

Department Enrollment Audit

Brief description of project:

The project was a survey that went out to employees who have the security role of department enrollment. The survey is being used as an audit to determine whether or not an employee should have access to enrollment in their current job. The survey is also being used to determine if there are specialty programs that our office was not aware of and departments are registering students for the program in courses outside their department. Also, if there is any need for better communication concerning the functionality of the online enrollment system that students utilize when registering for classes.

Who was asked to complete survey: Employees who have the security role of department enrollment

Response Rate: 73.1% (106 of 145)

Administration Type: Campus Labs mass mailing

Summary of Key Findings:

In reviewing the survey results, 38 employees did not respond, 27 indicated that they never use the enrollment access, and 79 responded that they used the access. Those that use the access use it as a tool for better customer service, for specialty programs, or it was easier for the employee to do the action instead of the student.

Actions Taken:

Anyone who indicated that they never used the enrollment function or did not respond to the survey, the security role of department enrollment (UUENRLDP) was deleted by completing a security form.

Which department and/or program goals does this project align with?

The University Registrar is the Data Steward for all student data and approves all security. As that role is within the Registrar's Office, we are trying to better monitor security access and the security will help the employee in their job or not.

Which Student Affairs goals does this project align with?

6. Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.

Worked with Assessment to build the survey and used the results from the survey to make a decision whether to delete or keep the enrollment security access for the employees who had the enrollment security access.