

# Office of the University Registrar Data Report 2021-23

## Who We Are:

The Office of the University Registrar (OUR) stands in support of the mission and core values of California State University, Sacramento. It is our mission to serve the entire University community efficiently and ethically. The OUR fulfills its charges of safeguarding and ensuring the accuracy of students records, assuring compliance with academic policy, maintaining efficient student systems, and providing quality service to students, faculty, administration, staff and alumni. We are partners in the educational process and support academic programs and student retention.

## Academic Standing

UGRD	F'21	SP'22	F'22	SP'23
Good Standing	26,304	25,115	25,523	25,259
Academic Probation	2,088	796	1,830	799
Continued Probation	257	421	387	472
Academic Disqualification	416	929	471	1,014
Academic Dismissal	255	151	306	217

PBAC	F'21	SP'22	F'22	SP'23
Good Standing	2,962	2,679	2,792	2,758
Academic Probation	46	35	74	33
Continued Probation	14	16	18	19
Academic Disqualification	31	28	21	34

## Transfer Credit Evaluation (TCE)

TCE*	F'21	SP'22	F'22	SP'23
Individual Students	7,486	2,919	6,511	2,852
Number of Transcripts	12,989	5,319	11,069	5,444

*\*Numbers pulled from Cognos reports per articulation term. Test credit not included in these stats.*

## Official Transcript Orders

Delivery Method	2021-22	2022-23
Electronic		
Paper		
Overnight/Expedited		

## Registrar Phone Line

AY	Aug-Dec	Jan-July
2021-22	7,021	11,127
2022-23	6,958	7,133*

\*Phone line transferred to Student Service Center effective June 2023

## Registrar Office Inboxes

- [registrar@csus.edu](mailto:registrar@csus.edu) – Average 300 emails per week. Higher in peak season (beginning and end of term).
- [transfer@csus.edu](mailto:transfer@csus.edu) – Average 250 emails per week. Higher in peak season (June/July/January for New Student Orientation)
- [transcripts@csus.edu](mailto:transcripts@csus.edu) – Average 50 emails per week. Higher in peak season (End of term – January/June).
- [reg-verification@csus.edu](mailto:reg-verification@csus.edu) – Average 70 emails per week. Higher in peak season (beginning of term January/August).

## Degree Checkout Status

Degree Checkout Status	Fall 21	Spring 22	Summer 22	Fall 22	Spring 23*
Degree Awarded	2,514	4,144	688	2,429	4,382
Denied (Did Not Graduate)	0	9	1	2	7
Grand Total	2,514	4,153	689	2,431	4,389

As of August 15, 2023, we are still pending 11 students. These students are pending information before we can proceed with awarding their degree.