Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

**O/O 1: Registration and scheduling process**
Administer an efficient registration and scheduling process to deliver the College's curriculum in accordance with its policies and regulations

**Related Measures**

**M 1:** Build, manage and maintain the curriculum and related records
Work with the academic divisions, departments, faculty committees and the Provost's Office to effectively build, manage and maintain the curriculum and related records, including semester course schedules, room assignments, course numbering and other curricular matters.

Source of Evidence: Administrative measure - other

**Target:**
100% of course, curricula and scheduling actions occur during standard Academic Calendar to include all term based actions occurring in the term for which they are scheduled.

**M 2:** Distribute the course schedule and registration procedures
Distribute the course schedule and registration procedures to College stakeholders in a comprehensive and timely manner via the Catalog, website and other forms of communication.

Source of Evidence: Administrative measure - other

**Target:**
The University is currently undergoing a complete Catalog revision. No later than August 1, 2013 the University Catalog should be completely revised.

**M 3:** Faculty-approved academic policies and regulations of the College
Convey reliable information about the faculty-approved academic policies and regulations of the College, and implement these policies consistently and fairly.

Source of Evidence: Administrative measure - other

**Target:**
Several curricula (Programs of Study) at UNO are currently under revision and are scheduled to be in place no later than October 1, 2013.

**M 4:** Process and monitor enrollment activity
Process all student course registrations and monitor enrollment activity, including withdrawals and changes made before, during and after the Drop/Add period.

Source of Evidence: Administrative measure - other

**Target:**
Evaluation is term-based and continuous. Requests are honored according to the Academic Calendar and exceptions are thoroughly documented.

**O/O 2: Guidance and support to students**
Provide timely, precise guidance and support to students as they work toward degree completion, as well as faculty and staff involved in the evaluation of satisfactory academic progress toward degree completion.

**Related Measures**

**M 5:** Support advisors
Support the role of the faculty advisors by providing accurate degree completion audits and effective tracking of students' progress toward graduation throughout his or her academic career, including declaration of majors, minors and concentrations and processing other student- or faculty-driven requests as needed.

Source of Evidence: Administrative measure - other

**Target:**
UNO is currently implementing an automated degree audit as a core evaluation tool within the student information system. No later than June 2014, at least 75% of our Programs of Study will be implemented and available for constituents to use within the SIS. No later than December 2014, all (100%) Programs of Study will be implemented and available for constituents to use within the SIS.

**M 6:** Assist the University Senate subcommittee
Assist the University Senate subcommittee on Academic Processes and Procedures, the Vice President for Student Affairs and Enrollment Management, the Dean's Council, and the Provost by gathering data about students failing to meet academic standards and correctly recording term statuses for these students based on the Committee's decisions.

Source of Evidence: Administrative measure - other

**Target:**
All evaluations of Satisfactory Academic Progress toward degree, Graduation check-out, and related student advising issues will be performed according to the University Academic Calendar. Evaluation is term-based and continuous. All exceptions are thoroughly documented.

**M 7:** College’s Convocation and Commencement exercises
Support faculty, staff and students responsible for programming the College's Convocation and Commencement exercises by organizing logistics such as faculty and student line-up, processing graduation applications and tracking final requirement statuses for students nearing completion of their degree, as well as other material support on the days of these events.

Source of Evidence: Administrative measure - other

Target: 100% support from each College in the Graduation Processes

**O/O 3: Accurate personal, academic, and enrollment records**

Ensure the University maintains accurate personal, academic, and enrollment records for its entire student population, past and present, and provide access to data derived from these records only when appropriate.

**Related Measures**

**M 8: Student's official educational records**

Maintain each student's official educational records, with appropriate sensitivity to privacy concerns and confidentiality laws governing these records.

Source of Evidence: Administrative measure - other

Target:

Submit to term audits performed by the State of Louisiana Legislature, State Board of Regents, and other regulatory agencies. These audits occur regularly at the end of each term as well as scheduled according to our various accrediting bodies at UNO. Additionally, there are ad hoc audits performed which are unscheduled.

**M 9: Process for accessing and releasing educational records**

Provide guidance and training to students, families, faculty and staff about the process for accessing and releasing educational records including academic transcripts, enrollment verifications and other information.

Source of Evidence: Administrative measure - other

Target:

Publish processes and procedures for changes to academic, personal, or enrollment records according to Federal, State, or University Guidelines.

**M 10: Collaborate with the Office of the Provost and the Office of Institutional Research and Assessment**

Collaborate with the Office of the Provost and the Office of Institutional Research and Assessment on a regular basis to provide essential registration, enrollment and degree completion information about individual students, faculty workloads, and to remain in compliance with federal, state and local reporting requirements.

Source of Evidence: Administrative measure - other

Target:

Meet at least once a month with the Office of the Provost and Office of IRA regarding outstanding requests for student information (protected or otherwise).

**M 11: Registration, enrollment and degree completion information**

Collect and distribute registration, enrollment and degree completion information to other offices as appropriate in order to support effective University operations.

Source of Evidence: Administrative measure - other

Target:

The University Registrar’s Office collaborates directly with various administrative partners throughout the University.

**O/O 4: Philosophy of proactive leadership, collaboration and continual assessment**

Demonstrate a philosophy of proactive leadership, collaboration and continual assessment that improves outcomes within the office and throughout the University.

**Related Measures**

**M 12: Ensure the integrity of educational and institutional records**

Construct and maintain a set of business practices that ensure the integrity of educational and institutional records, including ongoing assessment of these efforts and willingness to adapt systems as dictated by these findings.

Source of Evidence: Administrative measure - other

Target:

The Office of the University Registrar participates in the Dean's Council, the Advisor's Council, Courses and Curricula, Academic Processes and Procedures, and a variety of other, related committees across campus

**M 13: Maintain a high level of customer service**

Maintain a high level of customer service by guiding students and their families to other student services offices (e.g. the Business Office, Financial Aid, the Provost's Office, the Office of Academic Skills, etc.) when issues arise we cannot solve, and providing support or follow up case management, as necessary.

Source of Evidence: Administrative measure - other

Connected Document

Registrar's Assessment

Target:

100% satisfaction from constituents on IR Customer Service Survey