

Office of the Registrar

Office or Department of Enrollment Management

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

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| <p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p> | <p>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).</p> |
| <p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p> | <ol style="list-style-type: none">1. The Goal is to continue 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. |

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

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| 8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Objectives: 1. Improve Electronic Transcript Services in the Registrar's Office by 10% which will be measured by orders provided through Robo-mail. |
| 9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Robo -mail assessment was done through the number of Rob mail transcript that were process through credential solution to provide 24/7 transcript request access to students. |
| 10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | This process was implemented January of 2020. We do not have comparison data since this was a new process. The assessment is being done on the amount of transcripts processed through Robo mail in comparison to the online student ordering process from pervious years which is used to determine improvement is service. |
| 11. 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% activation of Robo mail. |
| 12. Objective 1: Did your department meet this objective? | The department did not meet this objective. |
| 13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | The overall objective was to give students accessibility to an official transcript without in person contact which reduce the cost of mailings as it pertains to transcript. Student are using it without any issues and it has allowed the staff to focus on working on other student services. |

Objective 2

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| 14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Continue FERPA security and protection training university wide to be measured by participation. |
| 15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | The Objective continues to be measured by the number of employees who actually completed the FERPA training module in D2L and received a certificate of completion. |
| 16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 100 % participation for all employee that receives pay check form MGA. |
| 17. 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) | 95 percent |
| 18. Objective 2: Did your department meet this objective? | The department did not meet this objective. |
| 19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | We are still tweaking this process to eliminate faculty that are no teaching for the upcoming semester but remain on the books to cover last minute addition of classes. As solution has not been put in place yet. |

Objective 3

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| 20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Continue staff cross training to fulfill 5 year plan to be measurement by work completed. |
| 21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Covid-19 had a significant effect on our training over the last 14 months. We were not able to have the Registrar's Office retreat but was not able to have the number of cross training completed due to working remotely (one on one training were done). The time was spent adjusting and adopting new changes to accommodate COVID-19. Job completion was used to assist with measuring training which was done at 65%. |
| 22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 75 percent |
| 23. 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) | 70 percent |
| 24. Objective 3: Did your department meet this objective? | The department did not meet this objective. |
| 25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | Despite our best efforts , it is more difficult to train in a pandemic especially having several staff turn over that need handles in person training. |

Objective 4

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| 26. 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 |
| 27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | N/A |
| 28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | N/A |
| 29. 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 |
| 30. Objective 4: Did your department meet this objective? | The department met this objective. |
| 31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | N/A |

Future Plans

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| 32. Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff. | <p>1. Tutorial Video to be developed to improve services for faculty and staff (automate "I" process, internal tutorial completed on how to create taring video). Update</p> <p>2. Training Manuel for incoming staff and refresher for current staff.</p> <p>3 Ring Central implementation for the Cochran campus to facilitate student needs.</p> |
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Open Box for Assessment Comments

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| <p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p> | <p>Covid-19 continues to impact our training in the area of providing group training and having in person skids to provide real life scenarios with a more interactive approach. We were able to continue one on one training but was not able to train as we had turn over of staff on both the Cochran and Macon campus. We will continue to spent time making the necessary adjustment to become adjusting to campus presence for the fall 2021 semester.</p> |
| <p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p> | <p>Yes, Covid 19 has impacted the assessment cycle because we have multiple staff with underline health issues who had to work remotely which put the office in a situation where we were short on face to face workers. We had some turn over in staffing and it slowed down the training process.</p> |

MGA's Strategic Plan

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| <p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p> | <p>Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Own Student Success 3. Develop academic pipelines and expand degrees, Own Student Success 4. Expand student engagement and experiential learning</p> |
| <p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p> | <p>Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc.</p> |

Other

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| <p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p> | <p>USG momentum year.</p> |
| <p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p> | <p>N/A</p> |