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Registration and Records  
Updated Assessment Plans  
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#### Additional Assessment Efforts

Registration and Records has not undertaken additional, internal assessment efforts beyond the regular data collection commonly used to track and analyze enrollment and workload assessments. We have made some progress on the initial assessment plan from 09-10. One obstacle in the way of considering new assessment efforts has been the implementation of a new state-wide enrollment reporting system – PCHEES (Public Centralized Higher Education Enrollment System) - which is submitted quarterly to the Office of Financial Management. This new enrollment reporting system went live at the end of August after a two-year implementation. PCHEES data is regularly analyzed by areas of the college such as Institutional Research, Academic Deans, and Enrollment Management. PCHEES data influences enrollment goals, objectives and decisions. Not only do we now submit quarterly enrollment reports as of the 10<sup>th</sup> day milestone, we are required to submit an additional annual final enrollment reports. This is an important reporting requirement which has also meant a substantial change in workload. This change has taken significant time and effort on my part along with the Director of Institutional Research and Administrative Computing to program, test, problem-solve and finally transmit or completed reports for summer and fall enrollment 2010 as well as final reports for each quarter of the academic year 2007-2008.

We have also had two staff members retire/resign as of September, 2010 so most of the 10-11 academic year has been spent compensating for the loss of two employees and undertaking the hiring process.

#### New Assessment Efforts

At this point, it is difficult to imagine doing anything new related to assessment work given our office's current workload and staffing. Ideally, we should focus our efforts on completing the assessment plan from 09-10 that is still in progress. See the end of this report for a current update on the original assessment plan.

#### Barrier to Additional Assessments

One obvious barrier to considering additional assessments is that we are not fully staffed at this time. Once we have hired and trained our new staff, it will be easier to consider additional assessment possibilities.

## Assessment Plan Update

Veteran Affairs – Rafael Lozano and I met with Jamie Worley from Client Services who described her office's process for sending immediate emails for feedback once her staff provides service. We are ready to take the next steps to draft the text for the survey and prepare for implementation. Implementation could be as early as the spring quarter.

Transcripts – Last year we were ready to survey users of our online transcript ordering system but chose to delay this survey due to a change in college policy of no longer accepting VISA plus the assessment of a convenience fees for credit card payments. The staff involved with transcript production spent much of their day fielding calls dealing with this issue, so I decided to stall this project. Now that it has been nearly a year, people are more accustomed to this change. One of my concerns about surveying users of the system too early would result in responses more likely associated with the change in payment options and not the use of the system. We have a short window of time to do this now given the workload of the staff involved. In April we plan to debrief the system and the transcript ordering process so we can consider implementing a survey after this meeting.

Class Lists – We have sent email class lists to faculty for over a year now and have modified the lists based on solicited feedback from faculty. One new concern is that a change in required security will mean that we can no longer email class lists and a new solution must be considered.

My.Evergreen Changes – I have participated in a group proposing changes to the my.evergreen page based on a usability study/survey of faculty, staff and students. At this time, we are in the testing phase of this project. One barrier to completing this project is the change in the technology used to develop this website. Once implemented, the new and improved my.evergreen will have links that allows for users to provide ongoing feedback for future site improvements. Staff from Registration, Academic Advising, Academic Deans, Administrative Computing, Academic Computing and the Web Team has been involved in this project.