

Administrative and Educational Support Report

Registrar

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008

Assessment Plan

UTPA

Admin - Registrar

Admin - Registrar

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.

Division: Division of Enrollment and Student Services

AES Intended Outcome: Expand quality and quantity of services

Improve the quality and variety of services and expand the time and location these services are available.

AES Outcome Type: AES - Fiscal Year 2008
AES - Fiscal Years 2009 - 2011

Start Date: 06/01/2008

End Date: 05/31/2011

AES Outcome Status: Active/Ongoing

- Strategies:**
1. With the conversion to SunGard's Banner Student Information System. We expect the Student Information System should with few exceptions be available 24 hours a day, 7 days a week, 52 weeks a year.
 2. With the implementation of Banner nearly complete, we begin the Upgrade to Version 8, which will provide additional functionality such as: Manageable "Waitlisting of classes, course drop restrictions on special populations such as athletes, veterans, and foreign students; and legible registration error messages.
 3. Continue Implementation of prerequisite checking for all colleges and use CAPP to control the ones previously too complicated for the base system.
 4. Provide customer service training for all Office of the Registrar's staff, especially the front counter service agents who assist over 188,000 individuals during the course of a year.
 5. Implement "Managed Reporting" which allows faculty and staff to run standard reports from their desktop on their schedule.
 6. Provide hands-on training and User documentation for faculty and staff.
 7. Centralized room scheduling.

Means of Assessment			
AES Assessment Method	Criterion for Success	Schedule	Active
Obtain number of students that dropped classes once they attend due to the lack of prerequisites for the course.	Reduction in number of students who have to drop a class once they attend and the instructor tells them they do not have the prerequisites for the course.		Yes
In the Spring 09 we will survey a sample of students(1,700), faculty(100) and staff(100) to determine their opinions, satisfaction level, and suggestions for the new Banner Student Information System.	With a return rate of 20-25% the survey will be considered a success. We will use information gathered to make changes to and to fine tune the Banner system to better serve the needs of our public.		Yes
The number of complaints or compliments received. The results of the mass survey done each regular semester. The results of Noel-Levitz Survey done every other year by Student Affairs	Improvement of Satisfaction and reduction of the dis-satisfaction of the students, faculty, and public who are served by our office.		Yes

Means of Assessment			
AES Assessment Method	Criterion for Success	Schedule	Active
Number of staff training credits for year.	Each employee will attend at least one training event each year. Counter Service clerks shall attend two or more events.		Yes
Number of reports available to faculty and staff in the "Managed Reporting System".	Addition of at least five reports each semester		Yes
Number of training credits provided to faculty and staff.			Yes
Number of procedures added to online procedures manual			
Calculate room utilization rate	Room utilization rate greater than THECB standards		Yes
Number of classes without an assigned room	Number of classes without assigned room a week before classes begin should be approaching zero		

Related Goals/Objectives

07 - 12 UTPA Six Goals

- * Goal 6 - Effectiveness and Efficiency - Goal 6: Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division of Enrollment and Student Services Objectives

- * Goal 1 - Quality Education - 1b. Provide incentives, programs, and support services that promote student engagement, empowerment, and success.

AES Intended Outcome: Increase Enrollment and Graduation Rate

We will increase enrollment and earlier completion of degree requirements.

AES Outcome Type: AES - Fiscal Year 2008
AES - Fiscal Years 2009 - 2011

Start Date: 06/02/2008

End Date: 05/31/2011

AES Outcome Status: Active/Ongoing

- Strategies:**
1. The "Back to UTPA" campaign will be continued; students who have stopped out within a year will be encouraged to return to UTPA and informed of the UTPA advantage program.
 2. CAPP programs (degree audit) programs have been written for all the new 120 hour degree programs and certifications.
 3. We will be creating CAPP programs from previous catalogs so the programs within the seven year limit will be available to the student, advisor, department chairs and deans.
 4. Early Fall 2010 we will launch a major campaign to get students and advisors to beginning using CAPP as soon as the student begins their post secondary career.
 5. Proactively insure students have applied for graduation upon completion of 90 hour and that they have run a recent CAPP for their program of study.
 6. Track a variety of cohorts to determine if we can identify specific traits which will predict services needed by students to help make them successful.

Means of Assessment			
AES Assessment Method	Criterion for Success	Schedule	Active
Number of stop-out students from this campaign that re-enroll at UTPA (short-term); and number of stop-out students who graduate on a timely basis (long-term; based on cohort population)	Increase the number of students returning to continue their education at UTPA and advancement toward degree		Yes

Means of Assessment			
AES Assessment Method	Criterion for Success	Schedule	Active

completion

Related Goals/Objectives

07 - 12 UTPA Six Goals

- * Goal 6 - Effectiveness and Efficiency - Goal 6:Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division of Enrollment and Student Services Objectives

- * Goal 1 - Quality Education - 1a. Increase undergraduate retention and graduation rates.

FY08 AES Assessment Results Report

UTPA

Admin - Registrar

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.

Unit Head: William Morris

Division: Division of Enrollment and Student Services

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Registrar - Expand quality and quantity of services - Improve the quality and variety of services and expand the time and location these services are available.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p>	<p>Assessment Method: Obtain number of students that dropped classes once they attend due to the lack of prerequisites for the course.</p> <p>Criterion for Success: Reduction in number of students who have to drop a class once they attend and the instructor tells them they do not have the prerequisites for the course.</p>		
<p>Start Date: 06/01/2008</p> <p>End Date: 05/31/2011</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. With the conversion to SunGard's Banner Student Information System. We expect the Student Information System should with few exceptions be available 24 hours a day, 7 days a week, 52 weeks a year.</p>	<p>Assessment Method: In the Spring 09 we will survey a sample of students(1,700), faculty(100) and staff(100) to determine their opinions, satisfaction level, and suggestions for the new Banner Student Information System.</p> <p>Criterion for Success: With a return rate of 20-25% the survey will be considered a success. We will use information gathered to make changes to and to fine tune the Banner system to better serve the needs of our public.</p>	<p>09/05/2008 - Pending execution of survey of students, faculty and staff.</p> <p>Result Type: Inconclusive</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified Retain the Banner Programmer/Analyst</p>	<p>09/05/2008 - Pending evaluation of survey.</p>
<p>2. With the implementation of Banner nearly complete, we begin the Upgrade to Version 8, which will provide additional functionality such as: Manageable "Waitlisting of classes, course drop restrictions on special populations such as athletes, veterans, and foreign students; and legible registration error messages.</p> <p>3. Continue Implementation of prerequisite</p>	<p>Assessment Method: The number of complaints or compliments received.</p> <p>The results of the mass survey done each regular semester.</p> <p>The results of Noel-Levitz Survey done every other year by Student Affairs</p>		

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
control the ones previously too complicated for the base system.	Criterion for Success: Improvement of Satisfaction and reduction of the dis-satisfaction of the students, faculty, and public who are served by our office.		
4. Provide customer service training for all Office of the Registrar's staff, especially the front counter service agents who assist over 188,000 individuals during the course of a year.	Assessment Method: Number of staff training credits for year.		
5. Implement "Managed Reporting" which allows faculty and staff to run standard reports from their desktop on their schedule.	Criterion for Success: Each employee will attend at least one training event each year. Counter Service clerks shall attend two or more events.		
6. Provide hands-on training and User documentation for faculty and staff.	Assessment Method: Number of reports available to faculty and staff in the "Managed Reporting System".		
7. Centralized room scheduling.	Criterion for Success: Addition of at least five reports each semester		
	Assessment Method: Number of training credits provided to faculty and staff.		
	Number of procedures added to online procedures manual		
	Assessment Method: Calculate room utilization rate		
	Number of classes without an assigned room		
	Criterion for Success: Room utilization rate greater than THECB standards		
	Number of classes without assigned room a week before classes begin should be approaching zero		
Admin - Registrar - Increase Enrollment and Graduation Rate - We will increase enrollment and earlier completion of	Assessment Method: Number of stop-out students from this campaign that re-enroll at UTPA (short-	05/05/2008 - There were two "Back to UTPA" initiatives one for students who still had the opportunity to graduate with their original cohort.	

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>degree requirements.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/02/2008</p> <p>End Date: 05/31/2011</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1.The "Back to UTPA" campaign will be continued; students who have stopped out within a year will be encouraged to return to UTPA and informed of the UTPA advantage program. 2. CAPP programs (degree audit) programs have been written for all the new 120 hour degree programs and certifications. 3. We will be creating CAPP programs from previous catalogs so the programs within the seven year limit will be available to the student, advisor, department chairs and deans. 4. Early Fall 2010 we will launch a major campaign to get students and advisors to beginning using CAPP as soon as the student begins their post secondary career. 5. Proactively insure students have applied for graduation upon completion of 90 hour and that they have run a recent CAPP for their program of study. 6. Track a variety of cohorts to determine if we can identify specific traits which will predict services needed by students to help make them successful. 	<p>term); and number of stop-out students who graduate on a timely basis (long-term; based on cohort population)</p> <p>Criterion for Success: Increase the number of students returning to continue their education at UTPA and advancement toward degree completion</p>	<p>Of this group 494 individuals were contacted and 96 enrolled for a total of 1,188 SCHs, resulting in tuition of \$115,271 being collected. This initiative was done at a cost of \$190.71 for postage, letterhead and envelopes. These students were motivated to come 'Back to UTPA' for less than \$2.00 each.</p> <p>Over the past eight terms we have done this project have enrolled 315 students and of these 69 have graduated with their original cohort, turning them from drop outs to graduates.</p> <p>The second initiative was anyone else in good standing that had attended in the past two years. Of this group 1,190 were invited and 231 registered for 2,224 SCHs resulting in \$386,111 in tuition collected. Our cost for this initiative was \$456, again the cost per student enrolled was less than \$2 each.</p> <p>Between the two projects over \$500,000 of revenue was collected and this does not include any impact on formula funding generated should they remain enrolled during the base period.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	