California State University, Chico

Division of Student Affairs
Office of the Registrar
Annual Report 2025-2026

I. Mission Statement *(No change since last report)*

We strive to serve our students, faculty, alumni, and staff as we facilitate student registration, update and maintain the integrity of the student academic record, produce transcripts, verify enrollment data for students, confer degrees, ensure accurate enrollment reporting, articulate student work from other institutions, and certify enrollment for veterans' benefits.

II. Accomplishments - A highlight

Referencing the new Division of Student Affairs Strategic Plan, highlight 3-5 accomplishments from 2025-2026 that you are particularly proud of. Include ways your department made progress toward diversity efforts. (Responding to year 3 of the Strategic Action Plan priorities)

- Proudly Owning Who We Are
  - Created a "Guide to Services" that was published on our website to clearly delineate points of contact.
- Leveraging Our Strengths in What We Do
  - Graduation Advising used exit survey information to modify contact hours to better serve students.
- Advancing Our Influence by How We Do Our Work
  - Engaged end users and campus stakeholders as part of a cross-divisional committee to obtain feedback that will be leveraged for process improvements to the name change process (AB 760).
  - Co-presented with the Office of Financial Aid about implementation and rollout of Course Auditor.
    - Augmented rollout, training, and documentation based on feedback received.
  - Office of the Registrar leadership participated in SEM planning and serve on committees tied directly to SEM initiatives.
  - Administrative barriers for students were removed through numerous technological improvements:
    - Moved the Semester Add/Drop form to Softdocs
    - Programmed Certificate requirements into the Degree Progress Report to facilitate advising and completion.
- Let's Dance!
  - Created a comprehensive guide used for onboarding staff to the office and each subunit which includes all celebrations and ways in which we dance (attached).

III. Program Statistics and Assessment for Past Year

- The Office of the Registrar captures monthly data points tied to services provided within the units within the office. Please see attached for a year over year comparison of these data points.
- The Office of the Registrar uses the following software systems to identify specific data points tied to services provided:
    - Queries leveraging student information system data to identify student record updates; Chico State 360/Salesforce to track Advising sessions; Chico State 360/Salesforce to track registration communications sent to students; Perceptive Content to track course withdrawals; Softdocs to track summer and semester course add/drops.

IV. Integrate Unit Objectives with Strategic Action Plan in 2026-27

Referencing the new Student Affairs Strategic Plan, identify *one* outcome from each of the Value Propositions that your area will implement in 2026-27. The outcome must be measurable.

- **Proudly Owning Who We Are**
    - Share current projects, priorities, and goals of the Office of the Registrar with the campus community to ensure collaboration and transparency while remaining compliant with mandates and achieving strategic enrollment goals.
- **Leveraging Our Strengths in What We Do**
    - Add 'Feedback' buttons on all webpages. Review and discuss metrics at monthly Registrar Operations meetings.
- **Advancing Our Influence by How We Do Our Work**
    - Engage end users and campus stakeholders about the plan change process and current form to obtain feedback that will be leveraged for process improvements, creation of new form, and provisioning of data needed to guide enrollment.
- **Let's Dance!**
    - Registrar will conduct an office-wide retreat to ensure staff are up to date on annual goals and to provide professional development opportunities.

V. Identify at least one goal/objective that support the Chico State Playbook in 2026-27

Referencing the fifth question from the Chico State Playbook, "What is most important right now," identify *at least one* goal or objective your area will implement in 2025-26.

- Our office continues to fine tune our onboarding and training documentation that is being utilized during the hiring and training process of new employees.