



Findings

During the months of April through August 2014, fall 2014 registration related data was collected (see Table 2). Here are some highlights:

- Similar to the spring 2014 registration period, more than half of the students (59%) who registered preferred calling the office for registration assistance. Next was in-person (34%) and last was by email (7%).
- 30% of inquiries were related to registration errors, which is down 18% from spring 2014. This outcome was expected based on previous registration periods.

Conclusions/Status

The results showed the highest percentage of inquiries was related to registration errors and second was assistance with adding/dropping classes. During the registration process, students are more focused on securing their classes which is probably why the other categories had fewer inquiries.

We also learned from the spring 2014 registration period that phone calls were the primary mode of communication with our office. As such, we ensured that at least 2 full-time staff, in addition to the student workers was available to assist answering the phones during the first two weeks of registration.

Program Objective 2

STAR has been declared the official degree audit for all University of Hawai'i students. As such, all degree and certificate programs must be accurate in STAR, effective immediately.

Methods and Measures

Each degree and certificate program beginning with the 2010 catalog year will be reviewed and updated in STAR to ensure accurate and consistent information is available. The program requirements in STAR will be reviewed in conjunction with the general catalog, and faculty may be consulted as needed. Once updated, the academic advisors will be asked to review the requirements in STAR to double check for accuracy.

Findings

A team consisting of the transcript evaluator, academic advisors, and university registrar conducted a comprehensive review of the programs in STAR. Corrections were made to the program requirements, as well as cleaning up the "look and feel" of STAR (i.e., consistent language, layout of requirements, adding appropriate internet link to assist students who would like to view additional information).

Conclusions/Status

All degree and certificate programs beginning with the catalog year 2010 to present are currently available in STAR for students to view at their convenience. It can be used as a stand-alone and/or in collaboration when meeting with an academic or faculty advisor.

PLANS FOR COMING YEAR

- Improve office efficiency with the implementation of document imaging.
- Explore more opportunities and resources to better serve our veteran student population.



Table 1: Fall 2014 Registration Related Inquiry Log Chart

The Office of the Registrar is requesting your assistance in collecting data to learn more about the different types of issues that arise during the student registration process and how we can improve our services. In the chart below, there are seven categories of common issues that students encounter during the registration process and the different ways in which they seek assistance.

During the fall 2014 registration months of April to August 2014, please use the chart below to track the number of times you have assisted a student with a registration issue/question that “best fits” one of the categories below. You may use ticker/tally marks, check marks, or whatever method that works best for you. After the registration period is over, I will collect these forms. If there are any other categories you feel should be listed, feel free to add them below. If additional space is needed, please print another copy of this form to continue tracking the counts.

APRIL TO AUGUST 2014

	In-Person	Phone	Email
ASSISTANCE WITH ADDING OR DROPPING CLASSES			
REGISTRATION ERRORS (e.g., prerequisite, co-requisite, holds, time ticketing, waitlists, instructor approvals, reserved seating)			
HOW TO REGISTER FOR CLASSES (i.e., first time using MyUH)			
REGISTRATION DATES AND DEADLINE INFORMATION			
REGISTRATION PAYMENT INFORMATION			
FACULTY/INSTRUCTORS (e.g., contact information for an instructor, office hours, etc.)			
COMPLETE WITHDRAWALS AND LEAVE OF ABSENCE			



Table 2: Registration Related Inquiry Log Chart Results– April to August 2014 for Fall 2014

	In-Person	Phone	Email	Totals
Assistance with adding/dropping classes	79	154	16	249
Registration errors (e.g., prerequisites, co-requisites, holds, time ticketing, waitlists, instructor approval, reserved seating)	89	228	20	337
How to register for classes (i.e., first time using MyUH)	50	47	0	97
Registration dates and deadline information	53	87	11	151
Registration payment information	39	48	7	94
Faculty Instructors (e.g., contact information for an instructor, office hours, etc)	49	65	19	133
Complete withdrawals and leave of absence	25	35	3	63
Totals	384	664	76	1,124