

REGISTRAR'S OFFICE

Mission

The Registrar's Office provides exemplary service to current, future and former students and the OSU community; maintain the integrity of the academic record and the values of higher education while supporting students in achieving their academic and career goals.

Vision

Registrar's Office will:

- Be the team leader in the integrated OSU community;
- Be the model in the use of technology for service, support and communication;
- Ensure a culture that embraces a positive service image with a diverse, professional environment; and
- Exemplify the standard for the integrity of academic records.

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.

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

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

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

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: Technology – Maximize the use of technology to facilitate communication and increase productivity.

Critical Success Factors:

- Image and index 100% of new and current student records.
- Automate communications with students, faculty, and staff via e-mail and listservs.
- 100% of OSU students will have access to the on-line degree audit.
- Transmit and receive 75% of available records electronically utilizing EDI SPEEDE.
- Achieve self-enrollment verification by majority of students through National Student Clearinghouse.

Objectives:

Objective 1.1: Implement an Imaging system.

Strategies:

- Secure imaging system and implement.
- Secure funding for imaging system manager and support staff.
- Train staff in use of system.
- Develop criteria for access to system/security.
- Determine record priority for imaging.

Objective 1.2: Automate communications.

Strategies:

- Utilize e-mail and OSU system calendar for notification of important dates to students, faculty and staff.
- Secure listservs from the Information Technology (IT) Division to disseminate information.
- Determine listserv owner/manager and timeline for releasing information.

Objective 1.3: Fully implement OnCourse (degree audit).

Strategies:

- Request and implement necessary modifications to SIS.
- Train advisors and support staff in each college.
- Regular update and maintenance of degree requirements and the OnCourse system.
- Implement OnCourse in Web for Students.

- Develop on-line program to train students in use of OnCourse.
- Automate final graduation check in Registrar's office.
- Modify diploma printing program to interface with final status in OnCourse.

Objective 1.4: Utilize EDI SPEEDE for transferring academic records.

Strategies:

- Install EDI SPEEDE (Electronic Data Interchange).
- Test receiving records from other institutions and transmitting OSU records.
- Develop policies and procedures for transmitting records.

Objective 1.5: Enhance enrollment verification services.

Strategies:

- Implement National Student Clearinghouse enrollment verification.
- Market availability of service.
- Train students to request enrollment verifications through National Student Clearinghouse.
- Procure computers for students' use in the office.

Goal Two: Customer Service – Meet the needs of our diverse constituents by delivering comprehensive services.

Critical Success Factors:

- Address 100% of requests for information and services within 24 hours.
- Provide comment cards to 100% of our customers.
- 90% positive ratings on annual customer satisfaction survey reaching different constituencies; e.g. faculty, students, advisors.

Objectives:

Objective 2.1: Provide appropriate and timely responses to requests for information and services.

Strategies:

- Respond to all requests for service in a positive and flexible manner.
- Recognize individual needs.
- All written enrollment verifications will be completed within 2 working days of receipt.
- All Veterans certifications processed in 30 working days of receipt of Advisor form.
- All athletic eligibility determined and completed before due date.
- All transcript requests processed on average within 2 working days of receipt.
- All grade changes processed on average within 1 working day.
- All drops, withdrawals and cancellations completed upon receipt.
- All correspondence study grades posted to transcript within 1 day of receipt.
- Personal Identification Number (PIN) resets completed daily as received.
- Name and student ID number changes processed in 2 working days.
- Students' graduation status updated in SIS upon receipt of diploma application.
- All degrees posted to transcripts within 3 weeks of graduation.
- Diplomas available for disbursement 6 weeks after graduation.
- Strictly adhere to all regulatory policies and procedures.

Objective 2.2: Create comment cards and customer satisfaction survey.

Strategies:

- Develop comment cards.
- Make comment cards available to all customers.
- Review comment cards monthly and make necessary adjustments in service provided.
- Design satisfaction survey to be mailed to all customers.
- Review survey results annually to assess services.
- Make improvements in service offered to meet goal of 90% customer satisfaction.

Goal Three: Image and Reputation – Establish and promote an image that reflects pride in the OSU System.

Critical Success Factors:

- Become an advocate for students and a positive resource for faculty and staff.
- Meet and exceed all compliance standards.
- All staff participate in at least two student group activities or campus service programs per academic year.
- Require all employees to participate in a minimum of two training opportunities per year.

Objectives:

Objective 3.1: Promote diversity and a positive work environment.

Strategies:

- Encourage staff enrollment in the Ambassador Program, Leadership Development Program, Advanced Leadership Program, Human Resources Star Program, and Information Technology training.
- Increase staff participation in the Oklahoma Association of Collegiate Registrar's and Admission Officers (OACRAO).
- Establish interoffice communication and staff meetings.
- Promote staff training in customer service, stress management, time management and wellness.
- Collaborate with the Multicultural Development and Assessment Center for diversity and sensitivity training.
- Increase employee satisfaction through communication, leadership, inclusion, support and respect.
- Provide the opportunity for employee attendance at conferences.
- Recruit and retain a diverse staff.
- Encourage staff to participate in continuing education and training.
- Conduct annual performance reviews for all staff.
- Maintain up-to-date job descriptions for all staff.
- Ensure that diversity is celebrated in all departmental publications and on the department's website.

Objective 3.2: Provide a continuous flow of information out of the Registrar's Office.

Strategies:

- Quarterly review Registrar's web page and upgrade.
- Respond positively to requests and provide alternative solutions.
- Create and implement a quick glance calendar on web page.
- Develop announcements utilizing A-frames, bulletin boards, and sidewalk chalking on campus.

- Utilize faculty and staff listservs to disseminate information.
- Provide updates in policy changes to Dean's Council, Faculty Council, Staff Advisory Council, and Directors of Student Academic Services (DSAS).
- Establish liaison relationship with system counterparts.

Objective 3.3: Increase visibility to students.

Strategies:

- Participate in freshman orientation classes, ALPHA, the Graduation Fair, etc.
- Promote availability as a resource to the Student Government Association, (SGA), Greek Life, Residence Hall Association (RHA), Off-Campus Student Organization, non-traditional students, etc.
- Strengthen relationship with International Students and Scholars (ISS) and multi-cultural groups and organizations.
- Feature employees in *Daily O'Collegian*.

Objective 3.4: Enhance collaboration within the OSU System and with selected partner two-year schools.

Strategies:

- Maintain and update NOC/OSU Gateway Program procedures.
- Develop and implement operational procedures to support a dual admission program with Tulsa Community College.