

Indiana State University

2004 - 2005 Administrative Annual Report

Registration and Records

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

1. Redesign of the office, including simulating a mini one-stop shop in service area 2. Reorganization of the office; modification of personnel responsibilities 3. Intraoffice cross-training, enabling mini one-stop shop reality 4. Signed, sealed transcript request shortened from one day wait time, to same day service 5. Satisfactory Academic Progress (SAP) – Provided enormous amount of programming and information to resolve SAP issues, defined academic record processing for IT programmer to design appropriate SAP calculations and assisted internal and state auditors regarding SAP issues. 6. Enrollment “Certifications-to-Go” - Current Students may request and receive enrollment certifications at the time of request, eliminating a return trip to the office, reducing postage and envelope usage, and creating greater student satisfaction. 7. Increased overall communication efforts Examples include: • Notification of encumbered undergraduate degree recipients to Deans • Email contact to undergraduate students for graduation reapplication • Emails to students who need to submit an application for graduation • Emails to students without a current address on file • Emails to students eligible to register during the priority scheduling • Increased interoffice communication, for example implementation of the 60 Second Newsletter • Increased Communication to faculty and students concerning our processing dates and deadlines Example of effectiveness: Attendance reporting participation increased 11% for 3 week attendance reports, from 73% in Spring 2004 to 84% in Spring 2005. Participation for 10 week reports increased from 65% to 79%, a 14% increase for the same time period. • Implementation and assignment of generic email account to which web questions are sent and a timely response returned 8. Assisted in the conversion of CEEB to FICE process in support of the upcoming implementation of the CAS project, which will aid prospective transfer students in determining the applicability of their courses at ISU and potentially increase the number of students transferring to ISU. 9. During the Fall semester, our office developed an experiential learning experience and sponsored a student in the Student Affairs and Higher Education program. The student was instrumental in helping to develop an office manual of procedures and processes.

Action Steps

In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?

Yes, we could do the following: • Continue and expand our community outreach efforts • Provide more experiential learning opportunities for students • Continue to participate in PISU • Continue to be active in state, regional and national organizations • Provide access and incentives for staff to use professional publications on improving customer service and effective telephone

Assessment

**What are two ways in which you evaluated the quality or effectiveness in your area last year?
What changes did you make based on those assessments?**

A questionnaire was developed and distributed to all staff prior to our first office retreat. Based on answers to the questionnaire and input received during the retreat, we identified several ways in which we could improve. One of those ways was improvement of our intra-office communication, thus making us more effective in the campus community. To address this, we instituted the 60 Second Newsletter- a daily email sent to staff in the office announcing important information and dates, absences, and front-line schedules. Additionally, we have implemented monthly all-office meetings to maintain the open lines of communication. Feedback from students indicated that we needed to improve our service time for transcript request and certification. We improved transcript service by shortening the request time from three days to one. We implemented Enrollment "Certifications-to-Go" so that current students may request and receive enrollment certifications at the time of their request, eliminating a return trip, reducing costs by reducing postage and envelope usage, and creating greater student satisfaction.

Future Goals

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Please describe the progress you have made on these action steps.

Everything listed above has either been completed or is in progress with two exceptions: -
Implementing the electronic transcript (EDISmart) - Working with HR personnel to update PAQ's resulting in changes in position responsibilities due to restructuring - discussions have taken place with HR staff but only one position has been upgraded thus far