

Annual Report

Part 1

Section A

Unit Information

Unit:Office of the Registrar

Mission Statement:

As a unit within the division of Enrollment Services, the Office of the Registrar's (OR) mission is to provide a service-oriented environment to the campus and community. The primary purpose of the office is to establish and maintain student academic records for the University. In this role, the office is committed to providing efficient and quality support services to all students, alumni, faculty, staff and other members of the campus and community while preserving the privacy and security of the records.

Section B

Unit goals set within last year's (2003-2004) Annual Report

<u>Strategic Plan Goal</u>	Unit Goal
With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?	What were your unit level goals for 2004-2005 as contained in your <u>2003-2004 annual report?</u>
Strategic Plan Goal 2 - The Student Community	Customer Service Assessment
What action did you undertake to achieve this goal?	
As a service-oriented office faced with student, faculty and staff growth, OR decided to focus on three phases to address critical customer service needs to the campus.	
Phase 1 - A survey was developed by the Office and Planning and Institutional Performance (PIP) in concert with OR.	
Phase 2 - Accurate web pages must be maintained to allow students, faculty, staff, alumni as well as the community continual access to University policy and academic event information. Surveys, attached to OR web pages, will assist in the identification of pages in need of creation or revision to offer a more informational and friendly format.	
Phase 3 - Implement service projects that impact the quality of service to the campus and community. Previously identified projects selected for implementation were:	

- 1) Non-Degree Web Application
- 2) NCAA Compliance Software
- 3) Diplomas on Demand

By what means did you assess goal achievement?

Phase 1 - Student surveys were managed via paper and email surveys. Students rated the level of service and action provided based on 5 items and ranked from very satisfied to very dissatisfied.

Phase 2 - Survey responses, as well as changes in federal, state, and University policies were used to assist in the identification of sufficient and customer friendly OR web pages.

Phase 3 - Complete and implement service projects:

- 1) Non-Degree Web Application
- 2) NCAA Compliance Software
- 3) Diplomas on Demand

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Phase 1 - Both paper and email surveys were implemented fall 2004. However, due to errors in the initial email survey format, the survey must be redesigned in order to better clarify the office's services. During the fall 2004 email survey period, student responses referenced other offices/department services, thus, skewed the results of the survey. PIP and OR are seeking better ways to educate students as to the functions of the office. Modifications should be completed and the survey resent prior to the end of spring 2005. The results of the paper survey, which was offered to all students receiving in-person service from December 2004 through March 2005, resulted in a low response rate. The office will extend the survey into the new academic year.

Phase 2 - Prior survey and policy changes identified for changes/enhancements to current OR web pages were revised to reflect more accurate information.

- 1) FERPA - July 2004, the University created a Student Records Policy. The new policy replaced the prior information published on the OR's FERPA page and was linked to the Parent web page section.
 - 2) Cancellation for non-payment and reinstatement - Based on prior survey results, enrollment services as well as the Office of Finance and Accounting was tasked to improve the cancellation/reinstatement processes. During the assessment process, the need to create additional web pages was identified as a need.
 - 3) Non-Degree application/information - Survey responses noted the need to clarify non-degree and transient in comparison to degree-seeking application steps. Applicants seemed to note confusion concerning which application was needed for their specific needs. As a result, the web application information and on-line application was modified to address these areas. Additionally, there was a clear need to shift all application processes to the Admission offices to reduce confusion.
 - 4) Residency for tuition purposes - As a result of student surveys, both OR and Undergraduate Admissions (UA) web pages were modified to clarify documentation and requirements.
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Phase 3 - All service projects selected for 2004-05 were completed by spring 2005.

1) Non-degree Web Application - As a result of the web page revisions noted in phase 2 and the implementation of the non-degree web application , Undergraduate Admissions took over the non-degree application and management process effective January 2005. Undergraduate Admissions was able to make use of the web pages and web application implemented by OR with little revisions. This move allowed better flow of information and less confusion to the applicants.

2) The completion of implementing the NCAA software with Athletics has greatly increased the productivity of all offices involved in the tracking of student-athletes for NCAA eligibility requirements.

3) The implementation of Diplomas on Demand has, by far, been the best service-related improvement this office has completed. The product allows the office to produce high-quality diplomas without out-sourcing. Since its implementation, Or has reduced the time needed to order and receive diplomas from eight weeks to one or two days. Student satisfaction rate with the reduced diploma mailing time has jumped by 70%. Additionally, the office has enjoyed a savings of 50% with diploma production managed in house.

What continuous improvement resulted from the use of the assessment data?

Phase 1- PIP and OR are seeking expanded methods to educate students as to the functions of the office. This education process will allow the office to receive appropriate survey results.

Modifications should be completed and new surveys sent out prior to the end of spring 2005.

Survey results will direct the establishment of future goals.

Phase 2 - As of spring 2005 revisions to identified web pages have been completed. Revised pages centered around Revamping the FERPA pages. Additionally, the non-degree processes applicants needed to take to be admitted were revised. Other web page changes included refinement to the Change in Residency for Tuition Purposes as well as the Cancellation/Reinstatement process. OR worked in tandem with the Office of Admissions on both the non-degree and residency pages. OR collaborated with a sub-group of the Student Data Group to develop and implement improvements to the cancellation and reinstatement process. The summer/fall 2005 survey will determine if the revisions are appropriate in addition to seeking comments on other web pages.

Phase 3 - Since OR is a service-oriented office, deliverables will continue to evolve as a reaction to the community and academic environments, surveys, and assessments processes. These combined tools will allow OR to stay abreast of the needs of our students, faculty and staff as well as build relationships with internal and external agencies. Such cultivated relationships enhance the effectiveness and efficiency of the office as well as the broadening of knowledge base of the staff. As new needs surface, staff will be more and more involved in the survey and focus group process.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

Strategic Plan Goal 2 - The Student
Community and Goal 8 - Ongoing Quality
Improvement

Goal - Compliance Issues (2)

The Office of the Registrar (OR) will focus on
federal and state record compliance issues.

What action did you undertake to achieve this goal?

Achieving this goal required a two-prong implementation approach. First, to meet compliance requirements, the records room was selected for renovations to allow for additional storage space for matriculated- student admission files. Resources were identified during the 2003-04 academic year and vendor selection and planning was initiated.

Second, once the University's Student Records Policy was developed and approved, the Student Records Management Procedures Guideline required revisions which was assigned to staff within the office with an established completion date of September 2004.

By what means did you assess goal achievement?

Meeting the planning and construction project timeline as well as the completion of the project to renovate the records room served as the indicator in determining goal completion.

Applying the new Student Records Policy information to the Student Records Management Procedures Guideline was the assessment indicator as to the goal completion.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The planning of the records room remodeling project was completed on time. It allowed the office to clearly identify and enhance our support role to the admissions process. Future planning will need to take into account admissions, advising, faculty and new record retention requirements.

Assessment showed that to educate the campus and new employees of the revisions to the Student Records Management Procedures Guideline, OR requested the document linked to the new employee tutorial web site, as well as dissemination within new employee packets and to all current employees. The goal was attained.

What continuous improvement resulted from the use of the assessment data?

The records room planning process identified a larger need for the University to address future record retention/management environment. Working to revise the Student Records Management Procedures Guideline allowed OR to plan and implement procedures that will educate all University employees in regards to FERPA and educational record requirements. With federal and state regulations ever evolving, OR will continually be positioned to monitor and seek ways to manage federal, state and University record compliance issues.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

During the 2004-05 academic year, OR managed several surveys. During the data collection process, student responses showed evidence of a lack of understanding pertaining to the services offered by OR. With further investigation, it was determined that students and faculty do not know what distinguishes services within OR from other Enrollment Services offices. To determine how to improve our survey efforts, the office held focus group meetings with students and faculty.

How were the results of the assessment used to improve programs or services?

Responses from the student and faculty focus group meetings were used to develop educational tools and information. Surveys from OR will now include an informational page to explain specifically what services are being assessed. Furthermore, conversations within Enrollment Services (ES) have begun to address the number of surveys issued from the division. There is strong need to develop one ES survey that will address specific issues for every unit. The results of the survey can be disseminated among the units for use in goal assessment.

Section D

Unit Contribution to President's Performance Measures

Please review the President's Performance Measures for 2004-2005. Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

As an Enrollment Services unit, OR is actively involved in the ongoing communications pertaining to goal 26: Enrollment Services Reorganization.

Part 2

Section A

Unit Goals for Coming Year (2005-2006)

[Strategic Plan Goal](#)
With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal
Goal for 2005-2006

Strategic Plan Goal 2 - The Student Community Customer Service Assessment

What action(s) will you undertake to achieve the goal?

As a continuing effort, the Office of the Registrar (OR) will 1) survey campus needs and monitor satisfaction rates and 2) revise web pages to reflect federal, state, and University policies as well as community needs. Student and faculty surveys will allow the identification of new service initiatives which can be addressed as resources allow. Web page revisions will allow for better customer understanding of the services offered by the office. Some web page revisions will be tied to compliance issues.

By what means will you assess goal achievement?

Surveys will be developed in conjunction with the Office of Planning and Institutional Planning (PIP). Focus groups, survey results, and compliance issues will direct the web page revisions.

How will you know if you have successfully attained each goal?

Successful student and faculty response rates will help guide the survey and focus group efforts. Once ample percentage rates are received, OR, with assistance from PIP, will evaluate the data and take appropriate action towards research and planning.

How will the results of the above assessments be used to improve student learning or services?

Service improvements will be directed by survey and focus group results. Areas cited for revisions or development will be researched and project prioritization. OR Staff will develop or revise deliverables based on resource availability, technical support and infrastructure, and level or prioritization. If warranted, proposed improvements will be submitted to Student Data Group or Banner Coordinating Committee for appropriate development/implementation support. Implementation of new or revised services will be communicated to the campus and, if needed, to the community, via various communication methods.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Strategic Plan Goal 8 - Ongoing Quality Improvement Service Enhancement Projects

What action(s) will you undertake to achieve the goal?

The Office of the Registrar (OR) will be working in depth with Information Systems (IS) to complete many service projects that have been on the project request list for years. The overall project name will be FOREST (Focusing Our Resources on Enrollment Success Today) and has a scheduled timeframe of 18 months. During this period, OR will complete the following projects:

1. Outbound EDI (Electronic Data Interchange). EDI is a well-established method for secondary and post-secondary institutions to transfer academic records electronically. FGCU had hoped to establish EDI procedures in 2000. There are two phases to EDI - inbound and outbound. The outbound process allows institutions to send electronic academic records to other institutions. OR will implement the outbound process.
2. Web Transcript Request with iPayment. Banner has a process that would allow students to request their official transcript via the web and pay the transcript fee with a credit card. In order to activate the process, OR and IS must implement.
3. Automate Cancellation of Enrollment for Non-Payment. By state law, SUS institutions are required to cancel enrollment events for students who have not paid tuition and fees in full by a set date. The process currently is entirely manual and involves both the Cashier's Office (CO) and OR. As the student population grows, it will become more difficult for CO and OR to manage the process in a timely manner. Additionally, the Vice President for Administrative Services formed a group in fall 2004 to review the cancellation and reinstatement processes. The group sent final recommendations to the VP December 2004. The recommendation listed 5 phased revisions to the process. The fifth phase was to automate the cancellation process to enhance service to the campus.
4. National Student Clearinghouse (NSC). NSC is an electronic process that allows FGCU to send and receive files related to student enrollment. The federal Department of Education (DOE) requires all institutions that receive Title IV funding to track and report student enrollment efforts. Institutions can choose which electronic vendor they participate with as long as the reports are received as specified by the DOE. FGCU has used the NSLDS process since opening and is eligible for federal funds. The NSLDS is the electronic vendor created by the DOE. However, the process has many shortfalls. To resolve these issues, FGCU will partner with the NSC to feed all enrollment files to the DOE.
5. Priority Registration. In 2004, the Academic Advising Counsel (AAC) recommended the University implement a method to allow distributed registration by level and classification - priority registration. AAC developed the registration schedule and submitted to Student Data Group (SDG) for approval. The project was approved by SDG for implementation with Spring 2006 registration which will begin October 2005.
6. Improve Printed Academic Transcript. The state requires all SUS institutions to follow a specific format design for the academic transcript. Currently, FGCU is not in compliance. Much of this was due to Banner and the inability to design the transcript to our needs. However, with recent Banner enhancement product, FGCU will be able to create a transcript that will meet the state requirements.

By what means will you assess goal achievement?

By following the established timeline and project checklists for FOREST, OR should be able to meet and complete the selected service enhancement projects.

How will you know if you have successfully attained each goal?

Several members of the OR staff will be involved in the FOREST project to ensure total success. Once all OR projects are ready for testing, focus groups will be established. These focus groups will assist in developing the appropriate communication plan and training development. Once these steps are completed, the service enhancement will be released.

How will the results of the above assessments be used to improve student learning or

services?

As the University continues to grow the student, faculty, and staff community, services will become paramount. Additionally, with the reoccurring budget dilemma, more effective service delivery will be imperative for the office staff to meet demands. Therefore, OR must continually stay in tune with campus, community, and global advancements and when necessary, implement services that enhance the quality and experience of the customer. Assessment results will help by informing these efforts.

Section B

Resources

What additional resources have you requested and received a commitment for during 2005-2006 from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

2004-05 Goal 1 received non-recurring funding to remodel the records room. All other projects for 2004-05 goals were funded by the OR budget.

What additional resource needs do you have for fulfillment of your goals that you wish for consideration from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

No additional funding is needed at this time. However, during the 2005-06 survey and focus group assessments, areas of needs may surface. Additionally, at this time the state has not released new legislation for the 2005-06 year. Depending on final action taken by the state to implement block tuition by July 1, 2005, OR may have to submit a request for additional funding.

Currently Banner does not have the capabilities to manage the block tuition statute as written. Therefore, the passing of the law would require operational and financial shifts in OR. This would require additional staff to manage the tracking of hours used and unused.

Section C

Assessment Plans

What assessments are you planning to conduct during 2005-2006?

The Office of the Registrar will continue to assess how services provided by the office affect the campus and community by establishing surveys and focus groups. These plans offer identification areas of needs or potential enhancement. Additionally, OR will hold staff retreats where the staff participate in tasks that allow for self-assessment both personally and as an office unit. This practice, employed successfully, will direct the revision of the office procedures manual and direct recommendations to AAC, Faculty Senate, and other

administrative offices concerning policy changes.

Section D
Coming Year - Strategic Plan Contributions

- Goal 2
 - Goal 8
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