

Administrative and Educational Support Report

Office of the Registrar

**Annual Action Plan
Annual Assessment Report**

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: Office of the Registrar

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Enrollment and Student Services **Unit Head:** William L. Morris

Unit Mission: The primary mission of the Office of the Registrar is to provide support services to university students, staff and faculty to insure educational goals are achieved and to support the internal and external overarching goals of increasing student access, success, retention, and graduation rates.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion

Division Objective: Provide incentives, programs, and support services that promote student engagement, empowerment, and success.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Expand and enhance support services to departments that advise students. (1)	Expand use of technology to disseminate information (i.e. TSI information).	TSI information added to Registrar’s & ASSISTS websites by March 1, 2007.	Information added to website. Satisfaction by users with the information added to website will be measured by a survey to be conducted the end of April, 2007	
	Expand training opportunities for faculty (i.e. Web for faculty, Early Warning System,	Add three Online training programs added to Registrar’s website & “Web for” products by June.	Training programs added to websites will be used to establish a baseline in FY07 A survey of faculty will be conducted at end of April 2007 to determine their	

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	Online grading).		satisfaction.	
	Maintain degree audit so it is current and accurate.	Department review of existing degree plans.	50 %'Percentage of degree plans "re-certified" annually.	
	Implement pre-requisite checking.	College of Science and Engineering course pre-requisites implemented by October 2006.	Pre-requisites available by March.	None.
	Ensure sufficient staff is manning the front counter during peak periods.	"Back-up buzzer" installed at the front counter results in "back-up" staff promptly moving to the front counter to assist with lines.	Line of students waiting to be served not to exceed 12 students.	None.
	Monitor walk-in traffic to ensure sufficient staff is available to serve students.	Use historical walk-in traffic counts to schedule staff to serve students during peak periods.	Traffic counter on door to monitor traffic; Several year's historical data has been gathered and is used to schedule staff availability during peak periods.	None.
	Promoting incentives for students to graduate on a timely basis, such as the \$1000 rebate, information on 3peats and 45hr/30 hr rules.	Increased number of prospective graduates applying for the \$1000 rebate; Reduced numbers of students affected by 3peat and excessive hour rules.	Using the 2004-2005 as the baseline data Compare number of \$1000 rebate applicants and number of qualified recipients to previous "like" terms; compare number of students penalized by 3peat and excessive hour's rules to previous terms. Comparison will show an increase in the number of rebate applicants. Comparison will show a decrease in the number of	None.

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			<p>students affected by 3peat and excessive hour rules.</p> <p>From the April survey of students data establish a baseline of students' knowledge of these regulations.</p>	
COME BACK TO UTPA Campaign	Cohort group-	In good standing, able to graduate with their EF cohort, no registration holds, TSI clear	# students who returns and registers and graduates with his EF cohort	Postage and advertising dollars
	Broad Approach	In good standing, no registration holds, TSI clear	# student who returns and registers	Postage and advertising dollars



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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Expand and enhance support services to departments that advise students. (1)	TSI information added to Registrar’s & ASSIST websites by March 1, 2007.	Information added to website. Satisfaction by users with the information added to website will be measured by a survey to be conducted the end of April, 2007	TSI brochure was added to Registrar’s web site. Survey delayed until late October	Students are better informed when they come into office about TSI having read the brochure prior to meeting with TSI Coordinator.
	Add three Online training programs to Registrar’s website & “Web for”	Training programs added to websites will be used to establish a baseline in FY07 A survey of	Survey will be conducted in late October/early November	Programs added were Degree Audit for Faculty & Advisors;

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	products by June.	faculty will be conducted at end of April 2007 to determine their satisfaction	to allow faculty a regular term to experience the training programs. Survey delayed until late October	Degree Audit Tutorial for Staff; and Class list download Tutorial for faculty. The ad hoc comment have been very favorable
	Department review of existing degree plans.	50 % of degree plans “re-certified” annually.	Add two new degrees and reviewed and updated fourteen other degree programs. Working with College of Education undergraduate programs to go paperless	Will be recoding all degree programs late fall early spring in the new CAPP format used by Banner.
	College of Science and Engineering course pre-requisites implemented by October 2006.	Pre-requisites available by March 2006 for Summer and Fall 06 registration. TSI pre-requisites were also brought live	The number of TSI students needing placement in labs were 714 in Summer 1 2006 as compared to 1240 in Summer 1 2007; indicates the pre-requisites are stopping them from registering in courses for they are not TSI qualified.	This permits more time to be spent with students who come in with TSI related questions. Reduce the hours spent in the evening and on weekend trying to contact students ineligible to be enrolled in certain classes.
	“Back-up buzzer” installed at the front counter results in “back-up” staff promptly moving to the front counter to assist with lines.	Line of students waiting to be served not to exceed 12 students.	During busy times the permanent counter staff may unobtrusively request additional staff from the back office.	Allows back office personnel to work their regular job except when they are really needed. This

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			This has helped keep the line to a minimum.	has increased overall productivity of the office.
	Use historical walk-in traffic counts to schedule staff to serve students during peak periods.	Traffic counter on door to monitor traffic; Several year's historical data has been gathered and is used to schedule staff availability during peak periods.	Identified six periods during the year when traffic peaks. High peak days are like first day of class, drop for non-payment day.	During these peak periods vacations are not normally approved. On high peak days, a doctor's excuse is required to be out sick.
	<p>Increased number of prospective graduates applying for the \$1000 rebate;</p> <p>Reduced number of students affected by 3peat and excessive hour rules.</p>	<p>Using the 2004-2005 as the baseline data compare number of \$1000 rebate applicants and number of qualified recipients to previous "like" terms; compare number of students penalized by 3peat and excessive hour's rules to previous terms. Comparison will show an increase in the number of rebate applicants. Comparison will show a decrease in the number of students affected by 3peat and excessive hour rules.</p> <p>From the April survey of students data establish a baseline of students' knowledge of these regulations.</p>	<p>Compared to the 46 who applied in the baseline 05 there was a 19% increase to 119. The number who qualified dropped by 29%</p> <p>The number of student affected by the 3peat rule has dropped from at total of 1656 the baseline year of FY05 to 1524 for FY07, which is nearly a 8% decrease. This reduction is caused by the additional fee of \$100 per hour and the warnings we send them whenever they repeat a course</p> <p>The excessive hours group of student are divided into three groups :Approaching(within 30</p>	<p>The encouragement to get AP credit is working against students because after 9 hours it can hurt and easily disqualify them. Also a larger number of transfer students are graduating and often have more than 3 hours not used towards their degree</p> <p>Use survey results to determine best way to inform students of these relationships</p> <p>Student is informed of these items during counseling and advising: The</p>

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			<p>hours)FY06:-1481 to FY07 1295 decrease 112.% Will Exceed this semester: FY0- 114 to Y04 67 decrease 41.3% Exceeded: Y05 394 to FY07 36 a decrease of 17.3%.</p> <p>Survey delayed until late October</p>	<p>students in the approaching group are sent letters and ask to come into the URAP advisors so their complete degree program many be updated with double major and minors.</p>
.COME BACK TO UTPA Campaign. (2)	Group 1:In good standing, able to graduate with their EF cohort, no registration holds,TSI clear	# of students who return and register and graduate with their EF cohort	Spring 2007 we invited 494 and 76 returned and registered for an average of 12.4 semester credit hours	Will attempt to include a letter from major advisor/chair or dean and continue the campaign each regular term.
	Group 2:In good standing, no registration holds,TSI clear	# students who return and register	Spring 2007 invited 1190 to return and 159 or about 13% did registering for 10.6 semester credit hours on average	Although the numbers are low the cost and effort is minimal so we will continue this effort of each regular term.