

Unit End of Year Report

Report includes:

- 2017-2018 Annual Goals
- 2017-2018 Assessment Plan
- Key Performance Indicators
- 2017-2018 Points of Pride
- 2018-2019 Annual Goals
- 2018-2019 Assessment Plan

Unit: Registration and Records

Director: Peter Dowe

EAT Liaison: Katelyn Typhair

UNIT OVERVIEW

Unit Mission:

The Office of Registration and Records educates and provides students with all aspects of the registration and student records process;

Is committed to providing the highest level of service in handling all course-related transactions for our students, from their initial registration through their graduation/separation and beyond;

Is committed to ensuring that all of our services are provided in the most timely and efficient manner possible and with the least intrusion on or distraction from their other endeavors.

Functional Goals and Division/College Mapping

Unit Functional Goals	Division Goal Mapping	College Goal Mapping
Timely and efficient registration of students.	1	1.1, 1.7, 1.8, 2.3, 2.5
Timely and efficient processing and handling of all aspects of a student's academic record.	3	1.1, 1.5, 1.7
Timely and efficient processing of all New York State financial aid awards.	1, 3	1.1, 1.5, 1.8

SECTION ONE: 2017-2018 UNIT ANNUAL GOALS

Unit Annual Goals	Outcome/Status
Implement the next phase of EMS – Allowing academic departments to submit schedule updates directly through EMS	Complete
Develop electronic forms that allow faculty to submit incomplete contracts, class sections and create/update courses in the college catalog	Complete- See section two
Implement the credit verification and compliance processes for the Excelsior Scholarship	Complete- See section two
Take on college wide responsibility for TAP certification and other New York State financial aid programs	On-Going-transition was delayed by 6 months
Utilize CAS Standards specific to Registrar's Office	Not participating in the CAS cycle at this time (2020-2021)

SECTION TWO, PART ONE: 2017-2018 Assessment Plan

Unit Goal		College Mission Alignment:
Develop electronic forms that allow faculty to submit incomplete contracts, class sections and create/update courses in the college catalog.		To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn
Outcomes and Criteria:	Data Sources and Methods:	Assessment Data:
All forms received and processed within 24 hours Forms will be received via electronic submission, not via paper or email	forms.brockport.edu reporting	An electronic version of the Change of Grade form was made available to faculty in November 2016. Use of this form had mixed acceptance. Some faculty had, and still do have, difficulty in understanding the directions for submitting the form. Since the process for submitting other forms follows the same convention, instructions have been revised. The Incomplete Contract MachForm has also been finalized, but has not been released to faculty. As we are still having difficulty with the instructions for our other form, as cited above, we need to see if better options will be available with the new version (as per LITS). Release of the other electronic forms has been delayed until technical difficulties can be worked through.

CLOSING THE LOOP

Resources Used:

MachForms – forms.brockport.edu – platform used to create the actual forms, submit forms, query data

LITS Staff – aid in making custom modifications and testing forms

Office personnel – create forms, triage questions regarding forms, process forms, update forms, rectify errors in submission of forms

Key Findings:

Mach Forms are a great first step in removing paper processes. Unfortunately, because the forms are so complex, with multiple levels of authorization, they may not be the best solution. When faculty are able to submit the forms, and follow all steps, this is a very effective and efficient method of submitting Grade Changes and, soon Incomplete Contracts. However, issues arise when instructions are not followed, and faculty do not follow up on their submitted form.

Banner Workflow may be the solution. Research has not been done on this software, but we already have access to it and can begin the research soon. Banner Workflow will, unfortunately, be more cumbersome on the set-up side as we would need assistance from the programming staff and input from the constituents who would be utilizing the software (faculty, staff, and students). Another SUNY campus (Potsdam) has set up a workflow for their Withdrawal process (similar to our Temporary Academic Leave process) and it was an entire year of work before they were able to implement. Initiating a Banner Workflow discussion will be a soft goal for the upcoming year.

Dissemination/Discussion of Key Findings:

Discussions are had when faculty call regarding their missing grade changes. More trainings may need to be held to get all faculty (and staff) on board with the MachForms we currently have, during the Fall 2018 term. Trainings may need to be held each term, or during intersessions, to properly disseminate the fact that we no longer want to accept paper forms in the office. By eliminating the paper forms, we are speeding up processed that may take up to a month (sometimes more) to finish.

Summary Sentence for EMSA Briefing Book:

Registration and Records is aiding in removing paper processes from daily faculty and staff activities, in order to contribute to the sustainability of the campus and the accessibility and accuracy of student records.

Unit Goal		College Mission Alignment:
Implement the credit verification and compliance processes for the Excelsior Scholarship		To be a Great College at which to Learn
Outcomes and Criteria:	Data Sources and Methods:	Assessment Data:
Complete the credit verification process for the implementation year Complete the certification process for the implementation year	Registrar's spreadsheets/reports	Credit verification is complete for the 2017-2018 aid year Certification is complete for the Fall 2017 term. Certification for the Spring 2018 term is pending, as credits from the Summer 2018 term can be included to certify a student's eligibility

CLOSING THE LOOP

Resources Used:

SICAS (Student Information and Campus Administrative Systems) Center - provided software support (through Banner) and trainings on using said software

HESC (Higher Education Services Corporation) -

Brockport Programmers – provided software support for the Registrar's office as well as SICAS

Key Findings:

The registrar handled the Excelsior scholarship processes for the 2017-2018 aid year. Excelsior duties will be shifted to the HESC Specialist for the 2018-2019 aid year.

Dissemination/Discussion of Key Findings:

The HESC certification process was a much larger undertaking than originally anticipated. With the addition of the Excelsior scholarship, the process was overwhelming. The Excelsior scholarship still does not have a rules and regulations manual of any kind. HESC has promised this document, but has not been able to produce it yet. The rules and regulations appear to be changing monthly at this point, whereas for the first year, they were changing almost daily. This has caused the task to be extremely cumbersome for the Registration and Records office, not only in keeping up with the changing regulations, but in answering questions asked of parents and students.

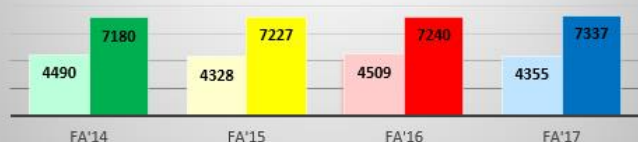
Summary Sentence for EMSA Briefing Book:

The Registration and Records office successfully implemented year one of the Excelsior scholarship.

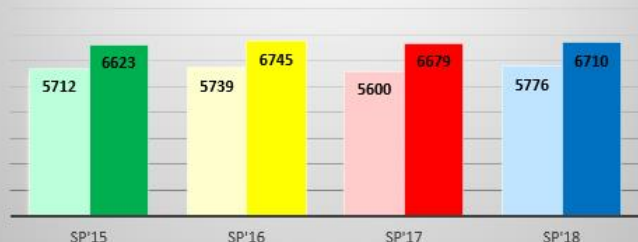
SECTION THREE: UNIT KEY PERFORMANCE INDICATORS

Analysis

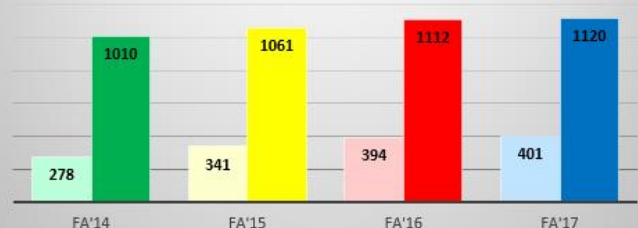
**Undergraduate Pre-Registration
Versus First Day Enrollment during
Spring for Fall**



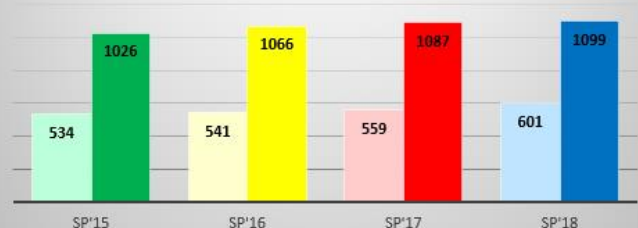
**Undergraduate Pre-Registration
Versus First Day Registration during
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**Graduate Pre-Registration Versus
First Day Registration during Spring
for Fall**



**Graduate Pre-Registration Versus
First Day Registration during Fall for
Spring**



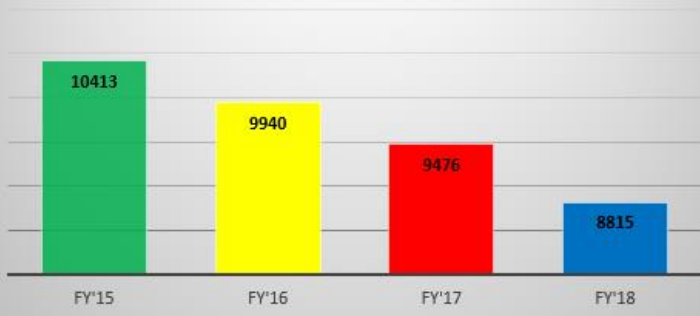
Key Performance Indicators and Benchmarks

Ideally, all students who plan to return for the subsequent term would utilize the pre-registration period. For undergraduate students, this period is set up in a way that allows those with 84 or more credits earned top priority in registering, but also affords first year students who typically have less than 24 credits earned a chance to register before incoming students. Matriculated graduate students may register beginning the first day of pre-registration.

When reviewing registrations during Spring for the Fall term, there is quite a discrepancy between the two registration benchmarks. For undergraduate students, this is largely due to our incoming first-year class, who are not registered until May. Their registration continues through July, in conjunction with summer orientation. The discrepancy is also due to incoming transfer students who are admitted later. This may be due to a delay in actually applying to the institution, a delay in accepting an offer of admissions, a delay in advisement from their academic department, or a combination. For our graduate students, there is a very large discrepancy between pre-registration and the first day of classes. This is, in part, due to our incoming graduate students, but that alone cannot justify the 64% difference from last Spring to Fall alone. This is something that may need to be looked at by the Center for Graduate Studies and/or the Registrar's office. Overall, however, enrollment has been increasing for the Fall term.

When looking at registration during the Fall term for the Spring term, many of our undergraduate students utilize the pre-registration period. This may be attributed to the fact that there is a much shorter time period between the Fall and Spring term, which encompasses the two-week College shut-down. During this time, students are usually busy with family, as are the faculty who would be advising said students. Many faculty do an excellent job of advising during Fall to ensure students are able to register during pre-registration. Graduate students, however, do not appear to utilize the pre-registration period. As graduate students are only required to check in once during the program, before they may register for their second term, they appear to be less diligent about their registration actions. This may also be due to the fact that few graduate students are closed out of their courses if they register later. While this strategy is student friendly, it is not beneficial for departments or college as a whole. Many courses are cancelled due to low or no enrollment during the intersessions (ie Winter and Summer). If students are not timely in their registration, they may, in essence, be the reason a course is cancelled.

Official Transcripts Processed per Year



Official transcript processing has maintained its importance within the Registration and Records office. Requests, however, have declined in recent years. This may be partially attributed to the need for electronic transcripts. The College does not currently offer electronic, official transcripts. The College is, however, ready to implement this service through our transcript processing partner, Credentials Solutions. Adding the option of electronic delivery of transcripts will provide a service our students and alumni have been asking for. It will also bring The College at Brockport up to speed with its colleagues around the state and nation. While paper, or mailed, transcript requests will most likely decline further, we will still have a need for a dedicated transcript person within the office. This person will be able to assist in digitizing all paper files, an office goal for the 2018-2019 year, as well as troubleshooting any issues that arise in the transcript ordering and processing processes.

SECTION FOUR: 2017-2018 POINTS OF PRIDE AND ACCOMPLISHMENTS

Point of Pride/Accomplishment	College Mission and Priorities Alignment
Successful implementation of initial Excelsior verification and certification	To be a Great College at Which to Learn
The Registrar's office has reached a staff size of 10.	To be a Great College at Which to Work
Streamlined the graduation and diploma dissemination process, resulting in a more timely notification of degree conferral and diploma receipt	To be a Great College at Which to Learn
Assisted in implementation of the SUNY-wide Transfer Finder project	To be a Great College at Which to Learn
College Registrar was awarded the Chancellors award and inaugural SUNYRA President's Award	To be a College Engaged with its Community; To be a Great College at Which to Work

SECTION FIVE: 2018-2019 UNIT STRATEGIC GOALS

Strategic Goals	Divisional Goal Mapping	Strategic Plan Operational Objective(s)	Action Plan	Timeline
Implement Student Outcome Tracking (SOT) for the start of the 2019-2020 aid year	<p>Develop and execute data-informed recruitment, admission, financial, and academic support models which promote the highest likelihood of student enrollment, retention, and success.</p> <p>Provide support and administrative services that anticipate and respond to student needs and enhance quality of college life.</p>	1.1, 1.2, 1.7, 1.8, 3.3	<p>The Assistant registrar will be working with the IT programming staff, as well as Academic Affairs during the 2018-2019 year to implement SOT for the 2019-2020 aid year.</p> <p>Trainings will be scheduled during the Spring 2019 term to familiarize faculty and staff with the messaging associated with SOT</p> <p>Information will be disseminated to students via mail and email to inform them of the changes in the registration process associated with SOT</p> <p>Information will be disseminated to students regarding the changes in what constitutes an “aid eligible” course</p>	July 2018-March 2019
Begin implementation of Student Educational Planners (SEP) within Degree Works	<p>Develop and execute data-informed recruitment, admission, financial, and academic support models which promote the highest likelihood of student enrollment, retention, and success.</p> <p>Provide support and administrative</p>	1.1, 1.2, 1.7, 1.8, 3.3	<p>The Assistant registrar will be working with Academic Affairs during the 2018-2019 year to begin planning templates for all degree programs available at the institution.</p> <p>Trainings will be scheduled during the Spring 2019 term to familiarize faculty and staff with templates</p> <p>Information will be available via the Registrar’s website regarding using templates and Student Educational Planners Program plans will be created and disseminated to the academic departments for publishing on their individual catalog sites.</p>	begin July 2018, with all program templates created by Spring 2020

	services that anticipate and respond to student needs and enhance quality of college life.			
Streamline the certification processes for TAP, Part-Time TAP, and state scholarships	<p>Develop and execute data-informed recruitment, admission, financial, and academic support models which promote the highest likelihood of student enrollment, retention, and success.</p> <p>Provide support and administrative services that anticipate and respond to student needs and enhance quality of college life.</p> <p>Foster an optimal learning, living, and work environment by applying current principles and practices of equity, diversity, and inclusion in all divisional operations.</p>	1.1, 1.2, 1.5, 1.7, 1.8	The HESC specialist will work with HESC and other SUNY institutions to learn best practices and ways of updating our current procedures.	On-Going
Digitize all remaining paper student files	Provide support and administrative services that anticipate and	3.1	A student staff will be hired to work solely on this project. The office has 63 5-drawer cabinets to process.	March 2018-Summer 2019

	respond to student needs and enhance quality of college life.		Many of the files have students who will need to be created in banner, as well as having their documents scanned and indexed.	
Begin research on catalog maintenance software	<p>Provide support and administrative services that anticipate and respond to student needs and enhance quality of college life.</p> <p>Utilize administrative and financial partnerships to ensure appropriate practices and processes are routinely applied for the oversight and stewardship of resources to improve the quality of place.</p>	3.2, 3.3, 3.6, 4.8		July 2018-June 2019
Begin working on Banner Workflows	<p>Develop and execute data-informed recruitment, admission, financial, and academic support models which promote the highest likelihood of student enrollment, retention, and success.</p> <p>Provide support and administrative services that anticipate and</p>	4.8	The Registrar will begin working on a plan with the Programming staff to implement at least one Banner Workflow by Summer 2019	July 2018-June 2019

	<p>respond to student needs and enhance quality of college life.</p> <p>Utilize administrative and financial partnerships to ensure appropriate practices and processes are routinely applied for the oversight and stewardship of resources to improve the quality of place.</p>			
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SECTION SIX: 2018-2019 Assessment Plan

Unit Annual Goal:		
Implement Student Outcome Tracking (SOT) for the start of the 2019-2020 aid year		
Outcomes and Criteria:	Data Sources and Methods:	Resources Needed and Individual(s) Responsible:
<p>SOT is functioning for Fall 2019 registration</p> <p>SOT trainings are held during the Spring 2019 term to educate faculty and staff</p> <p>SOT information is disseminated to students during the Spring 2019 term</p>	<p>SOT must be started at the beginning of an aid year, thus it will need to be implemented during Spring 2019 for the 2019-2020 aid year.</p>	<p>The Assistant Registrar has been charged with this task.</p> <p>The Assistant Registrar will work with: other Registration staff, Financial Aid Office staff, IT Programmers, SICAS Center staff, Ellucian staff (as needed), the Provost, the Vice-Provost, and departmental constituents from Academic Affairs. Banner and DegreeWorks will be utilized for set-up</p> <p>The online College Catalog will be reviewed in this process.</p>

Action Plan:

- Communicate with academic department representation, as determined by the Provost and Vice-Provost, to ensure accuracy of academic programs comparable to senate/state ed department approved resolutions, including adding any implied pre-requisites (Beginning Summer 2018)
- Determine if a Banner curriculum overhaul is necessary in order for SOT to function properly (Summer 2018)
- Create a process for checking the accuracy of the Scribe (DegreeWorks programming) as compared to the senate/state ed resolutions (beginning end Summer 2018/Fall 2018)
- Create a testing plan with IT programmers to ensure set-up is complete, accurate, and running effectively (Fall 2018/Spring 2019)

- Coordinate testing plan with SICAS center staff at least 4 weeks before “go live” date (Spring 2019)
- Create demonstration plan for faculty and staff (Fall 2018) for presentation during Spring 2019
- Create documentation to be disseminated to all students, current and incoming, regarding SOT and its implications (Fall 2018) to be distributed before the start of the Spring 2019 term
- Go live with dynamic SOT processing as of the first day of registration for the Fall 2019 term (~March 2019)

Goal Rationale:

“If a student is enrolled in courses that do not count toward his degree, they cannot be used to determine enrollment status unless they are noncredit or remedial courses... This means you cannot award the student aid for classes that do not count toward his degree or certificate.”

Federal Student Aid Handbook (2006-2007)

Student Eligibility – Chapter 1 pg. 11

Federal and New York State Regulations stipulate that students may receive aid only for courses that count towards their degree program. SOT will provide information to the Registrars Office and Financial Aid office to determine if courses count toward a student’s degree program. SOT will allow Brockport to warn students if they make course selections that adversely impact their Financial Aid. SOT will also provide the ability to disburse Financial Aid based on Financial Aid Eligible Hours (i.e.: Courses that count towards their program of study – or are remedial or non-credit that are required for program.).

As of today, Brockport is only checking for repeated coursework to determine aid eligibility. Brockport is not, and has not, been checking for course applicability. In order to be in compliance with the federal and New York state regulations, SOT needs to be implemented as soon as possible to run both of these processes.

This program will allow the Registrar’s Office, in conjunction with the Financial Aid Office, to provide real-time feedback on if a course is financial aid eligible. This will allow students to make adjustments to their schedule so that the courses being taken are degree applicable. It will also show the student if a course that was advised will need a substitution, which will then speed up the substitution process.