

Office of the University Registrar Assessment Report 2023-24

Who We Are:

The Office of the University Registrar (OUR) stands in support of the mission and core values of California State University, Sacramento. It is our mission to serve the entire University community efficiently and ethically. The OUR fulfills its charges of safeguarding and ensuring the accuracy of students records, assuring compliance with academic policy, maintaining efficient student systems, and providing quality service to students, faculty, administration, staff and alumni. We are partners in the educational process and support academic programs and student retention.

Service Data

Academic Standing

UGRD	F'22	SP'22	F'23	SP'24
Good Standing	25,523	25,259	24,999	24,980
Academic Probation	1,830	799	1,739	726
Continued Probation	387	472	388	486
Academic Disqualification	471	1,014	431	991
Academic Dismissal	306	217	366	202

PBAC	F'22	SP'23	F'23	SP'24
Good Standing	2,792	2,758	2,719	2,689
Academic Probation	74	33	71	29
Continued Probation	18	19	17	18
Academic Disqualification	21	34	26	32

Transfer Credit Evaluation (TCE)

TCE*	F'22	SP'23	F'23	SP'24
Individual Students	6,511	2,852	6,901	2,903
Number of Transcripts	11,069	5,444	11,345	5,128

*Numbers pulled from Cognos reports per articulation term. Test credit not included in these stats.



Official Transcript Orders

Delivery Method	2022-23	2023-24
Electronic	25,956	24,970
Paper	8,956	8,506
PickUps	692	576

Registrar Phone Line

AY	Aug-Dec	Jan-July
2022-23	6,958	7,133
2023-24	NA	NA

*Phone line transferred to Student Service Center effective June 2023

Registrar Office Inboxes

- registrar@csus.edu – Average 325 emails per week. Higher in peak season (beginning and end of term).
- transfer@csus.edu – Average 260 emails per week. Higher in peak season (June/July/January for New Student Orientation)
- transcripts@csus.edu – Average 60 emails per week. Higher in peak season (End of term – January/June).
- reg-verification@csus.edu – Average 75 emails per week. Higher in peak season (beginning of term January/August).

Degree Checkout Status

Degree Checkout Status	Fall 22	Spring 23	Summer 23	Fall 23	Spring 24*
Degree Awarded	2,429	4,382	705	2401	4400
Denied (Did Not Graduate)	2	7	4	5	13
Grand Total	2,431	4,389	709	2406	NA

As of June 5, 2024* we will not have official numbers for Spring 24 until July of 24.

2023-24 Assessment Plan

Assessment Question #1: To what extent are we completing Transfer Credit Evaluations (TCEs) prior to Orientation?

- **Standard of Performance:** 100% of transcripts received before Orientation completed.
- **Indicators:** Percent of TCEs completed

- **Assessment Results:** For Fall 23, we were able to complete 96% of the TCEs before students attended their summer orientation for Fall 2023 admit term. For the Spring 2024 admit term, we were able to complete 100% of the TCEs before students attended the Spring 2024 orientation. We had some shifts in who can support us from Advising to Admissions to improve the process.

Assessment Question #2: Have new staff received appropriate training to support accuracy in records processing?

- **Standard of Performance:** All new staff receive appropriate training.
- **Indicators:**
 - Accuracy of training
 - Knowledge gain by trainees
 - Accuracy of records processing by trainees
- **Assessment Results:** Three new staff joined us in 23-24. We have staff assigned to specific Assistant Registrars in order to get their training and get their progress assessed. Currently assessment is based on the amount of errors and/or error free processing that is completed between forms and/or transfer credit evaluation. This is a type of pre/posttest, but we use this to judge if content is being retained and a way to support the staff member with learning their position requirements. All three staff have shown improvement in the accuracy of their processing and are demonstrating satisfactory performance, indicating that their training was effective.

Assessment Question #3: To what extent have staff received professional development opportunities?

- **Standard of Performance:** At least one opportunity per year
- **Indicators:** Professional development opportunity completion rates
- **Assessment Results:** All staff have completed one professional development opportunity, such as cross training for a day, HR trainings, and business process guide development.

Assessment Question #4: To what extent are we completing initial degree evaluations prior to end of graduating term?

- **Standard of Performance:** At least 70% per semester
- **Indicators:** Percent of degree evaluations completed
- **Assessment Results:** We are able to complete 85% of the graduation review per semester. As the Graduate 365 Community of Practice meetings being held by the Chancellor's Office every month, we have already received ideas on how to shift process to better support a higher percentage and also help students. We are currently working with Academic Advising to partner on these changes.