

Annual Report 2007 - 2008

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 (2006-2007) Report

Strategic Plan Goal

Unit Goal

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

Goal for 2007-2008

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

Quality Customer Service Service Enhancement Through Office Automation

What actions have you taken to achieve this goal?

What measures have you taken towards assessment of this goal?

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

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

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

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.

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

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2007-2008](#). 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.)

Part 2

Section A

Unit Goals for Coming Year (2008-2009)

Strategic Plan Goal

Unit Goal

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

Goal for 2008-2009

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

By what means will you assess goal achievement?

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

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

Section B Resources

What additional resources have you requested and received a commitment for during 2008-2009 from your area VP or the President that is based on your analysis of assessment data for 2007-2008?

Section C

Assessment Plans

What assessments are you planning to conduct during 2008-2009?

Section D

Coming Year - Strategic Plan Contributions