



## Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Enrollment Management

Person Responsible: Robert Austin

Department of: Office of the Registrar

Person Responsible: Diane Brice

Purpose Statement: \_\_\_\_\_

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Improve communication between Registrar's Office and all clients	<p>1. A) After modifying advertising campaign, there will be a 20% increase in the number of candidates for graduation applying during the scheduled time as compared from Fall 2005 to Fall 2006.</p> <p>B) After posting room scheduling procedures on the Registrar's Office webpage, faculty and staff will follow these procedures which will result in fewer than 5 reported problems in Spring 2006 and Summer 2006.</p>	<p>1. A) <math>x = \# \text{ graduates } 2005\text{FA}</math> <math>y = \# \text{ graduates } 2006\text{FA}</math> <math>\% X x = y</math> <math>x = 302</math> <math>y = 348</math> <math>15.23\% \times 302 = 348</math></p>	<p>1.A) While we did see an increase in the number of graduates applying, it was not the 20% increase we had hoped for. We will continue to modify our communication to students to meet this 20% increase over Fall 2005.</p>

<p>2. Improve understanding in the procedures and differences between Academic and Continuing Education courses.</p>	<p>2. A)After reading procedural instructions for CE registrations from the Registrar's Office website, departments and staff will submit CE registrations within one week of the first class meeting which will result in a 10% decrease in requests for enrollment status as compared to the 2<sup>nd</sup> Quarter 2005.</p> <p>B) After publishing the differences between CE and Academic courses on the Registrar's Office webpage, students who have questions will be directed to the webpage and 20% of students who complete the web survey will report that they understand the difference between CE and Academic Courses.</p>	<p>2.A)</p>	<p>2.A) No procedures were put on the Registrar's Office website. Meetings were held with individual departments to try to communicate the information. This is not an objective that the Registrar's Office staff has any control over.</p> <p>B) No information was published on the Registrar's Office website. Therefore no survey has been completed.</p>
<p>3. Streamline Academic Class Schedule development process.</p>	<p>3. After special Registrar's Office training, a pilot group of division representatives will develop their fall class schedules in Colleague. All of the representatives in the pilot group will develop their schedules as reported by Classroom Scheduler &amp; Reporting Specialist (Kelly Murphy).</p>	<p>3.</p>	<p>3.</p>

4. Service to on-line students.

4. After advertising the National Student Clearinghouse Student self service, 10% of student's requesting transcripts from March 1 – September 1, 2007 will use the on-line tool as measured by comparing these requests to all other methods.

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