

Indiana State University

2005 - 2006 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. Upgrade to Banner 7 and 7.2 2. Imaging of historical documents project completed 3. Administrative personnel gave 3 national conference presentations, 2 regional conference presentations and 2 state conference presentations, as well as serving on both state and national organization committees, one of which is chaired by an administrative staff member 4. Revamped and "branded" website 5. Elimination of advisement PINs for certain populations 6. Continued office reorganization and alignment of personnel 7. Implementation of web application for graduation 8. Implementation of web incomplete grading system 9. Implementation and communication of the distance education delivery fee 10. Implementation of Symposium

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

1. "Presenting ISU" (PISU) participation in a greater number of venues, 6 in all 2. Participated in Admissions Dial-A-Student calling campaign 3. Promoted ISU by participating in the following community events/programs: Black Expo, Strawberry Festival, CODA, Habitat for Humanity 4. Provide counseling component for students who wish to withdraw for the term 5. Spearheaded retention efforts by initiating various calling campaigns 6. Participated in the "FAFSA and Resource Fair" event 7. Assisting in implementation and evaluation of ICHE high school electronic transcript project by representation on registrar's task force

Action Steps

Do you have any further progress you would like to report?

1. By continuing to reorganize the office, we further seek to enhance our delivery of service to the campus community and beyond. There have been some additional realignments of support staff but the major work this year has been done in the area of administrative personnel alignment. The office is no longer divided into "registration" and "records" but rather is aligned by Data and Technologies, Service and Operations and Communications and Special Projects. The transition has begun and we are forging ahead with this new alignment, which should provide the best service to our constituents. 2. We have expanded our community outreach efforts. We chose a Wabash Valley organization to support: Council on Domestic Abuse (CODA). We volunteered to work at the Strawberry Festival and several employees participated in the "ISU" Habitat for Humanity building project and Bowl-A-Thon. 3. Our presence at national, regional and state conferences enhances ISU's reputation, especially when presentations are made at these events and we are committee members for those organizations. 4. In the next couple weeks, an employee will be participating in the Army Educators Tour to Fort Leonard Wood in Missouri. This will be an excellent opportunity for recruiters to learn about Indiana State University, for us to promote ISU, for us to see the educational

relationships the Army has developed with institutions of higher education, to do some networking with our counterparts from other institutions and it will also be an opportunity to see how our veterans are trained. 5. "Presenting ISU" events enhances ISU's reputation and we participated in 6 of those events this year. 6. We have been working with staff from the Center for Public Services and Community Engagement to develop a new course identifier for courses with a service learning component.

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?

1. Invitation in our welcome address on our homepage for people to let us know how we're doing and how we can serve them better, self evaluation via monthly office meetings and emails sent to advisement coordinators requesting feedback for statistical reports for graduation and emails sent to students requesting feedback on new web application for graduation Changes: New signs in stairwells regarding purchasing transcript, modifications to office structure, implementing changes in our processes and procedures, placement of office mission statement where visible when being serviced at service stations, additional services on web: incomplete grading system, application for graduation, "wavier of last 5 hours" form, etc. 2. Evaluation of website by student participating in practicum experience in our office and feedback from customers, mainly faculty and students regarding website Changes: revamped and "branded" website

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

1. Reorganizing the office and realigning staff afforded the permanent elimination of 1 ½ positions 2. Mandatory participation in the hiring freeze left two positions vacant (NOTE: these are in addition to the positions mentioned in #1 above) 3. By participating in webinars and teleconferences when possible to reduce the cost of travel 4. When traveling, hotel rooms and transportation is shared to reduce the cost of participating in professional development programs 5. When we attend conferences, a concerted effort is made to bring back free vendor items to share with the staff as incentives, and to reduce expenditures on office supplies 6. Using email to communicate with staff, students and faculty, reducing the expense for postage and supplies 7. Numerous reports have been converted so that they may be sent electronically, saving printing costs and man-hours for delivery 8. Forms are being made accessible via the web, many of which are multi-part, reducing printing costs and increasing customer satisfaction with 24/7 access 9. By pinching pennies, we have excess in our S&E budget this year

Strategic Initiatives

Development Activities

What role might your unit play during the silent phase of the comprehensive fundraising campaign?

none

Future Goals

Future Goals

Have you considered any action steps your department could make to enhance Indiana State

University's reputation as a University of choice? If so, please indicate what you are planning to do and tell us which area of planning your steps fall under.

1. New service initiatives to meet needs of clientele – TCH, EM • Implementation of service learning identifier on courses • Additional searchable tools and features for Schedule of Classes • Course descriptions on Banner and via DARS • Implementation of clearinghouse for 24/7 enrollment verification • Update of graduation application on the web • Web transcript request and payment • Review, purchase and implementation of classroom scheduling tool • Registration via DARS • Ability for advisors to obtain a list of their advisees via the portal • Ease in creation of Schedule of Classes for departments 2. Continue to research new/improved technologies to enhance services to all constituents and to aid in retention and recruitment of students – TCH 3. Maintain current levels of involvement in community engagement activities – CE 4. Continue representation of ISU at national, regional and state levels – OTHER 5. Continue to provide tremendous amounts of data to decision makers in order to make decisions that effect ISU's reputations as a University of choice – OTHER 6. Fully staff our office to accomplish goals listed above and to accomplish our mission – EM 7. Continue to participate in professional development activities in order to be at the forefront of technological and philosophical changes and to utilize resources/knowledge obtained in our continuous strive towards providing exemplary service to our constituents - OTHER

Feedback

This box is to allow you to share any ideas you have on enhancing enrollment, dealing with budget, challenges facing the administration, etc.

Enhancing enrollment: faculty participation – students, current and prospects, want contact with faculty Budget: elimination of paper publications, for example, schedule of classes Challenges facing administration: need for communication across VP levels – perfect example is the lack of communication regarding the recreation center fee until it was time to implement the fee