Registrar’s Office Assessment Plan Executive Summary

Mission
The Registrar’s Office at St. John Fisher College, reporting to the Provost and Dean of the College, is committed to offering accurate and confidential records related services to students, faculty, alumni, internal offices and external agencies. Our main focus is on developing and maintaining the processes and procedures necessary for the accurate and timely generation, maintenance, security, storage and retrieval of academic records.

The Registrar’s Office conducts its processes and procedures as prescribed by established college policies, the Family Educational Rights and Privacy Act (FERPA) guidelines, and the Professional Practices and Ethical Standards of American Association of Collegiate Registrars and Admissions Offices (AACRAO).

Goals
The goals of the Registrar’s Office are:

1. To provide assistance in the development and support of the academic activities of the college by:
   - Ensuring timely publication of the semester course schedule
   - Updating of the course schedule in an efficient manner
   - Providing a user-friendly, searchable web-based course schedule
   - Coordinating pre-requisite checking at registration
   - Implementing “u.achieve” degree audit software
   - Decreasing time required to process Transfer Credit Equivalency Request forms
   - Decreasing time required to prepare graduation audits

2. To act as an information clearinghouse for college policies and procedures by:
   - Ensuring timely online publication of the college catalogs
   - Providing accurate information in the college catalogs
   - Producing and publishing semester academic calendars
   - Serving in an advisory capacity on standing faculty committees
   - Serving as a resource for the reporting needs of faculty and staff

3. To provide consistent interpretation and application of academic policies and their appeal procedures by:
   - Answering questions of administration, faculty, staff, and students
   - Serving in an advisory capacity on appeal committees

4. To coordinate web-based services relating to registration activity, grade recording, grade reporting and transcript ordering by:
   - Performing non-technical set-up tasks for web-based student services ranging from registration to grade entry and transcript ordering
   - Coordinating work with outside vendors for transcript ordering and processing

5. To provide timely action on requests for transcripts, transfer credit evaluations, transfer credit requests, senior audits and other appropriate requests for information by:
   - Coordinating with outside vendors to maintain online transcript ordering and processing
   - Assisting Transfer Admissions Counselors in order to decrease the time required to provide a transfer credit evaluation to accepted students
   - Approving transfer credit requests in a timely manner

6. To certify candidates for graduation by:
   - Providing efficient and accurate certification
Data Collection Tools and Approaches
The Registrar’s Office follows the recommendations of the AACRAO as well as the requirements of the FERPA when establishing protocols and policies regarding the collection, retention, and publication of all student and academic records. Multiple checks are in place to oversee that the departmental goals are achieved and serve to assess the Registrar’s Office effectiveness. All records are kept secure for immediate retrieval and long term storage through the College’s Banner Student Information System. Approval for access to the Banner system must be granted by the immediate supervisor (i.e., Deans, departmental managers) and by the Registrar.

Courses lists, submitted by the department chairs and program directors, are reviewed to ensure that no courses overlap established time periods and that there are a sufficient number of sections offered to meet student need. Any exceptions that cannot be resolved by the Registrar’s Office directly working with the chairs and directors are brought to the attention of the School Dean for resolution. Course schedules are available online prior to registration.

Student academic records are reviewed each semester during the students’ advisement meetings with faculty and three times by the Registrar’s Office during the year prior to graduation. The degree audits conducted by the Registrar’s Office begin when the student applies for graduation and are followed by a second audit in the semester prior to graduation and one final time after all grades are input the week before graduation.

Student records are kept in a manner that is compliant with FERPA regulations. These regulations are published online on the Registrar’s webpage, in the Faculty Manual, and in the college catalog. Students and faculty are informed of the privacy rights by the Registrar at the beginning of each semester via email.

Use of Evidence
The Registrar’s Office staff meets monthly to review the status of the goals and determines if additional support is needed. The Registrar oversees the appropriate implementation of all policies and procedures in the Registrar’s office and informs the Provost, Deans and Chairs of any changes in policy.

For further information or questions regarding the Registrar’s Office, please contact the Registrar, Julia Thomas, registrar@sjfc.edu.