



Unit End of Year Report

Report includes:

- 2015-2016 Annual Goals
- 2015-2016 Assessment Plan
- Key Performance Indicators
- 2015-2016 Points of Pride
- 2016-2017 Annual Goals
- 2016-2017 Assessment Plan

Unit: Registration & Records

Director: Peter Dowe

UNIT OVERVIEW

This section corresponds with Administrative Unit Assessment Document 1

Unit Mission The Office of Registration and Records educates and provides students with all aspects of the registration and student records process.

Is committed to providing the highest level of service in handling all course-related transactions for our students, from their initial registration through their graduation/separation and beyond;

Has the success of our students as its highest priority, not only during their periods of active enrollment, but with any further educational or career-related needs their futures may bring and,

Is committed to ensuring that all of our services are provided in the most timely and efficient manner possible and with the least intrusion on or distraction from their other endeavors.

Alignment with College Mission The Office of Registration and Records supports the mission of the institution through its role of accurate record keeping and data management by producing class schedules, conducting registration, maintaining academic records and student placement folders, producing transcripts, verifying degree audits and assisting with commencement ceremonies. This office assists academic units and students in ensuring compliance to university policies and procedures pertaining to the observance of academic calendars, tests, grading practices and the recording of academic performance.

Unit Functions and Services The Office of Registration and Records is responsible for all functions related to the registration of students, degree conferral, updating and maintaining the program requirements for degree audits, maintenance of the academic transcript, and scheduling of courses. Through these processes, the office strives to provide a foundation for the campus community to achieve the goals set forth within the Matrix that are applicable to the Division of Enrollment Management and Student affairs.

SECTION ONE: 2015-2016 UNIT ANNUAL GOALS

Identify the overall annual goals for the unit

Unit Annual Goals	Outcome/Status
Archiving of Academic Records (Retro- Imaging)	On-going
Course Scheduling Improvements	On-going
FYT's to students about R&R important Dates and Deadlines	On-going

SECTION TWO: 2015-2016 Assessment Plan

Select 3-4 unit goals to comprehensively assess. Section corresponds with the Administrative Unit Assessment Document 2.

Unit Goal	College Mission Alignment: how does this goal support the College's Mission?
Archiving of Academic Records (Retro- Imaging)	Provides alumni with electronic access to academic records

Outcomes and Criteria: identify 2-3 specific outcomes related to goal and criteria for success (3)	Data Sources and Methods: resources and tools used to assess (1, 2)	Assessment Data: summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Provide all alumni with electronic access to academic record. Provide college personnel with access to former students records	Banner BDMS reports	This project was slowed significantly this past year due to vacant positions in the office.

CLOSING THE LOOP

Resources Used: describe what resources (human, financial, etc.) were used to pursue this goal

Student employees scan the documents contained in former students' academic files and full-time support staff index these documents to the individual's electronic record.

Key Findings: list key findings related to unit goal and outcomes (5)

Due to having 2 vacant positions for the better part of the past year, the indexing of documents slowed significantly.

Dissemination/Discussion of Key Findings: how and with whom were key findings shared and what were the results of these discussions (6)

Progress shared with DMST committee and Director of Enrollment Services.

Summary Sentence for EMSA Briefing Book:

The electronic imaging of archived student records is an on-going project that when done will allow former students to access their academic records electronically.

Unit Goal	College Mission Alignment: how does this goal support the College's Mission?
Course Scheduling Improvements (Implementation of EMS)	Optimal classroom assignments enhance the student learning environment and promotes student success.

Outcomes and Criteria: identify 2-3 specific outcomes related to goal and criteria for success (3)	Data Sources and Methods: resources and tools used to assess (1, 2)	Assessment Data: summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Reduce the number of classroom changes requested by faculty. Utilize classroom space appropriately	Count the number of schedule email request. Reports from the EMS System and Datamart	Fewer email requests were received from the previous year asking for room changes. Classroom utilization reports from the EMS system indicated an acceptable distribution of classroom usage across the various time blocks.

CLOSING THE LOOP

Resources Used: describe what resources (human, financial, etc.) were used to pursue this goal

Professional staff in office trained on campus via webinars and through conference attendance (Conference Registration fee waived by vendor)

Key Findings: list key findings related to unit goal and outcomes (5)

The implementation of the EMS system has helped in assigning courses to classrooms.

The EMS system presents information to users in a visually easier to read versus the retired Ad Astra system.

Dissemination/Discussion of Key Findings: how and with whom were key findings shared and what were the results of these discussions (6)

Updates were provided to the Dean's Council during the past years

Unit Goal	College Mission Alignment: how does this goal support the College's Mission?
FYT's to students about R&R important Dates and Deadlines	Increased communication to students regarding upcoming administrative deadlines promotes student success.

Outcomes and Criteria: identify 2-3 specific outcomes related to goal and criteria for success (3)	Data Sources and Methods: resources and tools used to assess (1, 2)	Assessment Data: summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Reduce the number of students dropped from classes for not affirming enrollment. Reduce the number of course adds and withdrawals after the posted deadlines	Datamart Reports run through Hyperion and One-Call-Now Comparative data from previous years.	While more emails were sent to students than the previous year, the number of students dropped from classes was higher. This may be due to a cultural shift from the use of email to text messaging. As the technology for sending messages via text message was implemented, fewer students were dropped.

CLOSING THE LOOP

Resources Used: describe what resources (human, financial, etc.) were used to pursue this goal
Utilized Banner emailing and One Call Now to send communications to students

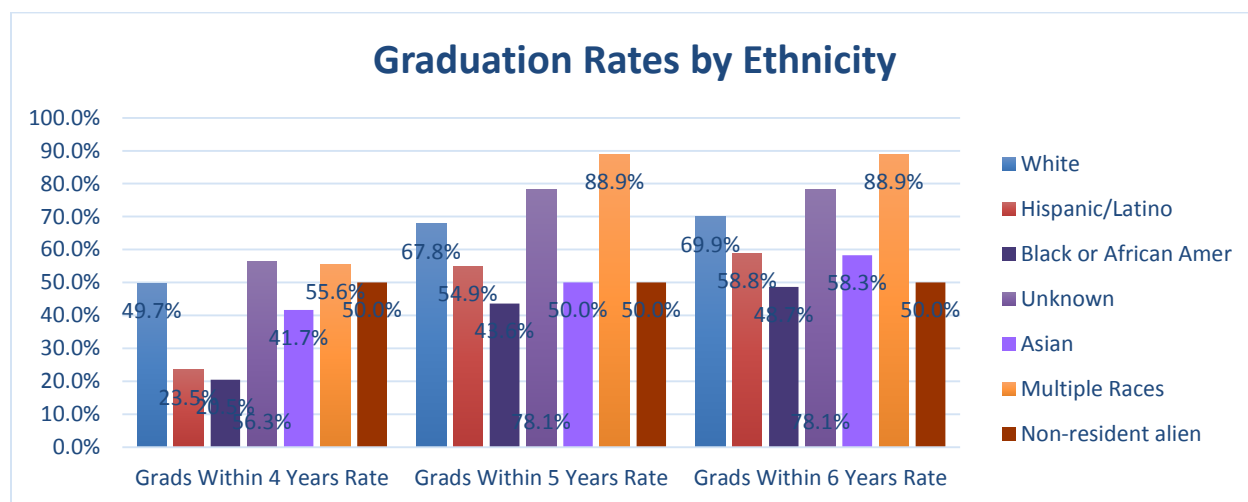
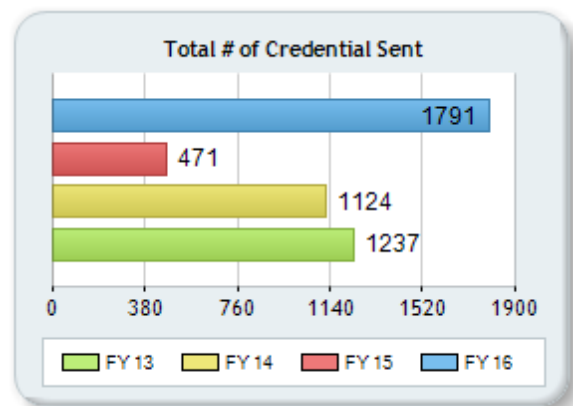
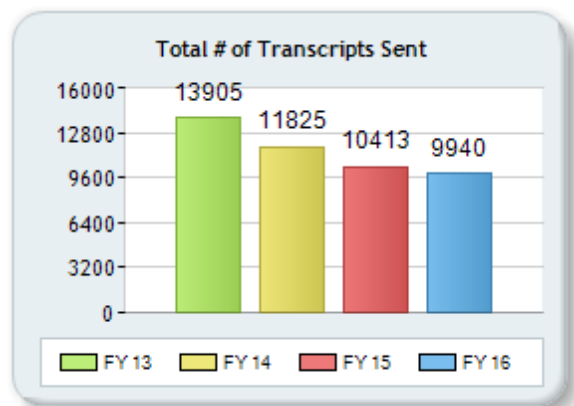
Key Findings: list key findings related to unit goal and outcomes (5)
Students were more likely to respond to text messages than any other form of communication.

Dissemination/Discussion of Key Findings: how and with whom were key findings shared and what were the results of these discussions (6)
Registration and Records staff.

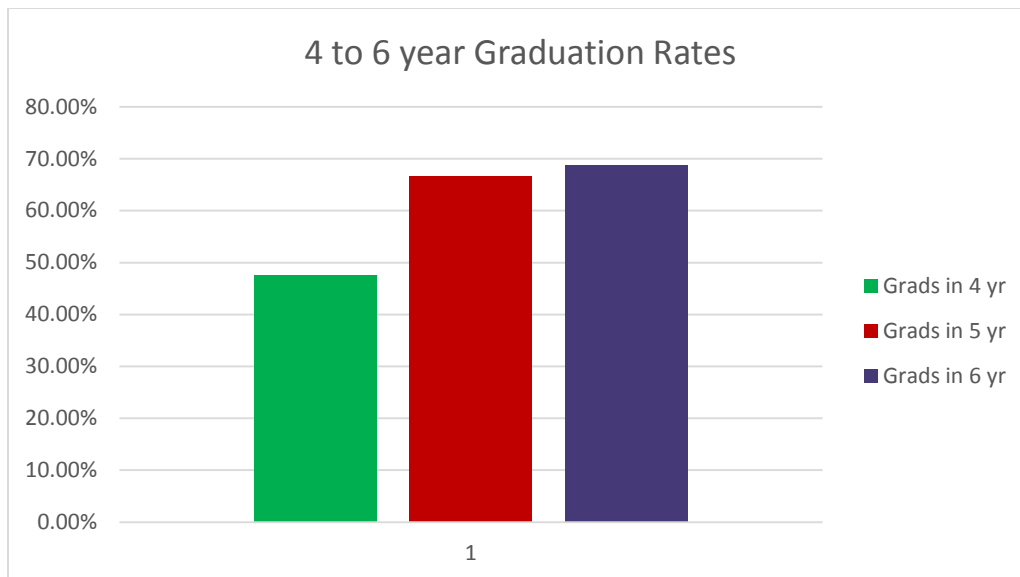
Summary Sentence for EMSA Briefing Book:
Registration and Records is committed to providing the highest level of service and promoting student success.

SECTION THREE: UNIT KEY PERFORMANCE INDICATORS

Using charts from Baseline, display and analyze your key performance indicators



IPEDS Race Ethnicity (first term)	Initial Cohort	Grads Within 4 Years Rate	Grads Within 5 Years Rate	Grads Within 6 Years Rate	4 years grad count	5 years grad count	6 years grad count
White	944	49.7%	67.8%	69.9%	469	640	660
Hispanic/Latino	51	23.5%	54.9%	58.8%	12	28	30
Black or African American	39	20.5%	43.6%	48.7%	8	17	19
Unknown	32	56.3%	78.1%	78.1%	18	25	25
Asian	12	41.7%	50.0%	58.3%	5	6	7
Two or more race	9	55.6%	88.9%	88.9%	5	8	8
Non-resident alien	2	50.0%	50.0%	50.0%	1	1	1



Gender	Initial Cohort	4 years grad count	Grads Within 4 Years Rate	5 years grad count	Grads Within 5 Years Rate	6 years grad count	Grads Within 6 Years Rate
Total	1,089	518	47.57%	725	66.57%	750	68.87%
Female	642	348	54.2%	449	69.9%	458	71.3%
Male	447	170	38.0%	276	61.7%	292	65.3%

SECTION FOUR: 2015-2016 POINTS OF PRIDE AND ACCOMPLISHMENTS

Identify up to 10 points of pride and accomplishments throughout the 2015-2016 year. Where applicable, indicate how the accomplishment aligns with college mission and priorities.

Point of Pride/Accomplishment	College Mission and Priorities Alignment
Implementation of the course scheduling module of EMS	
Continued implementation and roll-out of Degree Works	

SECTION FIVE: 2016-2017 UNIT ANNUAL GOALS

Identify the overall annual goals for the unit

Unit Annual Goals	Action Plan and Timeline
Implement the next phase of EMS – Allowing academic departments to submit schedule updates directly through EMS	Train department chairs and secretaries to use the Campus Planning Interface tool in the EMS system.
Convert all active students to Degree Works so that DARS can be retired.	Move active students from DARS to Degree Works by June 2017.
Develop electronic forms that allow faculty to submit changes for grades, class sections and create/update course in the college catalog	Working with LITS develop the work flow and appropriate approval procedures to meet college polich