

Office of the Registrar

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Registrar's Office Mission, Vision, and Values

Mission

To provide responsive and accessible enrollment related services while:

- adhering to academic policy and standards related to registration, conferral of course credit, degrees, and other credentials;
- archiving and preserving the integrity, accuracy, and privacy of academic records;
- meeting the diverse service needs of students, faculty, administrative staff, alumni, and the public.

Vision

The unit engages in ongoing efforts to:

- minimize enrollment barriers;
- empower students and departmental customers to navigate administrative processes and policy by providing accurate information, instruction, and guidance via multiple communication channels;
- adapt services, create innovative solutions, deploy effective technologies, and leverage limited resources to meet customer needs;
- support and inform data driven decision making and student-centered policy creation and implementation;
- collaborate with other units to identify common interests/goals in alignment with university priorities and needs.

Values

The qualities and behaviors most valued by the unit include:

- **Accuracy:** correct interpretation and application of rules and policies, and correctness in all record keeping procedures and process outcomes.
- **Clarity:** minimize confusion and misunderstanding by demystifying complex policies, processes, procedures, rules, and regulations.
- **Fairness:** equitable and consistent application of policies, rules, regulations, and provision of service.
- **Respect for individual dignity:** empathetic consideration of each customer's unique needs and experiences.
- **Responsiveness:** provide timely, friendly, helpful and individualized information, service, and problem solving assistance.