ACADEMIC & STUDENT SERVICES EVALUATION (8.2.C) TEMPLATE

Department/Unit: <u>Office of University Registrar</u>

Expectation Name – Choose from the dropdown list: 1. Efficient & Effective Operations or 2. Quality of Academic & Student Services.

Efficient & Effective Operations: The unit establishes and maintains efficient and effective operations, optimizing processes and resources (budgetary, human, technological, physical) to achieve targets.

Expectation Description – What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

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1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:
The timely and accurate submission of enrollment certification for students utilizing Veterans' Educational Benefits.

2) Why this aspect/outcome is important to evaluate:
Timely and accurate submission ensure that students receive their benefits, which provide essential funding towards tuition, housing, and/or textbooks and supplies, as quickly as possible. Timely and accurate submission is also a contributing factor in W&M's ongoing compliance with VA regulations.

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:
This expectation ties directly to go Goal 2.b. of Vision 2026, "Expand access to a W&M education." By maintaining efficient and supportive operations for student veterans and students who are the dependents of veterans, we enable a diverse and experienced population of students to access a W&M education. VA Benefit support is an essential component of affordability for many veterans and their dependents, and seamless processing on our end allows their focus to be on being students.

Expectation Evaluation Plan

Participants – Describe who is involved in collecting, reviewing, and analyzing your data/information.

University Registrar Staff

Data Sources, Collection, & Review Process – Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

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1) Data/information you will collect and from what sources:

When was the VA request received? Will be collected from imaged records in Banner Document Management.

When was the initial certification submitted? Will be collected from the VA Enrollment Manager platform and/or from Banner Document Management.

If additional certification(s) is needed, when was it submitted? Will be collected from the VA Enrollment Manager platform and/or Banner Document Management.

2) How/methods and when you will collect the data/information:
Information will be collected via Banner and Enrollment Manager in December 2023.

3) When you will review the data/information and report the results:
January 2024

Expectation Achievement Target – How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

We will review for a target turnaround of 30 days between request and initial certification (once the student is enrolled). Additionally, any changes or updates should be reported within 30 days of the change.

Primary Responsible Person – Provide the name and job title of the main individual in charge of this evaluation.

Matthew Kovacs – Assistant Registrar for Compliance

Additional Responsible Person(s) – Enter the names(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

Carolyn Ward – Veterans' Benefits Coordinator

Alana Davis – Associate Provost and University Registrar

Kimberly Momballou – Deputy Registrar

Evaluation Results and Target Achievement

Summary and Analysis of Evaluation Results – Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results in Planning.

There were three areas to evaluate during the enrollment certification process. 1) were the students utilizing the VA Benefit initially certified within 30 days from the start of the Fall 2023 semester, or when they initially notified the VA Benefits Coordinator requesting to use their VA Benefits. 2) were tuition and fees reported within a 30-day period of the add/drop period concluding. 3) were any reconciliation matters reported within a 30-day period whether finding a change through a weekly report or being contacted directly by the student.

1   The Fall 2023 term started on August 30th. The "Date of Initial Certification" column within the spreadsheet attached clearly demonstrates that students are being certified within the 30-day timeframe mentioned above. However, there are some students that have been certified after the August 30th date. This is due to the students notifying the VA Benefits coordinator either well into August or during the Fall 2023 semester. If a student were to notify the VA Benefits Coordinator at a later date, then the office has 30 days to certify from the initial request of the student.

2   The add/drop period for the Fall 2023 semester concluded on September 12th. This is when the VA Benefits Coordinator reports tuition and fees as most students are done finalizing their credits for the term. The column labeled "Date of T/F Submitted" within the spreadsheet indicates which dates tuition and fees were reported for each of the 59 students in the sample size. Most students clearly have one defined date of reporting tuition and fees, but a few do have multiple dates. The reason for multiple dates of reporting tuition and fees is due to specific factors affecting those students. Online MBA students have smaller nonstandard terms lasting only 7-8 weeks instead of your traditional standard term of 14-15 weeks. The VA Benefits Coordinator must report tuition and fees multiple times a semester for this specific type of student. There are also graduation fees associated with a student's tuition and fees. These are added later than the initial reported date, and all changes must be reported to the VA. Business school students also have mini one credit courses that last a few days to a couple weeks throughout a semester. If a student adds this one credit

course, then the VA Benefits Coordinator must report the tuition and fees and update the credit amount to the Enrollment Manager application.

3   The column "Reconciliation Date (If necessary)" represents any adjustments/amendments to the student's VA Benefits account. The data shows that reporting of any adjustments is within the 30-day rule established by the VA. However, as with the other columns there are outliers. These outliers represent the student utilizing the VA Benefit contacting the VA Benefits Coordinator with a change, or a change to a student's VA Benefits information being found on a report during that time of the semester. For example, if an adjustment was made to a student's VA account on 12/1/2023 then the change was initially requested or found in mid to late November 2023.

Achievement Target Status – Did you meet this expectation? Select "Met," "Partially Met," or "Not Met" from the dropdown list.

Met

Interpretation & Use of Results – Discuss the interpretation of your results, for example challenges you faced, best practices determined, things that may have influenced results, conclusions you can draw, etc. How are you planning to use or currently using the data?

The review of our VA Benefits enrollment certification process has demonstrated that the University Registrar Office is within compliance with the rules and regulations. This was recently demonstrated by passing a recent compliance survey from the VA Department in April 2024. The VA enrollment certification process is an ongoing one throughout the semester. While the University Registrar Office is able certify a large percentage of our students utilizing the VA Benefit during standard protocol periods, there will always be outliers. One item that the University Registrar office does a good job with is spotting adjustments to student accounts. While this may be a strength, there is always room for improvement and the office is always in constant communication to enhance reporting features and updating procedures to make sure we do not miss an adjustment.

Action Plan – *(IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions to seek improvements and/or enhance student services/experiences - i.e., updates and changes you plan to implement to meet this expectation's achievement target in future evaluation cycles. Include the evidence used for identifying these changes and when the changes are being implemented. If you have already started to implement actions, state what you have done and what remains to be done.*

1) Actions to seek improvements and/or enhance student services/experiences:

N/A

2) Evidence used for identifying changes and when changes are being implemented:

N/A