



Executive Summary

Annual Assessment Reports: June 1, 2005–May 31, 2006

Unit:	Enrollment and Student Services
Unit Head:	Dr. John Edwards, Vice President for Enrollment and Student Services

Subordinate Units:	Office of the Registrar, GEAR-UP, Student Financial Services, Admissions/New Student Services, College Access and Support Programs, High School to University Programs/University Testing Services, Dean of Students, Banner Implementation, Learning Assistance Center
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Introduction
This Summary reflects the 2 or 3 most significant improvements made in this unit during the reporting period.

Summary

The Division of Enrollment and Student Services has made some significant changes to our processes in order to allow our services to be more efficient and effective for students. Many of the changes were made based on feedback from students as well as business experts. Important improvements made during FY06 include:

- ✧ The Entering Freshmen orientation has been modified from a one day to a two day event. Based upon the orientation consultant's report, Dr. Berri O'Neal, the format for orientation has been modified to allow for a more interactive orientation including more time for advisement. As a result of the format change to orientation, more personalized attention during registration and advisement is given to students and students have a better understanding of payment options.

- ✧ Implement on-line services to enhance office operations & improve customer service. An on-line student survey conducted by Student Financial Services showed that 65.9% of the students surveyed feel that the lines in the Financial Aid office are too long. Part of the problem with lines concerned the number of UTPA students being selected by the Department of Education (DOE) for verification. While the normal percentage of students selected should have been approximately 33%, our numbers were ranging upwards to 48%, resulting in slow response times and long lines. Working with DOE, Student Financial Services implemented the DOE quality assurance program to reduce the number of files selected for verification to expedite the processing time for students and stream-line office operations. Student Financial Services, through the use of the survey, pinpointed a problem area and consulted with DOE for a solution, reduced verification numbers from 48% to 20% and has begun to rectify both slow responses and long lines. File completion and aid awarding has increased by

- ✧ Because of repeated students' complaints and discussions with SGA and a student survey by the Registrar's Office, the Division of ESS extended office hours beginning Fall 2005 continuing through Spring 2006. Office hours for many ESS departments were extended to 7:00pm in the evenings, M-TH to accommodate service needs of nearly 7,000 students who attend classes after 5:00pm.

- ✧ Implemented online (WEB based) faculty submission of grades:

During the Fall 2005 semester the Registrar's Office selected a focus group of faculty to work with and aid in the implementation of "WEB for Faculty" electronic grade submission. The success of working with this pilot group of faculty let to full implementation of the electronic grade submission process for 100% of UTPA classes in Spring 2006. This implementation reduced the workload for faculty, the Registrar's Office staff and caused students' grades to be available in a shorter timeline.

- ✧ The establishment of the UTPA Parent and Family Association will help to inform, educate, and empower Parents and family members so that they may in turn assist the many 1st generation students.
The 12-member advisory board has adopted a constitution and meets monthly and currently there are 385 parent members who have submitted registration cards., The goal was 100 parent members. The Parent and Family Association has

assisted with GEAR-UP “Las Platicas” academy and with parent-family orientations Summer 2006.

- ★ The Advising Center’s FY06 goal for advising the TSI-affected population was to increase the number of student visits to the center by 10%. The Advising Center increased the number of student visits by 14.92% to 7,304 students. 100% of TSI-affected population is advised each semester.