



**Office of Registrar SPARE – 2020-22**  
**(Service and Program Annual Review and**  
**Evaluation**

**Service Area: Office of  
the Registrar**

**Date Review Completed:**  
**August 2021**

**Update/Review Year:**  
**July 2020-June 2021**

**Planning Year:**  
**July 2021-June 2021**

**Budget Request Year:**  
**July 2022-June 2023**

Completing the form	Looking back at completed year	Asses for the current year that has just started, and plan for the next year.	Input to budget request year	
August 2020	19-20	20-21	21-22	
August 2021	20-21	21-22	22-23	
August 2022	21-22	22-23	23-24	

SPARC Service Area Schedule

Service Area	2018-19	2019-20	2020-21	2021-22
Library	SPARC		SPARE	SPARE
Office of Instruction			SPARE	SPARC
Registrar's Office			SPARE	SPARE
IT			SPARE	SPARC

### Service Area Outcomes (SAOs) Assessment

**NOTE:** 2020-21 was the first year of existence for an independent Office of Registrar for OCCC. Prior to this year, evaluation of transfer coursework, evaluation of degree completion and awarding and transcription of degrees and certificates, data reporting, and processes and procedures were primarily administered and prescribed by OCCC's sponsoring college, Portland Community College. Therefore assessment of outcomes for the Office of the Registrar is evolutionary: processes and practices needed to be established, means of documentation and tracking developed, public information written or revised and published, and staff and students educated regarding new practices and operational processes. During the academic year 2020-21, therefore, assessment of outcomes for the Office of the Registrar is objective, having to do with whether the goals and objectives of the outcome were achieved.

For 2021-22, a survey of satisfaction with Registrar services will be developed to provide the opportunity for continuous improvement in the newly established processes and practices.

- List your service area outcomes below, with the assessment results for each outcome.**

**Service Area Outcome #1:** Students, college employees, and members of the public will readily have access to services provided by the Office of Registrar to support successful student progression and completion.

Objective Assessment: Please see Attachment 1, Summary of Processes and Practices, 2020-21. This Table summarizes the processes, practices and forms to support them that were established and/or

revised during the year. These were developed over the course of the academic year cycle as their need arose.

Initially a goal was to develop a Registrar webpage to serve as a “one-stop” center for Registrar services. This may still occur – however it was realized that the user does not categorize their need into departments. It was also observed that forms for related services were posted across various locations on the college website. A Student Forms page was developed to house most forms needed for the majority of students during the course of a term. This page is under constant revision and will continue to evolve.

Having established the Office of the Registrar and its primary services during the 2020-21 year, it should be a goal for the 2021-22 year to develop and implement an assessment instrument to inform their continuous improvement.

A review should also be conducted on all associated forms currently in use by students, to edit for greater ease of use, add information that will better inform the students, and request any additional information that will help the Registrar better address their need. This should be a goal for the 2021-22 year.

**Service Area Outcome #2:** Students, college employees, and members of the public will receive timely, responsive, and consistent service from the Office of the Registrar to support the attainment of student educational goals.

Objective Assessment: In 2020-21, benchmarks were established for response times for most Registrar services. The majority of requested Registrar services have been completed within 24 working hours of the request, when all required information was provided by the student.

The exceptions are Petitions to Graduate and Transcript Evaluations, which are completed on a first submitted/first served basis, with time to completion also dependent on receipt of student information from their colleges. Students are informed that these requests may take up to two weeks to complete once all information is received from the student. Transcript evaluations and Petitions to Graduate may take up to four hours to complete per request and tend to be submitted in waves based on deadlines in the academic year.

Note that the transcript evaluation “process” includes the evaluation itself, configuration of the data system to accept a new transfer college, configuration of the new college’s transfer course catalog, and inputting of all transfer courses, grades, and course equivalencies into the student record.

The College has only one evaluator, which can present a challenge in meeting the two-week deadline, since the evaluator is also the Registrar, who carries the bulk of the workload in the Registrar Office.

In 2020-21, the Registrar completed:

75 evaluations to support Nursing program admissions applications  
87 evaluations to support Petitions to Graduate

This does not include transcript evaluations conducted for incoming or current students to assist in evaluating degree progression. The Office has developed a form for all Transcript Evaluation Requests, which will assist in tracking in the 2021-22 year.

Timeliness and responsiveness of the Office of the Registrar may also be hampered since the Registrar has sole responsibility for college compliance with federal enrollment reporting requirements (three to four days every month and once weekly maintenance), FERPA oversight and records maintenance, and Solomon Amendment requests from Armed Services representatives, all of which have timeliness requirements. Since compliance with these requirements is of prime importance, they are a first priority during reporting periods and the Registrar may have limited capacity to respond to other student requests.

In addition, compliance reporting periods tend to coincide with other heavy load periods for the Office – the start of term and end of term periods.

End of term, for example, also requires the Registrar Office to

- Confirm and track all grade submission (Instr. Admin. Currently does)
- Compile cumulative student GPA and credit rate completion reports
- Identify students' Academic SAP standing, change statuses in data system, and communicate to students, with a deadline for this communication before start of next term
- Identify all zero-GPA students at end of term and their LDA and process withdrawals, updating student status in the data system for financial aid reporting and R2T4
- Verify successful course completion for all pending grads, change their status in the system, and transcript their completions.
- Conduct enrollment record maintenance in NSLDS for needed updates

It is clear that the capacity of one person to perform all these functions and remain timely and responsive to student and employee requests may be hindered during these peak periods. It is estimated that these peak periods represent approximately five weeks of every term.

For long-term purposes, preservation of compliance requirements, and the ability of the Registrar Office to be timely and responsive in serving students, additional resources should be explored and identified to manage the Office workload. This will be adopted as a Goal in 2021-22 to support this Service Area Outcome.

Having established the Office of the Registrar and its primary services during the 2020-21 year, it should be a goal for the 2021-22 year to develop and implement an assessment instrument to inform their continuous improvement.

**Service Area Outcome #3:** Students and the Financial Aid office will be supported by the Office of the Registrar with accurate and timely submission of enrollment reporting

records.

Objective Assessment: This process entailed a very steep learning curve with approximately 100 hours of study time to learn the required format, reporting requirements and coding, and submission and maintenance requirements. Progress on this outcome was severely hindered by the failure of the NSLDS reporting tool within CNS, requiring the construction of a manual process and then the assistance of system vendor personnel. For the entirety of the year the Registrar worked with an Anthology representative to facilitate these submissions, while also attempting to fulfill the testing requirements for Clearinghouse with a differing format and differing requirements. The transition to Clearinghouse was unable to be achieved due to deficiencies within the new data system that did not meet the reporting requirements for Clearinghouse. Work will continue on this into the next academic year.

1. *In the last year, how has assessment of SAOs led to improvements in service levels for students and the College community?*

As this was a year of establishment of services and process design, only an objective assessment was possible. However these objective assessments continued to inform process and practice design, resulting in service levels improvements throughout the year.

2. *(New) In the last year, how has the assessment of SAOs contributed to addressing equity gaps and improving student success rates at the College?*

These assessments were only objective in nature; however, as access to services and information was a desired outcome, equity gaps in access to information and services were addressed. An assessment tool will be developed in year 2021-22 to better gauge the impact of registrar services.

3. *In the last year, how has assessment of SAOs contributed to College achievement of core theme subobjectives? What challenges remain to make Service Area Outcome Assessment more effective for your area?*

This is yet to be determined. The design and implementation of an assessment tool will provide more information in this regard.

### Update on Service Area Goals and Objectives:

1. *Provide an update below on your Service area's progress toward achievement of short-term objectives you established in your most recent review/annual update. Are there challenges that have been encountered in accomplishing your objectives?*

Please see Attachment #2, Office of Registrar 2020-21 Outcomes, Goals and Objectives.

Significant challenges have been encountered in achieving some goals and objectives due to failures

within new data system, which have required work-around processes to be developed and which have also created additional workload issues.

In addition, the workload associated with the Office of Registrar functions appear to be greater than a single FTE position.

- a. *What were your short-term goals/objectives in 2019-2020 (from your last program review)?*

The Office of the Registrar was not in existence in the academic year 2019-20. It was formed at the end of the academic year 2019-20, when OCCC separated formally from the sponsorship of Portland Community College subsequent to achievement of independence. Goals and Objectives for the years 2020-21 and 2021-22 are found in Attachment #2.

- b. *In 2020-2021, what progress did you make toward achieving your prior year goals? Were there challenges you had in accomplishing these objectives?*

There were no prior year goals as the Office was not in existence in the 2019-20 year.

2. *As you look toward upcoming (2021-2022, current) year, identify two or more short-term objectives below that will continue to promote progress toward the institution's mission of achieving equitable outcomes for students at the College.*

### **Equity Goals/Objectives for 2021-22**

Objective: Students will experience a culture of responsiveness and consistency in application of Registrar Office processes, with barriers removed through ease of access and a "one-stop" Office of Registrar.

Objective: Establish a functioning degree progress audit system that provides clarity and ease of access to degree progress audit information and historical records of coursework, enabling all students and student success coaches to map an educational plan and estimate costs through the estimated time to degree completion, customized to an individual student's needs.

3. *As you look to the next year, identify two or more short-term objectives below that will continue to promote progress toward your service area's achievement of your long-term goals.*

See Attachment 2, page 2: Office of Registrar 2021-22 Outcomes, Goals and Objectives

### **Requests for Resources (for Fiscal Year 2022-2023)**

1. *For any specific aspect of a goal or objective listed above that would require additional financial resources, complete the form below. If you are aware of a*

*potential funding source other than college general funds, identify the potential source below.*

Type of Resource (for established Registrar Office budget)	Requested Amount	Potential Funding Source
Funding: Graduation Ceremony Site and Accoutrements	2,000.00 (site) 1,500.00 (all else)	
Funding: Diploma Printing and Mailing	300.00	
Funding: Miscellaneous Office Supplies	100.00	
Physical Resources or Funding: Equip Registrar Office space: Two Desks, 2 Chairs, 1 Filing Cabinet (one-time exp.)	3,400.00 (one-time exp.)	
Supplies: Books and Manuals for Registrar reporting and operations	500.00	
Total Request:	\$ 7,800.00	

2. *Describe the purpose of the resource request.*

Requested resources are to establish office space for the Office of the Registrar in the Instructional area of the Newport Campus. Office space projected to be shared between Registrar and Instructional Curriculum Coordinator as she performs her many roles. Resources will also establish separate funding to maintain Office operations and provide a small resource library to support transfer of knowledge and reporting compliance.

3. *How does this request further college fulfillment of the college mission and its Core Theme objectives?*

This request continues the establishment and maintenance of the Office of Registrar, an essential function of the College.

<b>Attachment 1: Office of Registrar SPARE Report 2020-22: Summary of Processes and Practices</b>					
<b>Service</b>	<b>Outlined</b>	<b>Form Developed</b>	<b>Communication</b>	<b>Published</b>	<b>Board?</b>
Change of Major		Change of Major Request	Student Success Coaches; Admin personnel	Student Forms page	No
Enrollment Verification	Process	Template Letter Developed			No
Education Verification	Process	Provided by requesting agency; Requires Student Release			No
FERPA and Directory Information	Policy Process	Student Directory Information Opt-out Form; Template developed for required notification each term	College Employees: Zoom Video; Student email; Website	Website Student Forms Page FERPA page developed and published	Yes
Solomon Amendment	Process	Forms Templates for request and response in progress	Website	Website	No
Transcript Evaluation	Process	Transcript Evaluation Request	Student Success Coaches and admin personnel	Website: Opt-out form on Student Forms Page; Transcript process and information page developed and published in Student Affairs tab	
Graduation Evaluation	Process	Petition to Graduate	Student Success Coaches; admin personnel	Website Graduation page	No
Change of Grade		Revised		Website: Instructional Resources	No
Request for Incomplete Grade		Revised	Faculty and admin personnel	Website: Instructional Resources	No
Academic SAP	Process Practice	Email templates developed		Website SAP page revised	No
Student Change of Information	Process Practice	Student Change of Information (DocuSign)	Website; Student Success Coaches and admin personnel	Student Forms page	No
Student Release of Information		Student Release of Information Authorization	Distributed by request from Registrar		No
Transfer Credit Practices	Practice	N/A	Website; Student Success Coaches	Website: Student Affairs>> Transcripts	No
AP/IB Practices	Process Practice	N/A	Website; Student Success Coaches	Website: Student Affairs >> Transcripts	No
Senior Waiver/Audit	Process Practice	Senior Waiver Request	Instr. and SA admin personnel, Business Office	Website: Student Affairs >> Senior Tuition Waiver	No
Credit for Prior Learning	Practice	Transcript Evaluation form used	Student Success Coaches	Initial system config completed for most common types	



Request to Unregister*	Temp*	Request to Unregister from a Course	Website; Student Success Coaches and admin personnel	Student Forms page	No
Request to Withdraw* from a Course	Temp*	Request to Withdraw from a Course	Website; Student Success Coaches and admin personnel	Student Forms page	No

\*Temp processes developed to manually process changes until data system functions.

**Attachment 2 Office of Registrar SPARE report 2020-22: Outcomes, Goals and Objectives**

<b>Office of Registrar 2020-21 Outcomes, Goals and Objectives</b>	<b>Status</b>	<b>2021-22 Action</b>
SAO #1: Students, college employees, and members of the public will readily have access to services provided by the Office of Registrar to support successful student progression and completion.		
Goal #1, SAO #1: Subsequent to independence and with the establishment of OCCC Office of the Registrar, processes and policies for Registrar operations will be established and clarified.		
Objective: Major Registrar services will be outlined and developed, with forms provided.	Achieved	
Objective: Advisors and, when relevant, faculty, will be educated about processes and practices.	Achieved	
Objective: Processes and practices will be published online and where, applicable, submitted to the Board of Education for approval.	Achieved	
Goal #2, SAO #1: The Office of the Registrar will establish a one-stop center for access to all forms and information needed to request services from the Registrar.		Retained for 2021-22
Objective: Relevant processes and supporting forms/documentation will be identified.	Achieved	
Objective: Develop mock-up of Registrar webpage.	Achieved	
Objective: Publish Registrar webpage	Tabled – Student Forms page developed	Retained for 2021-22
SAO #2: Students, college employees, and members of the public will receive timely, responsive, and consistent service from the Office of the Registrar to support the attainment of student educational goals.		
Goal #1, SAO #2: Student degree progression and effective advising will be supported by the Office of Registrar through optimized configuration and utilization of degree progress audit tools in college data system.		Retained for 2021-22
Objective: Develop and implement configuration and process for treatment of transfer credits and entry into College data system.	Achieved	
Objective: Configure College data system to recognize most commonly accepted transfer colleges and their most commonly transferred courses.	Achieved	
Objective: Ensure transfer credits are integrated into student’s degree progress audit and credited correctly toward fulfillment of program requirements.	Not achieved – data system problems	Retained for 2021-22
Goal #2, SAO #2: The Office of the Registrar will provide timely and accurate transcript evaluation, in support of all transfer students, advisors, as well as students applying for admission to Limited Entry programs.		Retained for 2021-22
Objective: Develop and implement transfer credit evaluation template to document evaluation of satisfaction of pre-requisites for consideration for admission to Nursing and AQS programs, to be utilized by students, advisors, and admission committees.	Achieved	
Objective: Develop and implement process for students to submit requests for transcript evaluation.	Achieved	
Objective: Develop and publish information on transfer credit and evaluation processes.	Achieved	

Goal #3, SAO #2: Students and student success coaches will benefit from timely and accurate coursework and degree completion review and evaluation in support of the graduation process.		Retained for 2021-22
Objective: Develop and implement degree completion evaluation templates for all instructional programs.	Achieved	
Objective: Develop and implement graduation support processes for transcript evaluation, communication with students and advisors, and updating of awards after grades are posted.	Achieved	
Objective: Design diploma/certificate.	Achieved	
Objective: Develop practice for timing and frequency of diploma/certificate printing and mailing.	Achieved	
SAO #3: Students and the Financial Aid office will be supported by the Office of the Registrar with accurate and timely submission of enrollment reporting records.		Retained for 2021-22
Goal #1, SAO #3: Transition to Clearinghouse for enrollment reporting, enabling college to enroll in other free services addressed by Office of Registrar.		
Objective: Embark on learning curve as to NSLDS reporting requirements and formatting.	Achieved	
Objective: Establish NSLDS enrollment reporting record, with regular maintenance performed on student enrollment records.	Partially Achieved	
Objective: Complete testing phase with Clearinghouse to qualify for Master Service Agreement and activation of services.	Achieved	

<b>Office of Registrar 2021-22 Outcomes, Goals and Objectives</b>	<b>Current Status (02-2022)</b>
SAO #1: Students, college employees, and members of the public will readily have access to services provided by the Office of Registrar to support successful student progression and completion.	
Goal #1, SAO #1: Confidentiality of student information will be enhanced by migration of all forms from non-secure Jotforms application to Microsoft Forms and DocuSign (based on new information that Jotforms is not secure).	
Objective: Identify forms needing highly secure platform (DocuSign) and those for which Microsoft Forms security is sufficient.	Achieved
Objective: Activate DocuSign application and receive training	Achieved
Objective: Revise all forms and migrate to relevant platform.	Achieved
Goal #2, SAO #1: The Office of the Registrar will establish a one-stop center for access to all forms and information needed to request services from the Registrar.	This goal is under review to determine best strategy for student users – evidence indicates minimal use of online information by students and employees.
Objective: Students will experience a culture of responsiveness and consistency in application of Registrar Office processes, with barriers removed through ease of access and a “one-stop” Office of Registrar.	
Goal #3, SAO #1: Develop assessment tool to determine ease of access and familiarity with Registrar services.	Not begun.

SAO #2: Students, college employees, and members of the public will receive timely, responsive, and consistent service from the Office of the Registrar to support the attainment of student educational goals.	
Goal #1, SAO #2: Student degree progression and effective advising will be supported by the Office of Registrar through optimized configuration and utilization of degree progress audit tools in college data system.	
Objective: Ensure transfer credits are integrated into student's degree progress audit and credited correctly toward fulfillment of program requirements.	Partially achieved through config changes but DPA not functional
Objective: Utilize new tools in Anthology version update to optimize configuration of program versions, enabling efficient use of Anthology Degree Progress Audit	Configuration completed but failed due to data system programming errors – awaiting vendor resolution. Reversed configuration changes.
Objective: With optimized program version configuration and new multi-year schedule, activate degree progress audit and degree progression template for students and advisors to use in program planning	No progress possible without vendor resolution of programming errors
Objective: Establish a functioning degree progress audit system that provides clarity and ease of access to degree progress audit information and historical records of coursework, enabling all students and student success coaches to map an educational plan and estimate costs through the estimated time to degree completion, customized to an individual student's needs.	Decision-making underway as to best system to pursue for adoption.
Goal #2, SAO #2: Develop assessment tool to evaluate timeliness and consistency of Registrar services.	Not begun.
Goal #3, SAO#2: Explore and identify additional resources to support Registrar office functions, enhancing its capacity to preserve adherence to reporting requirements and be timely and responsive in serving students.	In Progress
Objective: Clarify need for resources in Office of the Registrar SPARE report.	Achieved
Goal #4, SAO#2: Establish Office of Registrar as a line item in College budget, with funding to finance graduation, diploma print and mailing, and resource library.	Request for resources submitted with Registrar Office SPARE
SAO #3: Students and the Financial Aid office will be supported by the Office of the Registrar with accurate and timely submission of enrollment reporting records.	
Goal #1, SAO #3: Transition to Clearinghouse for enrollment reporting, enabling college to enroll in other free services addressed by Office of Registrar.	
Objective: Complete testing phase with Clearinghouse to qualify for Master Service Agreement and activation of services.	Achieved
Objective: Complete Master Service Agreement with Clearinghouse	

Objective: Activate Clearinghouse services for transcript distribution and enrollment and education verification services.	
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