Registrar
Definition of Unit: Registrar's Office

Progress:

Reporting Year:
2018-2019

Providing Department:
Registrar

Department/Unit Contact:
Brandi Hill

Mission:

Purpose:

The Office of the Registrar, a unit of Enrollment Management and Career Placement, is responsible for providing a wide range of services to students, staff, faculty, administrators, and alumni. The primary functions include student registration and records management, provide quality and timely service to students, staff and faculty in the processing and awarding of degrees with staff that is dedicated to maintaining the academic integrity of the University by complying with all policies, both academic and administrative, course records management, the communication and application of academic and administrative policies, and transcript issuance. The office strives to provide these services timely, accurately, effectively, and efficiently by technology utilization while complying with the Family Educational Rights and Privacy Act (FERPA).

The Office of the Registrar is also responsible for providing accurate student record information to the Tennessee Board of Regents, Tennessee Higher Education Commission, the Department of Education, and the Ohio Valley Conference (National Collegiate Athletic Association).

Mission:

The Office of the Registrar is committed to the University's Strategic Plan (Tech Tomorrow) priorities of student success, community, accountability and excellence in fulfilling its core responsibilities of course scheduling and registration, student records, graduation, degree audit, and academic catalogs.

We are responsible for providing accurate student record information to the Tennessee Board of Regents, Tennessee Higher Education Commission, the Department of Education, and the Ohio Valley Conference (National Collegiate Athletic Association).

We are dedicated to high ethical and professional values in all areas; maintaining accuracy, integrity, and privacy of student records - past, present, and future – by adhering to federal, state, University, and professional standards and guidelines.

We will provide consistent high quality student-centered services with a caring and motivated staff while facilitating the needs of the University.

We will strive toward continually improving and technologically innovating our services; encouraging its staff toward collaboration and creativity as well as personal and professional growth.

We will be courteous, inclusive, respectful, and value all students, faculty and staff. We will uphold a reputation of accuracy, timeliness, and consistency of service.

Goal 1: Continually strive to improve and technologically innovate our services; encouraging our staff toward collaboration and creativity as well as personal and professional growth.
Define Goal:

We will Create Synergy through Partnerships and Collaboration - As a college with a broad mission and operating in a small town, Tennessee Tech is well positioned to be a synergistic force. We seek to model agility and foresight in responsiveness to new opportunities, while at times, taking the lead in forming alliances that advance our mission and contribute to the vitality of our region. Further, we aim to contribute our talent, resources, and energies toward being a good partner in all endeavors and promoting a collaborative spirit wherever we are represented.

Innovation stretches beyond creativity or simply introducing something new and technology is often the catalyst in being truly innovative. Tennessee Tech continues to lead practices, processes, and systems that are transformative, integrative, and accelerate the pace of new ideas, new programs, and new ways of doing things that will move us toward the vision. We seek to be technologically advanced, yet selectively invest resources in the tools and systems that have the capacity to make the most meaningful impact for our students, our college, and our community.

Intended Outcomes / Objectives:

1. Use thought provoking cross training to foster collaboration within the three divisions if the Registrar's Office. As of September 1, 2019 we have combined responsibilities from all three divisions (records, registration and graduation)to better serve our students. This will impower us to have all-encompassing knowledge to better service our students.

2. Continue to build collaboration with Academic Units across campus, by listening to their needs by providing a open forum and ensuring that we actively work with each unit to find a suitable solution.
3. We stay current with new technological trends. This allows our students to remain responsive and interactive.

Goal 2: Provide premier service (timely and kind) and records support to students, faculty, and staff that improves student success.
Define Goal:

The Registrar's Office considers premier service to be that of exceptional service that exceeds expectations. We do this by:

1. Developing and delivering processes that proactivity anticipate and respond to student needs.

2. Modify, expand, and create services based on student backgrounds, needs, and aspirations.

Intended Outcomes / Objectives:

1. Develop student success initiatives.
2. Evaluate needs of students to determine support services to expand or develop.
3. Continue to expand on all Registrar Office processes being updated to an electronic format.
4. Promote a sense of belonging that results in lifelong associations with the University.
5. Encourage an atmosephere of diversity and protect the free exchange of ideas.

Goal 3: Simplify Processes and Procedures
Define Goal:

Offer systems and processes that are simple for the student, advisor, or faculty to follow, yet ensure full compliance with proper recording of data.

Intended Outcomes / Objectives:

Utilize simplified process to provide Official University Enrollment Statistics to Tennessee Board of Regents, Tennessee Higher Education Commission, and the Department of Education accurately by required deadlines.

Provide electronic transcripts with same day delivery is most cases.

Efficient, timely and accurate awarding of student degrees.

Assist students with Registration, Graduation and Records exceptions and reduce the number of students that encounter issues.

Securely and accurately assist departments and students with grade changes, substitutions and change of majors.

Goal 4: Assist in Maintaining Academic Integrity of the University
Define Goal:

The Office of the Registrar will continually focus on accuracy, efficiency and timeliness, to achieve academic integrity.

Intended Outcomes / Objectives:

1. Catalog updates
2. Curriculum changes
3. Degree works usage and updates
4. Degrees awarded accurately and timely
5. Awarding of Transfer credit accurately and timely

6. Processing accurate grade changes

Goal 5 : Reporting of Official University Enrollment Statistics
Define Goal:

The Registrar's Office will provide accurate class enrollment data and an official Report of Graduates by providing Official University Enrollment Statistics accurately and by required deadlines.

Intended Outcomes / Objectives:

Provide Enrollment statistics to:

1. TTU Board of Directors
2. Tennessee Board of Regents
3. Tennessee Higher Education Commission
4. Department of Education
5. National Student Clearinghouse
6. NCAA
7. Tennessee Labor Workforce Development

Goal 6: Improve Data Accessibility and Integrity
Define Goal:

Align data systems and processes to promote a framework of accountability and accuracy that result in successful reports and data analysis.

Intended Outcomes / Objectives:

1. Produce statutory reports that no longer require manual intervention.

2. Established procedures for defining statutory reporting elements.

3. Establish centralized, digital data repository that contains common data definitions and owners, key business   processes and information, and related procedures.

4. Provide training for mission critical business processes.

5. Identify and develop standardized internal reporting that is routine, automated, and self-service focused.

The Office of the Registrar is targeting data that is being sought across campus. We are reviewing the increase in the number of faculty, staff and administrators that are requesting or accessing data for reporting and/or decision making. We are creating a committee that will endure the quality and integrity of data and will be charged with developing and administering standards, policies, procedures/protocols, and professional development to assist in defining, managing, and accessing data. The standing committee is excpected to be set by Jan 30, 2020.

Assessment 1: Course Designations (enrollment)
Goal/ Outcome/ Objective:
Goals/Outcomes/Objectives 1 and 2

Type of Tool:
Rubric,Other

Frequency of Assessment:
Annual

Assessment Methods:

Assessments and Analysis: Course Designation and Registration: faculty, upon development of their syllabus for the following semesters, report course designations to their deans. These are designations, not only based on the concentration and department, but are now also based on high impact practices that may be used within their courses during that semester (Ex: Service Learning, Study Abroad, Work Based Learning, Internships, Etc.). The deans report this to enrollment for registration record. This is where Service Learning Involved courses are collected now. The University Service Center no longer relied on faculty response to campus-wide surveys. It is part of their course submission process in their respective departments.

Start:
7/1/2018

Providing Department:
Registrar

Assessment Goal 1: Registration Exception Summary Report, QueryReporter, annually, July 1 − June 30, Goal 1

Goal/ Outcome/ Objective:
Goal 1: The Office of the Registrar reviews the percentage of students that need assistance with registration to project staff demand.

Type of Tool:
Other

Frequency of Assessment:
Quarterly

Assessment Methods:

- Registration Exception Report

This report indicates the total number of manual enrollment changes completed during an academic year. (2) From Table 18,650 students needed assistance by Registration staff to make changes to their schedule, as compared to the three year average of 18,461. Successful results would be indicated by matching or reducing the number compared to the previous 3 year average. (3) Registrar discusses the results with staff members and the VP of Enrollment Management to discuss meaningful modifications.

Start:
7/1/2018

Providing Department:
Registrar

Assessment Goal 2: Transcript Request Summary Report, QueryReporter, annually, July 1 − June 30

Goal/ Outcome/ Objective:
Goal 2: The Office of the Registrar reviews the number of Banner transcript requests processed to determine the success and efficiency of the process.

Type of Tool:

Other

Frequency of Assessment:
Each Semester

Assessment Methods:

- Transcript Request Report

(1) This report indicates the total number of Banner transcripts requested during the academic term. From Table 2 the Registrar's Office received a total of 23, 064 transcript request, which is an increase of 1% from the previous year. (2)Success is defined by all transcript request processing being complete within 2 days during the semester and 10 working days at the beginning and end of each semester.(3) Registrar discusses the results with staff members and the VP of Enrollment Management to discuss meaningful modifications.

Start:
7/1/2018

Providing Department:
Registrar

Assessment Goal 3: Grade Changes Summary Report, QueryReporter, annually, July 1 – June 30, Goal 3

Goal/ Outcome/ Objective:
Goal 3: The Office of the Registrar continues to monitor the number of grade changes and improve online functional aspects of Banner for faculty use.

Type of Tool:
Other

Frequency of Assessment:
Bi-Monthly

Assessment Methods:

- Grade Changes Report

(1) Indicates the date, staff member, student number, course number, course term, grade mode and new grade completed during an academic year. From Table 3, the grade changes are presorted. With a total of 1,628 grade changes submitted out of a total of 106,101 total grades that were submitted. (2) Success is defined as matching or reducing the percent of faculty that change grades after the deadline as compared to the previous year. (3) Registrar

discusses the results with staff members and the VP of Enrollment Management to discuss meaningful modifications.

Start:
7/1/2018

Providing Department:
Registrar

Assessment Goal 4: Student Veteran Audit Report, monthly

Goal/ Outcome/ Objective:
Goal 4 The new report should include monthly audits on each veteran file to check for errors. The report will include an accurate number of

Type of Tool:
Tracking Spreadsheet,Other

Frequency of Assessment:
Monthly

Assessment Methods:

- Audit Report of Student Veteran Education Records

(1) A newly instituted process to access errors. There were 8 errors found out of 319 student veterans) (2) Success is defined as matching or reducing the number of errors annually. Total number of certifications completed by the Records office is included. (3) Registrar discusses the results with staff members and the VP of Enrollment Management to discuss meaningful modifications.

Start:
7/1/2018

Providing Department:
Registrar

Assessment Goal 5: Tennessee Board of Regents Enrollment report and Report of Graduates, each semester

Goal/ Outcome/ Objective:

The Office of the Registrar strives to provide accurate enrollment data to Tennessee Board of Regents to assist in the determination of retention and graduation rates. All data submitted to the Tennessee Board of Regents must pass a series of edits based

Type of Tool:
FTE Enrollment,Graduation Rate,Retention Rate,Other

Frequency of Assessment:
Enrollment File is at the end of each term. Report of Graduates is annually.

Assessment Methods:

- Tennessee Board of Regents Enrollment Report and THEC Report of Graduates File

The file is submitted each semester on census date (14th day of class). The report consists of a record on each student attending TTU. A supplement report is submitted after the end of the term on student enrollment in short term courses. The report contains 207 elements with validation of elements 1 – 70. (2)Success is measured by the final validation of student data when it completed by TBR and an email is sent to the Registrar indicating the data has been reviewed and accepted. (3) Office of Institutional Research reviews the data submitted to TBR to create its Enrollment Report to distribute campus-wide. The Report of Graduates file is sent to TBR and once they verify the file and check for errors, the file is sent to THEC.

Start:
7/1/2018

Providing Department:
Registrar

Results Goal 1: Registration Exceptions
Results:

Table 1 Registration Exception Report:

This report indicates the total number of manual enrollment changes completed during an academic year. From Table 18,650 students needed assistance by Registration staff to make changes to their schedule, as compared to the three year average of 18,461. Successful results would be indicated by matching or reducing the number compared to the previous 3 year average.

Academic Year July 1 – June 30	Total Students Enrolled	Manual Enrollment Changes	Percent	+/- %
2009-2010	23,270	16,674	71.65%	
2010-2011	24,185	18,901	78.15%	+6.5%
2011-2012	24,899	19,374	77.81%	-0.34%
2012-2013	24,809	18,284	73.69%	-4.12%
2013-2014	24,614	18,451	74.96%	+1.27%
2014-2015	25,447	18,650	73.20%	-1.36%
2015-2016	24,246	14,706	60.56%	-1.64%

Attachments:

Results Goal 2: Transcript Requests
Results:

Table 2 Transcript Request Report:

This report indicates the total number of Banner transcripts requested during the academic term. Table 2 shows that the Registrar's Office received a total of 21,993 transcript request, which is an decrease of 3% from the previous year.

Academic Year July 1 – June 30	Banner Transcript Requests	Microfilm Transcript Requests
2009-2010	24,803	Manual count not available
2010-2011	26,324	Manual count not available
2011-2012	27,989	Manual count not available
2012-2013	26,380	Manual count not available
2013-2014	21,908	452

2014-2015	22,729	335
2015-2016	21,993	410

Attachments:

Results Goal 3: Grade Changes
Results:

Table 3 Grade Changes Report:

Indicates the date, staff member, student number, course number, course term, grade mode and new grade completed during an academic year. The table shows the grade changes presorted. With a total of 1,628 grade changes submitted out of a total of 106,101 total grades that were submitted.

Academic Year July 1 - June 30	Grade Changes	Total Grades submitted	Percentage
2010-2011	1,200	75,661	1.58%
2011-2012	1,127	81,703	1.37%
2012-2013	870	86,957	1.00%
2013-2014	1,165	113,440	1.03%
2014-2015	1,628	106,101	1.53%
2015-2016	1,472	101, 712	1.44%

Attachments:

Assistance with Registration
Goal/Objective/Outcome Number:
Goal 1

Program Changes and Actions due to Results:

The Office of the Registrar reviewed the percentage of Tennessee Tech students course completion rate. This shows the number of students who successfully complete a course and the number of students who drop or withdrawl from a course.

Link to Assessment:

Link to 'Tech Tomorrow' Strategic Plan:
Efficiency and Effectiveness