Registrar

Registrar Mission Statement

Unit Mission Statement (Full Description):

The mission of the SMU Office of the University Registrar is to support the [Mission of SMU](#) and the specific goals and objectives outlined in the [Second Century Strategic Plan](#) by providing quality service to the all constituents – students, faculty, staff, family members of students, and the general public.

Our principal responsibilities are to ensure the accuracy, integrity, and security of student data and academic records; to provide various services related to enrollment and academic records; to conduct inspiring academic ceremonies celebrating the academic accomplishments of SMU students; and, to help SMU students succeed at SMU and in their post SMU pursuits.

We accomplish our mission by striving toward excellence in everything we do, maintaining a welcoming and encouraging service environment, challenging ourselves to be efficient and effective in our work, seeking out new and better ways of doing business for ourselves and the constituents we serve, and creating an environment in the office and on campus which encourages growth, supports academics, respects people and differences, promotes communication and participation, and cultivates a performance culture.

Does your unit only serve students at a specific geographic location (e.g., Taos, Houston, Galveston, Fort Worth, abroad sites, etc.)?:

 No

Does your unit serve students at multiple locations (e.g., distance education students or students at approved off-campus instructional sites)?:

 No

Does your unit provide event services through contracts or third parties?: No

1 Timely Processing of Transcript Requests

Step 1C: Unit Objective Statement (Full Description):

The Office of the University Registrar processes transcript requests for current students and alumni. Employment and educational opportunities often depend on a timely issuance of the official transcript on behalf of the student or alumnus. Our goal is to complete these requests in as timely a manner as possible.

Step 2A: Measure :

The measure used will be the transcript ordering and completion data from our 3rd party transcript ordering services, the National Student Clearinghouse. The measure will be the average amount of time (in hours or days) from the time the transcript order is submitted by the requestor to the time the transcript was produced and mailed or electronically sent.

Step 2B: Is Measure direct or indirect?: Direct

Step 3A: Target for Measure:

Our objective is to process requests within 24 hours, or 1 business day.

Step 4A: Was the target met for this Measure?: Met

Step 4B: Results and Findings for this Measure:

For the 2022-2023 fiscal year, the average turn-around time was 13 hours and 15 minutes. During this time, 10,701 total transcript orders were processed.

Step 4C: Interpretation of Results :

The partnership with the National Student Clearinghouse as the primary mechanism for transcript orders has streamlined the requests and helped move the process from being a task that was handled at our service counter by SMU staff to a request form that is processed online. This helped advance our ability to process requests quicker and much more efficiently. The partnership also facilitated the ability to make electronic PDF transcripts available to our students and alumni.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :

We will continue to monitor the results and to also assess how the new "Next-Generation" transcript service has improved on these metrics. Should the turn-around time increase, and should it exceed the target of 24 hours, we will work with the National Student Clearinghouse to assess why the time increased and what we can do to correct and improve it.

Step 5B: Dialogue Participants (check all that apply): Administrator
Staff

Step 5C: Evidence of Dialogue :

Attached Files

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):

In the previous assessment, the average time was 14.57 hours, which was also well under the goal of 24 hours. Thus, there were no action items created for this objective. However, the complete transition to all transcript orders being processed through the Clearinghouse resulted in an improvement on this metric of 1.32 hours.

Step 6B: Status Update on Previously Identified Action Plan(s): Not applicable for this cycle (explain in Step 6A)

Progress: Complete

2 Transfer Credit Processing and Evaluations

Step 1C: Unit Objective Statement (Full Description):

In support of Objective 1.3.00 of the SMU Strategic Plan, the Office of the University Registrar aims to provide timely processing and evaluation of transfer work to improve the effectiveness of the admission and enrollment processes of transfer students while removing unnecessary barriers to transferring academic credits.

Step 2A: Measure :

The measure will be the number of days from the time the final, official transfer transcript is received until the posting and evaluation of credit to the student's record in my.SMU. Queries of the my.SMU data are utilized to review the transfer rules that are in place, and processing time for evaluation of credit.

Step 2B: Is Measure direct or indirect?: Direct

Step 3A: Target for Measure:

The average number of days from the time the final, official transcript is received until the posting and evaluation of transfer credit is completed and available on the Transfer Evaluation Report would be 7 days or less.

Step 4A: Was the target met for this Measure?: Met

Step 4B: Results and Findings for this Measure:

The average evaluation turnaround time was 5.329 days (down from 5.82 days the previous year).

Attached Files

Step 4C: Interpretation of Results :

The various initiatives to improve transfer processing incorporated by the Registrar's Office the previous year have shown to positively effect the results of this measure. These initiatives include (1) working with all of the academic departments to review transfer equivalency rules that resulted in 49,000 courses being updated with transfer rules in our database, and (2) creating a transfer evaluation resource database for departments to utilize when reviewing transfer courses for equivalency.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :

We will continue to assess the reasons for delays in transfer evaluation response times and work with departments identified that may have challenges in being able to quickly turnaround their assessments.

Step 5B: Dialogue Participants (check all that apply): Administrator
Faculty
Staff

Step 5C: Evidence of Dialogue :

This information was communicated to the University Advisement Committee in March 2024.

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):

The various initiatives to improve transfer processing incorporated by the Registrar's Office the previous year have shown to positively effect the results of this measure. These initiatives include (1) working with all of the academic departments to review transfer equivalency rules that resulted in 49,000 courses being updated with transfer rules in our database, and (2) creating a transfer evaluation resource database for departments to utilize when reviewing transfer courses for equivalency.

Step 6B: Status Update on Previously Identified Action Plan(s): Fully implemented

Progress: Complete

3 Certification of Veterans Benefits

Step 1C: Unit Objective Statement (Full Description):

In support of strategic plan 1.3.00, the goal of the Registrar's Office is to provide timely and accurate certification of Veteran students in order to remove barriers to their ability to enroll and utilize their VA benefits.

Step 2A: Measure :

Complete pre-enrollment and final enrollment certifications by the prescribed deadlines to avoid any interruption of

student benefits.

Step 2B: Is Measure direct or indirect?: Direct

Step 3A: Target for Measure:

All certifications are submitted to the VA by the prescribed deadlines.

Step 4A: Was the target met for this Measure?: Met

Step 4B: Results and Findings for this Measure:

All certifications were completed by the deadlines.

Attached Files
📄 Copy of AY22_23 VA Dates.xlsx

Step 4C: Interpretation of Results :

Our current processes were able to complete the certifications for each different career and calendar by the deadlines for each session and term.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :

The review of the data shows volumes that will be challenging to maintain with the current infrastructure. We will leverage technology to allow for a more coordinated and collaborative monitoring and distribution of tasks amongst the team members responsible for VA certifications.

Step 5B: Dialogue Participants (check all that apply): Staff

Step 5C: Evidence of Dialogue :

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):

In previous cycle, the transition of the VA certification from the Enrollment Area to the Transfer/VA Area within the Registrar's Office was identified as potential barrier to the timely certification of VA students. Action items identified were:

1. Extensive staff development and training.
2. Implementation and utilization of new VA certification system, "Enrollment Manager".
3. Utilization of better communication tools, email tracking, workflows, and shared electronic files to facilitate efficiency and transparency amongst multiple staff responsible for VA certification.

Items 1 and 2 were completed during this past assessment cycle. Item 3 has not been completed, but technologies have been identified to help implement this action item. Specifically, the Transfer and VA office is looking to utilize MS Planner in conjunction with MS Teams and Power Automate to create a single, online workflow and repository for VA certifications, which will facilitate the managing of the student certifications across multiple users.

Step 6B: Status Update on Previously Identified Action Plan(s): In progress

Progress: Complete

4 Timely and accurate publication of the Academic Catalogs

Step 1C: Unit Objective Statement (Full Description):

The academic catalogs are an annual publication outlining specific University policies and degree requirements. The timely publishing of these bulletins are needed for both new and current students, as well as faculty and staff. Delays in the publication of the catalogs can adversely affect potential and new student decision-making and enrollment.

Step 2A: Measure :

Measure 1: Timely and Accurate Publication of Undergraduate Catalog

Measure 2: Timely and Accurate Publication of the Graduate Catalog

Step 2B: Is Measure direct or indirect?: Direct

Step 3A: Target for Measure:

Target 1: The Undergraduate Catalog will be published by June 1st each year.

Target 2: The Graduate Catalog will be published by August 1st each year.

Step 4A: Was the target met for this Measure?: Partially Met

Step 4B: Results and Findings for this Measure:

The undergraduate catalog was published by late June. The graduate catalog was not published until late August.

Step 4C: Interpretation of Results :

Efforts to enforce catalog deadlines have not been entirely effective. Academic departments and schools have not always had the sense of urgency and enforcement of the deadlines has not had the administrative and technological back it needed.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :

We will look for new ways to leverage technology to facilitate an easier method for academic departments to submit their catalog updates by the required deadlines.

Step 5B: Dialogue Participants (check all that apply): Administrator
Committee
Faculty
Staff

Step 5C: Evidence of Dialogue :

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):

We have identified a new curriculum management and online catalog system that could help improve this process.

Step 6B: Status Update on Previously Identified Action Plan(s): In progress

Progress: Complete

Assessment Plan & Report Feedback

Checklist completion: Mission Statement
Unit Objectives
Action Plan for Improvement

Assessment Plan & Report Feedback and Recommendation:

IPE's initial review in November 2023 indicated that no data was entered into the assessment report. IPE representatives Yan Cooksey and Brooke Guelker met with Bobby Lothringer on February 12, 2024 to discuss completion of the report in our new software, Anthology Planning. Bobby subsequently completed the report and requested a re-review on March 15, 2024. Brooke conducted a quick review and determined that the report contained a robust accounting of the Registrar's activities for the 2022-2023 academic year (see Registrar Planning Report.pdf). Bobby was also asked by Brooke on March 21, 2024 to make the suggested edits and confirm when they had been completed so that an updated report could be used as an exemplar on IPE's Exemplar Spotlight webpage: https://www.smu.edu/provost/assessment/assessment/supportunits/exemplars.

Attached Files
📄 Registrar Planning Report.pdf
📄 Rubric for Reviewing Program Assessment Report_2023_Support Units.pdf
Progress: Complete