

Office of the Registrar

Student Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on:7/30/2018 12:04:01 PM	By:dian.mitchell@mga.edu
For which department or area are you reporting?	Office of the Registrar
What is the name and MGA email address of the person responsible for this report?	Dian Mitchell dian.mitchell@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Office of the Registrar is a service function within the Directorate of Enrollment Management that is dedicated to continuously serving students, faculty, staff administrators, other institutions, and the community by managing and ensuring the accuracy and integrity of all students' academic records and their rights to privacy. It is our mission to subscribe to the highest ethical principles in our profession and strive to serve with accuracy, honesty, and integrity while upholding policies and procedures in compliance with the University and the Family Educational Rights and Privacy Act (FERPA.)
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Goals: <ol style="list-style-type: none">1. Provide administrative and logistical support for the University, reinforcing its academic policies, maintaining the integrity of its institutional and educational records.2. Demonstrate a philosophy of proactive leadership, collaboration and continual assessment that improves outcomes within the office and throughout the University.
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Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase and enhance student experience with the Registrars Office. Improve Transfer Evolution Processes by reducing the number of transcripts in the evaluation bins and find ways to improve.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Registrar survey was launched University wide. Success was measured when there were Zero to five student IDs remaining in the Evaluation bins prior to the beginning of spring and summer term.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	85% participation. Some overtime was required to prevent bottlenecking in January and June. The implementation of a Priority Evaluation Bin (acceptance could not be determined without a transcript evaluation) was once again successful in preempting bottlenecking of transcripts. In addition, students that could be accepted without a transcript evaluation were placed into a separate Evaluation Needed Bin to expedite the evaluation process. Overall, processes were efficient and timely for all stakeholders.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	1005 except in the on the of January and June were we have a great influx and staff had to work on the weekends to reduce the numbers.
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Review processes and procedures to better accommodate student needs Continued collaboration with Admission and Registrar's Office to maintained timely turn around process of transfer evaluations. The Registrars' Office created a cheat sheet for the Admission Office to assist them with making admit decision before student transcript is evaluated. we continuer to monitor this proses for this upcoming year to assess outcomes. we also learn that we need a transfer evolution team to focus on incoming transfer which we currently do not have the staffing to accommodate. The entire

	<p>process needs to be reassess. we are waiting on our new VIP of enrollment management to hopefully institute this changes.</p>
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Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	50% reduction in ADC report submitted at the required census date
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Error reports that are run during census dates
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	85%
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	60%
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Midterm Census=15% reduction Spring 2018-529 Errors Spring 2017-623 Errors End of Term Census =13% reduction Spring 2018-97 Errors Spring 2017 112 Errors Midterm Census=32% reduction Summer 2018-327 Errors Summer 2018-475 Errors End of term Census=60% reduction Summer 2018-4 Errors Changes made: Increase training to Department

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Graduation Application Data
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Use banner reports to compare data
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% participation.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	755 engagement
Objective 3: Did your department meet this objective?	The department did not meet this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Still reviewing the process. The process is too new to tell. graduation videos is being pushed out to social media to try to encourage students to apply early and help to increase graduation rates.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	NONE
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	None

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>Enhance customer services, Improve web page, improve transfer process and overall processes and procedure.</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>We are in a very good place. Staff is clear on our objectives. We have developed a new service philosophy which will allow the focus to always be on serving the University Community.</p>

Form run:

Tuesday, February 12, 2019

