

BREWTON-PARKER COLLEGE

OFFICE OF THE REGISTRAR SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08

DEPARTMENT PURPOSE

The mission of Brewton-Parker College is to provide undergraduate programs committed to academic excellence. The mission of the Office of the Registrar is to support this effort by facilitating registration and maintaining accurate records, which reflect the institutional concern for individual students and commitment to a high standard of integrity.

OBJECTIVE 1

Administrative efficiency will be improved by the implementation of an electronic registration system.

ACTION PLAN

The system will be installed and used during Fall 2002. The system will be evaluated annually by College officials and students.

ASSESSMENT

The Registration Task Force will review the system and recommend changes as needed. During each spring semester, students will be asked to rate and comment on the system. The student survey will demonstrate increasing satisfaction with the system. The specific goal, for student satisfaction with the registration system, each year is:

2002-2003	60%
2003-2004	62%
2004-2005	64%
2005-2006	66%
2006-2007	68%
2007-2008	70%

RESPONSIBILITY

Registrar, Registration Task Force, Provost, Computer Programmer, Vice President For Finance and Administration.

TIME FRAME

Installation of the system completed and the system used during 2002-2003.
Annual evaluation.

RESOURCES REQUIRED

Included in current budget.

RELATED TO

Institutional Goal Nos. 1 & 3.

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RESULTS

The electronic registration system was implemented during the year. The Registration Task Force met regularly during the year and reviewed the new system. The Task Force made several changes to the system after assessing the use of it during Fall Semester 2002. For example, it was determined that some students could not complete electronic registration due to the need for a manual override of some policy such as the total number of hours a student can take in a given semester or the lack of a prerequisite for a course. These students had to go to the office of the person empowered to give the needed permission and then to the Registrar's Office in order to complete registration. It was also determined that some students could not register for specific courses for Spring Semester 2003 because they were currently enrolled in the required prerequisite during Fall Semester 2002. They had not obtained credit for the required prerequisite. The electronic system was modified to allow the overrides to be done electronically thus allowing the student to complete registration without having to go to the Dean or other authority with the power to grant the needed permission. The system was also programmed to recognize the situation in which a student was currently enrolled in a class, which is a prerequisite for a class in which he/she is attempting to enroll for a future semester.

Another form of assessment of the system was a survey of student satisfaction. The strategic plan contained a goal of 60% student satisfaction with the new system during 2002-2003. During Spring Semester 2003, students were asked to indicate their satisfaction with the experience of registering for classes, their overall satisfaction with the advisement and registration process and their satisfaction with the Registrar's Office. The results to all questions were positive. In all cases students responded on a scale of one to six with six representing the top rating. Results of the survey were reported separately for Mount Vernon (MV) and External Programs (EP) students. A summary of the results follows. The mean for each question is given along with the percent who gave a positive response (i.e. 4 – 6).

Satisfaction with the experience of registering:

MV – Mean 4.52 -- Positive 82.78%

EP -- Mean 4.84 -- Positive 88%

Overall satisfaction with advisement and registration:

MV – Mean 4.49 – Positive 81.14%

EP -- Mean 4.85 – Positive 90.90%

Satisfaction with the Registrar's Office:

MV – Mean 4.40 – Positive 85.24%

EP – Mean 4.49 – Positive 81.18%

RESPONSE

The Registration Task Force will continue to assess the electronic registration system. Changes will be implemented as needed. Particular emphasis will be placed on training students to use the system. Students will be surveyed to determine the continued level of satisfaction with the system.

OBJECTIVE 2

Administrative efficiency will be improved by the implementation of a more secure and professional transcript.

ACTION PLAN

The Registrar's Office will keep records of any documented problems involving the security of transcripts and the accuracy of academic records. Problems will be reported to the Provost. The new transcripts will be used during the 2002-2003 academic year.

ASSESSMENT

An annual report to the Provost will indicate that if there are any serious problems. Noted problems will be addressed.

RESPONSIBILITY

Registrar, Provost.

TIME FRAME

Annually.

RESOURCES REQUIRED

Included in annual budget.

RELATED TO

Institutional Goal No. 1.

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2002-03 THROUGH 2007-08**

RESULTS

Due to the changes associated with the implementation of the electronic registration system and a change in personnel in the Registrar's Office, the decision was made to delay implementation of the new transcript. The annual report on transcript security indicated one known instance of an attempt to falsify a Brewton-Parker College transcript during the 2002-2003 academic year. Officials at the receiving institution recognized that the transcript in question was not a Brewton-Parker College transcript. They contacted the Registrar who confirmed that it was not a Brewton-Parker College transcript.

RESPONSE

The new Registrar will study implementation of a new more secure and more professional transcript during 2003-2004.