

Unit Assessment Report - Four Column

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.

Division: Division of Enrollment and Student Services

AES Intended Outcomes	Means of Assessment & Criteria for Success / Strategies	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Registrar - Provides support services - Provide the support services to students, faculty and staff to insure educational goals are met in a timely manner.</p> <p>AES Outcome Types: AES - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/02/2008</p> <p>End Date: 05/31/2011</p> <p>AES Outcome Status: Active/Ongoing</p> <p>Strategies:</p>	<p>AES Assessment Method: The number of course substitutions at time of graduation will be reduced. The number of students with excess hours will decline.</p> <p>Criterion for Success: Number of students graduating with the minimum number of hours will increase and the number of courses that do not count towards their degree will decline. Numbers for each of the items will be generated after each graduation (May, July, August and December) and compared to previous graduations</p>	<p>10/12/2009 - Fall 2008 - Summer 2009 - The legacy student system did not have the capability to store substitutions. With the new Banner Student System, substitution will now be available for term comparisons. The efforts of this initiative were transitioned to the University Retention Advisement Program (URAP) within the Academic Affairs Division.</p> <p>Result Type: Inconclusive</p> <p>Result Status: Loop Closed</p>	<p>10/12/2009 - Fall 2009 - Summer 2010 - A substitution workflow is also being developed to process substitutions in an efficient and timely manner. Decline in substitutions due to CAPP programs available to advisors, faculty and students in ASSIST.</p>
<p>CAPP programs(degree plans) written for all undergraduate programs(new 120 hour programs) and certifications. They will be available for advising during the Fall 08. Meet with department chairs and deans to review each of the programs and to have each program certified by them. Programs for previous catalogs will be written so that they are available for all programs within the seven year limit. Each year current programs will be reviewed and certified by the respective chair and dean.</p>			
<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>AES 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</p>	<p>10/12/2009 - Fall 2008 - Summer 2009 - The assessment of this initiative is not feasible.</p> <p>Result Type: Criterion Not Met</p> <p>Result Status: Loop Closed</p>	<p>10/12/2009 - Fall 2009 - Summer 2010 - Complete entry of prerequisites for all courses.</p>

AES Intended Outcomes	Means of Assessment & Criteria for Success / Strategies	AES Assessment Results	Use of Result & Follow-Up
AES Outcome Types: AES - Fiscal Year 2008 AES - Fiscal Years 2009 - 2011 Start Date: 06/01/2008 End Date: 05/31/2011	to drop a class once they attend and the instructor tells them they do not have the prerequisites for the course.	10/12/2009 - Fall 2008 - Summer 2009 - The assessment of this initiative is not feasible. Result Type: Criterion Not Met Result Status: Loop Closed	10/12/2009 - Fall 2009 - Summer 2010 - Complete entry of prerequisites for all courses.
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.	AES 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. 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.	10/12/2009 - Fall 2008 - Summer 2009 - Survey was not conducted. Result Type: Criterion Not Met Result Status: Loop Closed	10/12/2009 - Fall 2009 - Summer 2010 - Online survey will be conducted.
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.	AES Assessment Method: 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 Criterion for Success: Improvement of Satisfaction and reduction of the dis-satisfaction of the students, faculty, and public who are served by our office.	10/12/2009 - Fall 2008 - Summer 2009 - No data available. Result Type: Criterion Not Met Result Status: Loop Closed	10/12/2009 - Fall 2009 - Spring 2010 - Need to find other source for identifying student/faculty/staff satisfaction.
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	AES Assessment Method: Number of staff training credits for year. Criterion for Success: Each employee will attend at least one training event each year. Counter Service clerks shall attend two or more events.	10/12/2009 - Fall 2008 - Summer 2009 - Departmental resources do not allow for each employee to attend outside training opportunities. Training needs to be identified and assessment revised. Result Type:	10/12/2009 - Fall 2009 - Summer 2010 - Review training needs and identify opportunities for training.

AES Intended Outcomes	Means of Assessment & Criteria for Success / Strategies	AES Assessment Results	Use of Result & Follow-Up
documentation for faculty and staff.		<p>Criterion Not Met Result Status: Loop Closed</p>	
7. Centralized room scheduling.	<p>AES Assessment Method: Number of reports available to faculty and staff in the "Managed Reporting System".</p> <p>Criterion for Success: Addition of at least five reports each semester</p>	<p>10/12/2009 - Fall 2008 - Summer 2009 - At least 20 reports are available for faculty and staff to obtain information containing class rosters, class sizes, course availability, course cancellations, grade distributions, waitlisting, etc.</p> <p>Result Type: Criterion Met Result Status: Loop Closed</p>	<p>10/12/2009 - Fall 2009 - Summer 2010 - Continue the development of reports in the Managed Reporting System.</p>
	<p>AES Assessment Method: Number of training credits provided to faculty and staff.</p> <p>Number of procedures added to online procedures manual</p>	<p>10/12/2009 - Fall 2008 - Summer 2009 - Offered 22 training sessions to faculty and staff with approx. 240 in attendance. Developed 10 procedural manuals that are located on line and available to faculty and staff including grading instructions, managed reporting manuals, etc.</p> <p>Result Type: Criterion Met Result Status: Loop Closed</p>	<p>10/12/2009 - Fall 2009 - Summer 2010 - Continue to provide training to faculty and staff on a bi-weekly basis.</p>
	<p>AES Assessment Method: Calculate room utilization rate</p> <p>Number of classes without an assigned room</p> <p>Criterion for Success: Room utilization rate greater than THECB standards</p> <p>Number of classes without assigned room a week before classes begin should be approaching zero</p>	<p>10/12/2009 - Fall 2008 - Summer 2009 - UTPA's classroom utilization rate is now at 40.61 avg hours/wk, an increase from the THECB minimum standard rate of 38. Approx. 22% of courses had unassigned rooms in FY 2008/2009.</p> <p>Result Type: Criterion Met Result Status: Loop Closed</p>	<p>10/12/2009 - Fall 2009 - Summer 2010 - Continue to monitor classroom utilization.</p>
Admin - Registrar - Increase Enrollment and Graduation Rate - We will increase enrollment and earlier completion of degree requirements.	<p>AES Assessment Method: 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);</p>	<p>10/12/2009 - Fall 2008 - Fall 2009 - The efforts of this initiative were transitioned to the University Retention Advisement Program (URAP) within the Academic Affairs Division.</p>	<p>10/12/2009 - Fall 2009 - Fall 2010 - Remove from future assessments.</p>

AES Intended Outcomes	Means of Assessment & Criteria for Success / Strategies	AES Assessment Results	Use of Result & Follow-Up
<p>AES Outcome Types: AES - Fiscal Year 2008 AES - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/02/2008</p> <p>End Date: 05/31/2011</p> <p>AES Outcome Status: Active/Ongoing</p> <p>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.</p>	<p>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>Result Type: Inconclusive</p> <p>Result Status: Loop Closed</p>	