

Registrar's Office Summit: Pac to the Peak

Brief description of program: The Registrar's Office hosted an informational workshop for all departmental contacts on campus. To familiarize campus personnel, the different divisions in the Registrar's Office presented on policies and procedures that are utilized in the office and that all contacts need to be aware of when making requests or working with the Registrar's Office.

Who was asked to complete survey: All those who RSVP'd to attend the event.

Response Rate: 64.5% (80 of 124)

Administration Type: Campus Labs mailing

Summary of Key Findings:

- The overall Summit experience received a 42.67% "Excellent" rating; 44.00% of respondents rated the Summit as "Good"; 86.67% positive rating.
- The booklet was considered helpful to those who attended.
- A nice overview of the policies and procedures – a good refresher for those who have worked here for a time.
- The departmental contacts would like to see more of these informational sessions in the future on a more frequent basis.

Actions Taken:

- All results were forwarded to the individuals who presented to see the ratings and the comments.
- The presentations and booklet were available online the next day.
- From the findings of the individual sessions, we are evaluating where our communications could be better to departments to better serve students.
- Exploring the idea of implementing an annual Summit or individual departmental trainings.
- Exploring the idea of implementing a Graduate Student specific Summit.

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

5. Partner with faculty, staff and external constituencies to foster student development and enhance the greater community (Value: Collaboration)

- a. Broaden partnerships/connections across campus to enhance co-curricular programming.
 1. Provide Registrar's expertise to university support offices
 2. Collaborate with the university community on the Data Steward role the office provides with the security and integrity of student information

3. Provide effective communication with departments on deadlines and expectations the office has in working with the academic and support community to effectively implement all processes related to registration, records, scheduling, student systems, transcripts, veteran services, and graduation.

Which Student Affairs goals does this program align with?

5. Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.