Office of the Registrar

Division of the University: Enrollment Management

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/18/2022 4:14:25 PM

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Department 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.

6. 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).

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. To provide administrative and logistical support for the University, reinforcing its academic policies, maintaining the integrity of its institutional and educational records. 2. To demonstrate a philosophy of proactive leadership, collaboration and continual assessment that improves outcomes within the office and throughout the University. 3. 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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Tutorial Video to be developed to improve services for faculty and staff (automate "I" process, internal tutorial completed on how to create taring video).
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Tutorial videos have been developed internally within the Office of the Registrar to assist with training and procedural continuity. Tutorial videos have also been developed and shared with members of the campus community (faculty, staff and students). Evaluation of end user utilization of tutorials was measured based upon page visits where the video tutorials were housed when compared. Timeframe for comparison was July 2020 - June 2021 compared to July 2021 - June 2022.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 % of all training videos identified as needed or requested have been developed. Our goal was to demonstrate that the developed videos were being utilized.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The prim Tm(100 %)3c293.4 Tm:b3liata,a,a,a a1W1 Tc -0. 8-11 (am)-6 4 0Roa,a,am a1n304.4(n)-101 55 2.8 re eWnr( )TJe 0ouoET(

from working toward this objective? What changes will you make based on this effort next year?	where the videos where housed. The Web Development Team will attempt to add the analytics to the videos which will provide greater insights into how effectively the videos are being utilized. Additionally, the campus community needs to be reminded of these video resources. While this is consistently done for faculty resources, such as midterm grade, it has not been done consistently for areas such as the student resources.

Objective 2

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Training Manuel for incoming staff and refresher for current staff.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	N/A
33. 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
34. Objective 4: Did your department meet this objective?	The department met this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: 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

36. 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.	1. 20% reduction in immunization holds placed through implementation of immunization loading process 2. 15% reduction in average certification time through implementation of certification ticketing system 3. 10% reduction in average articulation time through implementation of TES equivalency notification system

Open Box for Assessment Comments

37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).	The assessment process has provided the Office of the Registrar a methodology for evaluating objectives which have been identified as areas of improvement based upon prior performance. The evaluation of the objectives has provided demonstrable improvements and sets forth a mindset of developing measurable goals for future objectives which will have a positive impact on operations and allow the Office of the Registrar to better serve the students, faculty, staff and community of Middle Georgia State University.
38. Optional Open Text Box for Assessment Comments:	
42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	

MGA's Strategic Plan

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions	Faculty or Staff Support: Professional Development Activities,

are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes

Other

41. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High