Office of the Registrar

Office or Department of Enrollment Management
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	**Office of the Registrar**
What is the name and MGA email address of the person responsible for this report?	**Dian Mitchell, dian.mitchell@mga.edu**

Departmental Mission and Goals
The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Office of the Registrar is a service function within the Directorate of Enrollment Management that is dedicated to continuously serving students, faculty, staff administrators, other institutions, and the community by managing and ensuring the accuracy and integrity of all students' academic records and their rights to privacy. It is our mission to subscribe to the highest ethical principles in our profession and strive to serve with accuracy, honesty, and integrity while upholding policies and procedures in compliance with the University and the Family Educational Rights and Privacy Act (FERPA.)

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	The Goal is to continue to provide administrative and logistical support for the University, reinforcing its academic policies, maintaining the integrity of its institutional and educational records. 2. Continues to demonstrate a philosophy of proactive leadership, collaboration and continual assessment that improves outcomes within the office and throughout the University. FERPA Annual notification compliance Registrar university wide initiative.

| | 3. Continue to create a fully cross functional team in specialized areas. |

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Objective one was to establish and continue FERPA annual notification training to all faculty and staff with 100% participation. This has become increasing important as we work through COVID-19 with remote work and more online service offerings.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The Goal was measured by the number of employees who actually completed the FERPA training module in D2L and received a certificate of completion.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% participation which included all employees that received a pay check from MGA regardless of which capacity their serve the institution (student workers etc.) This was to educate old and new employees to understand the importance of student privacy an
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	95%
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	* We learned that in pulling the data, we send messages to part time instructors who were on the books as an employee but was not currently teaching therefore was not able to enforce them taking the training until individuals are actually working. This allowed for the training not to be completed at a 100%. We did have a 100% participation as it pertained to all full time employees which allows us to meet our goal.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Objective two was to continue cross training efforts with Registrar staff. To cross train at least one job for each staff member this past year. Goal was 70% with the current workload.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Covid-19 had a significant effect on our training program this year. We were able to have the Registrar's Office retreat but was not able to have the number of cross training completed due to the rapid change in working remotely (one on one training were done). The time was spent adjusting and adopting new changes to accommodate COVID-19. Job completion was used to assist with measuring training which was done at 65%.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	70%
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	65%
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learnt that it is more challenging trying to train a team virtually but with practice it can be done. The only changes that I would make is to ensure that we are better equipped with the resources need to virtually train staff (incorporation of video demonstrations etc.).

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The department third objective was to continue to work to have students apply two semester in advance for graduation; to help increase graduation rates. We collaborated with Marketing to push out more messages via social media and increase communication for retention to assist with the graduation completion rate. The goal was to have a 10% increase in students that apply early. Data was compared from previous year to check for improvement.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The increased number of applicants were used to measure the increase in application and date of application. Sprig 2019 was compared to Spring 2020.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	We wanted an increased number of applicants which also produce an increase number of graduates. <mark>The goal is to increase our numbers by 10%</mark>
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	We had 41 additional students to applied early comparing to last year's applicants.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learnt that consistency in messaging can make a deference with when students apply, we plan to continue these practices.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The department had only 3 goals
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	Objectives: 1. Improve Electronic Transcript Services in the Registrar's Office by 10% which will be measured by orders provided through Robo-mail. 2. Continue FERPA security and protection training university wide to be measured by participation. 3. Continue staff cross training to fulfill 5 year plan to be measurement by work completed
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	Office of the Registrar is on track to continue to provide the best possible customer services to our students, faculty and staff. In our current status we have been successful in providing great services but strive to increase by utilizing tools like Robo-mail to cut down on wait time, reduce cost of postage and manpower. We also seek to improve online service by electronic signage and is credentialing the Office to use electronic seals to certify official documents.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	N/A
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Covid-19 did impact our training in the area of providing group training and having in person skids to provide real life scenarios with a more interactive approach. We were able to continue one on one training but was not able to train as some of the time was spent of making the necessary adjustment to become more efficient in remote working.