Unit Level Report AY 2012
Department: Registrar

Delta State

Academic Affairs/Provost and VPAA

Registrar

Registrar Mission Statement

Mission statement
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.

Related Items
There are no related items.

Registrar 01 UO: Resources for Students
Start: 7/1/2011
End: 6/30/2012

User Outcome
Students having additional resources to make more knowledgeable decisions on their education path and goals.

Data Collection (Evidence)
Information for 2012 was not updated due to staff changes that occurred in July 2012. The Registrar John Elliott retired and did not complete a report.

Results of Evaluation
Information for 2012 was not updated due to staff changes that occurred in July 2012. The Registrar John Elliott retired and did not complete a report.

Use of Results and Recommendations
Information for 2012 was not updated due to staff changes that occured in July 2012. The Registrar John Elliott retired and did not complete a report.

Related Items
There are no related items.

Registrar 02 UO: Transcript Services
Start: 7/1/2011
End: 6/30/2012

User Outcome
Improving our service to students by electronic transcript delivery (when accepted by receiving institution). Electronic transcripts (more often known as eScrips) are normally received same day as DSU submits them.

Data Collection (Evidence)
Information for 2012 was not updated due to staff changes in July 2012. John Elliott the Registrar retired and no report was completed.

Results of Evaluation
Information for 2012 was not updated due to staff changes in July 2012. John Elliott the Registrar retired and no report was completed.

Use of Results and Recommendations
Information for 2012 was not updated due to staff changes in July 2012. John Elliott the Registrar retired and no report was completed.

Related Items
There are no related items.

Registrar 2012_01: Grade Change I/IP
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Automatically assign final grade of 'F' to a course that was given incomplete grade of 'I' when the student has not completed the coursework in the designated timeframe as specified in the undergraduate catalog.

Evaluation Procedures
Create rules in Banner to create incomplete grade rules. This allows automated processing to examine the date on which the

incomplete grade is set to expire, and if that date has been reached or exceeded, changes the final grade to 'F', unless the incomplete grade has been changed through the normal grade change process.

Actual Results of Evaluation
The Registrar John Elliott retired June 2012. No data is reported.

Use of Evaluation Results
The Registrar John Elliott retired June 2012. No data is reported.

Related Items
There are no related items.

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 procuess 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 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 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 2012_05: Automated wait listing registration
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Create automated wait listing for registration.

Evaluation Procedures
Create rules in Banner to control waitlist priorities and to support self-service (DSU Online Services) waitlist functions. Rules to prioritize waitlists will be created based on recommendations from academic department chairs in cases where priority for a course waitlist needs to be different from first come, first served.

Actual Results of Evaluation
The Registrar John Elliott retired and no report data was submitted for 2012.

Use of Evaluation Results
The Registrar John Elliott retired and no report data was submitted for 2012.

Related Items
There are no related items.

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

* Fall 2010 includes 504 TFA Summer Institute participants
* Fall 2011 includes 896 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

*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

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

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, Assistant Registrar & Coordinator of Computing
American Association of Collegiate Registrars and Admissions Officers, member
Veterans Affairs Administrators of Mississippi, member

Lauren Nichols, promoted to Senior Secretary

Marcia Lishman, promoted to Senior Clerk

Section V.c

Administrators (accomplishments)

Judgment
☐ Meets Standards   ☐ Does Not Meet Standards   ☐ Not Applicable

Narrative
John Elliott, Registrar

- Southern Association of Collegiate Registrars and Admissions Officers, member
- Mississippi Association of Collegiate Registrars and Admissions Officers, member
- American Association of Collegiate Registrars and Admissions Officers
- Mississippi Banner Users Group, Board of Directors
- Administrative Staff Council, committee member
- Delta State University Academic Council member

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
The office of the Registrar and Institutional Research and Planning will be combined and Suzanne Simpson will resume the responsibilities of both the Registrar and Director of IRP. John Elliott the current Registrar retired as of June 30, 2012.