

Office of the Registrar

Enrollment Management Administrative Unit Assessment FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on:6/27/2019 6:27:15 PM	By:dian.mitchell@mga.edu
For which department or area are you reporting?	Office of the Registrar
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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.	<ol style="list-style-type: none">1. Continues to provide administrative and logistical support for the University, reinforcing its academic policies, maintaining the integrity of its institutional and educational records.2. Continues to demonstrate a philosophy of proactive leadership, collaboration and continual assessment that improves outcomes within the office and throughout the University. FERPA Annual notification compliance-Registrar university wide initiative.3. Continue to create a fully cross functional team in specialized areas.
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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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

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.	The objective was to ensure that policies were clear and to provide students with clarity to prevent student runaround. All draft reviews were revised and implemented. Examples of such policy is the Repeat policy and the Audit policy that now allows students take a course audited in another semester for credit; prior to this change audited courses could not be taken for credit in another semester. This change allowed student to have more choices and clarity.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This was measured by the fact that the barrier has been removed and all students now have the opportunity take courses as an audit and it no longer has a barrier. The policy was rewritten in collobaoration with Academic Affairs and went through the Academic Board Review process and was approved. The policy is now in the student handbook and in the univesity catalog.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% . The target outcome was to remove the barrrier and give access to all student that want to take the opportunity.
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)	100% . The goal was achieved when the polices were passed and students were granted access to exercise their rights.
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?	It confirmed what we already knew that students were experincing runaround because of the lack of clarity as it pertains to some policies. A key example was the audit policy that prevented students from ever taking the class once the class was audited in an even semester. Student can now audit in one semester and then take the class in another term to earn credit. It is postive for the student and MGA.

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.	The target was to have every new hire through collaboration with HR to complete a confidentiality form to comply with FERPA . It is now apart of MGA new orientation paperwork and every new hire now goes through this process. This was developed and implemented.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	HR adopted the process in their orientation process and it is being enforced. 100%.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was to have every new employee be informed of FERPA compliance and have them to sign a confidently form at the time of hire to meet compliance with FERPA. 100%
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)	100%
Objective 2: Did your department meet this objective?	The department met 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?	We learnt that although we were educating the new employees we needed something in place to ensure that existing employees were in compliance with FERPA. FERPA Part B was created as a result of this. FERPA Part B is now on it's way to ensure all existing employee has the same knowlegde as the new hires. A class have been developed and all payed employees are now taking the calss to meet FERPA's annual notification requirement. We will not know the outcome until later this year. This will be an annual process and will be treated the same as the ethics training that is administered here at MGA.

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.	Create a fully cross functional team. All staff will be crossed trained in 1 or more areas.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	All Registrar staff members were required to be cross trained in multiply areas. Sub committee groups in specialized areas were developed (Mydegree, transfer evaluation and graduation team). Weekly meetings were done to view process and procedures and make the necessary adjustment that best serve student needs. We will assess through annual evaluations.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	To assist the university in improving retention by having a more trained staff. 50%
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)	50%. This will be an on going process throughout the next 2-3 years as a result of the Registrar's Office lossing quite a new staff members and had to hire new staff. Only 50% of the staff have been cross trained because we have 6 new staff members that is learning their new roles. Because of the heavy work load and not enough trained staff the new staff member training slowed down to allow the office to try to meet deadlines.
Objective 3: Did your department meet this objective?	The department met 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?	Overall the staff is well educated on MGA policies. No changes to be made but to continue to stay abreast of changes as they occur. We experienced difficulty in completion of services, due to the lack of staffing. We learned that in spit of our best efforts to cross train, nothing can get done until you have the resources needed in this case this was staff. We have hired new staff and contiuous training is on going.

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.	Develop and implement Stop Out Survey
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Stop Out Survey was developed and rolled out in the Spring 2019. We were able to send the survey out to 909 students with an 11.11% response rate.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of development and implementation.
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)	100% - we developed and implemented the Stop Out Survey to get feedback from students. Survey was sent out in Spring 2019.
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?	The take away from this is that we might need to reach out to students earlier than 3 semesters. We should be reaching out to them as soon as the current semester ends in hopes to bring them back as soon as possible. The responses were somewhat disappointed. I had hoped to have more responds.

Future Plans

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.

1. Continue annual FERPA annual notification training to all faculty and staff with 100% participation.
2. Continue cross training efforts with Registrar staff. Cross training at least one job for each staff member this year. Goal is 70% with the current workload.
3. Continue to work to have students apply two semester in advance for graduation; this will help increase graduation rates. We plan to collaborate with Marketing to push out more messages via social media and increase communication for retention to assist with the graduation completion rate. The goal is to have a 10% increase in students that apply early. Data will compare for previous year to check for improvement.

Based on this assessment, please share your thoughts on the current status and future direction of this department or area.

Moving forward we will continue on the same path with the ultimate goal in mind to improve student experience at MGA.

Form run:

Tuesday, January 14, 2020