

OFFICE OF THE REGISTRAR 2004-05 ANNUAL ASSESSMENT & PLAN

1. MISSION

The mission of the Office of the Registrar is to maintain transcripts, course inventory file and provide information to the students and faculty concerning registration, graduation, probation, academic continuance and ring eligibility.

2. EXPECTED RESULTED

- A. Students are advised of their academic status
- B. Students are registered in a timely manner
- C. Academic advisors are provided necessary information
- D. Recognition as a helpful, accurate office by students, faculty and staff
- E. Responsive to technological changes

3. ASSESSMENT TOOLS

- A. Students are advised of their academic status.
 - 1) Mid-term and final grades are available in PAWS.
 - 2) The following letters are mailed to students meeting selected criteria:
Potential academic discharge letter
Academic discharge letter
 - 3) Academic classification is updated on a regular basis and made available to the students in PAWS
 - 4) Academic status is made available in PAWS
- B. Students are registered in a timely manner
 - 1) 80% of students pre-register. Remaining students are contacted.
 - 2) Prior to the first day of classes, one day is designated for students to meet with their advisor to adjust their schedule as necessary.
- C. Academic advisors are provided necessary information
 - 1) Registration packets are delivered to academic advisors prior to the week of advisement
 - 2) Advisors are provided with academic information on their advisees in web for faculty (PANCHO)
 - 3) SIS and Pancho training is scheduled each semester
- D. Recognition as a helpful, accurate office by the students, faculty and staff
 - 1) The office has a customer-service approach
 - 2) The office has received positive responses
- E. Responsive to technological changes
 - 1) Staff attends conferences and reads materials pertinent to software changes
 - 2) Test and implement new software and recommend up-grades
 - 3) Computer hardware is upgraded as necessary

4. ASSESSMENT RESULTS

- A. All students are advised of their academic status; grades and mailing of appropriate information letters.
- B. Timely registration is exemplified by over 80% of the student population pre-registering with the remaining students advised on appropriate action to solve schedule and financial difficulties. One hundred percent of the students are registered for classes by the first day of classes.
- C. Faculty advisors are provided registration packets prior to the week of advisement. A session of SIS and Pancho training is provided for the faculty each semester.
- D. The office has received positive responses from those we serve.
- E. The office has been progressive in installing new software, scheduling appropriate training, modifying and up-grading current software.

5. MAJOR ACTIONS AND ISSUES

- A. Registration
Students (undergraduate and graduate) who are degree seeking have access to PAWS to register for classes. There are no significant problems with this system.
- B. Graduation
Because grades are due in the Registrar's Office on Wednesday and graduation is on Saturday, there is very little time to meet required deadlines. Temporary increased staffing in the Registrar's Office during this time period will help to reduce this problem.
Students are able to track graduation requirements in PAWS. This has helped to reduce traffic during graduation week, since generally only those graduation candidates who do not meet requirements come by or call for assistance.
- C. Residency
Residency continues to be very time-consuming in spite of the development of an application, which thoroughly addresses residency requirements.
- D. Readmission
Forty-eight students were accepted for readmission for the spring 2005 semester.
- E. Curriculum Changes
The Course Inventory File and degree audits are up-dated when the Academic Board approves changes.
- F. Review of Ring Applications
Ring applications were reviewed to determine eligibility.
- G. Academic Continuance
Academic continuance requirements were reviewed and students were notified of their status.

6. MAJOR GOALS AND OBJECTIVES

- A. Continue to improve Web for Faculty (PANCHO) and Students (PAWS)
- B. Encourage academic department heads to utilize registration controls to increase effectiveness of pre-requisite checking during the registration process
- C. Increase faculty awareness regarding information available to them in Pancho and to students in PAWS

D. Cross-train registrar staff