

Assessment Cycle 2025– 2026

University Registrar

Division or Department: N/A

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The University Registrar ensures the integrity, accuracy, and security of all academic records of current and former students; facilitates effective student registration and enrollment; builds secure student data files and sets policy and procedures for their responsible use; maintains up-to-date course schedules, catalogs, final examination schedules; manages efficient use of classrooms; and supervises and maintains the Banner and degree audit systems. The University Registrar supervises the processes for the articulation of transfer credits, enrollment and degree verification, production of official transcripts, certification of degrees, production and delivery of diplomas, and commencement ceremonies. The University Registrar counsels and advises students, faculty, and staff on academic matters; and interprets and enforces academic policies and regulations of the University, Louisiana Boards of Regents, University of Louisiana Board of Supervisors, and FERPA.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and submitted to the Unit Assessment Coordinator.
- (2) The Unit Assessment Coordinator will analyze the data to determine whether or not the applicable outcomes are met.
- (3) Results from the assessment will be discussed with the appropriate staff.
- (4) Individual meetings will be held with staff, as needed.
- (5) The Unit Assessment Coordinator, in consultation with Unit Coordinators, will determine proposed changes to the measurable outcomes, assessment tools for the next assessment period and any appropriate service changes.

Academic Services and Veteran Affairs

Service Outcomes:

SO 1. The Academic Services and Veteran Affairs Unit ensure the timely processing of Veteran Affairs documents and certifications of enrollment each semester for new,

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transfer, visiting, and continuing VA students; facilitates the class schedule information for access by students and faculty for effective registration and enrollment; and facilitates the commencement ceremonies.

Source Map:

U.S. Department of Veteran Affairs – Education and
Training University of Louisiana System Board of
Supervisors

Louisiana Board of Regents Legislative Response (Louisiana Military Friendly Campus)

Measure 1.1 (Indirect - Survey)

The Veteran Services Office coordinates all veterans, dependents, guardsmen, and reservists' benefits for those attending classes and using the G.I. Bill. We expanded our service beyond office visits by using the volume of email communication from VA students. By the end of spring 2026, the volume of emails from VA recipients will reach 700.

Finding: Target was not met.

Analysis: Based upon the analysis of 2024-25 results, we made the following changes in 2025-26 to drive the cycle of continuous improvement. Our VA certifying official attends a live virtual training session each month called office hours, in addition to the five hours of training required for school certifying officials to ensure that we are aware of any changes in VA regulations and procedures. Our certifying official attended the LAVECO conference in March. For the fall 2025 semester, we had a total of 632 emails from VA recipients. The fall 2025 total volume of emails was 100 more than the fall 2024 email volume. For the spring 2026 semester, we had a volume of 647 emails from VA recipients. We had a total of 647 emails received by the end of spring 2026 which was an decrease of 18 emails. Only one VA certifying official responded to VA emails, we can see that this method of communication has decreased with less students needing help. We can say that we are efficiently meeting the needs of our VA recipients. We have received zero complaints. We can say that we are meeting the needs of our students.

Decision, action, or recommendation. In 2025-26 the target was not met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. By the end of spring 2027, the volume of emails from VA recipients will reach 650. We have hired a VA student-worker to offer more efficient services to our VA students. Our VA certifying official will attend virtual training and monthly office hours this fall 2026 and spring 2027 and attend the LAVECO conference in March to ensure that we are aware of any changes in VA regulations and procedures.

Measure 1.2 (Indirect – Survey)

Academic Services coordinates all aspects of the commencement ceremonies to ensure

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a successful and memorable experience for the graduates, parents, faculty, staff, visitors, and community. Early preparation of and retrieval of the participants on the program and script, stage and sound preparation instructions, effective communication with the Graduation/Audit Unit on program completion and diplomas/covers, photographer confirmation, confirmation of floral decorations, etc. help to ensure minimal problems on the days of each ceremony. Complaints from graduates will not exceed 2 by the end of spring 2026.

Finding: Target was met.

Analysis: Based on the analysis of the 2024-25 results, we made the following changes for 2025-26 to drive the cycle of improvement. We purchased an additional commencement card box to be placed on the east side of the coliseum to help expedite the distribution of commencement cards. We received positive feedback from Dr. Handel, commenting on how well the handing out of diplomas went. A few faculty members commented on how well the ceremonies went as they were exiting the arena. We received zero complaints from graduates. This was confirmation that we are providing satisfactory commencement ceremonies for our graduates.

Decision, action, or recommendation. In 2025-26 the target was met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. Based on the positive feedback received, we will use the same process for future commencements. We are meeting the needs of faculty and students. The complaints from graduates will not exceed 2 by the end of spring 2027.

Student Academic Services and Transcript Evaluation

Service Outcomes:

SO 2. The Student Academic Services and Transcript Evaluation Unit ensures the accuracy of information and assistance provided to current and former students, faculty, and staff, and accuracy of transfer credits.

Source Map:

University of Louisiana System Board of Supervisors
Louisiana Board of Regents'

Measure 2.1 (Indirect - Survey)

Student Academic Services is the first point of contact for current and former students, parents, faculty, and other staff. It is essential that accurate information is provided as well as processing their requests within a timely manner. The service we provide to students is our main focal point. By the end of spring 2026, we will have a 95% satisfaction rating from students, faculty, and staff receiving in-person service. By the end of the 2026–2027 academic year, the Registrar's Office will maintain an overall customer satisfaction rate of 100%, with a goal of achieving at least 80% "Strongly Agree" responses and 20% "Agree" responses from students, faculty, and staff

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receiving in-person service. faculty, and staff receiving in-person service.

Finding: Target was met.

Analysis: Based on the analysis of the 2024-25 results, we made the following changes in 2025-26 to drive the cycle of improvement. We added a new report from our ITS department with a total number of emails received by the Registrar's Office. We had a total of 3,288 emails during the Fall 2024 semester, with a total of 4,708 emails during the Spring 2024 semester. We assisted with a total of 7,996 emails from students, faculty, and staff for the 2023-24. Our surveys we conducted in our front lobby of the Registrar's Office show that we had 96.67% students, 2.66% parents of students and 2.66% alumni at NSU. From the customers surveyed, the reasons for visiting the Registrar's office ranged from, checking on their Academic Progress, Grades, Transcript request, Enrollment/Verification request, Degree Audit inquiries, transfer credit inquiries, major changes, registration changes, and diploma questions. Question 1) Rate your satisfaction with the NSU Registrar's Office representative in resolving your issue, 87.5% strongly agreed, 11.67% agreed with only .83% disagreeing. Question 2) The staff member provided a resolution for my issue or gave me clear instructions for the steps I needed to take to resolve my issue, 85.83% strongly agreed, 14.17% agreed with 0% disagreeing. Question 3) Overall, I was satisfied with the service provided by the Registrar's Office. 91.67% strongly agreed, 8.33% agreed with 0% disagreed. We ask for any comments that may assist us in making improvements to the Registrar's Office service on our survey. We received all positive comments from the surveys completed, with all the comments stating that no improvements are needed. We have had a few turnovers at our Registrar's Office front desk during the 2024-25 academic year. The pride that our front desk assistants have shown when assisting our quest is amazing. The overall satisfaction with the service in the NSU Registrar's Office for the 2024-25 year is 98.67%.

Based on the analysis of the 2024-25 assessment results, the Registrar's Office implemented several changes during the 2025-26 to drive the cycle of improvement of the student academic services in the Registrar's Office. One key initiative we used during 2025-26 was tracking the volume of communications received and responded to by our office. We had a total of 5,456 emails during the Fall 2025 semester, with a total of 4,892 emails during the Spring 2026 semester. We assisted with a total of 10,348 emails from students, faculty, and staff for the 2025-26.

A customer service survey was conducted in the front lobby of the Registrar's Office. Survey respondents included 82% students, 2% parents of students, 13.33% alumni, and 2.67% who selected "Other." Patrons visited the Registrar's Office for a variety of reasons, including academic progress reviews, grade inquiries, transcript requests, enrollment and verification requests, degree audit questions, transfer credit evaluations, major changes, registration updates, and diploma-related inquiries.

Survey results indicated an elevated level of satisfaction with the services provided by the Registrar's Office:

Question 1: *Rate your satisfaction with the NSU Registrar's Office representative in*

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resolving your issue.

- 70% Strongly Agreed
- 30% Agreed
- 0% Disagreed
- 0% Strongly Disagreed

Question 2: *The staff member provided a resolution for my issue or gave me clear instructions for the steps I needed to take to resolve my issue.*

- 70% Strongly Agreed
- 30% Agreed
- 0% Disagreed
- 0% Strongly Disagreed

Question 3: *Overall, I was satisfied with the service provided by the Registrar's Office.*

- 70% Strongly Agreed
- 30% Agreed
- 0% Disagreed
- 0% Strongly Disagreed

Survey participants were also invited to provide comments and suggestions for improving services within the Registrar's Office. All comments received were positive, with respondents indicating that no improvements were needed.

During the 2025–2026 academic year, the Registrar's Office was supported by two highly efficient front desk employees. Their professionalism, dedication, and pride in assisting visitors contributed significantly to the positive experiences reported by survey participants.

Overall, survey results demonstrate a 100% satisfaction rate with the services provided by the NSU Registrar's Office during the 2025–2026 assessment cycle. These findings reflect the office's continued commitment to providing exceptional customer service and effective support to students, alumni, parents, and other constituents.

As a result of these changes in 2025-26, the target was met.

Decision, action, or recommendation. In 2025-26 the target was met. Based on the analysis of the 2025-26 results, the Registrar's Office will continue implementing strategies that promote exceptional customer service and timely assistance to students, faculty, staff, alumni, and parents. To drive the cycle of continuous improvement during the 2026-2027 academic year the Registrar's Office will continue monitoring customer satisfaction through in-person surveys and tracking the volume of email communications received and process by the office. These effects will help ensure that requests are managed efficiently and that accurate information is consistently provided to all

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constituents. By the end of 2026-27 will maintain an overall customer satisfaction rate of 100%, with a goal of achieving at least 80% "Strongly Agree" responses and 20% "Agree" responses from students, faculty, and staff receiving in-person service.

Measure 2.2 (Indirect – Survey)

Transcript Evaluation is critical in determining admission eligibility, pre-requisite requirements for registration, and requirements for degree completion. The students are our main focal point for services rendered. Official transcripts are hand-delivered by Admissions staff to our office. The volume of transfer credits and test score credits (ACT, SAT, AP, CLEP, DSST, Advanced Program) entered into the system will increase to 182,000 by the end of spring 2026. The volume of transfer credits and test score credits (ACT, SAT, AP, CLEP, DSST, Advanced Program) entered into the system will increase to 205,000 by the end of spring 2027.

Finding: Target was met.

Analysis: Based on the analysis of the 2024–2025 assessment results, the following changes were implemented during 2025–2026 to support continuous improvement. During the 2025–2026 academic year, the office was fully staffed. Due to the increasing volume of transfer credits, transcript processing responsibilities were shared between two Registrar's Office employees. The Transfer Evaluator processed transcripts for students with last names A–L, while the Supervisor of Student Academic Services and Transcript Evaluation processed transcripts for students with last names M–Z.

During the Fall 2025 semester, 1,267 transcripts were evaluated, resulting in 93,538 transfer credits awarded. These credits included 51 ACT/SAT credits, 189 AP credits, 159 CLEP credits, 6 ISEP credits, and 2,290 credits awarded through articulation and partnership agreements.

During the Spring 2026 semester, 1,858 transcripts were evaluated, resulting in 111,342 transfer credits awarded. These included 1,569 ACT/SAT credits, 105 AP credits, 428 CLEP credits, and 1,957 credits awarded through articulation and partnership agreements.

For the 2025–2026 academic year, a total of 3,125 transcripts were evaluated, resulting in 204,880 transfer credits awarded. As transfer credit volume continues to grow, efforts to improve efficiency will include redistributing duties from the Transfer Evaluator to front desk staff to allow greater focus on transcript processing.

Decision, action, or recommendation. In 2025-26 the target was met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. Additional responsibilities will be reassigned from the Transfer Evaluator to other staff members. Specifically, management of the Registrar's Office email account will be transferred to another employee, allowing the Transfer

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Evaluator to devote more time to processing transfer credits. These changes are intended to support the continued growth in transfer credit and test score credit processing, with a target of exceeding 205,000 credits entered into the system by the end of Spring 2027.

Records and Transcript Production

Service Outcomes:

SO 3. Records and Transcript Production ensure the accuracy and security of all current and former students' records. The primary focal points are to facilitate effective student registrations and enrollments, generate enrollment and degree verifications, and production of official transcripts. This unit builds secure data files for current and former students and counsels/advises current and former students, faculty, and staff on academic policies and regulations.

Source Map:

University of Louisiana System Board of Supervisors
Louisiana Board of Regents'
National Student Clearinghouse

Measure 3.1 (Indirect - Survey)

Records monitor all students' records daily. Updates and adjustments are made to records using student requests (major changes, residency redetermination, catalog changes), Registration Credits and Graduation Council appeal committee decisions, approved grade change requests, approved academic standing reinstatements, and approved out-of-state waivers from the Scholarship Office. By completing all updates and adjustments in a timely manner, this aids in the students being eligible to register and/or enroll in the appropriate courses for their degree programs as well as having an accurate accounting of tuition and registration fees. By the end of spring 2027, the volume of grade changes and approved resignation appeals will decrease to five hundred due to instructor timely submissions and enforcement of appeal policies.

Finding: Target was not met.

Analysis: In 2024-25, the target was not met; therefore, Records and Transcript Production implemented several changes to improve monitoring and processing of student academic records. During 2024-25, the newly hired Academic Records Specialist received extensive training and demonstrated strong proficiency in monitoring student records and processing updates and adjustments in a timely manner. These updates included student-requested changes, appeal decisions, dean approvals, residency changes, and data corrections. During the Fall 2024 semester, a total of 198 grade changes were processed. Of those grade changes, 38.89% resulted from Registration Credits and Graduation Council (RCGC) appeal decisions, 11.11% were incomplete grades from the Spring 2024 semester, 27.78% were final grades submitted after the instructor deadline, 1.01% were incomplete grade extensions from

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the Spring 2024 semester, and the remaining 21.21% were due to student requests, dean approvals, and data entry corrections. During the Spring 2025 semester, a total of 448 grade changes were processed. Of those changes, 34.60% resulted from RCGC appeal decisions, 0.22% were incomplete grades from the Fall 2024 semester, 1.79% were incomplete grade extensions, 27.23% were final grades submitted after the semester deadline, and 36.16% resulted from student requests, dean approvals, and data entry corrections. This resulted in a total of 646 grade changes processed during the 2024-25 academic year. To continue improvement efforts, Records and Transcript Production contacted sixty-seven undergraduate instructors regarding ninety-six expired incomplete (“I”) grades. As a result, eleven extensions were processed and eighty-six incomplete grades were converted to failing (“F”) grades in accordance with university policy. Graduate-level incomplete grades were referred to the Graduate School for appropriate action. These efforts helped reduce the backlog of unresolved incomplete grades and improved the accuracy of student academic records. As a result of these continued changes, the target for 2025-26 was still not met. However, the Academic Records Specialist continued to demonstrate proficiency in monitoring and updating student records in a timely and accurate manner. During the Fall 2025 semester, a total of 377 grade changes were processed. Of those grade changes, 20.69% resulted from RCGC appeal decisions, 26.26% were incomplete grades from the Spring 2025 semester, 23.08% were final grades submitted after the instructor deadline, 2.65% were incomplete grade extensions, and 27.32% resulted from student requests, dean approvals, and data entry corrections. During the Spring 2026 semester, a total of 486 grade changes were processed. Of those changes, 13.17% resulted from RCGC appeal decisions, 24.69% were incomplete grades from the Fall 2025 semester, 3.08% were incomplete grade extensions, 37.04% were final grades submitted after the semester deadline, and 22.02% resulted from student requests, dean approvals, and data entry corrections. This resulted in a total of 863 grade changes processed during the 2025-26 academic year. While the target of reducing the total volume of grade changes and approved appeals to five hundred was not achieved, there was a significant decrease in the percentage of grade changes related to RCGC appeal decisions from the previous year, indicating improvement in appeal policy enforcement and student/instructor compliance. However, the continued high volume of late grade submissions and incomplete grade processing contributed to the overall number of grade changes.

Decision, action, or recommendation. In 2025-26 the target was not met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. Records and Transcript Production will continue initiative-taking monitoring of incomplete grades and instructor late grade submissions. Additional communication and training will be provided to faculty regarding grade submission deadlines and incomplete grade policies. Continued collaboration with academic departments, the Graduate School, and the Registration Credits and Graduation Council will be emphasized to reduce preventable grade changes and improve compliance with university academic policies. The office will also continue utilizing the Academic Records Specialist to ensure timely processing and accurate maintenance of student academic records.

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Measure 3.2 (Indirect)

Records ensure that all current students' enrollment data is uploaded every 30 days to the National Student Clearinghouse during each semester, and degree completions are uploaded at the end of each semester. Timely uploading allows for the enrollment data to be accessible for students' self-service enrollment verifications, the National Student Loan Data System' accessibility for students' financial aid eligibility statuses, and employer/prospective employer verification of degree completions. Through increased promotion and accessibility of the self-service verification process, online verifications will increase to five hundred by the end of Spring 2027.

Finding: Target was not met.

Analysis: In 2024-25, the target was not met, with 187 online verifications processed through the National Student Clearinghouse. To improve awareness and utilization of the self-service verification process, a link to the online verification service was added to the Registrar's Office webpage. The office continued to upload enrollment data to the National Student Clearinghouse every 30 days and degree completion data at the conclusion of each semester, ensuring students and third parties had access to current enrollment and degree information.

Based on the analysis of the 2024-25 results, the Registrar's Office continued to monitor both online and in-house verification requests during the 2025-26 academic year. Front desk staff processed enrollment and degree verification requests submitted in person, by email, and by fax, while students were encouraged to utilize the self-service verification option through the National Student Clearinghouse. Although the addition of the verification link on the Registrar's webpage increased awareness of the service, online verification usage showed only a slight increase from the previous year.

During the Fall 2025 semester, a total of eighty-four online verifications and 363 in-house verifications were processed. During the Spring 2026 semester, a total of 105 online verifications and 394 in-house verifications were processed. Overall, 189 online verifications and 757 in-house verifications were processed during the 2025-26 academic year, for a total of 946 enrollment and degree verifications. While the target of five hundred online verifications was not achieved, online verifications increased slightly from 187 in 2024-25 to 189 in 2025-26. More importantly, the total number of enrollment and degree verifications increased from 868 in 2024-25 to 946 in 2025-26, representing an increase of approximately 9%. This increase demonstrates continued demand for verification services and the Registrar's Office's ability to efficiently provide timely, accurate, and reliable verification services to students, employers, lenders, and other third parties while maintaining compliance with reporting requirements.

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Decision, action, or recommendation. In 2025-26, the target was not met. Based on the analysis of the results, the Registrar's Office will continue to promote the self-service verification process through the Registrar's webpage, student communications, and staff email signatures. Additional efforts will be made to educate students regarding the availability and convenience of obtaining enrollment verifications through the National Student Clearinghouse. The office will continue to monitor both online and in-house verification activities to assess service utilization and identify opportunities to increase student use of the self-service platform. For 2026-27, the office will continue efforts to increase online verification usage while maintaining timely and accurate processing of all enrollment and degree verification requests.

Measure 3.3 (Indirect - Survey)

Transcript Production ensures that all current and former students' official transcripts of their academic work are generated in a timely manner upon request. Validation of each student's record is completed before generating the transcript, whether electronically or as a paper copy. Unofficial transcripts remain readily available online and contain all academic information. The volume of transcript transactions will increase to 8,250 by the end of Spring 2027.

Finding: Target was met.

Analysis: In 2024-25, the target was not met, with a total of 7,810 transcript transactions processed. To drive improvement in 2025-26, the Registrar's Office maintained its commitment to providing current and former students with easy access to transcript ordering services. Detailed instructions for requesting official transcripts were published on the Registrar's Office webpage, and wording on the NSU homepage was updated from "Request a Transcript" to "Request an Electronic or Paper Transcript" to improve clarity and accessibility for users. Staff members continued to provide guidance to students regarding online transcript requests and ensured consistent communication regarding available ordering options. These efforts resulted in an increase in transcript activity during 2025-26. The Registrar's Office processed 3,622 transcript transactions during the Fall 2025 semester and 4,411 transcript transactions during the Spring 2026 semester, for a total of 8,033 transcript transactions. This exceeded the established target of 8,000 transcript transactions by thirty-three transactions. The increase in transcript volume demonstrates that enhanced website navigation, clearer instructions, and continued staff support positively impacted student utilization of transcript services. Electronic transcript delivery continues to be the preferred method for students and alumni due to its convenience, accessibility, and expedited delivery.

Decision, action, or recommendation. In 2025-26, the target was met. Based on the analysis of the results, the Registrar's Office will continue to maintain and improve access to transcript services through online resources and staff assistance. Efforts will focus on promoting electronic transcript delivery, reviewing website content for clarity and usability, and monitoring transcript transaction trends to ensure timely service. By the end of Spring 2027, the volume of transcript transactions will increase to 8,250 while maintaining efficient processing and delivery standards.

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Measure 3.4 (Indirect)

Records ensure that all permanent student record documents for current and former students are scanned into Paperflow, the University's digital imaging system. Each document type is batch scanned, matched and merged with the identifying number and name in the Banner system, and indexed to the corresponding student data file. These files are then available for retrieval through Papervision. By the end of Spring 2027, the volume of scanned images will increase to 23,800 documents, and at least 10% of identified special projects will be scanned into Paperflow.

Finding: Target was not met.

Analysis: In 2024–25, the target was met with 22,794 student documents scanned into Paperflow. Based on those results, Records planned to increase scanning productivity by assigning front desk employees one day per week to assist with special scanning projects while continuing the regular scanning of student records.

During the Fall 2025 semester, a total of 8,653 documents were scanned and indexed into Paperflow. During the Spring 2026 semester, an additional 9,131 documents were scanned and indexed, resulting in a total of 17,784 scanned documents for the 2025–26 assessment period. Although Records continued to digitize and preserve student records, the total volume scanned fell below the established target of 23,800 documents.

Several factors contributed to the decrease in scanning volume, including competing departmental priorities, staffing limitations, and the time required to assist students and support other Records functions. Despite not meeting the numerical target, the department continued to ensure that incoming student documents were accurately scanned, indexed, and made available for electronic retrieval. The Paperflow imaging system remains an essential tool for maintaining secure and accessible student records while reducing reliance on paper files.

Decision, action, or recommendation. In 2025–26, the target was not met. Based on the analysis of the results, Records will continue efforts to increase scanning productivity and reduce document backlogs. The department will evaluate workflow processes and staffing assignments to identify additional opportunities for support with scanning activities. Special emphasis will be placed on scheduling dedicated scanning time for staff and prioritizing the completion of special projects, including Certification of Candidates, Confirmation of Degrees Awarded, and Graduation Miscellaneous records.

For 2026–27, Records will continue monitoring scanning productivity and implement process improvements designed to increase the volume of digitized records while maintaining the accuracy, security, and accessibility of student files.

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Graduation and Degree Audit

Service Outcomes:

SO 4. Graduation and Degree Audit ensure the accuracy of the degree audit system, graduation and certification of graduate, baccalaureate, and associate degrees, and diplomas for the commencement program.

Source Map:

University of Louisiana System Board of Supervisors
Louisiana Board of Regents'

Measure 4.1 (Direct - Knowledge)

Graduation and Degree Audit updates and maintains the tables in the Banner system that upload data into Degree Works. This data is directly linked to program requirements, compliance, and possible substitutions. Since Degree Works is not a Banner product, the assistance of programmers in the IT Department is needed to complete technical updates to the Degree Works software and batching of data. By updating the Degree Works manual prior to the fall semester, new faculty/advisors and current faculty/advisors can readily access the manual on the web. Graduation staff will be readily available to assist or train any faculty/advisor. By the end of spring 2026, there will be less than 20 participants needing Degree Works in-person training.

Finding: Target was not met.

Analysis: The target was not met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. We will record a new training video to place on the Registrar's Office web page and on VIC for faculty and advisors. We will continue to update the Degree Works Manual with updated procedures and processes implemented for quick access for faculty and advisors. Graduation staff will be available to help those individuals that will need one on one training. By the end of spring 2027, there will be less than 20 participants needing Degree Works in-person training.

Decision, action, or recommendation. Degree Works had several upgrades and changes in the 25-26 year. Because of the upgrades and changes that will be tested and completed Summer 2026, the training video and updates to the manual was postponed until after all the changes are done. Individual training sessions were held as faculty and advisors had questions. No one needed in person training and was able to get the help they needed from phone call.

Measure 4.2 (Indirect)

Graduation and Degree Audit ensures that all candidate certifications are received from the deans' offices by the established deadline for each semester. The timely submission of the certifications affects the timely awarding of degrees, the

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commencement program, and the accuracy of the graduation count. By the end of spring 2026, we will have a 100% timely submission rate for candidate certifications.

Finding: Target was not met.

Analysis: Target was not met. Based on the analysis of the 2025-26 results we will implement the following changes in 2026-27 to drive the cycle of improvement. We will continually send out weekly discrepancy lists to the deans' offices and monitor the discrepancies to assist with possible resolutions for those candidates. Discrepancy lists will be sent out twice weekly toward the end of the semester. By the end of spring 2027, we will have a 100% timely submission rate of candidate certifications.

Decision, action, or recommendation. The goal of 100% timely submissions was not achieved. Discrepancy lists were not sent out twice weekly because of the loss of a staff member, the several upgrades, changes to scribing, and testing, that were needed to be done to Degree Works that affected the Course Program of Study. We will continue to send out weekly discrepancy lists to the deans' offices and monitor the discrepancies to assist with possible resolutions for those candidates.

Comprehensive Summary of Key evidence of seeking improvement based on the analysis of the results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2026-2027. These changes are based on the knowledge gained through the analysis of AC 2025-2026 results.

- The VA certifying official will attend the annual LAVECO conference and live virtual training session each month, in addition to the five hours of annual training required for school certifying officials, to ensure that we are aware of any changes in VA regulations and procedures.
- Distribution of diplomas during the commencement ceremonies to improve commencement ceremony satisfaction.
- Reassignment of responsibility of registrar's email account from the transfer credit evaluator to allow devoting more time to processing transfer credit evaluations.
- Continually monitor and update course equivalencies in the Transfer Evaluation System (TES) to expedite transfer credit evaluations.
- Maintain and monitor access to self-service verification and transcript services through online resources and staff assistance.

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- Record a Degree Works training video for faculty and advisors and post on Registrar's Office web page and VIC.
- Provide individualized Degree Works Q&A training sessions.
- Sent deans' offices weekly (bi-weekly toward end of semester) candidate discrepancy lists and monitor discrepancies to assist with possible resolutions to support the timely submission of candidate certifications.

Plan of action moving forward.

- Utilize a VA student-worker to increase efficiency in services to VA students.
- Make the change to distribution of diplomas during the commencement ceremonies a standard process.
- Add a satisfaction survey to the department email auto reply to allow for assessment of services provided through email communication.
- Continually monitor the transfer credit evaluation process to ensure reassignment of responsibilities effectively increases productivity.
- Additional communication and training will be provided to faculty regarding grade submission deadlines and incomplete grade policies.
- Promote self-service transcript and verification services through the website, student communications, and staff email signatures.
- Communicate with the deans' offices to identify ways to improve the timeliness of their candidate certification submissions and provide weekly/bi-weekly discrepancy list to encourage that candidate discrepancies be cleared in a timely manner.