

1999 Planning Summary for

Office of the Registrar

information for schools,
students, and faculty.

Goal

Continue collaboration on
Student Information System
and Oncourse.

Expand information available
on the worldwide web.

Increase availability of
registration and add related
systems for students.

Expand use of registration
automated waitlist system.

Develop systems to allow
appropriate decentralization of
processing and availability of

Indicators of Progress

Status of project.

Increased availability of
information in Oncourse.

of pages added to website.
of visits to site

% of internet registrants

Student Satisfaction Survey
rankings.

Percentage of waitlist
placements.

Number of requests

of users performing
transactions without our
mediation.

Student Satisfaction Survey.

Evidence

Number of committee in which staff from our office participate; number of papers produced and approved; deadlines for project are being met.

Visits to our main page increased from 35,621 in academic year 1997-98 to 53,124 in 1998-99.

The percentage of students enrolling through the internet has increased from 40% of total enrollees to approximately 60% in two years.

Telephone registration and the overall process of registration were numbers 1 and 3 in the latest continuing student satisfaction survey. We do not have a question on the survey specifically about satisfaction with internet registration.

Fall 1999 waitlist placements totaled 78% of all requests still active at the end of registration. Approximately 15% more requests placed on system in Fall 1999 than Fall 1998.

See Registration and web entries above.

Tied for 6th highest in quality of service in Faculty Survey.

2000 Goals for Office of the Registrar

Goal

Work with schools and other

campus units in increasing retention.

Indicator of Progress

Evidence

and type of reports produced, initiatives supported.

Increased retention as a shared campus goal.

Increased Student Contacts by our office (mail, e-mail, web).

of mailings and web visits.

Expand number of courses using prerequisite checking system.

of courses using system and reduction in DFW rate.

Continue collaboration on Student Information System and Oncourse.

Expand Information available on the worldwide web.

Develop systems to allow appropriate decentralization of processing and availability of information for schools, students, and faculty.

Work with APPC in revising and publishing Common Bulletin.

Production of print version.

Making final version available on the web.

Production of print version.

Making final version available on the web.

Office of the Registrar Noteworthy Achievements for 1999

1. We had a significant expansion of information on the web in the form of policies, procedures, reports. Increased usefulness of some reports by publishing in excel as well as html formats. This is addition to the hundreds of reports we run for units on an annual basis. (Accountability and Best Practices)

2. We also created pages and webforms for other units, including the Graduate non-degree program, Human Resources, the system-wide intercampus transfer initiative. We have created and maintained a web version of the draft common bulletin for general editing by APPC. We intend to maintain the finished version on-line when it becomes available later this year. (Accountability and Best Practices)
3. With the growth in intercollegiate athletics, we have increased our support of both the compliance and advising functions. We have established a site for the Compliance office to share information with students, prospective students, faculty, coaches, and the general public. (Accountability and Best Practices, Learning)
4. Created mechanisms for quickly reporting the opened or closed status of the campus due to bad weather. This includes both touchtone and web versions. (Accountability and Best Practices)
5. Members of the staff are active participants in the Student Information System initiative, serving on numerous committees and moving the multi-year project forward on-schedule. (Accountability and Best Practices)
6. We are active partners in the Oncourse project, adding additional information to the tool as well as promoting its use. (Accountability and Best Practices, Learning)
7. The percentage of students enrolling through the internet increased to 60% of registrants. While telephone registration retained its long-held rank at the top of the student satisfaction survey, we are pleased with the shift to internet as it allow us to display much more information visually than we can over the phone. (Accountability and Best Practices)
8. We increased our frequency and method on interaction with students through additional postal mail, e-mail, and our dial-out telephone messaging systems. The number of visits to our website increased nearly 50% in the 1998-99 academic year over 1997-98. (Accountability and Best Practices)
9. We expanded the number of courses using the prerequisite checking system in registration to ensure students are qualified for the courses for which they seek enrollment. (Accountability and Best Practices, Learning)
10. Worked with Dean of Faculties and others in identifying courses where resources may be focused to improve retention. (Learning)
11. Members of the staff are active participants on the Learning Environments committee. The focus of this project is to improve the quality of classrooms and other environments with a goal of improving learning and increasing retention. (Learning)
12. The number of students using the waitlist system increased while the percentage of students placed from the list remained constant at approximately 78%. (Accountability and Best Practices)