

Registration & Records



ANNUAL REPORT to the Vice President for Student Affairs

***ACADEMIC YEAR
2008-09***

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I. GOALS FOR ACADEMIC YEAR 2008/09

List *in bullet format* unit goals for current year, AY 2008/09.

- As a temporary assignment, partner with the Director Admissions in administering the 2009 EPT/ELM tests.
- Website redesign project - update the Registration & Records website.
- Academic Records Fee - continue to work with Institutional Research and University Advancement on a strategy for presenting an increase in the academic records fee; proceed with the implementation of a referendum. The increase in the ARF will cover operating costs associated with CSUSM transcripts, diploma mailing and printing, and commencement (target effective term: Fall 2009).
- Improve workflow and unit efficiencies in utilizing PeopleSoft and other technological tools to further enhance integrity in our processes.
- Singularity - work collaboratively with IT to launch a complete on-line student record.
- Assess our relationship with the Student Clearinghouse and implement a campus service fee as a revenue source for the Registration & Records Office.

II. MAJOR ACCOMPLISHMENTS

List *in bullet format* and briefly describe the major accomplishments of your unit during the AY 2008/09, including those relative to university strategic goals and other major initiatives such as WASC.

- During academic year 2008-09, EMS held a leadership role in facilitating the administration of the English Placement Tests (EPT) and Entry Level Math (ELM) tests. A total of 2,155 high school and continuing students visited the CSUSM to take the EPT/ELM tests:

(see Appendix A)

- October, 2008, the Registration and Records website was completely redesigned to meet the campus wide initiative in implementing Cascade. Links to the class schedule, downloadable forms, and information about policies and procedures are now available on the website.

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- November, 2008, Veterans Center opened. Vicki Hernandez, Veterans Affairs Coordinator, along with members of the Veterans and Active Duty Educational Steering Committee, and Student Veterans Organization, successfully launched the grand opening of the Veterans Center. The Veterans Center, located in Craven Hall, provides a place for our 300 veterans, 400 military dependents, and 35 active-duty personnel enrolled at CSUSM to find resources or simply to relax. The Center is staffed by veterans work study students.

- February, 2009, successfully launched a fee referendum for an increase from \$6 to \$12 of the Academic Records Fee. This endeavor was launched through strong collaboration with University Advancement and Institutional Research. The outcomes yielded positive results: between February 25 through March 11, 2009, 88.27% (n=1,279 students) were in favor of a fee increase from \$6 to \$12 of the Academic Records Fee; whereas, in contrast, 11.73% (n=170 students) were in favor of the per service fee proposal. Total student participants: 1,348. ARF will cover operating costs associated with CSUSM transcripts, diploma mailing and printing, and commencement (approved effective term: Fall 2009).

- As efforts to strengthen self-service tools for students in MyCSUSM, the following functions were made available to students: the ability to submit address changes, apply on-line for graduation, and requests for major changes for new admits through the orientation registration website. Registration and Records also worked collaboratively with University Advising Services in reconciling student records and improving the communication between units through the Advisor Request System.

- With only eight findings, and in collaboration with several departments on campus, CSU San Marcos fared well in the Chancellor's Office Student Records & Registration Audit. Immediate corrective action resulted to address the findings.

III. SERVICE OR LEARNING OUTCOME ASSESSMENT

Service/Program Assessed (include brief description):

As initial steps in building a reengineering model for EMS, Registration and Records is currently in transition. Registration and records functions will be incorporated/blended into the Office of Enrollment Management Services Operations, and Veterans Services will be moved to the Office of Admissions and Recruitment Outreach Programs. Given these changes, no assessments were conducted in 2008-09. However, the Veterans Affairs Coordinator will work closely with the Associate Director of Outreach Programs to complete the Veterans Center assessment for 2009-10.

Learning or Service Outcome for the Identified Service or Program:

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Service outcome: To measure a feeling of belonging, support and connectedness to the campus after visiting the Veterans Center.

Describe the Assessment Conducted During Spring 2009

The assessment will take place in Fall 2009 for prior year Fall 2008 - Spring 2009 in the method of a short survey emailed to all veterans, military dependents, and California veteran fee waiver recipients.

Outcomes/Findings of the Assessment:

We anticipate that the findings will confirm the success and commitment of having a physical space and location for Veterans, military dependents, and California veteran fee waiver recipients which will enhance support services and acclimation to the University (campus climate).

What programmatic decisions will your unit make as a result of these findings?

The data collected will yield information which will inform programmatic decisions (e.g., college success workshops, transitional support groups, etc.), resource allocation and grant writing. Additionally, assessment measures are critical to ensuring continuous quality improvement and the provision of high quality services to our students and other constituents.

From the experience of this pilot project, is there anything you would do differently if you were to repeat it? In other words, what did you learn from the experience that you might apply to future assessment activities?

N/A

Please provide feedback to the Student Affairs Assessment Team on further training or other forms of support we might offer.

Offer a library of resource;

Offer a webct online accelerated course where members of the Students Affairs Leadership Team can post potential assessments (service/learning outcomes, methodology, data analysis, application and integration in unit mission/vision statements) for feedback and guidance;

IV. ORGANIZATION CHART 2008/09

Please provide as a separate attachment.