Scheduling:
Expected Outcome:
Develop a centralized classroom scheduling scheme contrary to our current practice of
decentralized scheduling with the implementation of Ad Astra, a scheduling program.
Classroom facilities will be utilized efficiently and fill rates will be achieved at a 70% -
90% rate.
Assessment Method:
For the fall 2012 term, the scheduled section room hours were analyzed by the day of the
week and time of the day.
Findings:
The analysis of average weekly class section hours by time of day shows that class
section hours drop at 3:00 p.m. and later, thus indicating that for the optimum use of
facilities more classes should be offered during those hours. The number of class section
hours is close to zero on the weekends.
How did you use findings for improvement?

The information about class utilization was disseminated among departments after preliminary reports were run. The Office of the Registrar encouraged departments to schedule classes at times when identified rooms are underutilized and adhere to policies concerning peak periods and percentages.

Assessment Method:

For the fall 2012 the analysis of desired and available room types was analyzed.

Findings:

The following is a summary of what appears to be the most desired classroom size. The most popular being 26 – 50 seat capacity.

How did you use findings for improvement?

Explore the possibilities for analysis of classroom size vs. type of delivery to increase fill rates in larger classrooms (51-100 & 100+ auditoriums).
**Transcripts:**

**Expected Outcome:**
We offer official transcript service to students through a third party vendor, Clearinghouse. Establish a consistent 24 hour turnaround of all transcript requests.

**Assessment Methods:**
- Track number of requests made in the period of January 2012 – June 2012.
- Track type of transcript requested.
- Track who is requesting official transcripts.
- Track delivery method utilized for transcripts.
- Run a comparison report to identify time it takes to receive Clearinghouse request and process transcript for post.

**Findings:**
Clearinghouse provides OTR with a summary of monthly activity and generally we process 2,000 a month aside from heavy months of graduation and we process 4,000 +.
Note peak periods of January and May after graduation.

Almost half of all requests are going to other institutions of higher education.

We achieve a 24 hour turn around in processing all transcript requests.
PDF format requests are on the rise and are becoming more accepted by third party requestors.
How did you use findings for improvement?

Train more staff in creating PDF transcripts as they are more time consuming and will require more resources.

Registration:

Expected Outcome:

Ensure all functions associated with Grade Adjustments Policy (GAP) are performed in a timely fashion, come through Workflow, and the process become paperless. Once adjusted, track student status for early alert and retention purposes.

Assessment Methods:

Identify student status of GAP requests for the calendar year of 2012. (CY 2012)

Quantify time it takes for the initiation of a GAP through workflow and completion of processing GAP.

Quantify time it takes for paper requests of GAPs to be processed.

Findings:

3600 GAPs were processed in 2012.
Aside from seniors, GAPs appear to be evenly distributed by student status.

GAPs take up to six business days to process on paper forms, sent through campus mail, and directed to our office.

Workflow allows GAPs to be initiated on-line, paperless, and done within 24 hours.

**How did you use findings for improvement?**

Paper requests for GAPs have been eliminated and are no longer an option.

The process is completely handled through Workflow. This automates the process and allows all entities involved in a process to know where the process is while in progress and when all actions necessary have been completed. This has virtually stopped all calls and e-mails to our office with inquiries of where actions stand. It has also required standardizing processes whereas departments and colleges often had several methods of doing something and using several different formats of forms for the same action. With workflow all actions are the same, require the same signatures, seamlessly flow from one entity to the next until the final result is accomplished. Students are contacted when actions on their behalf are complete and are much more satisfied. Grade point averages, academic standings and scholarship standings are all recalculated within a 24 hour period.