

# **Registrar**

## **Mission**

The Registrar's Office maintains academic student records and provides student enrollment and advisement services in an accessible and secure environment. The Registrar's Office will support and work collaboratively in campus/community missions and projects.

## **Vision**

The Registrar's Office will:

- Increase productivity and demonstrate the value we place on our human resources through adequate staffing and providing opportunities for professional development.
- Increase student success by improving student satisfaction and providing quality customer service.
- Increase service efficiency by improving, streamlining, and institutionalizing processes and services; increasing efficiency through cross training; and utilizing available technology for dissemination of information to students.
- Increase student learning by increasing collaboration with the academic divisions; providing holistic learning opportunities for students; and providing staff with a clear understanding of their role in the learning process.
- Enhance community relations by increasing the collaboration and coordination of recruitment and community building activities with other entities across campus; increasing and promoting special events within other units.
- Upgrade facilities & equipment to better meet student needs and expectations including the design of our one-stop Welcome Center.

## **Core Values**

**Excellence** – We seek excellence in all our endeavors and we are committed to continuous improvement.

**Intellectual Freedom** – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

**Diversity** – We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

**Integrity** – We are committed to the principles of truth and honesty, and we will be fair, equitable, ethical, and professional.

**Service** – We believe that serving others is a noble and worthy endeavor.

**Stewardship of Resources** – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public’s trust and are accountable for our actions.

## **Goals, Critical Success Factors, Objectives, and Strategies**

**Goal One. Employ the latest technology to best serve students and the university.**

**Critical Success Factors:**

- Research and update new equipment and computer tools each semester
- Replace computer software/hardware as needed

**Objectives:**

**Objective 1.1:** Maintain currency with respect to knowledge of the latest educational technological developments and products that have the possibility of increasing office productivity.

Strategies:

- Review articles and releases concerning new technology every 6 months.
- Evaluate new educational equipment and software each year with respect to meeting office needs at the OACRAO annual conference.

**Objective 1.2:** Replace computers and other equipment with current, effective replacements on a timely basis.

Strategies:

- Replace computers every 3 years.
- Evaluate printers, copiers, and other office equipment each summer in view of replacement needs.

**Goal Two: Maintain and/or increase student and university services and satisfaction.**

**Critical Success Factors:**

- Review SSI satisfaction level and respond with positive action as necessary
- Evaluate annually and maintain facilities at a high level
- Use the SIS SCT system to the maximum level possible
- Evaluate office procedures and make necessary adjustments
- Evaluate staffing and maintain at a high level
- Create public awareness/appreciation of services available in the office
- Meet campus needs/expectations in a proactive manner

**Objectives:**

**Objective 2.1:** Continue to create timely and inclusive reporting methods using the latest technology available.

Strategies:

- Review the SSI each year with the staff.
- Maintain an upper 10% satisfaction level.

**Objective 2.2:** Upgrade office facilities to reflect a warm but efficient atmosphere.

Strategies:

- Evaluate and replace worn furniture each spring.
- Evaluate office arrangements with staff each spring with view toward improvements in service.

**Objective 2.3:** Enhance the usage of the SCT computer system.

Strategies:

- Develop a schedule for inter-office training on the SCT system to include at least 1 training session each fall and spring semester.
- Survey to determine campus SCT needs and develop training for each summer.

**Objective 2.4:** Augment the Registrar's Office Procedural Manual

Strategies:

- Evaluate and replace outdated procedures each summer.

- Complete procedures in progress.

**Objective 2.5:** Maintain effective and responsive staffing.

Strategies:

- Replace vacant positions as finances allow.
- Emphasize yearly staff evaluations

**Objective 2.6:** Strive to increase student awareness of Registrar services and functions.

Strategies:

- Place at least one article a year in E-Notes.
- Upgrade the current flyers and information handouts.

**Objective 2.7:** Continue to update and revise office functions and services.

Strategies:

- Meet with staff at least once each semester and review office practices.
- Employ new ideas from yearly OACRAO professional meeting.

**Goal Three. Maintain and Increase integrity of student records.**

**Critical Success Factors:**

- Zero (0) errors on student SCT records
- Zero (0) complaints concerning student privacy issues
- Create a more secure environment for student files

**Objectives:**

**Objective 3.1:** Implement plan to archive historical student records.

Strategies:

- Create written procedure outlining the current archival procedures.
- Research methods and equipment available for improving the archival procedures and implement improvements as necessary.

**Objective 3.2:** Develop plan to increase security of student records.

Strategies:

- Move transcribing function to secure environment.
- Move the most critical files to a secure environment.
- Implement new computer reports concerning grade updates.

**Goal Four. Support the other service and academic units of the university.**

**Critical Success Factors:**

- Provide planning to enable the office staff to attend/participate in as many campus activities as possible

***Objectives:***

**Objective 4.1:** Increases involvement in campus community projects.

Strategies:

- Each staff member must participate on at least one standing committee.

**Objective 4.2:** Increase awareness of available Registrar services among the units.

Strategies:

- Develop and advertise at least one new service project each year.

**Goal Five. Create the most efficient office possible.**

**Critical Success Factors:**

- Adequate staffing
- Paperless office

***Objectives:***

**Objective 5.1:** Maintain staffing level sufficient to complete tasks and develop new strategies for accomplishing tasks and providing additional service.

Strategies:

- Add one additional highly motivated, energetic, personable staff member.

**Objective 5.2:** Develop plan to minimize stored paper documents.

Strategies:

- Upgrade computerized equipment to meet storage needs.
- Make electronic capturing/storage media available at each desk.
- Shred documents ASAP after electronic capture/storage.
- Make stored documents instantaneously available to all appropriate publics.