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 Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

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

1. Objective: Provide an effective and efficient admission process for all students

Provide an effective and efficient admission process for all students submitting applications to the University.

   a. Measure: Every applicant will be sent official notification of their admission status
   Every applicant will be sent official notification of their admission status. Student satisfaction survey administered each semester and various departmental records and reports will provide evidence for this measure.

   Source of Evidence: Administrative measure - Other

   1. Achievement Target:

   Every applicant will be sent official notification of their admission status within five days of receipt of all required materials. Various departmental records and reports will be used to measure this achievement target.

   2. Findings (2010-2011) - Achievement Target: Met

   Every applicant was sent official notification of their admission status within five days of receipt of all required materials according to departmental records.

   b. Measure: Students will be using Active Admissions to check their admission status

   Students will be using Active Admissions to check their admission status. Student satisfaction survey administered each semester and various departmental records and reports will provide evidence for this measure.

   Source of Evidence: Client satisfaction survey (student, faculty)

   1. Achievement Target:

   Fifty-five percent of students will be using Active Admissions to check their admission status. Various departmental records and reports will be used to measure this achievement target.
2. **Findings (2010-2011) - Achievement Target: Not Met**
   Active Admissions was not launched in the 2010-2011 academic year. Program was originally not initiated due to lack of training. We are no longer looking to use the Active Admissions software.

3. **Action Plan:**
   **Active Admissions will not longer be used.**
   Active Admissions will no longer be used. A new product call Recruiter will be used instead. The Admission's Office is currently being trained to use this software.  
   - **Established in Cycle:** 2010-2011  
   - **Implementation Status:** Terminated  
   - **Priority:** High  
   - **Implementation Description:** Information Systems and the Admission's Office are being trained by a Datatel Representative to use Recruiter.  
   - **Responsible Person/Group:** Michael Pratt/Oliver Charles

2. **Objective:** Provide an effective pre-registration and registration process. 

   Provide an effective pre-registration and registration process.

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

   1. **Achievement Target:**  
      Eighty-five percent 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 (2010-2011) - Achievement Target: Met**  
      85% of undergraduate eligible students were successfully pre-registered. This number excludes students who graduated or were placed on suspension the prior term.

   b. **Measure:** Students will successfully register themselves through webadvisor  
      Students will successfully register themselves through webadvisor.
      
      Source of Evidence: Administrative measure - other

   1. **Achievement Target:**  
      Eighty percent 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 (2010-2011) - Achievement Target: Met**  
      80% of students web-registered for the 2010-11. As with last year, this percentage could be higher since the report used for this information uses the most recent form of registration. For example, if a student was de-registered for non-payment, then the Registrar's Office would have to manually register the student if his/her hold was cleared. This would override the web-registration code that was previously listed for the student.
3. **Action Plan:**

   **Work to encourage 80% 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. Web-registering is a more efficient way of registering. It saves paper since the paper registration form is not required for web-registering. Also, if a student has already had their advisor approve their courses, it enables the student to register for his/her courses in a more timely manner. Students can also register when they want once their courses are approved rather than having to make an appointment to meet with the advisor.

   **Established in Cycle:** 2010-2011
   **Implementation Status:** Planned
   **Priority:** High
   **Implementation Description:** We can ask the advisors to encourage the web-registration process except in cases where it is not possible. We can also remind students through e-mail that the directions for web-registration are online.
   **Responsible Person/Group:** Registrar

3. **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.

      **Source of Evidence:** Administrative measure - other

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

      2. **Findings (2010-2011) - Achievement Target: Met**
         All provisions of Buckley Amendment were strictly enforced.

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

      Grades will be available via WebAdvisor

      **Source of Evidence:** Administrative measure - other

      1. **Achievement Target:**
         Grades will be available via WebAdvisor two days after grades are due.

      2. **Findings (2010-2011) - Achievement 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.

      **Source of Evidence:** Administrative measure - other

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

      2. **Findings (2010-2011) - Achievement Target: Not Met**
         All undergraduate records are not currently electronically stored. Due to the
upcoming split between the Registrar's Office and Admissions, this project has been put on hold. Most of the scanning would have been from the point of admission. Since we will have a new Director of Admissions, it was decided that this person would more than likely head the scanning process. This project will be revisited during the 2011-12 school year.

3. Action Plan:
   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:** Planned
   **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

4. 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

   Source of Evidence: Administrative measure - other

   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 (2010-2011) - Achievement 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.

   b. Measure: Students will be able to order transcripts on-line.
   Students will be able to order transcripts on-line.

   Source of Evidence: Administrative measure - other

   1. **Achievement Target:**
      Students will be able to order transcripts on-line.

   2. **Findings (2010-2011) - Achievement Target: Not Met**
      We have not set up our system so that students will be able to order transcripts on-line. We are still working with Information Systems to set this up in our system. This project was not implemented because our office has been so busy with our other day to day activities. In speaking with Information Systems, I have been told this should not be a complicated process and we should have it in place during the 2011-12 school year.

   3. **Action Plan:**
      Work with Information Systems to implement process for ordering transcripts online.
   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 we send their UWA transcripts electronically.

   Source of Evidence: Administrative measure - other

1. Achievement Target:
   Fifty percent of students will send UWA transcripts electronically and request that we send their UWA transcripts electronically.

2. Findings (2010-2011) - Achievement Target: Not Met
   Students cannot send UWA transcripts electronically and request that we send their UWA transcripts electronically. We have decided to do transcript ordering and transcript exchange with the Clearinghouse. It will be implemented this year. We delayed implementing because the state of Alabama was attempting to standardize transcript ordering, but that fell through. Also, we were waiting to see what Datatel could offer us. We have finally decided to go with the Clearinghouse as a starting point since it is widely used by colleges and universities.

3. Action Plan:
   Work with Information Systems to determine the best software for UWA to use.
   Students cannot send UWA transcripts electronically and request that we send their UWA transcripts electronically. Since we still have the same problem with deciding which software to use, we have put this project on hold. We hope to have this available to students during the 2011-12 academic year.

II. Other Plans for Improvement
A. Have additional training and work with Informatino Systems to implement.
   We did not get as far with our scanning as expected, but hope to continue with the process. We plan to have additional training from the company that we purchased our scanning software from, Softdocs. Also, we would like to have an additional employee in charge of the scanning process.

   Established in Cycle: 2009-2010
   Implementation Status: Planned
   Priority: High
   Responsible Person/Group: Registrar
   Additional Resources Requested: Training. Additional staff member.
B. Increase DOE budget.
   Increase DOE budget.
   Established in Cycle: 2010-2011
   Implementation Status: Planned
   Priority: High
   Budget Amount Requested: $6,000.00

C. Update existing computers
   Update existing computers
   Established in Cycle: 2010-2011
   Implementation Status: Planned
   Priority: High
   Implementation Description: Work with Information Systems
   Budget Amount Requested: $7,000.00

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

III. Analysis Answers
A. What specific strengths did your assessments show? (Strengths)
   According to departmental records, the Registrar's Office notified applicants of their admission status and continued to process transcripts in a timely manner.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
   We were not able to launch Active Admissions or set up e-transcripts. We hope to set up e-transcripts during the 2011-12 academic year. It has been decided to go with the Clearinghouse as a starting point for e-transcripts since the Clearinghouse is widely used among colleges and universities. We have decided not to launch Active Admissions. Our IT department made the decision to replace Active Admission with Datatel Recruiter. Datatel Recruiter will be a more beneficial product for UWA.

C. What plans were implemented?
   Web-registration was implemented.

D. What plans were not implemented?
   1. Active Admissions not implemented.
   2. Did not set up our system to send and receive e-transcripts.
   3. Did not complete the transition of all undergraduate records to electronic copies.

E. How will assessment results be used for continuous improvement?
   Various departmental records and reports will be used to check our progress.

IV. Annual Reports
A. Key Achievements
   After implementing web-registration and offering training sessions to help simplify the registration process, we have seen that the need for the the Registrar's Office to assist the colleges on campus with registration during orientations decline. We feel that this is a success. We were also able to have IT develop an HTML unofficial transcript that current students could access on their own via webadvisor. We also continued to keep degree audit current and updated with any corrections that were needed to be made.