



**West Virginia University  
Response to the  
AACRAO Student Academic Records  
Management Consultation Report**

**Office of the Provost**

**February 2, 2009**

## Response to AACRAO Recommendations

WVU accepts the report from AACRAO and its recommendations. The University has already taken action to address some concerns that were formulated during the consultation period and is prepared to move forward to address others. Specifically, we will:

- Establish the Office of the University Registrar (OUR) and hire the University Registrar, who will report directly to the Provost. The search committee has met and the position has been posted. (Recommendation 1 and 1-a)
- Designate that the OUR will be the official custodian of all WVU's academic records. This responsibility is identified in the position description. (Recommendation 1-b)
- Designate the responsibility for production and maintenance of WVU's catalogues to be centralized in the OUR, as identified in the position description. (Recommendation 1-c)
- Immediately undertake a detailed review of all catalogues for consistency and accuracy regarding degree requirements. This review is underway. (Recommendation 1-c)
- Assure that once the Registrar is hired, the Provost will identify expectations regarding:
  - Office functions related to communication and collaboration (Recommendation 1-d,e, and f);
  - The importance of a pro-active approach to records management and degree certification processes, including training of staff (Recommendations 5-a-f);
  - The requirement for more consistent use of Banner in order to standardize academic records management across the institution (Recommendations 7 and 8);
  - Implementation of the practice that all transfer credit is recorded on the official transcript in the Registrar's office (Recommendation 10-a through e);
  - The need for clear and consistent policies regarding NR and I grade designation and their strict enforcement (Recommendation 12-a,b);
  - Establishment of articulated university-wide policy on form and method of academic record retention (Recommendation 17);
  - Retention of the official class grade roster in the Office of the Registrar in perpetuity (Recommendation 22);
  - Provision of faculty with a standard format gradebook in electronic form that could be retained by the department in non-amendable form and could serve as a method of securing copies of departing faculty's grading records (Recommendation 24-a and b);
  - The adoption of best practices in the use of technology to support academic records management as well as the expansion of both on-campus and off-campus strategic partners to facilitate the implementation of best practice technology (Recommendations 27-a through e and 28-a, b).

Until the OUR is operational, these matters will be handled by the Office of the Provost.

- Identify an internal expert in Banner to work in the OUR or hire such person. A person has been identified who will be interviewed and evaluated by the Registrar. (Recommendation 1-g)
- Working with A & R, until the OUR is established, create a report of all students who are expected to receive a degree in May 2009 and assure certification by the Dean of each college or school, as the final authority, of all aspects of degree requirements for each student. This will be communicated to A & R and the Deans. (Recommendations 2&3)

- Assure that an individual from each college or school has been designated to be responsible for oversight of undergraduate and graduate records management. Names will be requested from the Deans. (Recommendation 4)
- Inform and require that the university transcript issued by the University Registrar and maintained in Banner is the official document for certifying a student's academic record and degree awarded. Further inform that only the OUR may respond officially to queries regarding whether or not an individual has earned a WVU degree. Deans will be informed and charged to oversee compliance. (Recommendations 6 and 14)
- Develop and maintain a permanent audit trail of grade additions/modifications in the Banner system. Work on this has begun. (Recommendation 9)
- Install the recently purchased degree audit system—Degreeworks—to be maintained by the OUR, integrated with Banner and widely available. Work has begun. (Recommendation 11-a, b)
- Develop a standard university-wide approach for assigning and recording credit for experiential learning and courses that do not follow the standard university calendar. This will be referred to the Senate Curriculum Committee. (Recommendation 13)
- Continue to hand out official diplomas, which have been duly certified, at the annual May ceremony. (Recommendation 15-a,b)
- Adhere to the guidelines outlined in AACRAO's publication, *Retention of Records*. Additional copies will be distributed and compliance required. (Recommendation 16)
- Implement a review of the grading and degree certification process by the Internal Audit Department. The President will so direct. (Recommendation 18)
- Direct Deans to discourage the use of shadow systems for record keeping; any used must follow standard WVU policy and be monitored for compliance. Deans will be so directed. (Recommendations 19-20)
- Direct Deans to assure implementation immediately of a one year retention policy for all undistributed class tests and student papers as well as class rosters. Deans will be so directed. (Recommendation 21)
- Continue the current procedure of faculty initiated grade change with review sign-off by two higher levels of academic authority. (Recommendation 23)
- Consistent with OUR policies, direct colleges and schools to develop and keep current academic records policies and articulate them in procedures manuals. Deans will be directed to begin this process with existing policies. (Recommendation 25)
- Provide the Office of the General Counsel with copies of AACRAO's *Retention of Records*, the AACRAO Consulting Recommendations as well as the University's response to the recommendations to ensure WVU's compliance with federal, state and local laws and regulations. This will be done on Feb 2, 2009. (Recommendation 26)
- Make a decision regarding any degrees awarded in cases where students' academic records reflect fewer credit hours than the number required for the degree (27 eMBA). The President accepts the consultants' conclusion that the discrepancy is a result of the institution's failure to follow best practices. Therefore, the degrees will stand as certified at the time of graduation. (Recommendation 29)
- Conduct a thorough review of undergraduate degrees awarded, with the review to be conducted by personnel from outside WVU with expertise in academic records management. WVU has engaged AACRAO to extend their contract to encompass this review. (Recommendation 29)