

Registrar's Office Summit II – 2012

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: Campus personnel who attended the Summit.

Response Rate: 61.5% (67 of 109)

Administration Type: Campus Labs mass mailing

Summary of Key Findings:

- The overall Summit experience received a 38.18% "Excellent" rating; 56.36% of respondents rated the Summit as "Good"; 94.54% positive rating
- Providing two graduation sessions was helpful; based on last year's results, this was a suggestion and we implemented this. A positive response for these two sessions.
- The booklet is helpful and a great resource (hard copies were available to attendees and an e-copy is available on our website)
- More time was needed for questions
- Campus personnel would like to see this seminar continue in the future
- There was interest in Pre-reqs as it is a newer element
- Transportation issues – providing a specific shuttle that day; better communication needed on the venue location, etc.

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 same day
- Exploring different sessions that could be offered based on comments/suggestions (FERPA, Exceptions to Policy Petitions, Quick Review of Policy Changes/Office basics, etc.)
- Exploring the possibility of including the slide handouts from the presentations in the booklet.

Which department and/or program goals does this program 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.