OFFICE of the REGISTRAR 2013-2014 ASSESSMENT REPORT

MISSION

The Office of the Registrar is committed to working with students, faculty, staff, alumni, and external organizations in ensuring the accuracy, integrity, and security of all student academic records, preserving academic integrity, as well as the delivery of quality student-centered services. Our office provides quality services to the University community which includes the confidentiality of student records, registration, enrollment, grade reporting, change of major, veteran’s education benefits, education verifications, graduation, and transcripts.

GOALS

- Collaborate with the Academic Advising and Academic Affairs offices to reduce registration related issues and concerns.
- Streamline the transfer credit evaluation process to decrease the amount of time it takes for the evaluation to be completed from the point where the statement of intent/tuition deposit is received and registration.

DEPARTMENTAL DASHBOARD

- The University’s enrollment has increased an average of 17% since becoming a four year comprehensive university in 2007. Prior to 2007, only upper division (junior/senior) courses were offered.
- In fall 2013, 2,361 students enrolled at the University, which was an 18.2% increase from fall 2012.
- Students using their veteran’s education benefits have steadily increased over the years. From fall 2012 to fall 2013, there has been an estimated 31% increase.
- During the 2012-13 academic year, 349 degrees were awarded and we expect to see a 12% increase in 2013-14.

ASSESSMENT ACTIVITIES 2013-2014

Program Objective 1

By fall 2014 make improvements to the pre-registration process for continuing students based on data collected beginning spring 2014.

Methods and Measures

To determine the type of registration related issues, concerns, and questions students may have, we will develop an in-take chart to log the information received through in-person, phone, email inquiries, and surveys. With this information, we will develop an FAQ informational sheet that will be posted on our website.
and included in the registration guides and mailers to students. Note: We will use the data collected in 2013-14 and compare it 2014-15.

Findings

Conclusions/Status

Program Objective 2

Decrease the transfer credit evaluation and notification process time from 3-2 weeks by fall 2014.

Methods and Measures

The transfer credit evaluation process and notification to students will be reviewed and streamlined. Each week, we will count the number of evaluations processed until the final admission application deadline has passed to determine peak and non peak periods and average number of transcripts processed per student. In the notification process, we will create an informational sheet which will be designed to better assist the student in understanding the evaluation of their credits and how it applies to their degree audit in STAR.

Findings

Conclusions/Status

PlANS FOR COMING YEAR

- Evaluate the instruments used and processes developed for further improvements.
- Improve office efficiency with the implementation of document imaging.
- Explore more opportunities and resources to better serve our veteran student population.