Annual Assessment Report

Assessment Cycle	2020-2021
Name of Office	Office of the Registrar
Date of Office Approval	9/23/2021
Name of Submitter	Patti Elkins

Date of data distribution: __8/5/2021_____

Outcome data from 2020-2021 (and existing data from the two previous academic years) for the office distributed to staff members on the date above

Date of meeting: __8/12/2021_____

The office met on the date above to discuss the data, identify the key strength and challenge, and to formulate action steps for responding to the challenges (i.e., for closing the loop over time).

The participants in the meeting were: Gary Phelps, Wendy Grimes, Patricia Sommer, Samantha McNeely, Patti Elkins

Office Mission Statement:
The Academic Support Offices are committed to enhancing and supporting the mission of Malone University through coordinated programs that enable students, faculty and administration to receive access to educational services. These offices accomplish this by providing equal access to all students, effective communication with students, faculty, administration and alumni and academic support services and advisement.

Office Goals (these are broad goals rather than specific, measurable outcomes)
1. To provide information for staff, faculty and administration as needed for each to accomplish tasks vital to the mission of Malone and its educational goals.
2. To provide students access to their academic information and university academic policies and to report information to external agencies.
3. To provide alumni with access to their prior academic information as they pursue new educational goals or employment opportunities.
4. To provide professional development opportunities to assist employees in achieving their professional goals.

Key Strength

1. Key Strength: Provide an academically supportive environment for registration.

2. The Office of the Registrar has provided a supportive environment for registration. This conclusion is based on the overall data collected from surveys sent to students and faculty for the last three school years. The data collected through the surveys shows a high rate of satisfaction in the registration processes.

- 91%(2020-21), 92%(2019-20) and 86%(2018-19) of the student respondents agree that the Registration Staff are helpful.
- 80%(2020-21), 76%(2019-20) and 63%(2018-19) of the student respondents agree that the registration processes and procedures are well publicized.
- 81%(2020-21), 72%(2019-20) and 81%(2018-19) of the faculty agree or strongly agree that the degree audits/advising worksheets are useful during advising.
- 81%(2020-21), 88%(2019-20) and 85%(2018-19) of the faculty agree that they use the degree audits/advising worksheets during student advising.

Responding to the Key Challenge: Closing the Loop

1. Key Challenge: Find ways to improve ease of use and access to information on web registration processes for students and faculty.

2. It has been challenging to find ways to provide students and faculty with training information on the registration processes that enable them to use the system quickly and smoothly. The data received from surveys to students and faculty provide data showing there is room for improvement.
   - Only 48%(2020-21), 48%(2019-20) and 42%(2018-19) of faculty respondents agreed that they have used the online training guides provided by the Office of the Registrar.
   - Only 76%(2020-21), 77%(2019-20) and 85%(2018-19) of student respondents agreed that web registration is easy to use.

3. Steps taken to address the challenge:
   - Online training guides were created and are available to students and faculty on MaloneXpress.
   - Emails sent by the Office of the Registrar for registration also include the link or instructions on accessing the training guides.

4. Planned Action Steps include:
   - Refine communication to students and faculty through email and MaloneXpress and search for new means of communication.
   - Update and upgrade training guides.

5. Implications for Planning and Budgeting:
   - Implement new J1(Administrative Software System) features to provide more user-friendly access including mobile registration and support to both students and faculty.
   - Coordinate with IT and other Malone University offices in terms of University-wide J1 upgrades.
   - Ongoing assessment will continue through annual surveys to students and faculty with the focus being on the key components that address services the Office of the Registrar provides.