

## Registrar's Office

### Risk of Loss

Customer Satisfaction

### Contributing Factors

Inaccurate student enrollment  
Incorrectly processing course schedule changes (Add, Drops and Corrections)  
Student does not receive grade report  
Inaccurate grade reports  
Loss/Misplacement of permanent student academic records  
Inaccurate permanent student academic records  
Inaccurately certifying that graduation requirements have been met (external customers such as prospective employers, graduate schools, etc.)  
  
Inaccurately certifying student's enrollment status  
Transcripts being lost  
Not sending out transcripts in a timely manner  
Sending out transcript for wrong student  
Classroom not adequate for number of students in class  
Classroom not adequate for disabled student or academic faculty  
Textbooks not available in time for start of class  
Not providing Institutional Advancement graduation data  
Inaccurate Schedule of Classes published  
No Schedule of Classes published  
Not informing professor about size/location of class  
Establishing class size without considering resources (faculty, facilities, equipment, etc.)  
Assigning classrooms without considering resources  
Inaccurate information on Registrar's web pages  
Untimely update of Registrar's web pages  
Design of Registrar's web pages inhibit interaction with target market  
Degree given to student who hasn't met graduation requirements  
Student is not notified of Probation/Suspension/Dismissal  
Improper change of name/address  
Incompletes remaining on student's record  
Loss/Misplacement of form to declare major

Regulatory

Unauthorized disclosure of University's information on students  
Not accommodating students and personnel with disabilities  
Releasing transcripts to individuals that owe monies to the University  
Registering freshmen for second semester without a completed Immunization form.

Regulatory	<p>Letting students register for classes that that owe monies to the University.  Issuing advance pay check (VA Students) to student before the first day of class.  Not reporting change of status to the VA for veterans receiving the Montgomery GI Bill assistance within 45 days.</p> <p>Inaccurate enrollment certification of student to VA or not certifying at all  Student withdraws while not passing and after Withdrawal Without Grade Penalty Period and receives a W instead of a F</p> <p>Not providing reports to Athletic Department for NCAA eligibility of student athletes  Improper change of name/address</p>
Operational	<p>Inaccurate student enrollment  Inaccurate grade reports  Inaccurate permanent student academic records  Inaccurately certifying that graduation requirements have been met (external customers such as prospective employers, graduate schools, etc.)</p> <p>Incorrectly processing course schedule changes (Add, Drops and Corrections)  Loss/Misplacement of permanent student academic records  Inaccurately certifying student's enrollment status  Not receiving files from Admissions  Online student has access to online class without registering for the class</p>
Financial	<p>Not providing student registration to Business Office for billing  Not providing Institutional Advancement graduation data  Not reporting information to Institutional Research for the Accrediting Agency  Not reporting other necessary information to Institutional Research for database  Not reporting necessary information to Institutional Research for SCHEV  Inadequate fee income to offset costs and man-hours for transcripts  Schedule changes after drop/add period (affects registrar, billing and financial aid manpower)  Allowing student that is not sick to take medical withdrawal  Online student has access to online class without registering for the class  Online student withdraws from class but still has access to online class.</p>
Security	<p>Theft/Destruction of proprietary information  Natural and man made disasters  Disclosure of proprietary information  Lack of secure, fireproof storage area for files  Online student withdraws from class but still has access to online class.</p>