

Registration and Records – Office of the Registrar

Step 1: Student Learning Outcome

The university is supported with accurate and timely information regarding enrollment, retention, degree completion, and transfer credit evaluation.

Step 2: Methods and Measures

The Office of the Registrar supports students by assisting in registration, providing support for students, faculty, and advisors, awarding transfer credit for academic work completed at other academic institutions, and maintaining accurate records including changes to majors/minors, concentrations, grades, and other student-related information among other enrollment services. The department monitors and evaluates how effectively it provides accurate and timely information to students, faculty, and staff. Incoming inquiries are tracked using a CRM tool Service Now, implemented in August 2022. Key metrics include the number of requests received, time to complete requests/inquiries, and types of information requested by students, faculty, and staff. After completing a request, a Qualtrics survey is sent to the requestor to gather feedback on their user experience.

Step 3: Criteria for Success

70% of requests will be completed within 2 weeks.

70% of respondents will agree or strongly agree that the service was effective.

Step 4: Results

ServiceNow Data: Data collected from January 2023 to July 2023 reflected 9,998 tickets closed and resolved. Of these approximately 7% (736) were closed within 2-4 weeks and 3.6% (382) were closed in a 1-2 week turnaround period. A total of 1,601 tickets (14%) had a turnaround of 1-2 months. The turnaround time did not meet the success target of 70% completed in two weeks. Additionally, ServiceNow turnaround data does not fully capture the breadth of services or range of questions personnel assisted students, staff, and faculty with, and may not account for delays caused by the need to transfer requests between units.

Experience Survey: Although survey responses reflected success in meeting the performance criteria of 70% of respondents agreeing or strongly agreeing with the effectiveness of services received, not enough survey responses (n=55) were received to determine whether our department meets the criteria.

Step 5: Improvement Actions

Disaggregate ServiceNow Inquiries: Analyze the types of requests received to determine the appropriate professional development needed for the next year so that turnaround time for inquires may be improved.

Improve Survey Data Collection: Increase outreach to students to boost survey responses rates and gain more accurate assessment of user satisfaction.