Assessment Plan / Development Projects

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	JICS Registrar Page	
Method of Measurement	The page will be accessible for faculty, staff, and especially students. It will contain specific forms for all parties involved, provide a FAQ area to answer the most common questions, and will serve as a convenient option when a physical presence with the Registrar Department is unavailable for any reason.	
Results	The general information is in place. Some of the forms are in place and approximately 95% of the plan is available.	
Planned Improvements / Corrections	The planned improvements are to collect additional forms, create specific questions for the FAQ, organize the information into specific sectioned off areas, and to make it appearance and content-wise more user friendly	
Implementation	As a department we will verify how the layout should appear. The Course Schedule Coordinator will meet with a technician and these changes can quickly be implemented.	Charles Gitter, Chris Bailey, Donovan Lambert, Aja Baker, Star Silk
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Primary UTTC Web Site Registrar Page	
Method of Measurement	The page will be accessible for faculty, staff, and especially students. It will contain specific forms for all parties involved, provide a FAQ area to answer the most common questions, and will serve as a convenient option when a physical presence with the Registrar Department is unavailable for any reason.	
Results	The general information is in place. Some of the forms are in place. The information available on the JICS page needs to be added.	
Planned Improvements / Corrections	The planned improvements are to collect additional forms, create specific questions for the FAQ, organize the information into specific sectioned off areas, and to make it appearance and content-wise more user friendly	
Implementation	As a department we will verify how the layout should appear. The Course Schedule Coordinator will meet with a technician and these changes can quickly be implemented.	Charles Gitter, Chris Bailey, Donovan Lambert, Aja Baker, Star Silk
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	A specific Schedule of Daily, Weekly, Monthly, and Yearly activities specific to the Registrar office.	
Method of Measurement	Source material needs to be collected. Their end point needs to be established (who, what, when). Outcomes relevant to the office of the registrar need to be established. Outcomes relevant to the campus need to be established.	
Results	Currently not in place.	
Planned Improvements / Corrections	The end goal is that a regular output of necessary information will come out of the Registrar Office and that this location will serve its ultimate goal as a central point to the success of student learning. Since the Registrar Office is essential for student information and for faculty resources as well as outside sources, these plans need to be in place.	
Implementation	The Course Schedule Coordinator has taken this task on in the form of re-writing the Employee Handbook which has not been undated in several years. These schedule requirements are part of this activity.	
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Clarify the connection between the Registrar Department and the other departments.	
Method of Measurement	Students will know the benefits provided and the limitations of the Registrar Department Faculty will know the benefits provided and the limitations of the Registrar Department. Staff will know the benefits provided and the limitations of the Registrar Department.	
Results	Right now, there seems to be a confusion as to the specific steps in order to accomplish tasks with the Registrar Department, including adding/dropping courses, scheduling courses, registering students, and advising activity.	
Planned Improvements / Corrections	Several presentations (both live and electronic versions) need to be created for Faculty, Staff, and Students.	
Implementation	One goal is to have one or several of these available for Orientation 2014	
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Establish clear employee goals for daily, weekly, monthly, and yearly essential employee duties.	Registar Assistant Registar Course Schedule Coordinator
Method of Measurement	Each position will have an Employee Plan with a chart in place where these goals can be checked on regularly by the employees and their supervisors. These goals were originally created in August and again in September, but have since been disrupted for various reasons.	
Results	Right now these are not being utilized to their best purpose. These goals were originally created in August and again in September, but have since been disrupted for various reasons.	
Planned Improvements / Corrections	Specific roles and duties need to be discussed, written out, and formatted into a professional layout. Then, these duties need to be put into practice with each position being responsible for their specific duties.	
Implementation	The Course Schedule Coordinator with the assistance of the Registrar and Registrar Assistant will discuss these roles and duties and the appropriate forms will be created.	
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Maintain a record of all files (physical and electronic) for students, faculty and staff.	
Method of Measurement	The files should be organized and labeled in such a way that they are accessible within reason to the person(s) that may need access. Minimum Wait Time. Clarity of purpose and availability.	
Results	Currently the files are not organized in an ideal way. Day to day activities are being accomplished, but not in an idea, productive manner. The electronic files have been organized. The Department File (S:\) is organized as is the View File (S:\) Future plans for the Public File need to be decided.	
Planned Improvements / Corrections	One or more specific meetings need to be held to discuss organization, activity, and use of the files.	
Implementation	This will need to be planned by the Registrar, Assistant Registrar, and Course Schedule Coordinator.	
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Training / Cross-Training	
Method of Measurement	The employees in the Registrar Department are mostly new. The current Assistant Registrar and Course Schedule Coordinator have learned most of their daily activities from an on-the-job point of view and from self-study.	
Results	While much of the day-to-day activities are accomplished, wait-time is extended and errors that might have been avoided appear on occasion.	
Planned Improvements / Corrections	Hopefully there will be some specific planning, most notably in Jenzabar EX and Infomaker as these are the two most regular software programs necessary to these positions and the Registrar Department in general. Cross-Training – it would be of benefit if the members of each role within the Registrar Department knew the roles and requirements of the other. This is an ongoing activity currently being implemented through lines of communication between the specific parties.	Aja Baker and Charles Gitter
Implementation	This is an ongoing activity currently being implemented through lines of communication between the specific parties.	
Reassess / Results		

ASSESSMENT	DETAILS	ADDITIONAL INFO
Project / Area or Target for Improvement	Verify Course Information in Jenzabar on a term-by term basis.	
Method of Measurement	Other than minor changes, instructors should be able to access, verify, and immediately be able to utilize their courses on a term-by-term basis.	
Results	The Course Schedule Coordinator and the Registrar Department in general have accomplished many changes in the Jenzabar EX program due to pre-existing errors. These errors included both academic and financial issues which have mostly been resolved.	
Planned Improvements / Corrections	Create a “clean” term for the next 5-6 terms over several academic years in order to create and maintain a consistent record of courses for ongoing years.	
Implementation	This step has already started. The Course Schedule Coordinator took it upon themselves to start a spreadsheet that they then provided to all faculty/staff in order to set up a “clean” Spring 2013-2014 term.	
Reassess / Results		