Registrar’s Office

Detailed Assessment Report
2011-2012

Mission / Purpose
The Registrar's Office is responsible for providing a wide range of services to students, faculty and staff, alumni and various off-campus agencies. A major responsibility of the office is to maintain timely and accurate records of the academic progress of the students who are enrolled and disseminate this information as needed. The Registrar's Office must provide students with an efficient system for registration, course enrollment changes, grade reporting, and issuing of transcripts. The office must also be able to interpret and enforce the academic rules and regulations of the University.

I. Goals and Outcomes/Objectives, with Related Measures, Targets, Findings, and Action Plans

A. Goal: Provide effective administrative services to support the mission

1. Objective: Provide an effective pre-registration and registration process.

   a. Measure: Students will be successfully pre-registered
      Students will be successfully pre-registered. Run Current Term Pre-Registered Student Report at the end of each pre-registration period.

      1. Achievement Target:
         85% of enrolled students will be able to pre-register and complete the process during pre-registration. Current Term Pre-Registered Report will be used to measure this achievement target.

      2. Findings (2011-2012) - Target: Met
         According to the "Student Stats of Those Pre-registered Report", 90% of enrolled students for the 2011-12 academic year were pre-registered before classes began.

   b. Measure: Students will successfully register themselves through WebAdvisor
      Students will successfully register themselves through WebAdvisor.

      1. Achievement Target:
         90% of our students will successfully register themselves through the portal. Various departmental records and reports will be used to measure this achievement target.

      2. Findings (2011-2012) - Target: Met
         According to departmental reports, 89.4% of our students registered themselves through the portal.
2. **Objective:** Provide care for all student records
   Provide timely and accurate care of all student records and provide security of those records.

   a. **Measure:** Provisions of Buckley Amendment will be strictly enforced.
      Provisions of Buckley Amendment will be strictly enforced.

      1. **Achievement Target:**
         All provisions of Buckley Amendment will be strictly enforced.

      2. **Findings (2011-2012) - Target: Met**
         All provisions of Buckley Amendment were strictly enforced. No complaints were filed in regards to students privacy being breached in our office.

   b. **Measure:** Grades will be available via WebAdvisor
      Grades will be available via WebAdvisor.

      1. **Achievement Target:**
         Grades will be available via WebAdvisor two days after grades are due. Student Satisfaction Survey and various departmental records and reports will be used to measure this achievement target.

      2. **Findings (2011-2012) - Target: Met**
         Grades were available via WebAdvisor two days after grades are due if not before according to departmental records.

   c. **Measure:** All active undergraduate records will be electronically stored.
      All active undergraduate records will be electronically stored.

      1. **Achievement Target:**
         All active undergraduate records will be electronically stored.

      2. **Findings (2011-2012) - Target: Partially Met**
         Although all undergraduate records are not currently electronically stored, the Registrar's Office and Admission's Office has had a consultation with Softdocs in order to move forward with this project. Registrar’s Office plans to go live with Softdocs (the paperless software company we will use) during the 2012-13 year if not sooner. Admissions has separated from the Registrar's Office; therefore, this project may move more to an admission measure since it will begin from the point of admission.

      3. **Action Plan:**
         Work with IT on undergraduate records.
         Work with IT to implement Softdocs and become a paperless office.
         **Established in Cycle:** 2011-2012
         **Implementation Status:** Planned
         **Priority:** High
         **Responsible Person/Group:** Mike Pratt and Susan Sparkman
3. **Objective: Provide adequate procedures for issuance of requested information**  
Provide current and former students with adequate procedures for the issuance of transcripts and other requested information.

a. **Measure: Requests for information will be processed**  
Requests for transcripts and other requested information will be processed.

1. **Achievement Target:**  
All requests for transcripts and other requested information will be processed within three working days of receipt of the request. Various departmental records and reports will be used to measure this achievement target.

2. **Findings (2011-2012) - Target: Met**  
All requests for transcripts and other requested information were processed within three working days of the receipt of the request if not before.

4. **Objective: Process e-transcripts.**  
Send and receive e-transcripts.

a. **Measure: Students will send UWA transcripts electronically and request that we send their UWA transcripts electronically.**  
Students will send transcripts to UWA electronically and request that the Registrar’s Office send their UWA transcripts electronically.

1. **Achievement Target:**  
50% of students will send UWA transcripts electronically and request that Registrar’s Office send their UWA transcripts electronically.

2. **Findings (2011-2012) - Target: Partially Met**  
Preliminary findings show that this target will be met. UWA is in the process of going live with Scrip-safe, an electronic transcript company. Registrar’s Office is in the final stages of having our system set up to be compatible with the electronic transcript server in order to send and receive electronic transcripts.

3. **Action Plan:**  
**Work with IT to complete the implementation of Scrip-Safe.**  
The Registrar’s Office is in the final stages of implementing Scrip-safe, an electronic transcript company. Registrar’s Office plans to have a phone consultation within the next month with our IT Department and Scrip-safe in order to finish the process and be trained on the new system.  
**Established in Cycle:** 2011-2012  
**Implementation Status:** Planned  
**Priority:** High  
**Implementation Description:** Final meetings and training sessions for
implementation of the Scrip-safe system.
Projected Completion Date: 08/31/2012
Responsible Person/Group: Mike Pratt and Susan Sparkman

II. Other Plans for Improvement

A. Increase DOE budget.
Increase DOE budget.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Budget Amount Requested: $6,000.00 (recurring)

B. Work to encourage 90% students to web-register.
Work to encourage most students to web-register. There are still some students who prefer to meet with an advisor face to face and have his/her registration entered manually.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High

C. Work toward being a paperless office
Work toward being a paperless office
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: Work with Information Systems to implement.

D. Work with Information Systems to implement a scanning process.
Work with Information Systems to implement a scanning process so that we can become a paperless office and have all undergraduate records stored electronically.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: We need to bring in the company we will be purchasing our scanning equipment from and have training.
Responsible Person/Group: Registrar/Mike Pratt

E. Work with Information Systems to implement process for ordering transcripts online.
Work with Information Systems to implement this project.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Responsible Person/Group: Registrar/Information Systems.

F. Increase DOE Budget.
Increase DOE budget by $6,000 ($2,000 in office supplies, $2,000 in Postage and Telephone, and $2,000 in Office Equipment). The Registrar's budget has not increased through the years, but the number of students enrolled have increased due
to the growth of the online program. With the number of students increasing we have seen an increase in outgoing mail, office supplies, etc.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Additional Resources Requested: $2,000 = office supplies, $2,000 = Postage and Telephone, $2,000 = Office Equipment
Budget Amount Requested: $6,000.00 (recurring)

III. Analysis Questions and Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
The Registrar's Office was successful in encouraging students to use the portal as the main means of registration and the majority of returning students did pre-register for each term. All provisions of Buckley Amendment were strictly enforced in the Registrar's Office and no complaints were filed in regards to students privacy being breached. Finally, information requested from students, including transcript requests, were handled in a timely manner according to departmental records.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
The Registrar's Office has made strides to be a university that offers the service of electronic transcripts, but at this time this goal has not been fully realized. This goal should be reached this year.

C. What plans were implemented?
The Registrar's Office can receive electronic transcripts from the National Student Clearinghouse. This was implemented during the 2012 Spring Semester. Since the quality was not what was expected of these transcripts, a new system will be implemented through Scrip-Safe in the near future.

D. What plans were not implemented?
1. The complete process to send and receive e-transcripts have not been implemented. 2. All undergraduate records are not stored electronically at this time.

E. How will assessment results be used for continuous improvement?
The Registrar's Office will continue to use various departmental records and reports to check progress.

IV. Annual Report Section Responses

A. Key Achievements
With the help of Communications Management, the Registrar’s Office has been able to streamline the process of cancelling classes each term and notifying students automatically via e-mail. The Registrar’s Office has continued to offer support with web-registration to students and each college when needed. Also, Registrar’s Office has continued the maintenance to degree audit by updating
programs and making necessary corrections when needed. There has been a separation of the Admission's Office functions from the Registrar's Office. This separation has allowed our office to run more efficiently.
### ANNUAL PLAN

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<thead>
<tr>
<th>Item</th>
<th>Approved</th>
<th>Remarks</th>
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<tbody>
<tr>
<td><strong>Goals</strong>&lt;br&gt;Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</td>
<td>YES</td>
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<td><strong>Outcomes/Objectives</strong>&lt;br&gt;Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</td>
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<td><strong>Measures</strong>&lt;br&gt;Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</td>
<td>YES</td>
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<td><strong>Achievement Targets</strong>&lt;br&gt;Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</td>
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<td><strong>Findings</strong></td>
<td>YES</td>
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<td>Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weaknesses.</td>
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<td><strong>Action Plans</strong></td>
<td>YES</td>
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<td>Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable). Action plans created in previous cycles have been updated with implementation notes.</td>
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<td><strong>Annual Report</strong></td>
<td>YES</td>
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<td>The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.</td>
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<td><strong>Analysis Report</strong></td>
<td>YES</td>
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<td>The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.</td>
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Approved by: [Signature of Dean or Vice President]

Date: 7/27/12

Received by OIE: [Signature of Coordinator of Planning and Assessment]

Date: 8/10/12