



FRANCIS MARION UNIVERSITY
OFFICE OF THE REGISTRAR
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018- June 30, 2019

DEPARTMENTAL MISSION STATEMENT: It is the mission of the Registrar's Office of Francis Marion University to maintain accurate and up-to-date records of all students' grades and courses completed or transferred into the University. The Registrar's Office supports the mission of Francis Marion University by providing student-centered learning experiences that fosters mutual respect and maintains high academic standards.

Goal	Desired Outcome	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results/Action Items
<p>01. The Office of the Registrar will ensure the academic integrity of student academic records.</p>	<p>Increase the number of seniors who attend a senior review interview with the Registrar's Office.</p>	<p>The Registrar's Office requests that all seniors (87 and above credit hours) make an appointment for degree audit review. The Swampfox (Legacy system) degree audit program was used in 2017-2018, which had no built in communication module. In 2018-2019, we began to utilize the Ellucian Colleague communication module to make communications earlier and more often with students who completed 87 or more credit hours.</p> <p>Baseline: 43% of eligible seniors for graduation conducted a senior review interview in 2017-2018.</p> <p>Benchmark: The Office of Registrar was anticipating with the installation of the communications module there would be an increase of senior reviews for a total of 65% who were eligible for graduation in 2018-2019.</p> <p>Target: Increase the number of students who conduct a senior review by 5% each year over the next three years to reach the 65% goal.</p>	<p>During the 2018-2019 academic year, 45% of seniors eligible for graduation completed a senior review interview with the Registrar's Office. A total of 522 undergraduates graduated during the 2018-2019 academic year.</p>	<p>The Office of the Registrar will continue to utilize the Colleague communications module to communicate with seniors eligible for graduation. As students become more proficient in using the Ellucian Colleague student records system, we anticipate the percentage of students using the senior review will increase. The Registrar's Office will also work closely with faculty advisors and the Center for Academic Success and Advisement to inform and encourage seniors to participate in a senior review interview. This is to ensure seniors complete an interview and have their degree audits evaluated to be on track for graduation. During each semester's Advising Workshop, the Registrar's Office will remind faculty to inform seniors to contact the office for senior review.</p>



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<p>02. The Office of the Registrar will provide timely and appropriate access to student academic records.</p>	<p>Process transcript requests received in a timely and efficient manner. The Registrar's Office would also like to increase the percentage of transcripts processed within two business days.</p>	<p>Track the number of transcript requests received through Parchment Exchange and the amount of time required to fulfill those requests. Baseline: Transcripts were processed through BosaNova during the 2017-2018 academic year. The vast majority of transcript requests took 3-5 business days to process. Benchmark: With the conversion of transcript requests through Ellucian Colleague, we would like to increase the percentage of transcripts processed during the 2 business day. Target: The Registrar's goal is to continue to work with Parchment to convert transcript processing with Colleague to increase the availability of electronic transcript request and delivery. Once this integration is complete, we anticipate being able to process 70% of all transcript requests within two business days. Full integration may not be complete 2020. Accordingly, this will take two-three years to accomplish.</p>	<p>This is a new initiative that will be assessed with the complete integration of Parchment into Colleague to provide electronic transcript request services. The Registrar's Office did not meet benchmark due to ERP conversion project from Legacy system to Ellucian Colleague.</p>	<p>Once Parchment and Colleague programs have been fully integrated, electronic processing of transcripts will provide a much quicker turn around for transcript delivery.</p>
<p>03. The Office of the Registrar will support student success by increasing the accuracy of course scheduling and flexibility combined with efficient transfer</p>	<p>Improvement in course schedule production by providing faculty, staff, and students with a course schedule earlier in semester prior to the beginning of pre-</p>	<p>Baseline: Schedule was posted one week prior to pre-registration in 2017-2018. This was due to the complexities of scheduling in BosaNova. Course plans were not available in Swampfox degree audit program.</p>	<p>Due to the difficulties of the migration from Bosanova to Colleague, the Registrar's Office did not meet the benchmark for Fall 2018.</p>	<p>The Registrar's Office will modify workflow between deans and chairs and the Registrar's Office. The course schedule process will begin without delay following the end of drop/add</p>



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transcript evaluation.	registration. Students need more time to meet personally with advisors to plan schedules. Additionally, this will allow advisors enough time to hold advising sessions earlier. Legacy system did not allow for course planning. The Registrar Office intends to utilize Colleague system to fullest extent.	Benchmark: Moved from BosaNova to Colleague. With this conversion, course schedules were available at least one week in advance of pre-registration. New processing of schedule production in Colleague were in learning phase. Target: To have course schedule posted at least 3 weeks prior to pre-registration by 2020-2021.	However, the course schedule was made available two weeks before pre-registration for Spring 2019.	each semester. The Registrar will meet with individual deans/chairs/coordinators to offer advice and feedback throughout the process. The Registrar will also provide announcements for relevant faculty meetings.
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04. The Office of the Registrar will support the success by emphasizing a student-centered approach to the tasks we perform.	Verify that all of students receiving Veteran's Administration benefits, who have fully completed all documentation with the Veterans Administration, are certified by the first day of classes of each term.	Track the number of student enrollment certifications completed through the Veterans Administration software program VA Once. Baseline: These certifications were not tracked 2017-2018. Benchmark: The Registrar's Office will move from Bosanova to Ellucian Colleague during the 2018-2019 academic year. Target: To utilize Colleague to ensure that 75% of VA students are able to have their benefits certified by the first day of class each term.	Continuous assessment of increasing improved Veteran's Administration certifications completed each semester or term. For 2018-2019 academic year, the Registrar's Office moved from Bosanova to Ellucian Colleague. The migration was successfully completed.	Verify that of Veteran's Administration certifications are accurately completed and satisfied by payment deadline date. Establish better communication plan with all VA students utilizing the Colleague communication module. This will allow the VA certifying official the ability to stay in better contact with VA students so that the students will know which documents still need to be submitted.