

Indiana State University

2006 - 2007 Administrative Annual Report

Registration and Records

Vision Statement

View/Modify Vision

The following is your vision statement loaded from previous submissions. Some administrative units, but not all, may wish to revise their vision statements based on the direction of the University toward pre-eminence. If this pertains to you, then please make changes in the box below:

As an integral member of the Enrollment Services division, the Office of Registration and Records will strive to maintain an outstanding record of achieving the Strategic Goals of the University. The office will consistently meet deadlines while maintaining a cordial atmosphere for staff, visitors and a diverse clientele, even when faced with budget cuts, the explosion of technology, and the University's increasing accountability for Title IV funding.

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. CLEARINGHOUSE We are the first public institution in the state of Indiana to go live with the Clearinghouse! 2. TransferIN ISU is a state leader in the implementation of this new initiative and our office played a key role. 3. COMMUNITY OUTREACH We have once again expanded our outreach efforts. 4. COMMENCEMENT Two commencement ceremonies were very successful events, which can largely be attributed to the work of this office. 5. STATE, REGIONAL AND NATIONAL ISU PRESENCE Administrative personnel continue to give presentations and be active members of state, regional and national associations. 6. PUBLISHING OF PROGRAMS Office personnel have created programs for publishing at a coop site managed by Evisions. This allows for the sharing of programs and offers yet another venue for ISU recognition.

Enrollment

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

1. "Presenting ISU" (PISU) participation at 6 venues 2. Participated in Admissions Dial-A-Student calling campaign 3. Participated in development and implementation of Sycamore Pathway program 4. Developed and implemented the laptop scholarship data reports and assisted with the distribution of the laptops 5. Provided counseling for students who wish to withdraw for the term 6. Willingly became members of search committees to fill positions within Enrollment Service Division (ESD) to enable ESD to operate at maximum efficiency and with qualified staff 7. Membership on various University committees where the committee's charges were related to enrollment and retention of students (e.g. Enrollment Task Force, Student Academic Progress (SAP), Student Affairs Committee (SAC), University Academic Advisement Committee (UAAC) University Athletic Committee, Sycamore Advantage, etc.) 8. Participation in ISU's 2-day Graduation Extravaganza

event in both Fall and Spring semesters

Action Steps

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

1. We have expanded our community outreach efforts. We chose another Wabash Valley organization to support: 14th and Chestnut Community Center. All Enrollment Services personnel have been invited to assist in the outreach for the 14th and Community Center. Registration and Records personnel were also involved with the Strawberry Festival, Black Expo, United Way, Days of Caring and Race for the Cure. 2. The administrative staff in the office has maintained membership and committee participation in state, regional and national organizations and attendance at the conferences offered by these organizations, including Indiana Association of Collegiate Registrars and Admissions Officers, American Association of Collegiate Registrars and Admissions Officers and Association of Veterans Education Certifying Officials. In addition, presentations by office staff have been given at these state, regional and national events. Our office had staff representation at Sungard SCT's Banner Summit. Professional staff attended the enrollment services retreat and an office retreat for administrators. In addition, all staff attended an office retreat. 3. Technology plays an important role in our day-to-day operations. We successfully upgraded to Banner 7, 7.2, 7.3 and 7.3.1! Our office has taken the lead for conversion of programs from FOCUS to ARGOS or Access (to produce data). Also, search features were added to the Schedule of Classes so that students may now search for courses with particular gened, service learning or transfer course library (TransferIN) designations. 4. Our office continues to look for ways in which we can improve office efficiency and service to students. Staff training and professional development are key. We have participated in the following professional development activities, in addition to the state, regional and national events mentioned above. ISecUre (Xythos) Office and administrative retreats Numerous webinars, workshops, seminars SQL training Association of Veterans Education Certifying Officials training Service improvements include, but are not limited to: a. Schedule of Classes receiving a major overhaul beginning with Summer 2007. b. National Student Clearinghouse selected to verify enrollments and degrees of our students. Much progress has been made as data files have been created and sent to the Clearinghouse. This 24/7 service will be available to students and lenders beginning Fall 2007. c. The use of transcript paper with security features was researched. A vendor was selected and we went live with the security paper on Jan. 1, 2007. d. 10-key pads were selected and put into place in our service area to aid in the protection of student information. 5. Additional progress: a. Our office was instrumental in the successful assessment of a recreation center fee. b. Office administrators were key in the development of the recently approved language for the implementation of concentrations, certificates and licensures. We will play a pivotal role in the implementation of these items during the 2007-2008 academic year. c. Data related to GI Bill recipients was audited by state and federal representatives. There were no findings. d. We have developed a FERPA video tutorial that can be accessed campus wide. More initiatives are being developed and implemented by a committee of campus-wide reps.

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. Participation in webinars and teleconferences when possible to reduce the cost of travel 2. When conferences are attended, a concerted effort is made to bring back free vendor items to share with the staff as incentives and to reduce S&E. 3. Using email to communicate with staff, students and faculty, reducing the expense for postage and supplies 4. Distributing reports electronically, saving printing costs and man-hours for delivery. 5. 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 6. By pinching pennies, we again have excess in our S&E budget this year.

Quality

Quality

Please provide 1-2 suggestions to increase the ability of your department or the University to meet the criteria above.

University might consider offering incentives for acquisition of knowledge... for example, salary increase for acquisition of degree(s).

Feedback

This section is to allow you to share your ideas for enhancing enrollment, dealing with budget and other challenges facing the university community.

Service, service, service and owning a call. We need to step up to the plate and provide a superior level of service to all we serve. One idea might be to start with the concept of owning a call. Whether we can help the caller or not, now that we "have him/her", we "own the call" and serve the caller by getting what's needed w/o having to transfer him/her anywhere.