

**UNIT EFFECTIVENESS PROCESS
PHASE 1 – ASSESSMENT PLAN for ADMINISTRATIVE OUTCOMES
2006-2007**

Unit Name: Office of Admissions, Records, and Registration

Core Functions

1. To evaluate and admit undergraduate applicants to the university and provide timely communications to these applicants.
 2. To issue official transcripts, certify the enrollment and attendance of students, scheduling classes into the space available, grade recording, grade reporting, awarding of degrees, assist departments by furnishing needed data and other services, and other matters of the student record.
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Intended Outcome 1

Complete the implementation of document imaging including workflow for Admissions.

Related Core Function and/or Planning Priority Strategy

Planning Priority VIII, Goal 2, Objective 2

Action Steps to Achieve Intended Outcome

Realign the front-end of the admissions process to scan incoming documents as they are received by the office. Develop a workflow model to distribute the work to the appropriate staff members. Train staff. Develop a timeframe for which the paper documents can be destroyed.

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

A weekly report will be submitted which compares the application volume in the new year to the previous year. If it is determined the time to process an application is significantly shorter after imaging, the implementation will be considered a success. The timetable will begin when the process changes and carry on weekly throughout the academic year and conclude when Fall semester classes begin. This strategy will be monitored by the Associate Director of Admissions - Processing.

Intended Outcome 2

Establish and evaluate at least two pilots for the electronic delivery of high school transcripts.

Related Core Function and/or Planning Priority Strategy

Planning Priority VIII, Goal 2, Strategy 1

Action Steps to Achieve Intended Outcome

Solicit the participation of at least two local high schools to test with current technology the electronic transmission of the high school transcript from the high school to the University. Work with the Office of Information Technology and the technical staff at the high school to facilitate this endeavor. Test the model. If successful, the high school will agree to this as a permanent process, thus saving time and resources for all parties involved.

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

Assessment will be made based on the success of the transmission process itself and the approval from the high school to implement this as a permanent process. The project will commence in the Fall and a determination of its success or not will be known by the end of Spring 2007 semester. The Director of Admissions, Records, and Registration will be responsible for this activity.

Intended Outcome 3

Develop recommendations regarding the continuation of loading high school course detail to student records.

Related Core Function and/or Planning Priority Strategy

Planning Priority VIII, Goal 2, Strategy 1 AND Planning Priority VIII, Goal 1, Strategy 2.

Action Steps to Achieve Intended Outcome

Determine the ramifications of eliminating the course evaluation process during the review of high school transcripts both internally and externally. Re-define job roles in the admissions processing area to focus less skilled staff on the data entry function and the more skilled staff on transfer student reviews and evaluations. Change admissions requirements rules and Gateway cutoffs to no longer include high school units.

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

Measure the time from completion of applicant file to decision and compare to the past year. Measure this for both incoming freshman and transfer students. If there is a significant time savings with the new process, the activity will be regarded as having been successful. Begin the new process of high school transcripts with

students applying for Summer 2007 and beyond. These applications begin to arrive in the office in September 2006. Continue measurement up until the start of classes. The Associate Director for Admissions - Processing will be responsible.

Intended Outcome 4

Investigate and develop capacity to collect and report current course demand activity during registration.

Related Core Function and/or Planning Priority Strategy

Planning Priority VIII, Goal 3, Strategy 1

Action Steps to Achieve Intended Outcome

Develop an electronic means for monitoring course registration levels during registration periods. Analyze available technologies and choose one to use for the activity or recommend an alternative solution. Develop a reporting construct to be used by departments and staff to monitor course registration levels and is done electronically and not by generated paper reports. Train end-users on how to use the new reporting vehicle and make quicker decisions about course and instructor availability.

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

Success will be measured by the accuracy of the reporting mechanism developed and the usage by both faculty and staff. Feedback will be solicited to help monitor success. A decision will be made in the first couple of months of the Fall 2006 term as to the vehicle to be used for this activity. Construction of the report will be done throughout the winter with testing and training occurring in the Spring 2007 with rollout for the Fall 2007 semester registration period. The Associate Registrar for Curriculum and Graduation will be responsible.

Intended Outcome 5

Investigate and recommend alternatives to current telephone support technology for the unit.

Related Core Function and/or Planning Priority Strategy

Planning Priority VIII, Goal 2, Strategy 1

Action Steps to Achieve Intended Outcome

Begin to research the available phone technologies and how they might enhance the communication experience between staff and student, if and how it is able to work with the student system, and the different costs involved. Draft a proposal to purchase a new telephone system or utilize other new technologies to reach the desired outcome.

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

Assessment will be measured by the ability to find an appropriate technology which can improve our ability to serve students. Phone call activity with a new system can be measured against the current system to determine effectiveness. If the new system provides significantly improved results, the system can be considered a success. Research to identify available technologies will commence in the Fall 2006 term with a proposal for action by the end of the first quarter in 2007. The Associate Registrar for Records Processing & Retention will be responsible.

Intended Outcome 6

Related Core Function and/or Planning Priority Strategy

Action Steps to Achieve Intended Outcome

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
 - *the criteria for success*
 - *the timetable for assessment activity*
 - *responsible persons (by job title, not name) and specific duty*
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Intended Outcome 7

Related Core Function and/or Planning Priority Strategy

Action Steps to Achieve Intended Outcome

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*

Intended Outcome 8

Related Core Function and/or Planning Priority Strategy

Action Steps to Achieve Intended Outcome

Assessment Methodology Description

Include the following:

- *full description of the planned assessment activity*
- *the criteria for success*
- *the timetable for assessment activity*
- *responsible persons (by job title, not name) and specific duty*