OUTCOMES ASSESSMENT FORM submitted Academic year 2002-2003

DEPARTMENT
Office of the Registrar

PROGRAM/FUNCTION
Registration - Customer

LINKS (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below):

BOARD OF REGENTS MASTER PLAN:
Objective 3: By 2005, raise the student’s level of satisfaction in Louisiana’s baccalaureate degree-granting institutions to the national average for each institution.
SREB/Carnegie Clarification. At two-year institutions, maintain a level of student satisfaction at or above the national average for similar institutions.

Strategy 1: Utilize individual campus results to identify college services and environments where student satisfaction levels are significantly above or below average.

Strategy 2: Utilize institutionally specific means (i.e., surveys focus groups) to determine why certain levels of student satisfaction are above or below average.

LSUE STRATEGIC PLAN: (Blueprint for the Future) Goal I: LSUE will enhance student success and satisfaction through the effective coordination of enrollment management services.

LSUE OPERATIONAL PLAN (FY 2001-2002):
Goal I: To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.
Goal II: To improve access to higher education services for all citizens of LSUE’s service area.

LOUISIANA VISION 2020: Goal I: To be a Learning Enterprise in which all Louisiana businesses, institutions, and citizens are actively engaged in the pursuit of knowledge and where that knowledge is deployed to improve the competitiveness of businesses, the efficiency of governmental institutions, and the quality of life of citizens.
**Expected Results:**
There will be an effective registration process that results in a high degree of student and faculty satisfaction.

**ASSESSMENT PROCEDURES:**

The following surveys are used to measure student and faculty satisfaction:

1. Graduating Student Survey
2. Continuing Student Survey
3. Adult Learner Needs Assessment Survey
4. Faculty Survey
5. Customer Service "Report Card"
6. Registration "Wrap-Up/Assessment" Meeting

**RESPONSIBILITY FOR ASSESSMENT:**

The Registrar is responsible for the overall design and assessment of registration activities.

The Adult Learner Needs Assessment Survey is administered by the Director of Continuing Education. Other surveys are administered by the Assessment Officer.

**USE OF ASSESSMENT FINDINGS:**

Assessment results are used to analyze registration procedures, define problem areas, and make improvements.
SUMMARY OF ASSESSMENT FINDINGS:

Assessment results indicating the degree of satisfaction concerning registration procedures:

1. 74 percent of graduating students indicated satisfaction with registration while 17 percent were not satisfied. The satisfaction level was 87 percent the previous year.

2. Response to the 2003 ACT student opinion survey was satisfied with registration procedures, rating LSUE at 4.13 compared to the national average of 3.85 for 2 year schools and 3.85 for 2 year state schools.

3. 45 percent of faculty agreed or strongly agreed that registration procedures were satisfactory compared to 65.91 percent the previous year.

Comments from the Registration Wrap-up/Assessment meetings indicate an overall satisfaction with the registration process. However, there was dissatisfaction express on the part of the faculty about the One Stop Shop pilot.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

In response to concerns expressed by faculty about the One Stop Shop pilot, the program has been modified to address faculty concerns. Also, the retention plan of the LSUE Enrollment Management Plan included an action plan to revise where necessary advising procedures.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
OFFCOUTMES ASSESSMENT FORM
submitted academic year 2002-2003

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LINKS (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

BOARD OF REGENTS MASTER PLAN: Goal I: Increase Opportunities for Student Access and Success.

Objective 1. Increase participation in public postsecondary education 2 percent by 2005.

Strategy 1. Improve one-year and two-year services in each region of the state.

Strategy 3. Ensure seamless transfers between and among campuses at all levels.

LSUE STRATEGIC PLAN: Goal II: LSUE will continue the development and implementation of recruitment programs which emphasize educational access for students from the Southwestern Louisiana service region, while enhancing student body quality and diversity.

Strategy 2.1.3. Establish a centralized Enrollment Center in the Acadian Center to provide one-stop admission, enrollment information, and financial aid services for prospective students.

LSUE OPERATIONAL PLAN: Goal I: To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.

LOUISIANA VISION 2020 PLAN: NA
### EXPECTED RESULTS:

Routine communications involving Admissions and Student Records will be processed in a timely fashion.

### ASSESSMENT PROCEDURES:

The following documents are examined to ensure that they are processed in a timely manner:

1. Applications are processed within 3 days of their receipt (verified by student record forms).
2. Correspondence is mailed from Admissions within 3 days of receipt of an application (as verified by student record forms).
3. Transcript Requests are processed and mailed within 2 days of receipt of a request (as verified by transcript request log).
4. Final Grade Reports are mailed within 4 days of the due date for faculty submittal of final grades (as documented by the Registrar).
5. Customer Service "Report Card"

### RESPONSIBILITY FOR ASSESSMENT:

The Registrar and Director of Admissions is responsible for assessment activities relative to communications with students.

### USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze office procedures and make improvements, where necessary.
SUMMARY OF ASSESSMENT FINDINGS:

Assessment results indicate that routine documents in Admissions and Student Records are processed in a timely manner.

Admissions applications are typically processed within a 24 to 48 hour timeframe.

Transcript requests are typically processed within a 24-hour timeframe.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

1. With continued implementation and enhancement of the CARS Information System, the overall efficiency of operations in the Office of the Registrar will continue to improve.

2. The academic calendar, registration procedures, deadline dates, and regulations are published and provided free of charge to all students and applicants via the Registration Bulletin & Class Schedule.

3. Since assessment data indicates that there are no serious deficiencies in the manner in which the Registrar's Office communicates with students; no remedial action is required.
**OUTCOMES ASSESSMENT FORM**

*submitted academic year 2002-2003*

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<td>Admissions Office</td>
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**LINKS** (where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below)

**BOARD OF REGENTS MASTER PLAN:** *Goal 1:* Increase opportunities for student access and success.

*Objective 1.* Increase participation in public postsecondary education by 2 percent.

*Strategy 1.* Improve one- and two-year services in each region of the state.

*Strategy 3:* Ensure seamless transfers between and among campuses at all levels.

*Strategy 5:* Ensure access to programs and services to citizens with disabilities.

*Strategy 6:* Promote dual enrollment agreements with public school districts.

**LSUE STRATEGIC PLAN:** *Goal 1:* LSUE will enhance student success and satisfaction through effective coordination of enrollment management services.

*Strategy 1.1.1:* Establish data gathering and quantifying procedures for tracking the progress of prospective students through the enrollment processes of inquiry to application to enrollment to persistence to graduation.

*Strategy 1.1.5:* Monitor student transfer success by tracking the grade performance of LSUE transfer students at traditional receiving institutions (ULL, LSU, McNeese, and SU) as compared to grade performance of students who began their studies at the transfer institution.

**LSUE OPERATIONAL PLAN:** NA

**LOUISIANA VISION 2020:** NA
EXPECTED RESULTS:

There will be clearly defined and well established policies and procedures to govern Admissions.

ASSESSMENT PROCEDURES:

All published policies and procedures, including those in the LSUE Catalog and the LSUE Admissions Manual, are assessed annually to ensure currentness, accuracy, and thoroughness. Standards are:

1. LSU System policies
2. Relevant policies of other governmental entities including the courts, Board of Regents, and the Legislature

RESPONSIBILITY FOR ASSESSMENT:

The Director of Admissions is responsible for designing and conducting all assessment activities relative to Admissions.

USE OF ASSESSMENT FINDINGS:

Assessment results will be used to analyze and, subsequently, to refine, clarify, and update the policies and procedures in various publications including the LSUE Catalog and the LSUE Admissions Manual. They are also used to structure in-service activities for the Admissions staff.
SUMMARY OF ASSESSMENT FINDINGS:

Assessment results indicate that admissions policies and procedures are adhered to in a timely and efficient manner. Admission policies are continuously reviewed. The LSUE Catalog is revised as needed to assure complete accuracy with assessment benchmarks.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

Admissions policies and procedures will continue to be assessed on a daily basis by the Director of Admissions and annually by the University's Policy and Procedures Committee.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
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<td>Registration--Overall Efficiency</td>
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**LINKS** (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

**BOARD OF REGENTS MASTER PLAN:**  
**Goal I:** Increase opportunities for student access of success.  
**Objective 3:** Increase the percentage of first-time, full-time entering freshmen retained to the second year in community, colleges, and universities 5 percentage points by 2005.  
**Strategy 2:** Develop statewide and campus-specific retention assessment systems.  
**Strategy 5:** Continue statewide assessment of student services using student opinion surveys.

**LSUE STRATEGIC PLAN:**  
**Goal I (Administrative Processes):** LSUE will make continued efforts to improve the efficiency and effectiveness of its administrative processes.  
**Objective 1.2:** Encourage administrative offices to participate in continuous, campus-wide quality improvement.

**LSUE OPERATIONAL PLAN:**  
**Goal I:** To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.  
**Key Objective:** To implement an interactive noise response system, www access modules, networked student service kiosks and full service remote network access point.

**LOUISIANA VISION 2020:** NA
EXPECTED RESULTS:

Through the registration process, students will be enrolled correctly and registration records will be generated accurately.

ASSESSMENT PROCEDURES:

The following internal audits are used to determine accuracy:

1. Student schedule verification
2. Class roster verification

RESPONSIBILITY FOR ASSESSMENT:

The Registrar is responsible for assessment activities relative to registration. Faculty is responsible for assisting the Registrar in the verification of class rosters.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze the registration process and make necessary changes.
SUMMARY OF ASSESSMENT FINDINGS:

There were no serious problems with the processing of records. In fact, the annual SCH Audit has no findings. Additionally, the class enrollment verification was improved with a new process to identify students not attending classes.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

Continued improvement of the CARS Information System and enhancement of training with the registration module is expected to maintain the overall efficiency of registration.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
OUTCOMES ASSESSMENT FORM

Submitted academic year 2002-2003

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<td>Admissions Office</td>
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<td>Admissions Office</td>
<td>Admissions--Accuracy of Files</td>
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**LINKS** (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

**BOARD OF REGENTS MASTER PLAN:** *Goal II:* Ensure Quality and Accountability.

**LSUE STRATEGIC PLAN:** *Goal II:* LSUE will continue the development and implementation of recruitment programs which emphasize educational access for students from the Southwestern Louisiana service region, while enhancing student body quality and diversity.

*Objective 2.1:* Work to meet the needs of LSUE’s service region and diverse student population.

*Strategy 2.1.3:* Establish a centralized Enrollment Center in the Acadian Center to provide one-stop admission, enrollment information, and financial aid services for prospective students.

**LSUE OPERATIONAL PLAN:** *Goal II:* To improve access to Higher Education Services for all citizens of LSUE’s Service Area.

**LOUISIANA VISION 2020:** NA

**EXPECTED RESULTS:**

Admission files will be created and maintained with complete accuracy.
ASSESSMENT PROCEDURES:

The following assessment strategies are used to determine accuracy:

1. Various internal audits (verification of demographic, scholastic, transfer, and placement data).

2. Verification of advising information by faculty advisors.

RESPONSIBILITY FOR ASSESSMENT:

The Director of Admissions is responsible for assessment activities relative to Admissions. Internal audits and edits are performed by the Director of Admissions.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze the accuracy of data in Admissions and, where necessary, modify procedures.
SUMMARY OF ASSESSMENT FINDINGS:

While recognizing the inevitable human error, admissions records are maintained at a high level of accuracy.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

Continued refinement of the CARS Information System (admissions module) and training of the Admissions staff will assure the continued accuracy of admission files.

Since no serious deficiencies were found in the accuracy of admission files, no remedial action is required.
Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
OUTCOMES ASSESSMENT FORM

DEPARTMENT
Office of the Registrar:
Student Records

PROGRAM/FUNCTION
Student Records--Accuracy of Records

LINKS (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

BOARD OF REGENTS MASTER PLAN: Goal II: Ensure Quality and Accountability.

LSUE STRATEGIC PLAN: Goal I: LSUE will make continued efforts to improve the efficiency and effectiveness of its administrative processes.

Objective 1.2: Encourage administrative offices to participate in continuous, campus-wide quality improvement.

LSUE OPERATIONAL PLAN: Goal I: To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.

LOUISIANA VISION 2020: NA

EXPECTED RESULTS:

Student records will be created and maintained with complete accuracy.

ASSESSMENT PROCEDURES:

The following assessment strategies are used to determine accuracy:

1. Financial Aid audits
2. Board of Regents audits
3. Legislative audits
4. Various internal audits (verification of ledger information, class rolls, student classification, and probationary status, verification of cumulative averages and degree codes).
RESPONSIBILITY FOR ASSESSMENT:

The Registrar is responsible for assessment activities relative to Student Records. Internal audits are performed by the Registrar and external audits are performed by various governmental entities.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze the accuracy of records and, where necessary, modify record-keeping procedures.

SUMMARY OF ASSESSMENT FINDINGS:

Enrollment growth is making it difficult for student records to keep pace with data input.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

It is recommended that an additional staff in student records to assist in data entry and maintenance.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
## OUTCOMES ASSESSMENT FORM

Submitted academic year 2002-2003

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**LINKS** (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:)

**BOARD OF REGENTS MASTER PLAN:** NA

**LSUE STRATEGIC PLAN:** Goal I: LSUE will make continued efforts to improve the efficiency and effectiveness of its administrative processes.

Objective 1.2: Encourage administrative offices to participate in continuous, campus-wide quality improvement.

**LSUE OPERATIONAL PLAN:** Goal I: To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.

**LOUISIANA VISION 2020:** NA

### EXPECTED RESULTS:

There will be clearly defined and well established policies and procedures to govern Student Records.

### ASSESSMENT PROCEDURES:

All published policies and procedures relative to student records, including those in the LSUE Catalog and the LSUE Student Records Manual, are assessed annually to insure currentness, accuracy, and thoroughness. Standards are:

1. LSU System policies
2. Relevant policies of other governmental entities including the courts, Board of Regents, and the Legislature
RESPONSIBILITY FOR ASSESSMENT:

The Registrar is responsible for designing and conducting all assessment activities relative to Student Records.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze and, subsequently, to refine, clarify, and update the policies and procedures in various publications including the LSUE Catalog and the LSUE Student Records Manual. They are also used to structure in-service activities for the student records staff.

SUMMARY OF ASSESSMENT FINDINGS:

Assessment results indicate that student record policies and procedures are adhered to in a timely and efficient manner. Policies at LSUE and at LSU are continuously reviewed. The LSUE Catalog is revised as needed to assure complete accuracy with assessment benchmarks.
DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

Continued refinement of the CARS Information System will help to maintain the overall effectiveness and efficiency of the student records function.

Policies and procedures relative to Student Records will continue to be assessed on a daily basis by the Registrar and annually by the University's Policy and Procedures Committee.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
OUTCOMES ASSESSMENT FORM

Submitted academic year 2002-2003

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LINKS (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

BOARD OF REGENTS MASTER PLAN: **Goal II**: Enhance Services to Community and State.

**LSUE STRATEGIC PLAN: Goal I**: LSUE will enhance student success and satisfaction through the effective coordination of excellent management service.

**Objective 1.1**: Increase annual retention rate for first year to second year student persistence by 1% per annum and a 3-year cohort graduation rate of 20% for all first-time, full-time, associate degree-oriented freshmen.

**Strategy 1.1.1**: Establish data gathering and quantifying procedures for tracking the progress of prospective students through the enrollment processes of inquiry to application to enrollment to persistence to graduation.

**LSUE OPERATIONAL PLAN: Goal I**: To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.

**Key Objective**: To implement an interactive noise response system, www access modules, networked student service kiosks and full service remote network access point.

**LOUISIANA VISION 2020: Goal II**: To have an economy driven by a diverse and thriving set of technology-intensive industries that actively utilize Louisiana’s colleges and universities as a source of well-educated graduates as employees, a source of expertise for problem solving, and a source of technology for commercialization.
EXPECTED RESULTS:

To better serve new freshmen during Early Registration. Minimize strangeness to registration procedures, increase information with regard to using online registration system; my.LSUE system.

ASSESSMENT PROCEDURES:

Special registration program was established for new freshmen to accomplish the following in a timely manner:
1. Invite all new freshmen admitted prior to the start of Early Registration to participate.
2. Provide information on academic advising and online registration procedures using my.LSUE registration system to eliminate strangeness of the process and confusion of moving from office to office.
3. Remove provisional hold on line.
4. Provide information on academic advising and registering for classes.

RESPONSIBILITY FOR ASSESSMENT:

The Registrar is responsible for assessment activities resulting in a positive experience for new freshmen entering LSUE.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze office procedures and make improvement to Early Registration for new freshmen, where necessary.
SUMMARY OF ASSESSMENT FINDINGS:

In order to improve new student registration, LSUE piloted a One Stop Shop Registration in the Student Union. Overall, the pilot was successful. Faculty were concerned about leaving their offices to advise in the Union. This concern has been addressed.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

The One Stop Shop Early Registration for new students has been revised and will be implemented during the Fall early registration as EZ-Reg. A website has been created to facilitate understanding of this new service. Faculty advisors will advice in their offices.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.
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<td>PROGRAM/FUNCTION</td>
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**LINKS**  
(Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

**BOARD OF REGENTS MASTER PLAN:**  
**Goal I:** Increase Opportunities for Student Access and Success.  
**Objective I:** Increase participation in public postsecondary education 2 percent by 2005.  
**Strategy 1:** Improve one-and two-year services in each region of the state.  
**Strategy 3:** Ensure seamless transfers between and among campuses at all levels.  
**Strategy 5:** Ensure access to programs and services to citizens with disabilities.  
**Strategy 6:** Promote dual enrollment agreements with public schools districts.  
**Objective II:** Increase minority participation in public post secondary education 5 percent by 2005.  
**Strategy 1:** Expand outreach programs to recruit minority students.  
**Strategy 6:** Implement the Educational Planning and Assessment System (EPAS) in public, middle, and high schools.

**LSUE STRATEGIC PLAN:**  
**Goal I:** LSUE will enhance student success and satisfaction through the effective coordination of excellent management service.  
**Strategy 1.1.1:** Establish data gathering and quantifying procedures for tracking the progress of prospective students through the enrollment processes of inquiry to application to enrollment to persistence to graduation.

**LSUE OPERATIONAL PLAN:** NA

**LOUISIANA VISION 2020:** NA
EXPECTED RESULTS:

To clearly define and establish policies and procedures to govern Admission of student in a timely manner.

ASSESSMENT PROCEDURES:

All published policies and procedures, including those in the LSUE Catalog and the LSUE Admissions Manual, are assessed annually to insure currentness, accuracy, and thoroughness. Those standards are referenced to:
1. LSU System Policies
2. Relevant policies of other government entities including the Courts, Board of Regents, and the Louisiana Legislature.
3. AACRAO guidelines.

RESPONSIBILITY FOR ASSESSMENT:

The Director of Admissions is responsible for designing and conducting assessment activities relative to admission policies and procedures.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze, refine, clarify and update policies and procedures in the LSUE Catalog and the LSUE Admissions Manual.
### SUMMARY OF ASSESSMENT FINDINGS:

Assessment results indicate that admission policies and procedures are adhered to in a timely and efficient manner. Each year, admission policies are continuously reviewed. The LSUE Catalog is revised as needed to assure complete accuracy with assessment benchmarks.

A recent review of admission policies revealed no policy in place to address the admission of student in a category called the “ability to benefit.”

### DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

Admission policies and procedures will be continuously assessed to ensure accuracy and consistency in the admission process.

LSUE policy on admission of student under the ability to benefit will reflect changes in the LSUE 2002-2003 Catalog.
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**OUTCOMES ASSESSMENT FORM**

Submitted academic year 2002-2003

**LINKS** (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:)

**BOARD OF REGENTS MASTER PLAN:** *Goal III:* Enhance Services to Community and State.

**LSUE STRATEGIC PLAN:** *Goal I:* LSUE will make continued efforts to improve the efficiency and effectiveness of its administrative processes.

*Objective 1.2:* Encourage administrative offices to participate in continuous, campus-wide quality improvement.

*Strategy 1.2.2:* Coordinate the full implementation of CARS Degree Audit.

**LSUE OPERATIONAL PLAN:** *Goal I:* To improve the overall quality and effectiveness of LSUE’s administrative infrastructure.

*Key Objective 1.3:* To integrate a minimum of three new software modules with the campus infrastructure to facilitate increased automation in administrative areas.

**LOUISIANA VISION 2020:** NA

**EXPECTED RESULTS:**

Degree Audit training and system data entry began in Spring 2000. Degree Audit will provide system analysis of course requirements to receive the Associate’s Degree.
ASSESSMENT PROCEDURES:


RESPONSIBILITY FOR ASSESSMENT:

The Registrar is responsible for designing and conducting assessment activities relative to Degree Audit.

USE OF ASSESSMENT FINDINGS:

Assessment results are used to analyze, refine, and clarify the process of the ease of use and layout of the Degree Audit. Course updates and improvements will be made as needed.
SUMMARY OF ASSESSMENT FINDINGS:

Full implementation of the Degree Audit Module has been delayed as a result of staff shortages in the Office of the Registrar. The degree audit is available, but input of curricular changes and transfer credit has been delayed due to staff turn-over.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

The Office of Information Technology has agreed to assure implementation of the degree audit. It is expected that it will be operational by Fall 2004.

Note: Side 2 of this form is to be completed by the department head by September 1. Assessment results and departmental recommendations will be reviewed by the Academic Council prior to the end of September.