Prairie View A&M University
The Strategic Plan Update 1999-2004
Division for Student and Enrollment Services
Office of the Registrar

I. **Phase One: Unit/Program Mission and Status**

A. Status: Review and Report

1. Strategic Plan Update: 1999-2004

Strategic Planning Committee

Chair
Deborah J. Dungey
Registrar

Committee Members
Irene Davis
Donnie Tisdell
Alva Sorrell

Student
Jason Moore

2. Mission (Purpose)statement

The mission for the Office of the Registrar is serving students, distance learning sites, the state, federal entities, and other constituents through registration, records retention and protection, fee assessment, tuition and fee adjustments, academic program and student enrollment services policies, monitoring, course publication guides, organizing data for internal and external reports, degree certification, transcripts, diploma generation and commencement.

3. Relationship of Mission to University Mission

The Office of The Registrar affirms its commitment to complementing the mission of the university by enrolling prospective degree and/or certificate recipients and supporting them through completion. The office serves as the permanent repository of the records created by the faculty who instruct students. It is imperative that all policies and procedures relative to the matriculation of enrolled students be monitored and that the management and reporting meet highest standards of fidelity, trust and confidentiality.

4. Unit Goals Listing

___ Provide information about courses, programs, policies, and procedures through institutional publications.

___ Reduce the number of registration holds.

___ Provide an efficient registration process for enrolling students in classes (Departmental and WEB).

___ Provide reports as required by the state more timely through the state-wide enhancement of reporting through the university's student information system.

___ Prepare diplomas on -site.

___ Develop a workable disaster recovery plan that will allow the registrar to function in the event of catastrophic circumstances.

5. Accomplishments since 1994

___ Upgraded the schedule of classes publication for a more user friendly tool.

___ Combined the summer/fall schedule of classes publication making an efficient as well as cost effective way to publish the information. They were once two separate documents.

___ Instituted "holds clearance days". Making the students aware of the holds they have, giving them an opportunity to clear them and "breeze' through the registration process.

— Instituted on the spot processing of adding, dropping and withdrawing courses. This helped eliminate lost documents .

— Implemented on-line grading by the instructor of record.

— Implemented on-line search for holds by students.

6. Substantive Elimination's, Deferments, and Redirection's Since 1994.

— The Office of The Registrar became a separate entity from The Office of Admissions while moving from the Division of Academic Affairs to the Division of Student and Enrollment Services.

B. Status: SWOT ANALYSIS

1. The Office of The Registrar strives to provide fast and efficient service to students, continuous quality improvements and maintain a close working relationship with the academic arena.

   a. Strengths:

   — The Office of The Registrar, without the state-of-the-art [WEB] capabilities, has used technology to deliver services accurately and more expediently.

   — Foresight to produce publications that communicate clearly information on registration, course offering and regulations; in a user friendly format.

   — Produce accurate state reports.

   b. Weaknesses:

   — Lack of secretarial and technical staff to keep up with the pace in which higher education is changing.

   — On Campus facility for student records is not adequate.

   — Some student records remain without backup.

  —   The Registrar's Office space is not functional, private and ventilated as it should be.

c. Opportunities:

  —   Successful electronic interchange of records among institutions.

  —   Successful course registration from campus or off-campus residences, workplaces; 24 hours a day, 7 days a week..

  —   Document image all incoming documentation.

  —   Desk-top publishing the schedule of classes publication and diplomas.

d. Threats:

  —   Continuous lack of staffing will affect the quality of service delivered.

  —   Loss of student records due to fire or some other nature disaster.

C.   Status: Review of Effectiveness Plan - 1994-1999

    1.   Narrative Overview

        During the academic years of 1994-1999, the Office of The Registrar experienced several changes in student services, course maintenance and grading at Prairie View A&M University. There were significant improvements in the delivery of student services particularly in the later two years. The major service focus was registration, currently departmental, for which continuous upgrading will lead us to WEB registration within the next year.

        In 97/98 round table discussions on improving the delivery of student services resulted in such innovations as "hold clearance days" and on the spot processing of most student services. This approach gave students an opportunity to breeze through registration and obtain immediate results of their schedule changes. On-line grading by instructor of record was instituted in the Summer of 1998 resulting in accurate entry and timely delivery of student grades.

        The Office of The Registrar is committed to ensuring fast and efficient service to students and continuous quality improvement. Additionally, the Office of The Registrar resolves to maintain a close working relationship with faculty members, department heads, and deans. To ensure that we are effective in providing quality service for all, the Office of The Registrar will keep up with the ever changing pace of technology while promoting effective relations with relevant campus offices and external agencies.
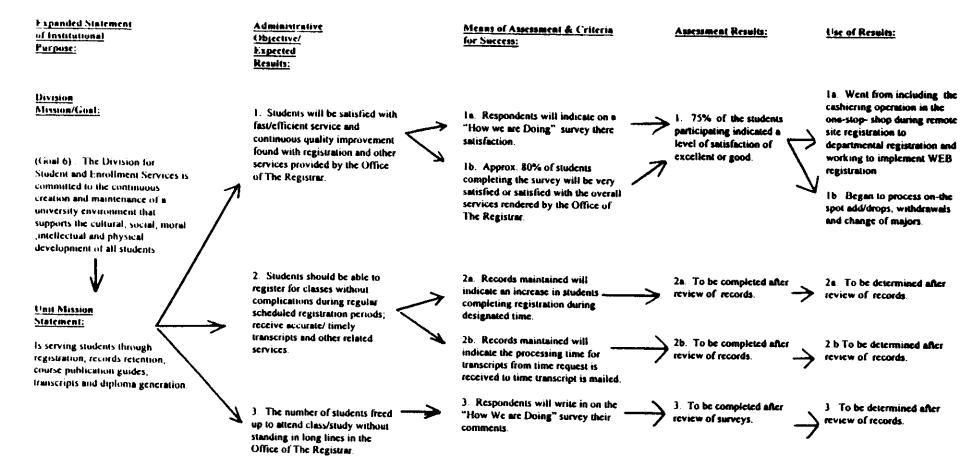
Model:

OFFICE OF THE REGISTRAR

Expanded Statement of Institutional Purpose:	Administrative Objective/ Expected Results:	Means of Assessment & Criteria for Success:	Assessment Results:	Use of Results:
Division Mission/Goal: (Goal 6)... The Division for Student and Enrollment Services is committed to the continuous creation and maintenance of a university environment that supports the cultural, social, moral, intellectual and physical development of all students. **Unit Mission Statement:** Is serving students through registration, records retention, course publication guides, transcripts and diploma generation.	1. Students will be satisfied with fast/efficient service and continuous quality improvement found with registration and other services provided by the Office of The Registrar.	1a. Respondents will indicate on a "How we are Doing" survey there satisfaction. 1b. Approx. 80% of students completing the survey will be very satisfied or satisfied with the overall services rendered by the Office of The Registrar.	1. 75% of the students participating indicated a level of satisfaction of excellent or good.	1a. Went from including the cashiering operation in the one-stop- shop during remote site registration to departmental registration and working to implement WEB registration. 1b. Began to process on-the spot add/drops, withdrawals and change of majors.
	2. Students should be able to register for classes without complications during regular scheduled registration periods; receive accurate/ timely transcripts and other related services.	2a. Records maintained will indicate an increase in students completing registration during designated time. 2b. Records maintained will indicate the processing time for transcripts from time request is received to time transcript is mailed.	2a. To be completed after review of records. 2b. To be completed after review of records.	2a. To be determined after review of records. 2.b To be determined after review of records.
	3. The number of students freed up to attend class/study without standing in long lines in the Office of The Registrar.	3. Respondents will write in on the "How We are Doing" survey their comments.	3. To be completed after review of surveys.	3. To be determined after review of records.

Model:

OFFICE OF THE REGISTRAR

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Unit Mission Statement: Is serving students through registration, records retention, course publication guides, transcripts and diploma generation.	2 Students should be able to register for classes without complications during regular scheduled registration periods; receive accurate/ timely transcripts and other related services.	2a. Records maintained will indicate an increase in students completing registration during designated time. 2b. Records maintained will indicate the processing time for transcripts from time request is received to time transcript is mailed.	2a. To be completed after review of records. 2b. To be completed after review of records.	2a. To be determined after review of records. 2.b To be determined after review of records.
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TITLE OF PROGRAM OR UNIT ASSESSED Office of The Registrar
Assessment Methods (Grid)

	1994	1995	1996	1997	1998	1999
Total number of undergraduate students enrolled*						5157
Total number of graduate students enrolled*						1373
Total number of student who feedback						61
Results of Feedback [see attached]						

*Numbers are taken from Summer Semester Coordinating Board
Reports.

Prairie View A&M University
Prairie View, TX

Recruitment ☐   Undergraduate Admissions ☐   Registrar ☐

How Are We Doing?

Instructions: Information collected will be used to help improve the services we provide for our students.

1. Rate your overall level of satisfaction with our services.

    Excellent ☐   Good ☑   Fair ☐   Poor ☐

2. Did you receive the information you requested?

    Yes ☑   No ☐

    2 a.   If __no__, why not? _____

3. Will you recommend PVAMU to others?

    Yes ☑   No ☐

Comments: _____

_____

_____

Rev. 1-25-99

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Prairie View A & M University   Student and Enrollment Services

Office of the Registrar

1999 Summer Registration comments

Level of Satisfaction With Services

Number of "Excellent" Answers = 24	Or	39 per cent
Number of "Good" Answers = 22	Or	36 per cent
Number of "Fair" Answers = 7	Or	11 per cent
Number of "Poor" Answers = 6	Or	10 per cent
Number of No Responses = 2	Or	3 per cent

Number of Persons Responding = 61

Prairie View A & M University   Student and Enrollment Services

Office of the Registrar

1999 Summer Registration comments

Would Recommend Prairie View A&M to Others

Number of "Yes" Answers =   42   Or   69 per cent
Number of "No" or No Response Answers = 19   Or   31 per cent

Number of Persons Responding = 61

Prairie View A & M University   Student and Enrollment Services

Office of the Registrar

1999 Summer Registration comments

Did You Receive the Information You Requested?

Number of "Yes" Answers =   52   Or   85 per cent

Number of "No" or No Response = 9   Or   15 per cent

Number of Persons Responding = 61

Unit/Program <u>The Office of The Registrar</u> **MUST SCAN**

SACS CRITERIA: Update 10/98 "MUST" Statements & Status

Section 4.7   Student Records

Page   41

Line 14 The institution **must** have adequate student records for both credit and non-credit courses. Official student academic records...

Status (Brief Statement)	Tasks	Person Responsible By Task	Due Date	Location
The university maintains educational records in the Office of The Registrar. These records include but are not limited to high school transcripts, application for admission completed forms, test scores, other transcripts. Official student academic records for credit and non-credit courses are housed and maintained in Evans Hall.	Completed			.

Unit/Program <u>The Office of The Registrar</u> MUST SCAN

SACS CRITERIA: Update 10/98 "MUST" Statements & Status

Section 4.7   Student Records

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Line 23 The institution must take all steps necessary to ensure the security of its student records, including storage in a secure vault or fireproof cabinet.

Status (Brief Statement)	Tasks	Person Responsible By Task	Due Date	Location
Student records files from the beginning to the Spring of 1983 are microfilmed and backup files are stored in the data banks of Record Pro, an off-campus site located in Richardson, Texas. Note: a few did not make the conversion to the present system that have no backup. All student transactions since the implementation of the Student Information System (SIS+) are backed-up in a tape medium by the University's system administrator. Master backup files are periodically taken to the Treasury Services' money vault in the WR Banks Building on campus.	Install a imaging system to store former and current paper records in an electronic form. Formally request to purchase fire-proof cabinets.	Donnie Tisdell Deborah Dungey	To be determined	Evans Hall 1st Floor

Unit/Program <u>The Office of The Registrar</u> MUST SCAN

SACS CRITERIA: Update 10/98 "MUST" Statements & Status

Section 4.7   Student Records

Page   41

Line 29 The institution must have policies concerning what constitutes the permanent records of each student, as well as policies concerning retention and disposal of records.

Status (Brief Statement)	Tasks	Person Responsible By Task	Due Date	Location
The university has policies concerning what constitutes the permanent record of each student. However, it is not written.	.Prepare policy .	Deborah Dungey	Dec. 1999	Evans Hall 1ˢᵗ Floor
The university will follow the State of Texas Records Retention Plan	Retain only those documents for required length of time as stated in the State of Texas Records Retention Plan	DonnieTisdell	Spring 2000	

Unit/Program <u>The Office of The Registrar</u> MUST SCAN

SACS CRITERIA: Update 10/98 "MUST" Statements & Status

Section 4.7   Student Records

Page   41

Line 32 It must establish and publish information-release policies which respect the rights of individual privacy, the confidentiality of records, and the best interests
of the student and institution.

Status (Brief Statement)	Tasks	Person Responsible By Task	Due Date	Location
The Office of The Registrar publishes in each schedule of classes booklet, the Public Notice regarding student information; that they are confidential and can only be released with written consent of the student.	Completed			
Additionally, the university requires each employee to sign a form regarding confidentiality of student information.	Completed			
Lastly, The Division of Student and Enrollment Services requires each student worker to sign a statement of confidentiality.	Completed			

UNIT/PROGRAM NAME: Office of The Registrar

III - A. PHASE THREE: CHANGE DYNAMICS

A. Major Changes Affecting Unit 1994-1999
1. Records became a separate entity from Admissions in 1998. While separating, both entities moved from reporting to Academic Affairs to the Division of Student and Enrollment Services. Veterans Affairs, residency and transfer credit functions were moved from the Office of The Registrar to Undergraduate Admissions Office.
2. Faculty began posting grades and some academic departments undertook departmental registration in Spring 1999.
3. The loss of 3 temporary personnel placed a halt to the historical clean-up process[the university migrated to the present student information system that due to insufficient building-in of programs, etc. caused some records to not make the migration trip].
4. The loss of 3 temporary personnel surfaced the need for at least 2 clerical type people to file and service the counter.
5. The unfilled position of an Administrative Secretary resulted in many general office tasks going unattended. Thus, not only student services but services rendered to faculty were impeded.
6. During Spring 1999 the office went from a local based system method for preparing reports to a PC based method. Additionally, several SIS+ revisions.

PROJECTED IMPACT OF ENVIRONMENTAL FACTORS ON FUTURE PROGRESS (See Appendix C)	
Positive Impactors	**Negative Impactors**
1. With implementation of departmental registration, students will receive first hand advisement from their academic departments. The student is then more apt to staying on track and therefore graduate on time.	1. All academic departments not participating in the decentralization of scheduling,grading and registration.
2. Implementation of on-line viewing prepares students for the soon to come WEB registration and other services.	2. The possibility of incomplete transcripts for former students.
3. Decentralizing grading, scheduling, and registration and moving toward more sophisticated technology support will allow this office to implement WEB services for students and faculty.	3.
4.	4.
5.	5.
6.	6.

UNIT/PROGRAM NAME: Office of The Registrar

III - C. PHASE THREE: PROJECTED CHANGES EXPECTED TO YIELD SAVINGS

Description Of Changes	Year and Expected Savings*				
	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Soliciting ads from local merchants, patrons and vendors to off-set cost of printing the Schedule of Classes publication.	$300.00	WEB retrieval only	WEB retrieval only	WEB retrieval only	WEB retrieval only
Placing Schedule of Classes publication on WEB.	N/A	$13,000.00	$13,260.00	$13,525.00	$13,795.00
The in-house production of diplomas, after initial cost of equipment would save outside production cost.	N/A	$17,500.00	$17,850.00	$18,207.00	$18,571.00
Registration related forms stock will be reduced with WEB implementation.	N/A	$1,500.00	$1,530.00	$1,560.00	$1,591.00

*Savings should include resources expected to be re-allocated

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IV - A. PHASE FOUR: THE FUTURE 1999-2004, OBJECTIVES, PERFORMANCE MEASURES, AND STRATEGIES

Univ. Goal # (See Appendix A)	Admin Unit Goal Obj.	Unit Performance Measure	Method of Assessment	Strategy by Goal
1,2, and 3	Offer students opportunities to register without time or location contraints. Providing fast and efficient service to students and continuous quality improvement.	Enroll 75% of the expected number of students for a given semester or summer term during early registration periods.	Student Information System reports.	With WEB registration allowing students all day access to registration. Students would register early resulting in useful planning information ie.. number of additional class sections to offer or the closing of sections, well before the first class day. Via the WEB Communicating university policies and information about programs, etc.

* Academic Units MUST include academic degree program (student outcome) measures. They should also include at least one measure for research and one for service.

IV - B. PHASE FOUR: THE FUTURE 1999-2004, STRATEGIES BY COST AND NON-COST RELATED INPUTS

STRATEGY BY GOAL (Repeat IV-A, Col 5)	INPUT REQUIREMENTS (e.g. Personnel, Equipment, Technology)	*COST ESTIMATES FOR COST RELATED INPUTS
With WEB registration allowing students all day access to registration. Students would register early resulting in useful planning information ie.. number of additional class sections to offer or the closing of sections, well before the first class day. Via the WEB Communicating university policies and information about programs, etc.	This will require the coordination and continuous monitoring of the Office of The Registrar, Information Technology group and the Academic Deans and Department Heads. Every instructor, advisor etc. must have computers with access to the student information system. The vendor must be contracted to assist the university with the installation.	The Office of The Registar will need updated computers with servers and zip drives plus software every 2 years @ approx. $2,700 x 7 =$18,900.00 or $37,800.00 for 1999-2004.

*Implementing some strategies requires funding. However, not all inputs require funds. Changing personnel duties and responsibilities, improving, customer relations, changing schedules are among the cost for inputs.

UNIT PROGRAM NAME: Office of The Registrar

VI. PHASE SIX: Description of How Unit's Achievement of Objectives Will Facilitate Attainment of State Mandated Performance Measures

STATE MANDATED PERFORMANCE MEASURES (as applicable to unit. See next page)	PROGRAM UNIT OBJECTIVES	IMPACT OF CONTRIBUTION ON UNIVERSITY'S STATE MANDATED PERFORMANCE MEASURES
1.Explanatory Performace Measure: The number of Students Earrolled as of the Twefth Class Day.	1. Be at the forefront of implementing WEB Registration. 2. Via WEB, provide class schedules well in advance of not only the immediate subsequent semester but several advanced semesters.	1. Increased efficiency of the registration process will allow the students to breeze straight through with no time and location contraints; thus resulting in a record number of enrolled students by the 12th class day.

VII. PHASE SEVEN: ORGANIZATION CHART
A. Current Chart

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                              ┌──────────────┐
                              │   Registrar  │
                              └──────┬───────┘
                                     │
                                     │          ┌──────────────────┐
                                     ├──────────│  Administrative  │
                                     │          │    Secretary     │
                                     │          └──────────────────┘
          ┌──────────────────────────┼──────────────────────┐
   ┌──────┴──────┐            ┌───────┴──────┐        ┌──────┴───────┐
   │  Assistant  │            │  Associate   │        │ Director of  │
   │  Registrar  │            │  Registrar   │        │   Special    │
   └──────┬──────┘            └───────┬──────┘        │   Projects   │
          │                           │               └──────────────┘
 ┌────┬───┴┬──────┬────────┐          │
┌┴──┐┌┴──┐┌┴────┐┌┴───────┐      ┌────┴───┐
│Clerk││Clerk││Clerk ││  Staff  │      │ Clerk  │
│ III ││ II  ││Typist││Assistant│      │  III   │
└────┘└────┘└─────┘└────────┘      └────────┘
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VII. Phase Seven: Organization Chart
B. Proposed Chart

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                          ┌─────────────────┐
                          │    Registrar    │
                          └─────────────────┘
                                   │
                                   │         ┌──────────────────┐
                                   │         │  Administrative  │
                                   │         │    Secretary     │
                                   │         └──────────────────┘
         ┌──────────────┐          │
         │  Technical   │──────────┤
         │  Assistant   │          │
         └──────────────┘          │
                                   │
                          ┌─────────────────┐
                          │    Associate    │
                          │    Registrar    │
                          └─────────────────┘
                                   │
         ┌──────────────┐          │         ┌──────────────┐
         │    Clerk     │──────────┼─────────│     Staff    │
         │     III      │          │         │   Assistant  │
         └──────────────┘          │         └──────────────┘
                                   │                 │
                                   │         ┌──────────────┐
                                   │         │    Clerk     │
                                   │         │      I       │
                                   │         └──────────────┘
                          ┌─────────────────┐
                          │    Assistant    │
                          │    Registrar    │
                          └─────────────────┘
                                   │
                                   │              ┌──────────────┐
                                   │              │   Records    │
                                   ├──────────────│ Coordinator  │
                                   │              └──────────────┘
   ┌────────────┐  ┌────────────┐  │        ┌────────────┐  ┌────────────┐
   │ Transcript │  │ Transcript │         │  Document   │  │  Document   │
   │  Analyst   │  │  Analyst   │         │   Imager    │  │   Imager    │
   └────────────┘  └────────────┘         └────────────┘  └────────────┘
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UNIT/PROGRAM NAME: Office of The Registrar

VIII. PHASE EIGHT: POSITION DESCRIPTIONS
A. Current Positions

Position Titles	Brief Description
Assistant Registar	Supervise records staff. Coordinate records functions related to graduation, verification of eligibility and academic standing.
Director of Special Projects	Loads, verifies, tests the on-line student degree audit system. Produce various report sorts of student demographic information for internal and external request.
Administrative Secretary[Vacant]	Pick-up, work-up and log all incoming mail. Assist with preparation of course schedule, academic calendar and catalog. Maintains sufficient amount of office supplies, forms, postage, etc. Performs duties as Property Inventory Officer. Maintains employee leave balances and provides secretarial support to all office staff.
Staff Assistant	Responsible for properly filing and easy retrieval of student records. Processes withdrawals, change of majors and other student course related requests.
Clerk III [2]	Analyze and processes student transcripts. Processes approved change of grades. Coordinate input from all entities for the printing of the course schedule. Performs course maintenance in the student information system.

UNIT/PROGRAM NAME: Office of The Registrar

VIII: PHASE EIGHT: POSITION DESCRIPTIONS
A. Current Positions

Position Titles	Brief Description
Clerk II	Processes student transcripts from micro film and current system.
	Performs other duties as assigned.
Clerk Typist	Serves as the receptionist and front counter attendant.
	Verifies enrollment.
	Supervises work study student.
	Performs other duties as assigned.

UNIT/PROGRAM NAME: Office of The Registrar

VIII: PHASE EIGHT: POSITION DESCRIPTIONS
A. Current Positions

Position Titles	Brief Description
Registrar	Oversees the registration process. Maintains student records. Produce the class schedule; grade reports. Produce transcripts and produce/issue diplomas.
Associate Registrar	Supervises the scheduler and the coordination on registration. Maintains the degree and course inventories in the student information system. Prepares several State of Texas reports. Provides leadership in absence of registrar.

UNIT/PROGRAM NAME: Office of The Registrar

VIII: PHASE EIGHT: POSITION DESCRIPTIONS
B. Projected Positions

Position Title	Brief Description	Estimated Cost and Year (e.g. 70,000 '02)
All current positions with the deletion of the Director of Special Projects and the addition of the following two new positions:		
Technical Assistant	Responsible for the knowledge and the timely upgrading of editions/versions of the student information system. Responsible for seeing that the updates are fully tested for reliable results before being placed in the production environment of the student information. Responsible for training immediate staff on the functionality of new updates. Assure the Registrar that the office is obtaining the maximum use possible of the student information system.	$40,000.00 per year
Document Imager	Responsible for imaging and maintaining all historical records and incoming records. Responsible for the proper storage of these images and the establishing of a record retrieval tracking system. Perform record retention maintenance as is stated in system and state policies. Perform transcript analyst duties, periodically, to prevent boredom.	$25,000.00 per year