

Annual Report 2006 - 2007

Part 1

Section A

Unit Information

Unit:

Office of the Registrar

Mission Statement:

As a unit within Academic Affairs, the Office of the Registrar's 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 within Last Year's (2005-2006) Report

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

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

Unit Goal

Goal for 2006-2007

1. Customer Service
2. Service Enhancements

What actions have you taken to achieve this goal?

1. The office will continue student and faculty surveys as well as address service level issues affected by the continued campus growth. Service levels must be maintained at a consistent and quality level, with a satisfaction response rate of at least 75%.

The OR continued to use paper surveys on an "as desired, as needed" basis provided to students at the front counter. In addition, a "Web Transcript Satisfaction Survey" was developed with input from the Office for Planning and Institutional Performance.

OR staff will log monthly service statistics for the supervisors to use in monitoring service levels and possible workload shifts.

Effective from July, 2005, all OR staff have kept monthly statistics monitoring telephone and in-person contacts, as well as routine service requests in order to track heavy usage periods. Plans for automating certain processes are being considered based on the types of requests consuming the most resources, and peak/non-peak periods are assessed to appropriately schedule OPS staff and to plan for future staff enhancements.

2. Banner/Service Enhancement projects will be managed according to the priority assignment received from Student Data Group and Banner Coordinating Committee. The following projects will be implemented, unless priority levels are shifted by administration.

- a. EDI – delayed during 2005-06
- b. Automation of Cancellation Process – delayed during 2005-06
- c. National Student Clearinghouse – delayed during 2005-06
- d. Academic Standing Policy Revision and Banner Testing
- e. SCT Faculty Gradebook
- f. ID Conversion – Policy for Use of UIN and Security of SSN

In October of 2006, a decision was made to modify the goals for this unit as follows: Assessment Criteria and measures were modified to take the focus off of campus surveys and instead focus on monthly service statistics as noted above. In addition, several of the listed projects were removed from the Service Enhancement projects list due to limited resources. These included:

Automation of Cancellation Process (delayed due to Finance and Accounting issues), Academic Standing Policy Revisions (delayed due to Center for Academic Achievement issues), and SCT Faculty Grade Book (delayed due to Information Systems overload). Focus was shifted to make progress on the remaining three projects.

What measures have you taken towards assessment of this goal?

1. As in the past, the Office of Planning and Institutional Planning (PIP) will assist the staff in developing web surveys. Providing paper surveys at the front registration counter and offering faculty focus groups will continue.

Paper and web surveys continued.

The monthly service log will allow appropriate analysis and adjustments within staffing and services areas, as needed.

The monthly service log has been maintained from July 2006 through to the present time and is being used to plan work schedules, schedule automation projects, and plan for future staffing.

2. By following the Banner/Service project timeline and project checklists staff should be able to complete the assigned projects.

Due to limited resources, the project list was reduced to three main projects to ensure consistent progress could be made on those projects.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

1. After adjustments to the Web Transcript Request service, the Web Transcript Satisfaction Survey was re-activated for the period from March to May 2006 and resulted in a 76% satisfaction rate, indicating this implementation was successfully completed.

The purpose of the monthly service log is to track the service rate increase. When the service rate is used to leverage workflow processes and/or shift staff to assist with a specific work load or service increase, the goal is attained, but this will remain as a continuous improvement process.

2. EDI - electronic transmission of academic transcripts. Project selected for 06-07 implementation by Information Systems again after being placed on hold due to technical resources within IS. Current phase of project is to implement outbound transcript feed through the Texas Server. Project is ongoing and will continue through the next goal assessment year.

National Student Clearinghouse (NSC) - electronic process to feed enrollment data to federal government (NSLDS). Project began 2005-2006 but was delayed due to technical resources. Project is once again enroute and is in the final testing phase. Once the First-of-Term report is tested and inputted, project should be complete by November 2007.

ID Conversion and UIN/SSN Policy development - project supporting the migration from SSN usage for student and employee IDs to system generated ID numbers. Policy guidelines have been written and are being reviewed by Banner Coordinating Committee.

Describe how the results of assessments have been used to improve student learning or your department's activities.

1. The log information has been used to document the office's service level increase rates. Each area of service within the office is tracked separately which allows for in-depth analysis concerning the operating budget as well as service rate increases. This information is used to support requests for new and/or increases in recurring resources, identify shifts in service types and levels that may require an adjustment in business processes, or offer information that suggests a need for reorganization of office structure.

2. As Banner/Service projects are rolled out for implementation and then surveyed, the results of the implementation process and survey results help track the success of said implementations and help determine which projects should be scheduled next and how best to plan for that project implementation. Limited resources throughout the department and in supporting departments indicate the importance of careful consideration to the most crucial implementations in order to give those implementations the benefit of maximum resources.

Section C

Program or Service Specific Assessments

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

OR continues to use paper surveys for service assessment.

The Web Transcript Satisfaction Survey was implemented for program specific assessment of the web transcript project.

Monthly service logs were implemented to track service requests and usage periods.

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

Surveys and the monthly service logs were used to monitor how well the Office of the Registrar responds to campus and community needs as well as to plan future projects needed to better support student services.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). 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.)

Ongoing technological and customer service improvements in the Office of the Registrar serve to help meet goals of improved retention and degree production as stated in President's Performance Measure II. Goal: The Student Community.

Part 2

Section A

Unit Goals for Coming Year (2007-2008)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

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

Unit Goal

Goal for 2007-2008

1. Quality Customer Service
2. Service Enhancement Through Office Automation

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

1. Quality Customer Service -The office will re-institute active surveying to ensure that appropriate customer service levels are maintained. OR will investigate enhancements to the paper survey process as well as options for ongoing general online surveys on the website. The Monthly Service Log statistics will be expanded to include qualitative comments as well as quantitative information to point towards areas of improvement needs in customer service.
2. Service Enhancement Through Office Automation - OR will continue with projects instituted in the past year or prior years. These include:
 - EDI - Currently in testing phase
 - National Student Clearinghouse - currently in testing phaseIn addition, a number of office automations which require minimal intervention from Information Systems will be pursued. These include:
 - Graduation Processing - full implementation of Banner processes for graduation processing (i.e. SHAMDEG rolling process)
 - Population Selection - greater use of pop sels to automate manual processes (i.e. pop sels in conjunction with Automated Hold processes)
 - Automation of the Cancellation for Non-Payment processAnd finally, projects will be pursued through Student Data Group which have previously been put on the SDG schedule. This will include:
 - Automated diploma processing
 - Automated e-mail communications
 - improved website navigation

By what means will you assess goal achievement?

1. Quality Customer Service - OR will provide paper surveys at the front counter and compile reports on those surveys at the mid-year and end-of year points. OR will seek assistance from the Office of Planning and Institutional Performance in the development and analysis of web surveys. The Monthly Service Log will be used to measure both quantitative and qualitative service issues.
2. Service Enhancement through Office Automation - As Banner and office automation projects are developed, implemented and tested, those with direct customer service impact will be added into the surveying process, and those intended to enhance office operations will be measured by reduction in processing time.

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

1. Quality Customer Service - Paper and online surveys will be used to assess needed areas of improvement. Once improvements are made to the service area, the service issue will be re-surveyed. Once the problem area receives at least a 75% satisfaction rate the goal will be considered attained. The Monthly Service Log is used to measure changing service needs. When log information is used to change work processes or adjust staffing schedules/responsibilities, the this goal is considered attained.
2. Service Enhancements through Office Automation - As Banner and office automation projects are implemented, improvements to customer service based on those projects will be measured as in number 1, while those projects that are meant to improve office workflows will be considered successes if those work processes are completed in reduced time, and/or if overall office overtime is reduced.

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

1. Quality Customer Service - Surveys and monthly service log tracking will allow the office to track how successful or appropriate the service levels are. Results will then be used to make improvements to these services which will then be analyzed again until service levels reach the appropriate rating.
2. Service Enhancements through Office Automation - As these enhancements are implemented and the results surveyed, results will show improvement in student services, and will point toward opportunities for additional improvements.

What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?

To offset the expected service increases for 2007-2008, the Office of the Registrar has submitted the following position requests in order to: 1) reduce the student/staff ratio, 2) reduce a stressful working environment, and 3) protect against staff burnout by reducing workloads.

- USPS Budget/Office Manager - \$40,000 (or as determined appropriate by HR)
Currently the office does not have a permanent line to support this critical position. The office has hired a qualified individual with appropriate budget and office management experience as a PT OPS worker. However, since the position is PT, the position only manages the budget. Currently, supervisors act as office managers. As workloads increase these supervisors will need to relinquish the office management responsibilities.
- USPS Senior Clerk for Registration - \$25,000
Previously hired as a PT OPS position. Position vacated effective 3/28/07. Due to expected student population increase, this critical frontline position must be converted to a permanent line.
- USPS Office Assistant for Records - \$25,000
Currently hired as a FT OPS position. The position needs to assume grade management, degree application data entry, degree posting, transcript management, and other secured functions.
- A&P Reclassification - Assistant Registrar; Technical & Office Support - \$45,000
Move Coordinator for Banner and Technical Support to Assistant Registrar level which is more in line with current responsibilities.

Section C **Assessment Plans**

What assessments are you planning to conduct during 2007-2008?

The Office of the Registrar will continue to assess campus services to determine effectiveness. Campus surveys will be reinstated for AY 2007-08. These assessments will identify potential areas in need of improvements in relation to a service or an office procedure, or direct a recommendation to the many campus oversight groups such as to Academic Advising Council, Faculty Senate, Banner Coordinating Committee, and other administrative offices. The practice of logging monthly service levels will allow the office to demonstrate resource needs and request adjustments, as needed. Additionally, OR staff will participate in conferences and office retreats that allow for self-assessment both personally and professionally.

Section D **Coming Year - Strategic Plan Contributions**

Goal 2: 2.1, 2.2

Goal 8: 2.1