**Northern Michigan University**

**Improvement Plan / Assessment Report Form**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Registrar’s Office | | | |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012 to June 30, 2013 | | | Date Submitted: | July 9, 2012 |
| Submitted by (Unit Representative) | | | Kim Rotundo | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_X\_ No** |
| The Registrar’s Office ensures adherence to academic policy, preserves academic integrity, safeguards the security of academic records, and provides quality service to students, faculty, staff, and members of the community.  We oversee all aspects of student academic records including registration, classroom assignments, grading, transfer credit evaluations, issuance of transcripts, catalog publication, academic eligibility for athletes, degree audits and graduation in an ethical and professional manner. |

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| **Improvement Plan** |  |  | |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) | |
| *Objective*: Create and implement an electronic transcript ordering and delivery service for current and former students.  *Rationale (Why you are setting this objective; mark with “X”)*:  ⌧ Effectiveness/quality action ⌧ Efficiency/cost action  Compliance issue ⌧ Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 6* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: CA-2 |  | *Measures*:  a. The Registrar’s Office often receives requests for transcripts to be sent immediately. Requestors often would like the transcript to be faxed or e-mailed. Such delivery methods are not secure and the transcript is no longer considered official. To satisfy these requests, we would like to develop a system where transcripts can be ordered electronically, downloaded into our student information system, processed automatically (whenever possible), and sent electronically through secure means.  b. Registrar Office staff will work with IT staff and the National Student Clearinghouse (NSC) to create an on-line, fully automated electronic transcript ordering and delivery service by February 1, 2013.  c. Once created, the system will be tested and fully implemented by March 15, 2013.  d. The new transcript ordering system will be advertised to current students via the Registrar web page, a student announcement, and in the Registrar Update in the Fall on 2013.  e. The usage goal is that by the end of the first year of implementation (March of 2014), 25% of all transcript orders will be submitted and sent electronically. | |
| **Assessment Report** |  |  | |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  | |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*: More readily provide information to parents by increasing the ease of allowing students to grant access to parents and/or others to their protected information (grades, class schedules, etc.).  *Rationale (Why you are setting this objective; mark with “X”)*:  ⌧ Effectiveness/quality action Efficiency/cost action  Compliance issue ⌧ Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 6* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: ML-3 |  | *Describe timetable plans to achieve objective*.  Implement the Proxy Access feature from Ellucian (our student information system) by:  a. View the “Implementation of Proxy Access” training session purchased from the Ellucian Learning Center by October 31, 2012.  b. Review information in Ellucian implementation guide by November 30, 2012.  c. Identify any issues of concern regarding the implementation of Proxy Access by November 30, 2012.  d. Research areas of concern (if any are identified) by contacting other schools who have implemented the program and conduct additional research.  e. Contact offices that may be affected by the implementation to discuss the information which should be made available and the process as to how it will be made available.  f. Implement Proxy Access by June 1, 2013, assuming no major obstacles or issues arise during the process outlined above.  *Beyond completing the above steps, how will you judge whether the objective was a success? Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*?  We will consider this objective a success if it can be implemented by the start of the Summer 2013 Orientation program. There, it will be introduced to both students and parents as an option. We will ask the Director of Orientation and the Coordinator of Parent Orientation to provide us with information regarding any anecdotal feedback they receive from students and parents. Our goal would be for both to view this as a positive feature being made available to them.  We will also make continuing students and parents aware of the new service by posting it on our website, including it in the Registrar’s Update which is sent to all students, and requesting that it be included in the parent’s newsletter.  Our overall participation goal for the first year is that 25% of all incoming freshman opt in to the program and 15% of all undergraduate students opt in. | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*: Revise on-line degree evaluation program to make it more compatible with program upgrades and more user-friendly for faculty, staff, and students.  *Rationale (Why you are setting this objective; mark with “X”)*:  ⌧ Effectiveness/quality action ⌧ Efficiency/cost action  Compliance issue ⌧ Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 6* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: ML-2 and ML-3 |  | *Describe timetable plans to achieve objective*.  This goal will be accomplished by converting the CAPP (on-line degree evaluation) output to XML format. Currently, whenever IT installs an upgrade of our student information system, all the formatting we put in place on our degree evaluation system is lost and must be re-programmed. XML is compatible with the newest versions of our student information system and will not require updating with every upgrade. In addition, it allows us to make the report easier to read and more user-friendly.  We will convert to XML by taking the following steps:  a. Request that IT create an XML version of CAPP (the on-line degree evaluation system) in the TEST system by July 1, 2012.  b. Create reports with lists of students in all majors for testing purposes. Divide lists by degree evaluator.  c. Distribute test lists to degree evaluators by July 9, requesting that each evaluator run and review several degree evaluations to identify issues. Provide hard copy samples of degree evaluations for those staff who do not have access to the TEST system.  d. Identify all issues created by converting to the XML version of CAPP. Create screen prints of the issues and send them to IT staff to be addressed by August 31, 2012.  e. Continue testing the XML version of CAPP as AdIT addresses the issues identified.  f. Have the final version of CAPP in XLM by February 28, 2013.  *Beyond completing the above steps, how will you judge whether the objective was a success*?  When upgrades to Banner are implemented, all the enhancements we made to the CAPP program will not need to be re-programmed. In addition, informal feedback from faculty and staff who use CAPP on a regular basis will be positive in regard to the new format being introduced. | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?  
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** | |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |