

## UNIT REPORT

**Assessment Plan Export -  
Enrollment Support Programs**

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# Registrar

## 0 Office of the Registrar Mission

**Providing Department:** Registrar**Mission Statement:**

The Office of the Registrar provides academic services to students, faculty, staff, alumni, and the general public. Our staff understands our aims are best accomplished when collegial relationships exist with all members of the University community. We take pride in begin in the forefront of delivering services using new technologies.

**Reporting cycle start date:** 09/01/2023**Reporting cycle end date:** 08/31/2024

## 1 Project: Medical Withdrawal Revisions

**Providing Department:** Registrar**Project Goal(s):**

To revise policy and practices, to automate and move application processing online, decrease time to decision and increase access to information for applicants and leadership throughout the process.

**WSU Strategic Plan Alignment:**

- 2. Teaching, Learning and Student Success: The heart of our university
- 5. Financial Sustainability and Operational Excellence: The necessary foundation for our mission

**Evidence Motivating this Project:**

This process impacts the university's most vulnerable students. The current process and information available about it is cumbersome, not friendly to students, and the mechanisms are entirely manual for students and administration. Both students and faculty have encountered challenges with the current procedure, first and foremost around status information. Because the process is so manual, any data to evaluate the effectiveness of our policies and procedures is also manual - there is no access to an information store at key points of the process. By reviewing and changing the policy, we found an opportunity to introduce further automation and collect key information for further analysis and reporting.

Based on student and senior leadership complaints, we already know the process takes too long and doesn't provide timely feedback to students on where they are in the process. So, one of our primary assessment measures for next year will be monitoring the time to completion, with a goal of being done in less than one month. We will also have access to discrete informational pieces that will help us evaluate the new procedure.

Attached Files

 [Medical Exceptions Process Flow.pdf](#)

**Reporting cycle start date:** 09/01/2023**Reporting cycle end date:** 08/31/2024

## 1 Milestone: Launch of the application

**Providing Department:** Registrar**Milestone Description:**

Making an online application available to students in the early fall semester. Forms, communication, status page, and communications finalized and ready to move into production in January 2025.

**Target Completion Date:** 01/31/2025**Milestone Status:** In Progress**Reporting cycle start date:** 09/01/2023**Reporting cycle end date:** 08/31/2024

## 1 Milestone: Completion of the first application

**Providing Department:** Registrar

**Milestone Description:**

Monitoring first applicant who files using the new form to decision and completion. This will allow us to identify hang-ups, technical challenges, or internal challenges in the process. This has been deferred to January 2025 due to technical development. However, the new rules surround tuition refunds and transcripts were implemented in September 2024, with manual processing.

**Target Completion Date:** 01/31/2025

**Milestone Status:** In Progress

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

**1 Asmt: Medical Withdrawal Revisions**

**Providing Department:** Registrar

**Evidence/Data:**

The automation and online application will launch in January 2025, at which time we will be able to do further assessment. New rules regarding tuition refunds and transcripts were implement in September 2024 with manual processing and have so far proceeded smoothly.

**HLC (Accreditation) Alignment:** No

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

**2 Project: Establish Office Strategic Plan and Goal Setting for Operational Units**

**Providing Department:** Registrar

**Project Goal(s):**

Now that the office is fully staffed, we have had an opportunity to evaluate our own internal goal setting for each associate director and manager. We are looking to streamline and direct our leadership structure to better serve the university.

**WSU Strategic Plan Alignment:**

5. Financial Sustainability and Operational Excellence: The necessary foundation for our mission

**Evidence Motivating this Project:**

Creating a strategic plan is essential for many reasons, including aligning with institutional goals, directing resources, and being proactive about problem solving. The Office of the Registrar has long been a supportive service unit and looks to continue to do that in an atmosphere of changing leadership. Internal planning will help support that for each of our staff and units.

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

**2 Milestone: Revised Mission Statement**

**Providing Department:** Registrar

**Milestone Description:**

Build a mission statement more supportive of the university's mission, with a clear and concise explanation of the Office's contributions.

**Target Completion Date:** 07/01/2024

**Milestone Status:** Completed

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

**2 Milestone: Scheduling Summits**

**Providing Department:** Registrar

**Milestone Description:**

Meet with departmental scheduling coordinators to learn about challenges the departments have in scheduling classes effectively, followed up with departmental chairs to guide them on their roles in the process. Scheduling coordinators meeting was held on May 15, 2024. Chair meeting occurred in fall. Led to writing up specifications for a new, cross-functional scheduling dashboard for curriculum planners, schedulers, chairs and deans which should be completed AY 24/25. . Ultimately, we will rework how scheduling in general purpose classroom occurs, and start building better reporting to key stakeholders.

**Target Completion Date:** 08/31/2024

**Milestone Status:** Completed

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

## 2 Asmt: Establish Office Strategic Plan and Goal Setting for Operational Units

**Providing Department:** Registrar

**Evidence/Data:**

During performance reviews this year, managers were able to use the updated office mission statement to create useful reflections and direct forward planning. This project will continue and further steps of the plan will be developed in 2025.

**HLC (Accreditation) Alignment:** No

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

## 3 Project: Evaluate potential new degree planning software

**Providing Department:** Registrar

**Project Goal(s):**

To evaluate whether or not Degree Works meets the needs of our students and academic advising community, and if not, to evaluate potential replacement or enhancements to process.

**WSU Strategic Plan Alignment:** 2. Teaching, Learning and Student Success: The heart of our university

**Evidence Motivating this Project:**

We have conducted listening sessions with students and academic advisors and have identified key challenges with our current degree audit solution. Some of these challenges include:

- Difficulty in accessing data – it has been impossible for us to provide information to departments and advisors at the macro level – providing a list of students who have not fulfilled a specific general education requirement, for example. The Operational Data Store views have not been very helpful in working our way to this data, except in limited instances. Degree Works does not have a robust built-in query system – it is built to rely on extracts and reporting views.
- Difficulty in coding degree requirements – while robust, Degree Works requires training in a proprietary language called Scribe for the definition of degree requirements. We currently have 2 positions whose responsibilities include the maintenance and support of this coding.
- Lack of workflows – Degree Works doesn't have a workflow process built in to allow a student to request or propose an exception/substitution for their degree audit. We have had to build outside processes to allow for documentation and approval of general education waiver requests, for example.
- Cumbersome planning system – Several times since implementing Degree Works, we have tried to support our students through the use of degree plans. Advisors find the process to build a plan cumbersome. Students would like to use it, but it is not dynamic. If a student takes a course out of their plan, the plan must be manually updated.
- No dynamic tie-in to registration – while students with approved plans can view their plan in the registration system, it is term by term based, with no connection to what a student has taken. If a student must take a course out of their planned sequence (it is not being offered, for example) the plan isn't updated or flag to the student they might need to review their plan. It doesn't identify missed pre-requisites in the planning system – it presumes students and advisors have a knowledge of the pre-requisites.

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

## 3 Milestone: Evidence gathering

**Providing Department:** Registrar

**Milestone Description:**

Document evidence from student and advising constituencies, including a proposal to leadership for consideration.

**Target Completion Date:** 05/30/2024

**Milestone Status:** Completed

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

## 3 Milestone: Prepare formal proposal for IT governance

**Providing Department:** Registrar

**Milestone Description:**

In cooperation with Student Success, draft a proposal to replace our current solution with a more robust option. Proposal presented to Provost, and due diligence for IT security has proceeded. Waiting for budget to see if plan is finalized.

**Target Completion Date:** 08/31/2024

**Milestone Status:** Completed

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

### **3 Asmt: Evaluate potential new degree planning software**

**Providing Department:** Registrar

**Evidence/Data:**

In cooperation with Student Success, listening sessions and demonstrations were held with constituent groups from many areas and a potential solution was identified. A formal proposal was developed which is now currently being reviewed and funding identified.

**HLC (Accreditation) Alignment:** No

**Reporting cycle start date:** 09/01/2023

**Reporting cycle end date:** 08/31/2024

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