

Department and Unit Name: Registrar, Financial and Administrative Services

2004-2005 Assessment 5 Column Worksheet

Short College/Strategic Goals Step 1	Administrative Objective/s Step 2	Means of Assessment & Criteria for Success Step 3	Summary of Data Step 4	Use of Results Step 5
5. Efficient and effective administrative and support services.	1: Increase student satisfaction with the overall registration process.	<p>1a. Responses on graduation survey related to overall satisfaction with the registration process will average from 2.7 to 3.5 on a five point scale.</p> <p>1b. The number of complaints in the Registrar's suggestion box will decrease from an average of 53 each semester to approximately 40. No single area of service will receive more than 1/3 of the suggestions each month.</p>	<p>1a. Response time improved to 3.2; however, response of students attending after 7pm remained unchanged at 1.9.</p> <p>1b. The number of complaints increased to an average of 55. Many of the complaints related to computer response time.</p>	<p>1a. Progress noted. Registrar will remain open until 8pm during registration and for first week of classes by rescheduling employees.</p> <p>1b. Installation of new hardware should reduce comments next semester.</p>
Mission Statement				
The Registrar's Office is responsible for processing applications for admission, processing and reporting student enrollment, maintaining registered student records, receiving grades, and the processing of transcript information.	<p>2. Shorten response time for transcript requests.</p> <p>3. Provide accurate class enrollment data.</p>	<p>2a. The average number of days from receipt of transcript requests to posting of response will be reduced to 4.5 to 3.5 days based on a one week sample taken at random each semester. No transcript request will be found to take longer than 5 working days.</p> <p>2b. Over the counter requests for transcripts will be filled within 24 hours as measured one day each month.</p> <p>3a. Student credit hour auditors from the governing board will verify the accuracy of class enrollments each semester reporting "no adjustments required."</p>	<p>2a. Average response time for mail requests was 3.3 days during preceding 12 months. Longest response time found to be 4.5 days.</p> <p>2b. During registration and pre-registration, many over the counter requests were unfilled after 48 hours.</p> <p>3a. In most recent two audits, class enrollment was verified and "no adjustments required."</p>	<p>2a. Staff voted to monitor one more year. Records are being kept regarding high demand time for possible personnel shift.</p> <p>2b. Staff diversion from transcript request service during registration no longer authorized.</p> <p>3a. Due to importance to institutional formula funding, continue to be monitored.</p>