

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: Registrar's Office **Date** January 30, 2004

Person Completing the Information Billy Roessler **Email** roessler@unt.edu

Head of the Unit: Lynn McCreary **Email** mccreary@unt.edu

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

Refer to Chart

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

The University Student Survey conducted in Spring 2000 and Spring 2002 is the primary evaluation of the Registrar's Office. A description of the survey and changes are in sections IV and VI. The UNT Dallas Campus Student Survey from Fall 2001, Spring 2002, and Spring 2003 was used to measure the services for the new campus. The Denton campus supports the registration and transcript production programs. Audits performed by the Texas Workforce Commission are used to evaluate the certification of compliance in veteran's benefits.

The chart below has the results of each evaluation.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

Refer to Chart

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. Name of assessment method or tool
2. If the method/tool is copyrighted, provide the name of the company who "owns" the tool.
3. Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.

Results of the University Student Survey, produced and analyzed by the Institutional Research and Accreditation Office, are used to measure the expected outcomes numbered one through four. The survey uses a 4-point Likert scale, and percentages are reported for responses of Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied, and No Opinion. The stratified sample population is compared to the university student population. The Registrar reviews the results.

Results of the UNT Dallas Campus Student Survey, administered by UNT Dallas Campus staff and analyzed by the Institutional Research and Accreditation Office UNT Dallas Campus staff, are used to measure the

expected outcomes numbered five and six. The survey is designed and administered in the same manner as the University Student Survey.

Results of the Texas Workforce Commission (TWC) annual audits are used to assess the expected outcome for item number six. The TWC determines the schedule for the annual audit. During an on-site visit to the UNT campus, a TWC representative reviews a sample of veterans files, approximately 10%, for correct reporting of enrollment. After each audit, a report is sent to the UNT President with a description of the findings. Depending on the discrepancies found, UNT may have to respond with a process to prevent future incorrect certifications.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?

The Institutional Research and Accreditation Office notifies the university upon posting results of the University Student Survey to the website. As needed, the results are discussed within in the unit in professional staff meetings and meetings in each area. Please refer to the chart for additional details.

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

Web Registration: The current mainframe student information system does not facilitate web development and 24/7 processing. Slow response time during peak enrollment times is also an issue with the current system. The entire UNT System is implementing a web-based integrated system for Fall 2004 that will provide improved computing resources to many applications, including web registration. UNT also implemented DARWIN, the windows based version of DARS (Degree Audit Retrieval System), to lessen the workload on the computer during peak registration periods, which are also peak advisement times.

Processing Transcript Requests: By requiring a fee to process transcripts and being unable to efficiently accept credit card payments, requests had to be made in person or by mail. Since the fee is included with other fees charged during registration beginning Spring 2000, faxed requests are a feasible means to request the transcript. Not charging the fee per transcript also allowed the on-demand transcript processing that went into effect August 2001. Students could then obtain their official or unofficial UNT transcript "on the spot" by presenting a photo ID. Previously in person requests were processed to be picked up at a later time determined by the time requested.

Add/Drop Process: Beginning Spring 2003, the opportunity to add/drop timeline was extended from the first three days of classes to the first five for the long semesters. The timeline to drop a class remained until the twelfth class day (census date). During add/drop, traffic to see advisors is extremely heavy. By extending the add/drop period, the students have more days to see the advisor before the deadline to add a class. Implementing DARWIN also helps the add/drop process by allowing advisors to retrieve on-line audits more timely and advise students more efficiently.

Signature of Person Completing the Form:

_____ Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____

**Assessment Report Matrix
University of North Texas**

Department/Unit: Office of the Registrar

Date: January 30, 2004

Person Completing the Form: Billy Roessler

Email: roessler@unt.edu

Department/Unit Head (after reviewing the form): Lynn McCreary

Mission:

Our mission is to create an exemplary learning and service environment that acknowledges and responds to the needs of the community we serve.

Collectively, we will:

- cultivate unity through open communications, mutual respect and regard for diversity;
- nurture individuals by providing relevant training and continuous opportunity for growth;
- utilize technology to provide access to complete and timely information;
- maximize efficiency and effectiveness through the sharing of resources; and
- deliver service with each individual's needs in mind

Expected Outcomes	Assessment Tools/Measurement	Assessment Results	Changes based on Results Taken	How do changes help UNT meet its Vision and support student learning?
1. 10% or less of the students are dissatisfied with Web Registration.	1. University Student Survey administered by Institutional Research and Accreditation Office	1. Spring 2002: 13% Spring 2000: 9%	1. UNT System is currently implementing a web-based system available near 24/7.	1. A more accessible registration system will increase the students' access to resources and improve customer services. Quality and timely customer service is one factor to help UNT attract and maintain a quality and diverse student body.

<p>2. 10% or less of the students are dissatisfied with the timeliness of grade reports.</p>	<p>2. University Student Survey administered by Institutional Research and Accreditation Office</p>	<p>2. Spring 2002: 8% Spring 2000: 8%</p>	<p>2. None</p>	<p>2. Quality and timely customer service is one factor to help UNT attract and maintain a quality and diverse student body.</p>
<p>3. 10% or less of the students are dissatisfied with the processing of transcript requests.</p>	<p>3. University Student Survey administered by Institutional Research and Accreditation Office</p>	<p>3. Spring 2002: 8% Spring 2000: 12%</p>	<p>3. In Spring 2000, UNT implemented a fee paid with tuition other fees instead of the fee per transcript processed. In August 2000, UNT went to an on-demand processing of UNT official and unofficial transcripts.</p>	<p>3. See #2.</p>
<p>4. 10% or less of the students are dissatisfied with the drop/add process.</p>	<p>4. University Student Survey administered by Institutional Research and Accreditation Office</p>	<p>4. Spring 2002: 12% Spring 2000: 14%</p>	<p>4. Beginning Spring 2003, UNT extended the add/drop period from three to five days. DARWIN was also implemented October 2002 to increase mainframe resources for registration, especially during the add/drop registration period.</p>	<p>4. See #1 and #2.</p>
<p>5. 10% or less of the UNT Dallas Campus students are dissatisfied with Web Registration.</p>	<p>5. Questions from the UNT Dallas Campus Student Survey administered by staff at UNT Dallas Campus</p>	<p>5. Spring 2003: 91% Spring 2002: 90% Fall 2001: 94%</p>	<p>5. No changes specific to UNT Dallas Campus have been made. The changes noted already for UNT Denton also benefit the Dallas campus.</p>	<p>5. Surveying services UNT Denton supports for the UNT Dallas Campus allows the opportunity to tune services for a new area.</p>

<p>6. 10% or less of the UNT Dallas students are dissatisfied with the processing of transcript requests.</p> <p>7. Zero discrepancies in audits of enrollment certifications for veteran's educational benefits.</p>	<p>6. Questions from the UNT Dallas Campus Student Survey administered by staff at UNT Dallas Campus</p> <p>7. Audits by Texas Workforce Commission</p>	<p>6. Spring 2003: 94% Spring 2001: 90% Fall 2001: 87%</p> <p>7. October 1, 2001: 1 October 10, 2000: 0 October 7, 1999: 0 March 24, 1999: 0</p>	<p>6. Currently official UNT transcripts are not printed in Dallas. UNT Denton hopes to expand this service to the Dallas Campus during or before the 2004-05 academic year.</p> <p>7. None.</p>	<p>6. Access to the UNT student records is beneficial in the career growth for former students and alumni. In addition to #5, providing transcripts at the Dallas Campus will provide additional exposure to the campus and allow current and former students better access to transcripts and thus increase the overall customer satisfaction for transcript processing.</p> <p>7. The veteran certification program must remain in compliance to continue veterans to receive educational benefits for enrolling at UNT.</p>
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