

The University of Virginia's College at Wise
 Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
Registrar's Office	Sheila Combs

Mission of Department or Functional Area
Office of the Registrar <u>Mission Statement</u> The Registrar's Office serves the College community of current and former students, faculty, staff, and public through the collection, verification, maintenance, preservation, distribution, and reporting of data for the academic enhancement of the College.

2004-2005				2005-2006		
Expected Outcomes	How Outcomes Will Be Achieved	Method (s) of Assessment and/or Measurement	Results, Evaluation, Use	Expected Outcomes	How Outcomes Will Be Achieved	Method(s) of Assessment and/or Achievement

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<p>1. Improve customer service from the Registrar's Office</p>	<ul style="list-style-type: none"> -Increase correspondence -Increase # of front-line workers. -Make more data available on web. 	<ul style="list-style-type: none"> -Information screens on campus utilizing Channel 55 -Request for additional position. from state -COCO student portal 	<ul style="list-style-type: none"> -A student information screen was mounted in the lobby of Smiddy Hall. Three new PowerPoint exhibitions were installed each term that continually flashed information about deadlines, upcoming requirements, exam schedules etc. These programs were also shown on Channel 55. Fourteen new publications (letters, postcards, flyers) were distributed to faculty, staff and students. - Duties of the employees in the Registrar's Office were re-organized and re-defined as further attempts to manage the load. By redefining space in the Office, I was able to get the most customer-friendly people manning the front desk and give the other two employees additional duties away from the desk Three work study positions were assigned to assist the two front-line College employees. - The student portal was open to display grades for students in December, 2004. There were no significant complaints from students regarding availability of information. Student degree audits became available on a test-basis during Spring 2005. On-going revision is taking place based on feedback received from both students and faculty. 	<p>1. Follow-up SACS report and support on-site visit until re-accreditation status is successfully accomplished</p>	<ul style="list-style-type: none"> -SACS report from the on-site visit will address 	<p>Direct observation of the date the report was submitted</p>
<p>2. Organize, manage and implement an automated registration system.</p>	<ul style="list-style-type: none"> -Standardize the collection of data through the student information system -Reorganize the hierarchy of information in the student information system. 	<ul style="list-style-type: none"> -Update table-driven menus within COCO -Run standard reports from COCO 	<ul style="list-style-type: none"> A committee of COCO users was established to review the table edits in COCO. The first recommendation was to change student ID from social security numbers to a system-generated number. That change should be completed during the Fall 2005 term. The review continues. - Ownership of data items has been claimed by the office with the highest use. -- Twenty-one canned reports are now available using COCO data. These can be accessed by COCO users though the system without having to contact computer services for help. 	<p>2. Re-organization of the Academic Support Unit</p>	<ul style="list-style-type: none"> -Reorganize Registrar's Office to include an "Office Manager" who would have more authority. -expand ADA services using additional staff -expand support for Tutor Connection 	<ul style="list-style-type: none"> -New job descriptions on record for the changed positions. -list of new or expanded services offered for the year - numbers of students served in the Tutor Connection compared to last year
<p>3. Improve access for students with disabilities.</p>	<ul style="list-style-type: none"> Physical updates over campus 	<ul style="list-style-type: none"> -Pictures of improvements. 	<ul style="list-style-type: none"> Automatic Doors -- McCraray (2), Cantrell, (2) Number of improvements -- Pavement at Music Trailer McCraray Doors (2) Cantrell Doors (2) (Police and Career 	<p>3. Get COCO fully implemented So that students can register online.</p>	<ul style="list-style-type: none"> Test in Abingdon this summer and fall. Train faculty & staff to read and use the system 	<ul style="list-style-type: none"> Problems encountered in Abingdon will be rectified. -lists of people who attended training opportunities.

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			Development) Brailled exit or entrances and elevator(6) Darden Ramp Darden Rails Purchase of a quick small automatic brailler for short-term notices				
					4. 4 Complete the degree audit program within COCO.	Each semester one additional catalog will be completed until the 2005 issue is included.	Inclusion of each catalog edition in the student and faculty portal offerings.
5.					5.		