

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

RESULTS & RESPONSES—2002-03

OBJECTIVE 1

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

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.

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RESULTS & RESPONSES—2003-04

OBJECTIVE 1

The Office of the Registrar will assist the Department of Enrollment Management in securing financial stability and viability by improving operational efficiency within the Unit.

RESULTS

As of July 1, 2003, no method existed for obtaining forms or making requests for services from the Registrar's office other than personal contact during business hours.

- As of July 1, 2004,
 - The registrar maintains a webpage on the BPC website
 - Forms are available for downloading and may be mailed or faxed or brought in person. Forms available include:
 - Transcript request form
 - Intent to withdraw form
 - Registration form [for dropping after on-line registration has closed for the semester]
 - Request for degree audit
 - Graduation application
 - Change of major declaration
 - Transient permission form
 - Release of academic information authorization [FERPA]
- Information is now readily available via Campus WEB
 - Grades
 - Unofficial transcripts
 - Course descriptions
 - Semester and class schedules
- Beginning 2003/FA, professors were requested to voluntarily begin posting grades directly into the database via the secure web portal. That became mandatory in 2004/SP.

With the reorganization of the Office of the Registrar under the new Dean of Enrollment Management additional organization was imperative to enhance operational effectiveness. To that end, the duties of the Office of Enrollment Service were transferred to the newly re-structured Registrar's Office. Since the majority of duties

performed in the Office of Enrollment Services overlapped with those within the new Registrar's Office, combining the two offices was necessary.

- During AY 2003-2004, guide sheets along with transfer analyses were mailed and/or emailed to each External Site Advisor. The main campus advisors already receive guide sheets and transfer analyses.
- During AY 2003-2004, the Registrar's Office and the college's IT department began the process of developing a real-time advising tool that would expedite the analysis of transcripts, development of guide sheets, automate HOPE evaluations, and subsequently produce degree audits for each student. This system will increase the efficiency and effectiveness of the Registrar's Office while also increasing the level of services provided to our students. Additionally, this system will reduce the number of staff hours spent on manual operations.

RESPONSES

Now that information and certain forms are easier to obtain on the Registrar's website, additional work must be completed to improve on the operational efficiency of the Registrar's office. During the 2004-2005 academic year, the following will be explored:

- A. Usage of non-secure portion of Campus WEB**
 - a.** Forms that do not require a secure signature to release sensitive information will be modified to be submitted directly from the webpage to the Office of the Registrar.
 - b.** Forms requiring a signature will continue to be available for downloading, signing, and submitting in hard copy.
 - c.** The college catalog will become available on-line.
 - d.** The registrar will assume responsibility for maintaining the registrar's page directly, thus facilitating the posting of current information in a timely manner.
- B. Usage of secure portal – secure log-in will serve as electronic signature**
 - a.** Transcripts may be submitted directly into the database for automatic processing.
 - b.** Other forms requiring signature will be formatted to be submitted directly via email to the Office of the Registrar.
- C. Continue developing a system that will allow for real-time advising tool that would expedite the analysis of transcripts, automatically generate and email guide sheets, computerize HOPE evaluations, and subsequently produce degree audits for each student.**

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RESULTS & RESPONSES—2004-05

OBJECTIVE 1

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

RESULTS

- Forms which do not require a signature and can be submitted on-line became available on the non-secure registrar's webpage:
 - Change of major declaration
 - Graduation application
 - Request for degree audit
 - Transient permission form

- Forms made available to faculty behind secure portal log-in
 - Grade change form
 - Course substitution form
 - Drop/add form
 - Independent study approval form
 - Registration and advisement form

- Beginning 2004/SP, all professors posted grades directly into the database via the secure web portal.
- College catalog became available on-line as of June, 2005
- Dates have been posted for registration and drop/add periods and for grade posting windows
- Percentage of requests received on-line were
 - Change of majors – No data available at this time
 - Degree audits – 37.5% [rec'd in June]
 - Graduation applications – 50% [new summer applications]
 - Transient requests – No data available at this time
 - Transcript requests – 33.3% [week of June 22]

RESPONSES

GOAL 05 – 06

- A.** Usage of secure portal – secure log-in will serve as electronic signature
 - a.** On-line submission of transcript requests will be available to students with valid ID and PIN.
 - b.** Students with ID and PIN will be able access self-service enrollment and degree verifications.
 - c.** On-line submission of non-secure requests will exceed current rates and will reach a minimum of 50% in all areas

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RESULTS & RESPONSES—2005-06

OBJECTIVE 1

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

RESULTS

- On-line submission of requests through secure portal not ready yet.
- Self-service enrollment and degree verifications available online.
- On-line submission of non-secure requests were as follows:
 - Change of majors – 77%
 - Degree audits – 44%
 - Graduation applications – 54%
 - Transient requests – 67%

RESPONSE

GOAL 06 – 07

- A. Complete the electronic archiving of all paper transcripts into indexed retrievable format.
- B. Percentage of on-line submissions at or above 50% will continue to confirm value of web access for student service.
- C. Usage of secure portal – secure log-in will serve as electronic signature making on-line submission of transcript requests available to students with valid ID and PIN.

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RESULTS & RESPONSES—2006-07

OBJECTIVE 1

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

RESULTS

Goals for the year focused on:

- A. Complete the electronic archiving of all paper transcripts into indexed retrievable format.
- B. Percentage of on-line submissions at or above 50% will continue to confirm value of web access for student service.
- C. Usage of secure portal – secure log-in will serve as electronic signature making on-line submission of transcript requests available to students with valid ID and PIN.

RESPONSE

During the 2006-07 year, the Office of the Registrar went through a period of transition that resulted in the main focus being on orientation and training. After the resignation of the College's Registrar and the subsequent Interim Registrar, new staff members in the Office of the Registrar focused efforts on eliminating the backlog of requests for service and support. Due to the amount of turnover and changes in operations, data from the 2006-07 academic year proved to be ineffective for benchmarking the Office's effectiveness or efficiency.

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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

BREWTON-PARKER COLLEGE

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

RESULTS & RESPONSES- 2002-03

OBJECTIVE 2

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

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.

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RESULTS & RESPONSES—2003-04

OBJECTIVE 2

The Office of the Registrar will assist the Department of Enrollment Management in ensuring institutional effectiveness through an integrated planning, budgeting, and assessment process.

RESULTS

Adhering to budgetary allocations

- The Office of the Registrar has been unsuccessful in meeting budgetary constraints. This was the first year to have a separate budget from the Office of the Provost, and no analysis was done to ascertain the level of previous expenditures.

RESPONSE

- The Office of the Registrar will adhere to the unit budgetary allocations as they have been adjusted to reflect actual usage.

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RESULTS & RESPONSES—2004-05

OBJECTIVE 2

The Office of the Registrar will assist the Department of Enrollment Management in ensuring institutional effectiveness through an integrated planning, budgeting, and assessment process.

RESULTS

- The Office of the Registrar has operated within budgetary constraints.

RESPONSES

- The Office of the Registrar will continue to operate within budgetary restraints while improving both access to services and security of records.

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RESULTS & RESPONSES—2005-06

OBJECTIVE 2

The Office of the Registrar will assist the Department of Enrollment Management in ensuring institutional effectiveness through an integrated planning, budgeting, and assessment process.

RESULTS

- The Office of the Registrar has operated within budgetary constraints.

RESPONSE

- The Office of the Registrar will continue to operate within budgetary restraints while improving both access to services and security of records.

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RESULTS & RESPONSES—2006-07

OBJECTIVE 2

The Office of the Registrar will assist the Department of Enrollment Management in ensuring institutional effectiveness through an integrated planning, budgeting, and assessment process.

RESULTS

- The Office of the Registrar has operated within budgetary constraints.

RESPONSE

- The Office of the Registrar will continue to operate within budgetary restraints while improving both access to services and security of records. These efforts include providing on-line access to forms for Office of the Registrar's services. Survey instruments will be used during the 2007-08 academic year to assist the Office in collecting data that can assist in providing additional service efficiency to its customers.

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OBJECTIVE 3

The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

ACTION PLAN

- Explore the development of transfer and articulation agreements with targeted two-year colleges thus increasing the College's ability to attract and retain transfer students
- Impact student satisfaction by expanding delivery of and access to student services, thereby indirectly impacting retention

ASSESSMENT

- Monthly review of Unit reports
- Intra- and interdepartmental dialog
- Documented changes in procedures
- Student surveys

RESPONSIBILITY

The Registrar

TIME

Monthly, Annually

RESOURCES

Time and annually budgeted funds

RELATED TO

Institutional Goal No. 3

BREWTON-PARKER COLLEGE

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

RESULTS & RESPONSES—2002-03

OBJECTIVE 3

The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

ACTION PLAN

- Explore the development of transfer and articulation agreements with targeted two-year colleges thus increasing the College's ability to attract and retain transfer students
- Impact student satisfaction by expanding delivery of and access to student services, thereby indirectly impacting retention

RESULTS

This objective was not established until the following school year, 2003-04.

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RESULTS & RESPONSES—2003-04

OBJECTIVE 3

The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

RESULTS

- **Recruitment**
 - The Office of the Registrar has prepared a transfer guide to transferability of coursework between Brewton-Parker College and five community colleges in the surrounding area.
 - Creation of articulation agreements are not within the authority of the Office of the Registrar, but the transfer guides form a basis for those agreements and represent our contribution to this goal.
- **Retention**
 - Student survey results show a high level of satisfaction with on-line services among those responding.

RESPONSE

- **Recruitment**
 - The Office of the Registrar will continue to assist and support the Dean of Enrollment Management in establishing articulation agreements with selected institutions.
 - The Office of the Registrar will actively seek means of assessing transferability of credit from non-accredited institutions while maintaining Brewton-Parker's commitment to academic integrity.
- **Retention**
 - The Office of the Registrar will work closely with the Information Services Programmer and Analyst to activate the automatic degree audit function in the central database, which has never been utilized.

Automation of this function will enhance student satisfaction directly and retention indirectly by

- Providing the student immediate access to an analysis of his/her degree plan and the coursework remaining.
- Ensuring both the student and advisor have the most current and reliable audit information possible, thereby
- Minimizing advising errors and student distress as he/she nears graduation.

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RESULTS & RESPONSES—2004-05

OBJECTIVE 3

The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

RESULTS

▪ Recruitment

- The Office of the Registrar supplied all requested data and forms to the Executive Dean of Enrollment Services.
- The Office of the Registrar has provided the Executive Dean of Enrollment Services with an evaluation rubric for reviewing transferability of courses taken at non-accredited institutions.
- The Office of the Registrar provided information to the Academic Council regarding the IB program and A-level British exams. That information resulted in the faculty's allowing exam results to be considered for college credit based on recommendation by the appropriate division chair. This change makes the College more competitive with students who have earned secondary credit by either of these methods.

▪ Retention

- The Office of the Registrar has reviewed the audit function has determined that activating it is not the most pressing or advantageous project at this time.

RESPONSES

GOALS 05 – 06

▪ Recruitment

- The Office of the Registrar will develop a procedure for evaluating potential transfer students and providing that information to the student in a manner that proactively promotes transfer.
- The Office of the Registrar will aggressively seek establishment of an academic policy for assessing transfer credit acceptability from non-accredited institutions.

- **Retention**

- The Office of the Registrar will continue to consider activation of the audit function when funds and IT schedules permit, but it has been moved to a lower priority.
- The Office of the Registrar, in conjunction with IT, will establish a process for providing secure web access to new students in a timelier manner.

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RESULTS & RESPONSES—2005-06

OBJECTIVE 3

The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

RESULTS

- **Recruitment**
 - Established a procedure for “unofficial non-applicant evaluations” to provide the student with an assessment of how his current credits would transfer to us and how they would apply toward his chosen major. A copy is sent to the site director if the student is external and it is also given to admissions to allow for follow-up recruiting.
 - Two actions taken this year:
 - Articulation agreement established with one school that is not regionally accredited.
 - College policy adopted creating a procedure for evaluating credit earned at a non-regionally accredited institution on a course by course basis.
- **Retention**
 - Explored the degree audit function further, but again postponed as expensive, time-consuming, and lower priority than other initiatives.
 - No systemic method found to date. Have increased efforts to get log-on information to new students as quickly as possible.
 - Mailed to new external students with their initial degree plan guide sheet.
 - Given to new main campus students at early registration.

RESPONSE

- **Recruitment**
 - Continue to consider methods of easing transferability and applicability of transfer credit while maintaining the college’s academic integrity.
- **Retention**
 - Continue to provide services in a timely, helpful manner.

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RESULTS & RESPONSES—2006-07

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The Office of the Registrar will assist the College in improving enrollment through aggressive student recruitment and retention processes.

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RESPONSE

- **Recruitment**
 - Continue to consider methods of easing transferability and applicability of transfer credit while maintaining the college’s academic integrity.
- **Retention**
 - Continue to provide services in a timely, helpful manner.

During the 2007-08 academic year, efforts will be conducted to fine-tune the transfer policies and procedures that will allow for the:

- The creation of 5 new articulation agreements during the 2007-2008 academic year.
- Faster evaluations of credit for transfer students.
- Implement transfer orientations and communication flow.