

## **2019-2020: Registrar**

### **Definition of Unit:**

#### **Providing Department:**

Registrar

#### **Department/Unit Contact:**

Brandi Hill

#### **Mission/Vision Statement:**

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 records management, student registration and graduation. The office provides 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, course registration, 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)



**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:

## **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 timely 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

## **Assessment 1: Course Designations (enrollment)**

### **Goal/ Outcome/ Objective:**

Goals/Outcomes/Objectives 1 and 2

### **Type of Tool:**

Rubric,Other

### **Frequency of Assessment:**

Annual

### **Rationale:**

**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.

**Assessment Goal 1: Registration Exception Summary Report, QueryReporter, annually, July 1 – June 30, Goal 1Ahe**

## **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

### **Rationale:**

- 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.

## **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

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.

## **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.

### **Rationale:**

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

The file is submitted each semester on census date (14







2013-2014

21,908

452

**Results Goal 3: Grade Changes**

## 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 withdrawal from a course.

### Link to 'Tech Tomorrow' Strategic Plan:

Efficiency and Effectiveness

## Course Completion Rate

### 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 withdrawal from a course. Success would be measured by increasing the number of students that are successfully completing courses each year.

### Link to Assessment:

	Students Enrolled	Students that Successfully Completed Courses	Students that Dropped a Course
2017-2018	23,105	14,903	8,202
2018-2019	22,476	14,296	8,180
2019-2020	22,281	15,339	6,942

### Link to 'Tech Tomorrow' Strategic Plan:

Efficiency and Effectiveness