

# **Administrative and Educational Support Report**

## **Records and Registration**

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

**June 2005 – May 2006**



**Annual Action Plan: June 1, 2005–May 31, 2006**

**Unit:** Office of the Registrar

**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 the Registrar is to provide support services to university students, faculty, staff and the general public 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 without increasing cost.

**Link to UTPA Goal(s):**

1. Ensure undergraduate student access and success
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 FY06
Implementation of real time course information to optimize course section information provided online to the student as they register affording them the opportunity to make a more informed decision regarding course section	1,2,7	A reduction in the number of class section changes due to the student being better informed before registering for a class	Addition of comment lines, session data and links to PDF files for other important information on ASSIST	Calculate statistics on schedule change activity	None

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selection (1)					

**Unit Goal:**

To maximize services to students and faculty without increasing cost.

**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 FY06
Implement online (WEB based) faculty submission of grades (2)	7	<ul style="list-style-type: none"> <li>Eliminate faculty having to write in and bubble grades. Grade will be available to student or other authorized individuals as soon as the grade is entered by the faculty member.</li> <li>Increased security as grades is entered directly by the faculty member.</li> <li>Reduced cost to computer center due to the elimination of expensive optical scan forms and the equipment to scan these forms</li> </ul>	Provide faculty with online (web based) grade submission capability allowing them to enter grades when and from where they wish, during the grade submission period.	Grades will be available to students and other authorized individuals sooner than the current process.	None

<b>Unit Goal:</b>	To maximize services to students, faculty, staff and general public without increasing cost
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Reduce time students and others have to wait to receive service in the Office of the Registrar (3)	7	Wait time to receive service will be reduced.  Number of individuals coming into the office for services or information will have a reduced wait time.	Cross train staff  Hire additional student workers during peak periods.  Open a transcript only station so those just wanting a transcript do not have to wait to behind those with problems having more lengthy solutions. If the transcript station has no customers it will assist the regular line customers	Number of staff able to do two jobs  Work study or wage hours used during peak times  Number of transcripts issued by this station	None  None  None

<b>Unit Goal:</b>	To maximize services to students, faculty, staff and general public without increasing cost
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<p>Improve the quality of the service delivered to our customers (4)</p>	<p>7</p>	<p>Fewer complaints and more compliments on service received.</p>	<p>Quality Customer Service training both via the WEB and in person training, especially for those with the most direct contact with our customers</p> <p>Sponsor the 'Disney Keys' program, making a number of discounted tickets for the general sessions available to University departments.</p> <p>A benefit of sponsoring the program is having a the Quality Customer Service, Disney Style hour and a half session for 250-300 University employees at no cost to the University. This session would be held the day before or the day after the regular program.</p> <p>Using anticipated profit from the Disney Keys program to send several individuals for the 3 ½ day training in Customer Service at Disney World. They would return and</p>	<p>WEB survey of individuals who have had contact either in person and via the telephone with the office</p> <p>Fewer complains by our students University wide as indicated on the next Noel-Leviz Student Satisfaction Inventory</p> <p>Number of individuals completing the training program</p>	<p>None</p> <p>Would need \$5,000 to \$8,000 start up funds that would be recovered</p> <p>Possibility of some portion of travel cost.</p>

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			develop a training program for UTPA		



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 1. Ensure undergraduate student access and success  
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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?)
Implementation of real time course information to optimize course section information provided online to the student as they register affording them the opportunity to make a more informed decision regarding course section	1,2,7	A reduction in the number of class section changes due to the student being better informed before registering for a class.	Calculate statistics on schedule change activity.	The number of transactions processed from bill date to census date decreased 12.20% and from first class day to census day decreased 10.89%. The number of students involved in these transactions from bill date to census date	These results show that with more timely and current information available with the online class schedule, the student is better able to make an informed decision and therefore does not need to make schedule changes later.

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selection. (1)				decreased 8.77% and from 1 <sup>st</sup> class day to census day decreased 5.91%.	This project was a success and we plan to continue it in the future.

**Unit Goal:**

To maximize services to students and faculty without increasing cost.

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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?)
Implement online (WEB based) faculty submission of grades. (2)	7	<ul style="list-style-type: none"> <li>Eliminate faculty having to write in and bubble grades. Grade will be available to student or other authorized individuals as soon as the grade is entered by the faculty member.</li> <li>Increased security as grades is entered directly by the faculty member.</li> </ul>	<ul style="list-style-type: none"> <li>Grades will be available to students and other authorized individuals sooner than the current process.</li> <li>Antidotal</li> </ul>	<ul style="list-style-type: none"> <li>During the Fall semester a pilot group of faculty used WEB for Faculty to submit their grades.</li> <li>We have not learned of even a single faculty member, who had someone else use his/her pin to enter to enter his/her</li> </ul>	<ul style="list-style-type: none"> <li>Project went very smoothly and eliminated the need for specialized forms, replacement of expensive optical scanner and replacing impact printer to pre-plug (mark) the grade sheets.</li> <li>Will no longer have hardcopy signed grade sheet since faculty enter the grades and may verify them at any time.</li> </ul>

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		<ul style="list-style-type: none"> <li>Reduced cost to computer center due to the elimination of expensive optical scan forms and the equipment to scan these forms.</li> </ul>	<ul style="list-style-type: none"> <li>The number of forms scanned each semester by the computer center is reduced since they will no longer scan grade sheets</li> </ul>	<p>grades into the system.</p> <ul style="list-style-type: none"> <li>This will reduce the number of sheets scanned. Most are done in short time frame putting a heavy load on the scanner.</li> <li>This was so successful that we moved to WEB for Faculty grade submission for 100% of the classes. This resulted in the grades being available to the student much faster.</li> <li>Percent Grades posted</li> </ul> <table border="1" data-bbox="1381 1234 1591 1500"> <thead> <tr> <th>Day of Exam</th> <th>05 Sp</th> <th>06 Sp</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>2</td> <td>0</td> <td>3</td> </tr> <tr> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>4</td> <td>0</td> <td>5</td> </tr> <tr> <td>5</td> <td>0</td> <td>10</td> </tr> <tr> <td>6</td> <td>3</td> <td>19</td> </tr> </tbody> </table>	Day of Exam	05 Sp	06 Sp	1	0	1	2	0	3	3	0	3	4	0	5	5	0	10	6	3	19	<ul style="list-style-type: none"> <li>This reduced load on the scanner will make it last longer and when it is replaced it can be replaced with a much less sophisticated and costly one.</li> <li>Having the grades available to the students earlier gives them additional time to revise their schedule for the next term if necessary based upon the grades they received.</li> </ul>
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				7    6    34 8    14    67 9    27    99 100    100	

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Reduce time students and others have to wait to receive service in the Office of the Registrar. (3)	7	<ul style="list-style-type: none"> <li>Wait time to receive service will be reduced.</li> <li>Number of individuals coming into the office for services or information will have a reduced wait time.</li> </ul>	<ul style="list-style-type: none"> <li>Number of staff able to do two jobs.</li> <li>Work study or wage hours used during peak times.</li> <li>Number of transcripts issued by this station.</li> </ul>	Increased backup ability has been created by training backup personnel for the following jobs: small purchase orders, departmental purchase requisition, Matriculation (major) change, Texas Success Initiative, Course Drops, UT-Telecampus, and report distribution.	These changes help eliminate delays when the individual primarily responsible for the job is not available the backup person can step right in and complete the job or solve the problem.
Improve the quality of the service delivered to our customers (4)	7	Fewer complaints and more compliments on service received.	<ul style="list-style-type: none"> <li>WEB survey of individuals who have had contact either in person or via the telephone</li> </ul>	<ul style="list-style-type: none"> <li>On survey day we went from 6 complaints to 3 and even these gave an excellent to service</li> </ul>	<ul style="list-style-type: none"> <li>We are counseling the two individuals.</li> </ul>

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			<p>with the office.</p> <ul style="list-style-type: none"> <li>• Fewer complaints by our students University-wide as indicated on the next Noel-Leviz Student Satisfaction Inventory.</li> <li>• Number of individuals completing the training program.</li> </ul>	<p>just complained it was too slow.</p> <ul style="list-style-type: none"> <li>• We extended our hours to 7:30-7 M-TH7:30-5 on F. Our score on the survey increased from 4.80 to 5.02 which is greater than the national average of 4.95</li> <li>• Entire office (19) attended compliance training and customer service training. The front counter (3+3) staff received FERPA, and a web cast Customer Service Training.</li> </ul>	<ul style="list-style-type: none"> <li>• We have determined that the traffic after 6 pm does not justify remaining open for that period.</li> <li>• Every bit of training we can get for our staff helps.</li> </ul>