

# **Administrative and Educational Support Report**

**Division of Enrollment & Student Services**

**Annual Action Plan  
Annual Assessment Report**

**June 2004 – May 2005**



**Annual Action Plan: June 1, 2004–May 30, 2005**

**Unit:** Enrollment and Student Services Office

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division** Enrollment and Student Services    **Unit Head:** Dr. John Edwards

**Unit Mission:** The Division of Enrollment and Student Services supports the mission of The University of Texas-Pan American by promoting participation in and facilitating access to higher education and by encouraging and enabling full student engagement and success in the educational experience.

**Unit Goal:** Improve organizational effectiveness of Enrollment and Student Services office

**Link to UTPA Goal(s):** 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
To increase customer service and improve communications (1)	7	More rapid response to internal and external queries for data; better communication with constituents	Create ESS website that allows for comments.	Peer- review of UTPA websites	Web assistance from Computer Center

<b>Unit Goal:</b>	Improve services among ESS departments
<b>Link to UTPA Goal(s):</b>	3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve services within Internal departments (2)	7	Timely transfer of transcripts to customers	Monitor requests	Analyze the volume of incoming departmental requests for information pertaining to high school transcripts	



**Annual Assessment Report: June 1, 2004–May 31, 2005**

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
To increase customer service and improve communications	7	More rapid response to internal and external queries for data; better communication with constituents	Peer- review of UTPA websites	The Peer-Review indicated that ESS was lacking a website	ESS Website initiated Spring 2005

Annual Assessment Report, June 1, 2004–May 31, 2005

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve services within Internal departments	7	Timely transfer of transcripts to customers	Analyzed the volume of incoming departmental requests for information pertaining to high school transcripts	Analysis revealed an increase in demand by internal departments via email and phone calls regarding the need to view and verify information on high school transcripts.	Implemented the scanning of high schools transcripts beginning January 2005.

**Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None.**