Assessment of Unit Outcomes
Report Form A-2

Office of the Registrar

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Unit
2004-08
Assessment Period Covered

Instructions: This form should be used to report on each of your **Unit Outcomes**. You may not assess every unit outcome every year, but you will have a report for each outcome based on the year (2004-present) that it *was* assessed.

1. **Unit Outcome** (What characteristic, skill, behavior, or attitude did your unit intend to offer or enhance relative to student learning and development?)

> Outcome 2. Administration of measures to protect the security, confidentiality, and integrity of student records and the delivery and reporting of such.

2. **Strategies Used to Meet Unit Outcome** (What did you do?)

Strategies
2004-Present

- Collaborated with Treasury Services to utilize a batch drop process for students in non-paid status i.e. officially enrolled status thereby eliminating a lengthy manual process.
- Installed a records retrieval and storage system and high-tech copier/scanners for both office locations to assist in delivering information more effectively.
- Relocated administrative and service staff to the Tempton Memorial Student Center to provide a more secure, segregated area for records processing and security.
- Re-designed and procured secure, water-marked transcript paper.
- Consistently updated time sensitive content on proprietary web pages to keep on and off campus constituents informed with the most up-to-date information available.

2006-Present

- Assigned a staff member to perform routine quality control checks on previously imaged documents.
- Disposed of designated historical documents such as applications for graduation, registration forms, and change of major forms in accordance with TAMUS document destruction and retention guidelines.
- Provided a method for students to order transcripts electronically.
- Contracted with the National Student Clearinghouse to provide an electronic method of requesting and verifying attendance and degrees.

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success (Satisfaction Surveys, mock interviews, activity evaluations, focus group product, After-the-Trip Impact Statement, Internal and/or External Audit, Project Participation rates, Percentage increases, Attendance, Completion rates, etc.). Briefly explain the means or measure and how you determined achievement.

> Conducted routine meetings with staff to determine needs based on repeated concerns and requests from constituents. Student Conference Requests forms and telephone logs were also used to identify and capture recurring issues or problems. Those issues would then be addressed accordingly.

3b. Results/ Findings. (How did you do?)

> Problems and concerns brought to our attention by astute staff and/or constituents were addressed as quickly as possible within the framework of our assets to resolve the issue.

3c. Use of Results to Improve Unit Services (How did you use the findings?)

> Findings were used to refine processes in keeping with established best practice guidelines for records maintenance and handling.

4. Documentation (Where is the evidence located? (e.g. Vice President's Office, Office of the Associate Provost, Director's Office, Assessment Coordinator's Office, etc.?)

> Meeting notes, Student Conference Request Forms and telephone log books are located in the Office of the Registrar in Room 301 of the Willie A. Tempton Memorial Student Center.

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Instructions: This form should be used to report on each of your **Unit Outcomes**. You may not assess every unit outcome every year, but you will have a report for each outcome based on the year (2004-present) that it *was* assessed.

1. **Unit Outcome** (What characteristic, skill, behavior, or attitude did your unit intend to offer or enhance relative to student learning and development?)

> Outcome 1. Organization and administration of policies and procedures which assist us in providing excellent customer service to our constituents while upholding best policy practices in accordance with the university's mission.

2. **Strategies Used to Meet Unit Outcome** (What did you do?)

> Background: The audit revealed 20 of the 30 or 67% of files reviewed had graduation process pertinent documents completed after established deadlines. One student file contained multiple late documents. Although audit shows that efforts were made by the Office of the Registrar to collect these documents in accordance with established deadlines, university departments and colleges did not complete initial graduation audits by the established deadlines. 64% of the initial graduation audits were submitted after the deadline. The initial audit is used to determine the status of graduation applicants and if requirements are met to participate in the commencement ceremony.
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> **Strategies**
> **2004-2006**
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> - Registrar's Office moved up timeline of required tasks and actions in order to deploy the system (status letters and name calling cards) earlier which notifies candidates of their graduation status.
> - Filled vacant Assistant registrar position which coordinates and ensures uniform application and graduation processes.
> - Purchased administrative software which enabled the Office of the Registrar to produce diplomas in a timely manner.
>
> **2006-Present**
>
> - Continued communication regarding deadlines via e-mail to the deans and department heads.

- Implemented department briefings every semester wherein detailed instructions were given concerning graduation policies, timelines, and expectations.
- Implemented telephone campaign to all deans and department heads to remind colleagues about impending graduation deadlines to which they must respond.
- Garnered the support of the Office of the Provost and Senior Vice-President for Academic Affairs in efforts to secure late graduation documents from delinquent departments.

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success (Satisfaction Surveys, mock interviews, activity evaluations, focus group product, After-the-Trip Impact Statement, Internal and/or External Audit, Project Participation rates, Percentage increases, Attendance, Completion rates, etc.). Briefly explain the means or measure and how you determined achievement.

TAMUS Audit No. 20080504 field work completed in July 2008

3b. Results/Findings. (How did you do?)

Internal audit found that the procedures implemented by the Office of the Registrar to address citations identified in the TAMUS Audit No. 20080504 were above satisfactory levels.

3c. Use of Results to Improve Unit Services (How did you use the findings?)

A smooth and effortless graduation experience fosters a friendly transition from student to alumni. Research supports the probability of graduating students referring prospective students to the university based in part on a positive customer experience. Participation in graduate school and/or alumni organizations may rest on a student's positive graduation experience. Newly implemented procedures fostered clearer communication among students, academic departments and the Registrar's Office and served as the groundwork for greater collaborations and support among all entities of the university.

4. Documentation (Where is the evidence located? (e.g. Vice President's Office, Office of the Associate Provost, Director's Office, Assessment Coordinator's Office, etc.?)

TAMUS Audit No. 20080504 is located in the Office of the Provost and Senior Vice-President for Academic Affairs and the Office of the Vice-President for Business Affairs in the Alvin I. Thomas Administration building.