SAIR Mentor Program September 2012
- 5 Year Delta State University Year of Service Certificate
- AIR Professional File Peer Reviewer 2013 Annual Publication

Volunteer/Service

- Volunteered for various activities on campus including State of University Address, Staff Council Development Day, Italian Festival, Stuff the Bus Food Drive, Staff Council Organizer for Hattiesburg Tornado Relief Efforts and Moore, Oklahoma Relief Efforts

Memberships/Organizations

- IPEDS Keyholder
- State Longitudinal Data System Council
- Instructor for BIS 310: Interdisciplinary Research and Applications
- Mississippi Association for Institutional Research (MAIR) (Member)
- Mississippi Association for Institutional Research (MAIR) (Vice President 2012-2013)
- Mississippi Association for Institutional Research (MAIR) (Conference Organizer 2012-2013)
- Association of Institutional Research (AIR) (Member)
- Southern Association of Institutional Research (SAIR) (Member)
- Southern Association of Institutional Research (SAIR)—2012 (Presenter)
- Council of Institutional Research Officers (CIRO) (Member)
- Staff Council Representative (Member)
- Delta State University -Staff Council Executive Committee (Secretary 2009-2010) (Chair Elect 2010-11) (Chair 2011-12) (Past-Chair 2012-13)
- Delta State University -Staff Council Staff Development Committee & Incentives and Recognition Committee (Member)
- Pi Gamma Mu Social Science Honor Society (Member)
- Pi Sigma Alpha Political Science Honor Society (Member)
- Association for Politics and the Life Sciences (APLS) (Member)
- Delta State University Website Enhancement Committee (Member)
- Delta State University Alumni Association (Member)
- Arkansas State University Alumni Association (Member)
- Southern Association for College Registrar and Admission Officers
- Mississippi Banner User Group (Member)
- Banner Power User Group (Member)
- Mississippi Association for College Registrar and Admission Officers
- Compliance Academic Certification Officer
- AdAstra Committee
- National Student Clearinghouse Enrollment and Degree Submission Officer

Section V.d

Position(s) requested/replaced with justification

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section V.e

Recommended Change(s) of Status

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section VI.a

Changes Made in the Past Year

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section VI .b

Recommended Changes for the Coming Year

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative