

Humboldt State University

Enrollment Management and Student Affairs

Enrollment Management

Office of the Registrar

Office of the Registrar Mission Statement

Mission Statement

The Registrar's Office at Humboldt State University contributes to both the mission of the institution and the division by providing administrative and logistical support for the University's curriculum, reinforcing its academic policies, maintaining the integrity of its institutional and educational records, and facilitating a culture that preserves the values of the University and its community.

Related Items

1: Efficient Internal Operations

Description of Goal

To support institutional efforts in ensuring time to graduation through efficient internal operations.

1a: Improve Workload Balance and Efficiencies

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Registrar will analyze the productivity of the Transfer and Graduation Counselors to identify strategies for improving workload balance and efficiencies.

Measurement Strategy: Existing Data, Benchmarking

Assessment Method

Results of Assessment

Conclusions

1b: Decrease Degree Check Processing Time

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

As a result of caseload distribution to TGCs by major, processing time for degrees checks will decrease.

Measurement Strategy: Survey, Existing Data, Benchmarking

Assessment Method

Results of Assessment

Conclusions

2: Timely, accurate and useful information and resources

Description of Goal

To support quality advising by providing students, faculty, and staff with timely, accurate, and useful information and resources.

2a: Student Satisfaction

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Students will be satisfied with the resources, services, and support provided by the Office of the Registrar Staff.

Measurement Strategy: Survey, Observation, Focus Group

Assessment Method

Develop post-interaction survey for response via email and/or student center.

Results of Assessment

Unable to develop survey for 14-15 due to staff limitations, but preparing for 15-16 assessment. Added tracking of student phone calls and emails to at least capture a sense of numbers/volume.

Conclusions

Based on number of phone calls and emails from students, faculty, and staff, there was a 22% decrease in the number of service calls. (Email volume stayed roughly the same.) One conclusion is that additional resources that were made available via the web decreased the number of calls, as S/F/S were able to harness information on their own.

2b: Faculty and Staff Satisfaction

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Faculty/Staff will be satisfied with the resources, services, and support provided by the Registrar staff.

Measurement Strategy: Survey, Focus Group

Assessment Method

survey, focus group, lack of complaints

Results of Assessment

Conclusions

2c: Decrease change requests

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

In order to decrease the number of grade change modes, the Office of the Registrar will identify the most common reasons for the requests.

Measurement Strategy: Existing Data

Assessment Method

Analyze existing data change request form for most common reasons.

Results of Assessment

Conclusions

3: Respond to Internal Initiatives Regarding Policy, Process, and Procedure

Description of Goal

Support data-driven decision making and respond to internal initiatives regarding policy, process, and procedure.

3a: Respond to requests from outside departments

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Office of the Registrar will be responsive to the needs and requests of academic departments, deans, academic support services, and student support services in their efforts to support student success.

Measurement Strategy: Tracking, Other

Assessment Method

The number of requests and decisions will be tracked.

Results of Assessment

Conclusions

4: Recruit, develop, retain, and reward a dynamic staff

Description of Goal

Recruit, develop, retain, and reward a dynamic staff

4a: Inclusive work environment

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Office of the Registrar will create an inclusive work environment by providing opportunities for staff to contribute to the visioning and success of the department.

Measurement Strategy: Survey

Assessment Method



An environmental assessment survey will be distributed to staff.

Results of Assessment

Conclusions

Staffing and Budget Snapshot

Investments

-  Budget snapshot
-  Staffing

Related Items

There are no related items.

End of Year Summary

Summary and Conclusions

Next Steps and Plans for Improvement

Related Items

There are no related items.