
Program or Service Specific Assessments

Unit: Office of the Registrar

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 services or programs?

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.
