MISSION STATEMENT

As the official “Records Office” at Monmouth University, the Office of Registration and Records has an important mission which supports the operation of the University. This is the office of the University authorized to issue official transcripts, certify the enrollment and attendance of the students, and determine eligibility for graduation. Accordingly, the Registrar and the staff of the Office of Registration and Records have the responsibility of maintaining timely and accurate student academic records, while maintaining the privacy and security of those records.

As a central administrative office of the University, the Office of Registration and Records is responsible for scheduling classes into the general classroom spaces, registering students for classes, grade recording, and grade reporting. This Office provides data for internal and external reporting, assists schools and departments by furnishing needed data and other services, assists the faculty wherever possible, and renders services to alumni by providing transcripts, certifications, and other records as needed.

As a principal administrative officer, the Registrar assists the chief officers of the institution by providing reports, analyses, and recommendations required for policy formulation. The Registrar facilitates and implements institutional policy, providing interpretation and enforcement of policy.

The Office assists the various academic units in ensuring compliance with University policies and procedures pertaining to the observance of the academic calendar, grading practices, and recording of academic performance through publication of official procedures memoranda and personal advisement.

The Office of Registration and Records recognizes service to students and faculty first among its priorities, and the Office’s primary constituencies. As a primary information resource for students and faculty, this Office actively seeks ways to effectively communicate and to inform students of their rights, responsibilities, and related procedures. As a service-oriented office, in addition to providing efficient and immediate access to information, this Office facilitates and coordinates activities of students and faculty pertaining to administrative matters.

Dedicated to supporting the mission of the University, the Office of Registration and Records employs sound management techniques, staying on the cutting edge of technology. The Office is staffed with qualified personnel in all areas who continuously monitor office practices and procedures and recommend changes to ensure the most efficient and prompt service.

The Office of Registration and Records attempts to be an exemplary model with the University for “customer service.” The highest quality of service is sought through the performance of its staff in accordance with the values articulated in the Office of Registration and Records Statement of Principles of Caring Service.

Individual exceptions to the procedures outlined herein will be determined on an individual case-by-case basis only if the affected student presents compelling factual statements. The Registrar or Director have the authority to waive any part of the procedures, if in their best judgment, the situation warrants an exception.