

# **Administrative and Educational Support Report**

## **Records and Registration**

**Annual Action Plan**  
**Annual Assessment Report**

**June 2004 – May 2005**



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

**Unit:** Records and Registration

**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:** William L. Morris

**Unit Mission:** The primary mission of the Office of Records and Registration 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.

**Unit Goal:** To maximize services to students

**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 maximize services to students. (1)	7	Improved Service Excellence Rating on the SSI; to provide services to evening students to help improve student success	Increase evening services to students	Review of Noel-Levitz Student Satisfaction Inventory (SSI)-Service Excellence category; anecdotal comments received from students	None

**Unit Goal:** To maximize services to students

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Annual Action Plan, June 1, 2004–May 31, 2005

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
Provide comprehensive services in a professional, caring and cost effective manner. (2)	7	Safe, accessible, and secure copy of student transcripts	Monitor transcript process	Noel-Levitz Student Satisfaction Inventory; anecdotal comments received from students	
		Availability of student's hard copy transcripts over the university network to authorized individuals	Monitor transcript process	Anecdotal comments received from students, faculty and advising staff	
		Expanded availability of student hard copy transcripts.	Monitor transcript process	Realizing we had not been able to catch up on the scanning and indexing of the hard copy records and that this time when they were going to be out of our possession, would be an ideal time to have them scanned commercially contacted for the services	



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**Link to UTPA Goal(s):** 3. Improve UTPA’s Organizational Effectiveness

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 maximize services to students	7	Improved Service Excellence Rating on the SSI; to provide services to evening students to help improve student success	Reviewed Noel-Levitz Student Satisfaction Inventory (SSI)-Service Excellence category; anecdotal comments received from students	The SSI reported that there was a performance gap of 1.28 in the service excellence category which measures the level of caring and helpfulness by staff.	Extended office hours to improve customer service and help bridge the Service Excellence Gap Record and Retention open until 7pm M-TH May 2005.

<b>Unit Goal:</b>	To maximize services to students
<b>Link to UTPA Goal(s):</b>	3. Improve UTPA's organizational effectiveness

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?)
Provide comprehensive services in a professional, caring and cost effective manner.	7	Safe, accessible, and secure copy of student transcripts	Noel-Levitz Student Satisfaction Inventory; anecdotal comments received from students	Shorten time to provide copies of hard copy student transcripts. With transcripts stored off campus at the Haggard building it took 3-5 days to complete a transcript order. Students who expected the instant transcript service they had gotten before were in shock, mad and panicking since they tend to wait to the last minute to make the request and learn it would be 3-5 days. During the scanning we were able to cut delay to 1 or 2 days and after indexing to 1 day, after images are installed on campus immediate response.	Digitally imaged the hard copy student transcripts. Transcripts were stored off campus during remodeling project when fire proof vault was not available Electronic backup copies are stored in two locations on campus and an off campus location guards against alteration or loss.
		Availability of student's hard copy transcripts over the university network to authorized individuals	Anecdotal comments received from students, faculty and advising staff	Transcript clerks can generate copies of digitized hardcopy transcripts from the same computer and printer they do electronic transcripts, making the	Eliminated misfiled or out of file records. A misfiled transcript can take weeks or months to find. It could require going through all the hard copy records to

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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?)
				time to provide service in seconds rather than minutes or hours.	find the missing one.
		Expanded availability of student hard copy transcripts.	Realizing we had not been able to catch up on the scanning and indexing of the hard copy records and that this time when they were going to be out of our possession would be an ideal time to have them scanned commercially contacted for the services.	Bid and selected a firm to digital imaging and index our hard copy transcripts and purchased additional hardware to use with the existing imaging system the university has had for several years.	Authorized faculty or staff advisors have electronic access to the student's full university record

**Additional Resources Needed (if any) that were requested for FY06 during the budget cycle:** No additional resources requested for FY06.