

## Highline College Student Service Assessment

# Registrations & Records

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### **Mission Statement**

Registration & Records maintains accurate student records while assisting students in navigation of the College's policies, procedures and resources.

Registration & Records assists students, faculty, and staff with enrollment, grading and graduation functions and assures that accurate enrollment and graduation data are reported to the State and Federal government.

### **Departmental Functions**

#### Critical Functions

- Enrollment processing for all manual transactions
- Retention & security of student records
- Ensuring compliance with FERPA regulations
- Evaluation of transfer credits
- Graduation evaluations
- Grading/Processing grades
- Outgoing transcript requests processing
- Manage the waitlist
- Liaison to Clearinghouse for all enrollment reporting
- Provide oversight of registration for non-matriculated populations including ABE ESL, ABE CES, ABE GED Prep, High School Completion
- Reporting (MIS, IPEDS, etc)
- Enrollment and degree verification
- Review student data for integrity
- Accurate coding of student records including biographical
- Posting of certificates, diplomas and degrees to student's transcript
- Drops for lack of payment, STEPP, Instructor Withdrawals (WI) and unmet pre-requisites

### Secondary Functions

- Generation and notification of registration date & time for current and returning students
- Quarterly notification to students of tuition due date
- Generation and distribution of Daily Waitlist Count to faculty and administrators
- National Student Clearinghouse enrollment and degree reporting
- Commencement activities
- Generation of quarterly entry codes
- Generation of Probation and Suspension lists
- Issuance of Student ID cards
- Provide support services for faculty and staff

## **Service Populations**

### Primary Service Populations

- Matriculated students
- Faculty
- Staff

### Secondary Service Population

- CES/CEL students
- ABE/ESL/GED Prep students
- High School Programs students and parents
- Military Recruiters
- Federal Investigators
- Enrollment Verification Agencies
- Higher Ed institutions

## **Service and Learning Outcomes**

2012-2013 Service Outcomes:

- 1.) Revise the current graduation application to create a more transparent and user-friendly process for students, faculty and staff
  - 2.) Explore the implementation of a comprehensive fee
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