

Registration & Records Program Review  
2008-2009

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## A. Description of Registration & Records

### Mission Statement

*The mission of Registration & Records is to ensure the accuracy, integrity, and security of academic records while providing precise information and first-rate service to students, staff, faculty, outreach constituents, and the community-at-large. Registration & Records provides quality service in the processes related to registration, records, accounts receivable, graduation, facility scheduling, and information services, while educating students and faculty of related policies and procedures.*

### Brief History:

In the last three years we have adopted the name of Registration & Records, as a single entity, rather than as an office within “Enrollment Services”. In our previous Program Review it was stated in our Overview that we “provide seamless services to students under the title of Enrollment Services.” The personnel in each office (Registration & Records and Admissions) have some cross-training to provide initial service without re-directing the student to another office. We continue to provide seamless services and information as necessary but no longer use the “Enrollment Services” nomenclature.

### Other significant changes worth noting are:

- All staff and supervision of the Information Desk, during operable hours, report to the Registrar. Previously, weekend hours were a function of Protective Services.
- The Academic Advising Coordinator now reports to the Assoc. VP of Student Success Services. The Registrar no longer has direct supervision of the advising or orientation functions.

## B. Summary of Services and Programs

### a) Switchboard/Information Desk

Registration & Records is responsible for coverage of the information desk from 7:30 a.m. to 10:00 p.m. Monday – Thursday, 7:30 a.m. to 11:00 p.m. on Friday, 8:00 a.m. – 11:00 p.m. on Saturday, and 9:00 a.m. – 11:00 p.m. on Sunday, including hours on holidays when campus offices are closed. Employees at this desk answer lines on a multi-line switchboard and also respond to campus radio calls as necessary. Employees also field questions, provide information and directions, process forms and paperwork, approve all public notices and flyers to be posted, and sell tickets for college-sponsored events. The evening employee (Monday-Thursday) also handles registration for credit and non-credit courses.

b) Publications

a. Print Material

Registration & Records is responsible for the annual coordination, development, printing, and dissemination of the college catalog and schedule of classes.

b. Internet

Within the Western Wyoming Community College website there are links to forms, catalog, class schedule (including closed classes and schedule addendum), fee information, and student policies and procedures.

c) Registration and Recordkeeping

Registration & Records handles all registration (credit and non-credit), schedule changes (adds/drops/withdrawals), and waitlists. Also trains and supervises Green River and outreach staff regarding the registration process. Green River and 11 Outreach sites have direct access to Colleague, including real-time registration. All student grades are processed through Registration & Records. All student records (including demographic information), transcript requests, enrollment verifications, and transfer evaluations are maintained and processed through this office. As a function of recordkeeping, student files are created for active students and records are archived, imaged, and disposed of according to policy.

d) Student Accounts Receivable

The Registration & Records office handles all student accounts receivable, billing, third-party sponsorship, refunds, and collections. Billing, refunds, and collections for the Green River Center and the 11 Outreach sites are also coordinated by the Student Accounts Receivable Assistant. Payment plans are set up, monitored, and collected by this office. The Student Accounts Receivable Assistant coordinates the collection process with the Administrative Services Officer. Third party sponsorships for students taking credit and non-credit courses, including those taught in Outreach and in the high schools, are coordinated by the part-time Registration and Course Clerk.

e) Web-Based Services

a. Mustang WebAdvisor for Students

Registration & Records provides students on-line access to their records, (including transcripts and account information), registration and schedule changes, and most forms. An online tutorial for Mustang WebAdvisor and Mustang Cruiser is available for students. New students complete the tutorial at registration programs. Registration & Records provides technical support for local and outreach students as requested.

b. Mustang WebAdvisor for Faculty  
Faculty members can access information about their advisees (including the ability to register and make schedule changes), input midterm and final grades, view student demographics, and review course enrollments and rosters. Mustang WebAdvisor tutorials are offered to faculty. Registration & Records provides technical support as requested.

f) Graduation

Registration & Records is responsible for graduation certification for all students at the end of each term (Summer, Fall, and Spring). This office also coordinates the commencement ceremony held each May.

g) Facilities Assignment

Registration & Records assigns all credit and non-credit classrooms for the Rock Springs campus. All conferences, meetings, and special events are also scheduled through the Registration & Facility Scheduling Assistant.

## C. Guiding Principles as Reflected in Registration & Records Program

### 1. Learning is Our Purpose

- Monitor catalog for current, valuable, varied course offerings.
- Participate in curriculum committee to assure consistent, quality course offerings that meet standards.

### 2. Students are Our Focus

- Support all students including specific populations, eg., international students, adult learners, part time, and outreach, in registration and records functions.
- Collaborate with other student services to assure student success.
- Manage verification for previous learning, eg., transfer credits, military credits, and challenge tests.

### 3. Employees are Our Most Important Resource

- Provide in-service and guidance to numerous adjunct faculty each semester.
- Provide in-service to full-time faculty each semester, special sessions for new faculty.
- Serve as a resource for faculty on campus and outreach coordinators and staff.
- Encourage staff development for Registration & Records employees.
- Manage workload during peak periods so overtime and morale are well balanced.

4. The Community is Our Partner
  - Coordinate use of facilities for numerous community functions through Registration & Facility Scheduling Assistant.
  - Provide information, guidance, and general answers to campus visitors through Information Desk coverage.
  - Offer numerous online services to assist and provide access for students at a distance and students whose schedules are not compatible with standard office hours.
5. Adapting to Change Defines Our Future
  - Utilize technology for records management, registration, submitting grades, records access, management of course rosters, and management of classroom assignments.
  - Adapt to department changes without impacting services, ie, Advising function physically remains in Registration & Records but reports to a different supervisor.
6. Ethical Standards Guide Our Action
  - Follow established standards from professional accrediting agencies.
  - Employ customer service values when dealing with students, faculty, staff, and community.
  - Follow policies established by WWCC Board of Trustees.
  - Follow FERPA standards including those related to student worker confidentiality and in-service training for faculty and staff.
  - Collaborate with faculty and students for fair resolution of issues within the parameters of policy.
  - Make ethical decisions on student appeals.

## II. Identify Program Goals

The Goals of Registration & Records are to:

1. Provide first-rate, high quality registration and record services to all students, staff, and faculty, on-campus and in outreach locations.
2. Maintain accurate academic records while ensuring security and integrity.
3. Provide quality services related to accounts receivable, facility scheduling, and information services.
4. Educate students, staff, faculty, and outreach about WWCC policies and procedures related to registration and records functions.
5. Provide necessary training and support to all who utilize registration and records services.

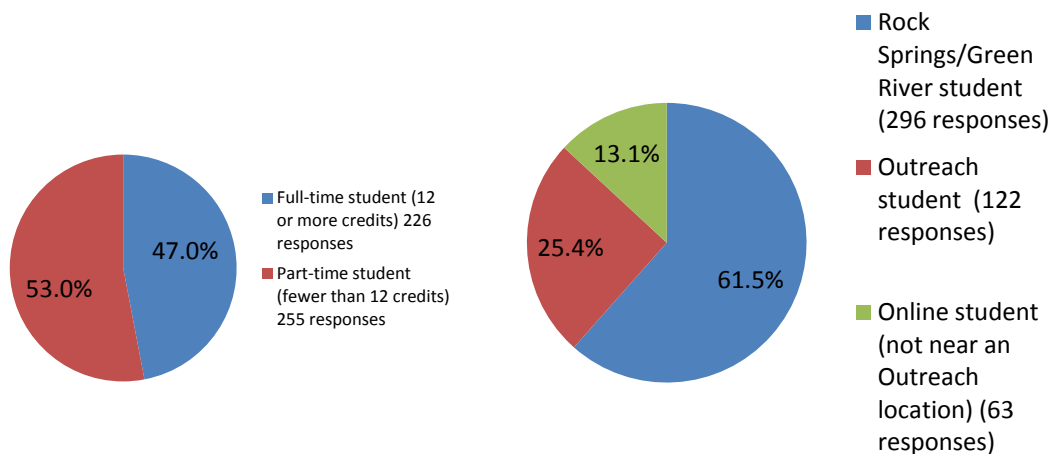
## III. Assess the Program Goals

Two surveys were developed using SurveyMonkey to collect feedback; one for students and the second for faculty/staff. Graphs representing select questions from the survey may be viewed in the appendix.

## A. Student Survey Results (prepared by Dianna Renz, Learning Assessment Associate)

- **Audience Surveyed:** Approximately 2805 full time and part time local, outreach, and online students were contacted via e-mail to complete the survey. E-mails were sent to students who are registered for three or more credits, and the survey link was also posted on the Mustang Cruiser homepage.
- **Distribution of Responses:** Responses appeared to accurately reflect the distribution of our student population. 62% are Rock Springs/Green River students, 25% are outreach students, and 13% are online students.
- **Response Rate:** 415 individuals completed the survey, for a response rate of approximately 15%. 481 individuals started the survey, with an attrition of 2%.
- **Criteria for Success:** The program review committee agreed to look for a 75% positive rating on all questions.

### Students Completing the Survey



### 1. Finding Information

Response to most questions on the survey was largely positive, regardless of location or type of student.

- When they have questions about course information, registration, and graduation requirements, local students most frequently seek information from the WWCC website. They occasionally seek information from a wide variety of sources: Registration & Records personnel, printed materials, advisors, and other students. NOTE: Although the “local” students who responded to this particular question included online students, Rock Springs and Green River students also indicated that their primary resource was the WWCC website.
- Outreach students seek information most frequently from their Outreach center personnel (grouped with R & R personnel on graph below). They occasionally seek information from printed materials, the WWCC website, or their advisors. Most outreach students say they never seek information from Registration & Records personnel on the Rock Springs campus or from other students. Registration & Records has provided many avenues for finding information, and students are able to use the method that is most convenient for them.

## **2. Printed Materials**

Students who used these resources indicated a positive response regarding satisfaction with printed materials from Registration & Records.

## **3. Awareness of Registration & Records Online**

Results indicate that most students do use online services to check their grades and view a schedule of classes, and that there is some awareness of most of the other services. Results indicate that students who DO use online services are satisfied.

## **4. Satisfaction with Registration & Records Online**

Students who used these resources indicated a positive response regarding satisfaction with Registration & Records online information and services in all areas.

The responses of “Unaware” and “Have Not Used” are indicators that additional training and communication may need to occur. Online services that students are the least aware of, or are used the least are:

- Applying for graduation
- Degree audit
- Bill pay
- and Transcript requests.

It is significant to note that “Easy to find what you’re looking for” had the lowest satisfaction with 10% being “Somewhat Unsatisfied” or “Very Unsatisfied”.

## **5. Satisfaction with Outreach Staff**

Outreach students responded positively regarding satisfaction with their outreach staff in all areas:

- Accuracy (96% positive response)
- Responsiveness (96% positive response)
- Courtesy (95% positive response)
- Helpfulness (96% positive response)
- Quality of service (97% positive response)

## **6. Satisfaction with Registration & Records**

Local Rock Springs/Green River students and online students indicated a positive response regarding the Registration & Records office with:

- Office hours/Availability
- Physical space/Office layout (See “Areas to Consider for Improvement” for written comments)
- Welcoming atmosphere

79% of outreach students say they seldom or never use the Rock Springs Registration & Records office.

## 7. Strengths of Registration & Records

Of the 415 students who completed the survey, 256 took the time to make comments about the strengths of Registration & Records, saying:

- Knowledgeable/Competent/Informative (10% of comments)
- Friendly/Courteous/Welcoming (27% of comments)
- Accurate/Efficient/Organized (7% of comments)
- Helpfulness (32% of comments)
- Availability (4% of comments)
- Promptness (6% of comments)
- Online services (4% of comments)
  - Access to information
  - Vast amount of information
  - Ease of registration

Some comments were particularly thoughtful:

- “I like receiving course offerings in the mail.”
- “Registration process is easy because it’s facilitated by great people.”
- “One of my waitlist classes became available and a person contacted me by phone. I appreciated this kind of personal service.”
- “Staff gives a feeling that they actually care about you...”
- “All was polite and unstressed during registration week. I didn’t feel rushed and I know you were all swamped.”
- “They work with you quickly and make you feel good about the sometimes stressful process.”

## 8. Areas to Consider for Improvement

Of the 415 students who completed the survey, 225 took the time to suggest that Registration & Records could use improvement in the following areas:

- Communication (1% of comments)
- Customer service (3% of comments)
  - “Rudeness sometimes an issue”
- Office layout (4% of comments)
  - “It gets packed in the office when it’s busy and there isn’t much room to move.”
  - “Layout doesn’t allow for much privacy.”
  - “I don’t know where to go or who to see because everyone is looking at me when I walk through the door. I wish the environment provided a little more privacy.”
  - “It seems like you could use more room in which to operate.”
- Additional staff (1% of comments)
- Clarify and post graduation requirements (1% of comments)
- Online services could be more user-friendly (5% of comments)
  - Degree audit
  - Registration problems
  - Clearly post important dates

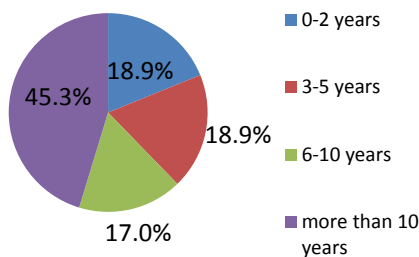
- Post an easy-to-read schedule of classes
- Difficult to navigate
- Create a help button
- Additional hours (2% of comments)
- Course catalog (2% of comments)
  - Hard to follow/confusing
  - Make it available sooner
- Billing (1% of comments)
  - Give students more options
  - Give more information about the process
  - Accuracy of information regarding individual accounts

It is significant to note that the largest grouping of comments (5%) was made regarding online services and their usability.

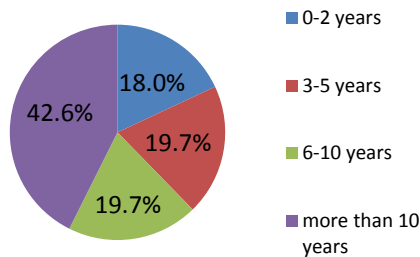
## B. Faculty/Staff Survey Results (prepared by Dianna Renz, Learning Assessment Associate)

- **Audience Surveyed:** Approximately 570 full time and part time local and distance employees were contacted via e-mail to complete the survey.
- **Response Rate:** 133 individuals completed the survey, for a response rate of approximately 23%. 147 individuals started the survey, with an attrition of 3%.
- **Criteria for Success:** The Registration & Records program review committee agreed to look for a 75% positive rating on all questions.

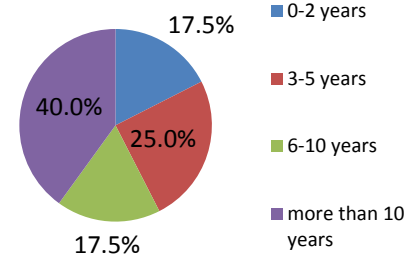
Local Faculty – How long have you worked for WWCC (53 responses)



Local Staff– How long have you worked for WWCC (61 responses)



Outreach Faculty & Staff– How long have you worked for WWCC (40 responses)



### 1. Finding Information

In both the local and outreach groups, employees responded positively to almost all questions on the survey.

- When they have questions about course information, registration, and graduation requirements, local employees most frequently seek information from Registration & Records personnel, or from printed resources. They occasionally seek information online or from other members of their departments or divisions.
- Outreach employees frequently seek information from a variety of sources: Registration & Records or outreach personnel, printed or online resources, or their supervisors. Outreach employees occasionally seek information from colleagues.

- Registration & Records should be encouraged by the fact that they provide a variety of methods for finding information, and employees take advantage of this wide variety.

## 2. Registration & Records Online

Most employees responded positively regarding awareness of the following online services.

Most employees responded positively regarding ease of use with the Registration & Records information provided online.

- Accuracy/completeness (84% local, 88% outreach)
- Can find what I'm looking for (94% local, 76% outreach)

The positive response rate regarding awareness of the following online services did not meet the 75% criteria for success. Many employees may not be aware that these services are available.

- **FERPA guidelines**
- Advisors can conduct **degree audits**
- Advisors can **check course availability**
  - However, of those outreach employees who are primarily staff members, 74% knew they could check course availability online. Of those who indicated they are primarily faculty, 80% are adjuncts and most likely have no official advising duties.
- Students can apply for a **change of residency**
- Students can **apply for graduation**
- Students can **pay bills**
- Students can conduct **degree audits**

## 3. Printed Materials

Most employees responded positively regarding satisfaction with printed materials from Registration & Records.

- Accuracy/completeness
- Can find what I'm looking for

**NOTE:** Outreach employees were 3-4 times as likely to answer "Don't Know" on these two questions.

## 4. Satisfaction with Information and Training

Most employees indicated a positive response regarding satisfaction with the training and information provided relating to student registration, class scheduling, graduation requirements, web services, etc. (Written comments regarding training can be read in "Areas to Consider for Improvement" section.)

**NOTE:** Most employees in any position would say that the first two years of learning a job can be overwhelming and sometimes challenging. Numbers for the first two years are significantly lower than "in the past two years"; however, this discrepancy does not necessarily reflect on services provided by Registration & Records. These low numbers

may be a combination of many different factors that contribute to a new employee's experience.

## 5. Satisfaction with Outreach Staff

Most outreach employees responded positively regarding satisfaction with their outreach staff in all areas:

- Accuracy (85% positive response)
- Responsiveness (85% positive response)
- Courtesy/Respect (85% positive response)
- Helpfulness (85% positive response)
- Quality of service provided to
  - Faculty (85% positive response)
  - Students (82% positive response)
  - Staff (79% positive response)

## 6. Satisfaction with Registration & Records Staff

All WWCC employees indicated a positive response for the Registration & Records staff in all areas. Select comments can be read in sections 7 and 8. Complete comments can be read in the appendix.

**NOTE:** Although the general population of local employees gave a positive response of only 72% for quality of service provided to faculty and students, each of these questions had a high rate (20-25%) of "Don't Know" responses. **Local faculty** gave the following positive response rates:

- Quality of service provided to faculty—90%
- Quality of service provided to students—76%
  - (18% responded "Don't Know")

**Therefore**, of faculty who DID have knowledge of quality of service provided to students, 91% gave a positive response.

## 7. Strengths of Registration & Records

Of the 107 local faculty and staff who completed the survey, 65 made comments about the strengths of the Registration & Records staff members, saying that they were:

- Knowledgeable (23% of comments)
- Friendly/Courteous (23% of comments)
- Helpful (31% of comments)
- Accessible/Available/Responsive (11% of comments)
- Accurate/Efficient/Organized/Competent (9% of comments)

Some comments seemed particularly insightful:

- "Good and competent people who care about students and love WWCC."
- "I think that they do a great job. It seems like it is a lot of work with a small staff."

- “They work hard to do what is best for faculty and students. They also work to improve their services and upgrade the technology used.”
- “The printed and online materials are more user-friendly than they were before.”
- “Staff is collaborative, flexible, helpful, and knowledgeable. It is a pleasure working with this office.”
- “They are prompt, professional, helpful, friendly and respon[sive]. Registration and Records is proactive when it comes to educating online faculty about privacy requirements and other matters...”

## 8. Areas to Consider for Improvement

Of the 147 faculty and staff who completed the survey, 55 suggested that Registration & Records could use improvement in the following areas:

- Communication (11% of comments)
  - Communication with adjuncts
  - Communication with outreach regarding bills
  - Follow-up with online transcript requests
  - Notice to faculty when students drop a course
- Customer service (18% of comments)
  - Front desk
  - Courtesy
  - Friendliness
  - Promptness
  - Accuracy
  - Respect to students
- Office layout/location (7% of comments)
  - Too formal/intimidating for students
  - “hidden” location at GRC
  - RS office should be closer to Financial Aid office
- Additional training or “cross-training” of staff members (4% of comments)
- Additional staff or temporary staff during peak busy times (5% of comments)
- Aquatics registration process is not community friendly (4% of comments)
- Online services could be more user-friendly (5% of comments)
  - Degree audit
  - Software to check for prerequisites
  - Easy-to-navigate calendar with important dates
- Additional training for faculty (4% of comments)
  - More information for new faculty—Mustang Cruiser orientation not enough
  - More training regarding advising

## IV. Customers or Clients Served by the Program

- A. Those benefiting from the services offered by Registration & Records include WWCC students, faculty, staff (including Outreach center staff and students),

and members of the community (including children and Seniors served by non-credit courses, prospective students, and industry).

- B. Registration & Records serves students by providing access to efficient registration processes and maintaining accurate academic records. Students are provided information to use in planning their schedules and programs in order to meet their academic goals. Registration & Records helps students to develop life skills by encouraging responsibility and ownership for educational goals. Registration & Records is responsive to the changing dynamics and educational needs of the community by providing services to students taking both credit and non-credit courses. Faculty are provided with access to student records and information through online services making it convenient and easy to help students.

## V. Regulations Compliance

Registration & Records is currently in compliance with all requirements and regulations. The following are imposed by outside agencies or regulations:

### A. The Family Educational Rights and Privacy Act (FERPA)

Also known as the Buckley Amendment of 1974. In accordance with FERPA, students have access to their educational record. Registration & Records releases designated directory information as requested by the student on their registration form. Release forms, completed and signed by the student, allow Registration & Records to release information to third parties as indicated. FERPA information is provided to the students in the Catalog and Schedule of Classes. FERPA training is provided to staff and faculty, including Outreach and adjuncts.

### B. Student Right to Know

This federally imposed regulation requires disclosure of statistics, such as crime statistics and graduation rates, to prospective and current students. Information is listed in the Catalog.

### C. Reporting

The Registration & Records office is required by the Community College Commission, other State agencies, and the federal government to report enrollment statistics and other demographic information each term.

### D. International Students

Working with Immigration and Naturalization Services (and new regulations under the Patriot Act and SEVIS), Registration & Records is required to report the enrollment and demographics of each international student attending WWCC.

### E. Record Retention

Registration & Records follows the State of Wyoming Record Retention Schedule, as well as Federal guidelines, regarding the retention and disposal of all student and course records. This includes archiving, document imaging, storage, and disposal.

## VI. Staff Development

The Registration & Records staff has participated in the following staff development activities during the past three year:

- “F.I.S.H.” Customer Service Training
- Paraprofessional Annual Retreat
- Datatel Query Training
- Datatel Reporting Techniques Training
- Datatel Research Tools and Techniques Training
- Datatel National User Group Conference
- Datatel Regional User Group Conference
- CollegeNet/ Resource 25 (Facilities Management) Software Conference
- Image Now Administrator Training
- National AACRAO (Amer. Assc. Collegiate Registrar & Admissions Officers) Conference
- Regional AACRAO (RMACRAO) Conference
- National Orientation Directors Association Conference
- NODAC Planning Committee (in charge of all publications)
- Regional Orientation Directors Association Conference
- Record Retention
- Datatel On-Site Sponsorship Billing
- Datatel Webinars (Waitlists, Web Registration)
- Sponsorship Billing, on-site visit to Sheridan College
- State Registrar’s Gathering
- Excel, Access, Keyboarding and Computer Information Systems courses
- Accounts Receivable and Collections workshop
- Para-Professionals Retreat (Who Moved the Cheese)
- Civitas

In addition to the above staff members are taking WWCC courses each semester. The development activities have been numerous, varied, and adequate to date. The need to continue to update computer skills with new software installations was identified as an area for additional development.

## VII. Facilities and Equipment

### A. Facilities

1. Is the facility appropriate for the program? Have needs changed? Are there changes needed for these facilities? If so, list them in order of priority.

At the present time the facility is appropriate for the program. Storage space is currently adequate. The office area is open, inviting, and uniform-looking and presents a professional impression. Additional workspaces within the office allow for flexibility for specific projects and student employees.

- It is significant to mention that all the personnel, desks, and space are dedicated to only Registration & Records staff and functions. Previously,

the Housing support staff desk was the initial desk when entering our office. .

2. Is the facility up-to-date and properly maintained?

Yes. The facility is up-to-date and properly maintained. The office and information desk areas were completely renovated in 2005.

## B. Equipment

1. Is the equipment adequate and appropriate for the program?

Yes. The equipment is appropriate for the program.

2. Is equipment maintained, updated, or replaced?

Yes. The equipment is up-to-date and properly maintained.

There are no changes or additions needed.

## VIII. Printed Material and Web Site

### A. Printed Material

1. Registration & Records produces and distributes the following printed materials:
  - WWCC Catalog
  - Schedule of Classes
  - "Still Time" brochure
  - Mailer that announces the new Schedule of Classes
  - Printed Registration & Records forms, used for a variety of purposes; for example, the Change of Residency form

Registration & Records strives to keep publications current and relevant.

#### WWCC Catalog:

The Catalog is updated and printed annually. Registration & Records works with academic divisions and the Curriculum Committee to keep course descriptions and suggested programs current in the Catalog. Courses that are no longer offered are removed from the Catalog per Curriculum Committee action.

#### Schedule of Classes:

The Schedule of Classes is updated and printed each semester; three publications annually. The Schedule must clearly present a great deal of information in a rather small publication. In its present format, the Schedule of Classes does this very successfully. Printing errors or other mistakes in the Schedule of Classes are rare.

#### "Still Time" Brochure:

Since the last program review, Registration & Records has instituted a “Still Time” brochure, distributed after mid-semester, that promotes late-start classes. This was in response to a perceived need.

Printed Forms:

The Registration & Records office has a procedure to review and update printed forms annually. Since the last Program Review, some forms have been combined or eliminated for better efficiency.

2. Are the printed materials accessible, in an appropriate fashion, to the target audience?

WWCC Catalog and Schedule of Classes:

Procedures are in place to make the printed versions of the Catalog and Schedule of Classes readily available to all new and continuing students. The Catalog and Schedule are also available online.

Since Summer 2006, the Schedule of Classes is no longer distributed in a blanket mailing to Sweetwater County households. Instead, an announcement/promotion is mailed to households each semester. Recipients are told how to request a printed Schedule by mail or online, and are told how to view the online Schedule.

“Still Time” Brochure:

This brochure is mailed each semester to Sweetwater County households.

Printed Forms:

These forms are available in the Registration & Records office, and also on the WWCC Website. On the Website, most of these forms can be filled out and submitted electronically, so the user doesn't need to use a hard-copy version of those forms.

3. Does the appearance of the printed materials represent and promote the College in a professional manner?

Registration & Records produces a high-quality, attractive Catalog, Schedule of Classes, and brochures at a reasonable cost. In recent years, more effort has been made to give these publications a “family look” consistent with the branding efforts of the Marketing Committee.

The survey responses indicate that students use the printed Schedule of Classes and the printed Catalog extensively, and are generally very satisfied with these documents.

Not surprisingly, the survey indicates that students use the “Still Time” brochure much less than the Catalog or Schedule. But those who use it are generally very satisfied.

## B. Website

Registration & Records Department has an active web site located on the Current Students drop-down box of the WWCC homepage. Registration & Records also has a page on the Employee Intranet for faculty and staff information. A review of the web pages follows:

1. The Registration & Records web pages are consistent with the branding of the rest of the WWCC website and contain audience appropriate information and forms.
2. Survey results indicated that FERPA information needs to be more readily available to students. Since the link is already on the Registration & Records web page it should be called attention to in some way.
3. One major consideration will be whether to maintain the Advising links and information on the Registration & Records pages since this department has been split out. A better choice may be for Advising to have its own link on the main page or under a heading that makes the most sense for student navigation.
4. The Registration & Records homepage could be made more attractive and user-friendly. Possibly the links could be categorized by audience that would be using the page like students or faculty/staff. Also, the links could be more descriptive by asking, for example: "How do I get a copy of my transcript?"
5. A regular review process of the Registration & Records website is necessary to be certain that all data is up-to-date. Some pages would need to be reviewed before the start of each semester as classes, costs, etc. change.
6. The Catalog is currently on the web site as a PDF file. An effort should be made to make it available as an HTML file, which allows for search capabilities. The catalog should have its own link on the drop down menu under Current Students as does the Schedule.
7. The survey results indicate that navigation on the web site is sometimes difficult and services may not be easily found. Education about some of the on-line services, such as transcript requests, graduation application, and bill pay is necessary.
8. The Registration & Records pages on the Employee Intranet site need to be updated to Registration & Records instead of Enrollment Services. The initial link on the Divisions page reads Enrollment Services as does the page header when you click into that link.

## IX. Recommendation from Previous Program Review

<p align="center"><b>Recommendations from FY2003 Program Review</b></p>	<p align="center"><b>Actions</b></p>
<p><b>Non Fiscal Short -Term</b></p> <p>Each Registration &amp; Records staff meeting will include at least 15 minutes on a topic related to customer service and providing service that is consistently provided with respect and courtesy.</p>	<p>Customer service has been a focus of the Registration &amp; Records staff over the last 5 years. In addition to focus in staff meetings our summer staff retreats have also had a customer service focus.</p>
<p>Begin communication campaign via email, Internet and intranet to educate students and faculty on various topics about records, registration, and advising.</p>	<p>Efforts have been made using Mustang Cruiser and email to communicate dates and deadlines. Each semester when student appeals regarding policies are submitted, the printed materials addressing the policies are reviewed. Changes have been made to clarify information, add information and list information in multiple locations.</p>
<p>Continue periodic meetings with Outreach staff (on campus or via compressed video) so issues can be addressed, questions can be asked and training, as necessary, may be accomplished.</p>	<p>In addition to the planned Outreach in-services each term the Registration &amp; Records staff has had additional trainings and meetings either onsite at Outreach locations or on campus.</p>
<p>Begin in-depth review of forms used. Following review, make changes as necessary to forms. Move forms to online use if possible.</p>	<p>All Registration &amp; Records forms are now available on line. Most can be completed online and are submitted electronically to a designated email account. Several forms have been eliminated and others combined, examples include the Drop/Add and HS Concurrent/Dual Enrollment form.</p>
<p>Continue to provide informational workshops to faculty, staff, and students about the use of Mustang WebAdvisor.</p>	<p>Workshops have been offered to both faculty and students. The attendance at the workshops has been minimal. The Registrar has offered workshops at New Faculty Orientation and Adjunct In-service. A new Mustang WebAdvisor online tutorial is available on the main page for Mustang Cruiser and Mustang WebAdvisor.</p>
<p>Continue to analyze the role of personnel, tasks and general office functions of the two offices under the Enrollment Services umbrella. Assure that the seamless concept is continued.</p>	<p>Since the Program Review in 2002, Admissions and Registration &amp; Records are now distinctly separate functions though both work very closely together to provide services to students. Tasks have been shifted or shared over the 5 years.</p>
<p>The Catalog is currently on the web site as a PDF file. An HTML file, which allows for search capabilities, will be added following the completion of the 2003-2004 Catalog.</p>	<p>This continues to be a recommendation but has not been accomplished. It is a task that has not been a priority and must be balanced with other duties of the Web Master. Outsourcing may be an option to explore.</p>

<p>Assess operations and develop services for Distance Learners.</p>	<p>Services to Distance Learners continues to be a priority for the Registration &amp; Records staff. The on-line Part-Time registration form and online services provided through Mustang WebAdvisor have provided access for all students. Tutorials and education about online services are needed.</p>
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<p><b>Non-Fiscal Long-Term</b></p> <p>Evaluate the use of technology and the services offered to be certain that technology is enhancing those services, especially where Outreach is concerned.</p>	<p>Registration &amp; Records staff utilizes technology and strives to provide services through the use of the most current technology available. The use of Mustang WebAdvisor has been greatly enhanced since 2002. Nearly 80% of WWCC students register for courses using Mustang WebAdvisor. The use of R25, ClassTracks, and Image Now is enhancing services we provide faculty, staff, and students.</p>
<p>Use data collected through Resource 25 (and other available reporting software) to aid in making good decisions about the schedule of classes and facility use.</p>	<p>Both R25 and ClassTracks allow the capabilities of using data to make decisions. We have not used either to its potential over the last 5 years.</p>
<p>Conduct a follow-up survey with students and faculty to gather responses regarding improvements in serving customers with courtesy and respect.</p>	<p>Information is gathered annually through the Graduate survey and had been collected through Noel-Levitz and CCSSE. Indications are that service has improved. The program review survey responses clearly indicate that improvements have been made.</p>
<p>Review technological trends in the records and registration area and make recommendations for future direction in the department.</p>	<p>Since 2002, we have not added any new software or technology. Our efforts have been focused on expanding the use of what we had, implementation and user education and training.</p>
<p>Continue to review staff responsibilities and focus on working smart.</p>	<p>This recommendation is a continuous and on-going challenge. In an effort to reduce over-time hours we have utilized part-time employees and now have a permanent part-time Registration &amp; Records Clerk. The College completed the exercise of reviewing all para-professional job descriptions and salaries. This allowed the opportunity for us to review responsibilities and workloads. Some duties were shifted and in some cases deleted. We are always looking for ways that technology can help us in our jobs.</p>

<p><b>Fiscal – Short Term (1-2 years)</b></p> <p>Utilize part-time classified help during peak times, and as necessary, to help alleviate strain on over-time budget. Current overtime hours exceed 1000 for 5 person staff (+\$10,000 annually). A part-time employee at \$6.90/hour for 500 hours annually (12.5 weeks) would greatly reduce the necessary overtime hours while softening fiscal impact. An additional staff member during peak times would reflect favorably on attitudes and level of service.</p>	<p>In 2003, a part-time employee was utilized 10 total weeks each year to help during peak times. This was able to help, however it was apparent that it was not adequate. A permanent part-time benefitted position was approved beginning July 1, 2007. The position is currently funded at 20 hours a week. Thirty-Five hours is more ideal. The over-time budget has been reduced to \$6,335 for FY08, however the line item is over-drawn each year.</p>
<p>Purchase Web Viewer for Resource 25 (facilities management software) so that the campus community can access the use and availability of campus space, view campus events and request the use of space for events and functions.</p>	<p>WebViewer has been purchased. The functionality and user interface is being built. The next step is education and training for users.</p>

## X. Strengths, Limitations, and Opportunities

### A. Strengths

- Quality of customer service (marked improvements since previous program review)
- Experienced staff that provides first-rate, high quality registration and record services
- Printed Materials are attractive and generally easy to use
- Availability of online services and satisfaction with those services
- Provide training and education opportunities to all who utilize registration and records services
- Office is open, clean, and provides individual attention
- Through Outreach staff, Green River Center, and online services we can provide services to all who need them

### B. Limitations

- Overtime hours for staff are still excessive though marked improvement over last 2 years
- Part-Time employee contract is set at 20 hours while duties and critical times necessitate more
- Additional personnel needed during critical registration times
- Office layout can be intimidating for some and privacy can be compromised
- Website can be difficult to navigate and some services are not easily found
- The website design is limited by standards and total institutional items that need to be displayed
- Assessment of level of service and how well we are meeting our goals is difficult to measure.

### C. Opportunities to Improve

- Create a more user-friendly and clear website by re-organizing and re-designing
- Clearly post important dates online
- Provide education of availability of online services
- Improve usability of online services by developing online tutorials for those services that are most difficult to understand
- Train weekend employees so that registration services can be provided on weekends
- Increase use of online services with students in Outreach areas and at a distance
- Increase hours of PT employee

### Plan

<b><i>First Year: 2008-09</i></b>			
<b>Task or Action</b>	<b>Purpose</b>	<b>Measure of Success</b>	<b>Who is Responsible?</b>
Online Services – Education and tutorials	To increase the knowledge and usability of online services.	Increased use of services based on daily reports generated from Colleague system	Kay, R & R staff, Outreach
WebViewer	Allows college community to view calendar of events, room usage, and make room use requests	Completion of tutorials, Website "live" and useable	Kay and Heather
Customer Service	Continue effort of providing excellent service to all customers; Identify trends or specific areas for improvement	Fewer customer complaints with no clear trends; comparing survey results and comments	R& R Staff
Develop Assessment Process	To better assess mission, goals and efforts and have a process for continuous assessment	Completion of tool for assessment	Kay, Dianna, & Sandy
<b>Tasks Dependent on Funding</b> (Provide estimated cost)	<b>Data to Justify Need, and Consequence of Not Funding</b>		<b>Who is responsible?</b>

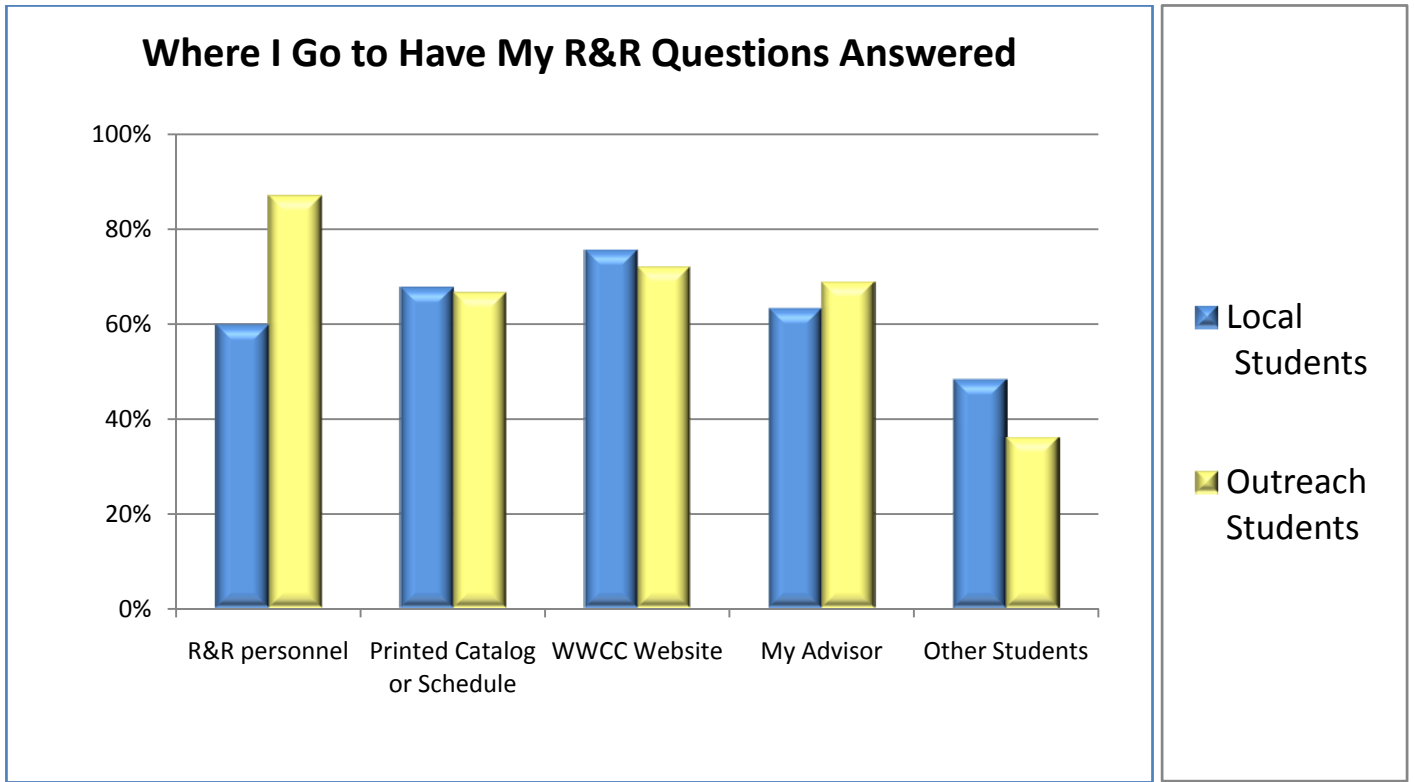
<b>Second Year: 2009-10</b>			
<b>Task or Action</b>	<b>Purpose</b>	<b>Measure of Success</b>	<b>Who is Responsible?</b>
Website re-organization, re-design, and clarity	Allow users to better navigate site	Fewer calls regarding site and where to find information; track user hits; Focus groups; comparing survey results and comments.	Kay, Brenna, and WebMaster
Train Weekend Front Desk on Colleague and other registration and records functions	Provide seamless registration services and additional office support	Track numbers of students served and in what capacity during the weekend desk hours; customer satisfaction levels	Kay, Eve
<b>Tasks Dependent on Funding</b> (Provide estimated cost)	<b>Data to Justify Need, and Consequence of Not Funding</b>		<b>Who is responsible?</b>
Catalog as HTML and searchable  Estimated cost: \$5,000	Given the work load of the WebMaster it may be necessary to outsource the task to a third party vendor. Without funding, and the HTML lookup, the catalog is viewable only as a PDF with a table of contents rather than allowing a search feature. Maybe possible to hire CIS student intern.		Kay

<b>Third Year: 2010-11</b>			
<b>Task or Action</b>	<b>Purpose</b>	<b>Measure of Success</b>	<b>Who is Responsible?</b>
Record Retention & Disaster Plan	To provide a plan that will give direction in the case of a disaster and direction regarding record retention	Completed and approved plan	Kay and Eve
<b>Tasks Dependent on Funding</b> (Provide estimated cost)	<b>Data to Justify Need, and Consequence of Not Funding</b>		<b>Who is responsible?</b>

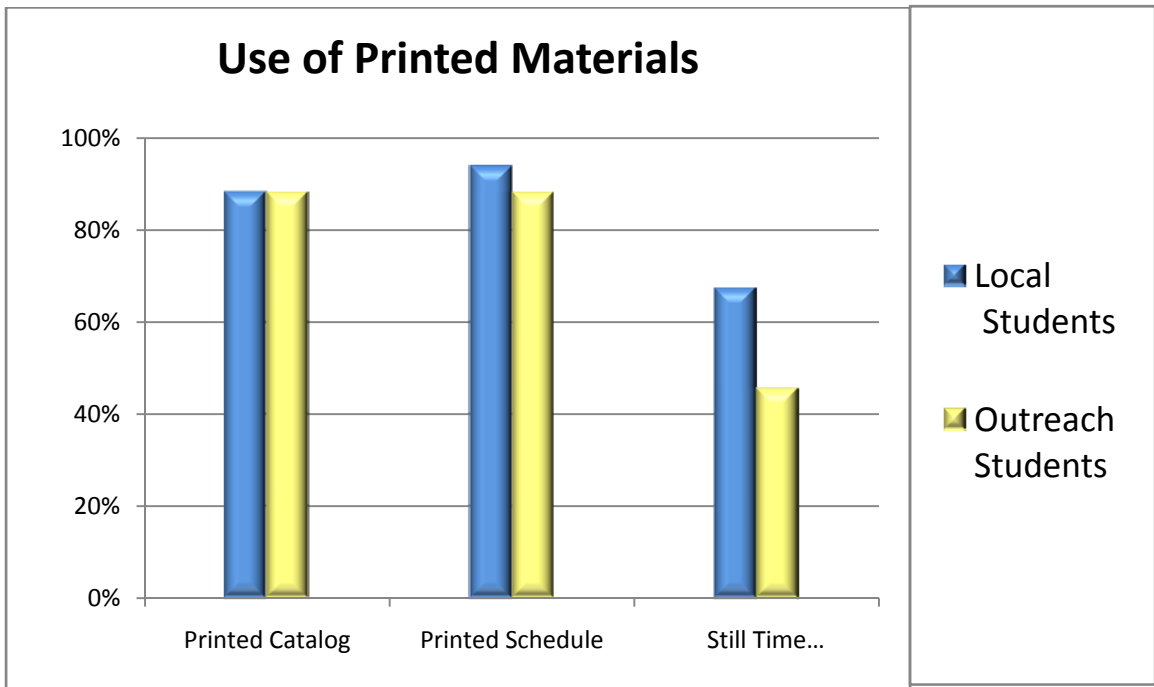
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# APPENDIX

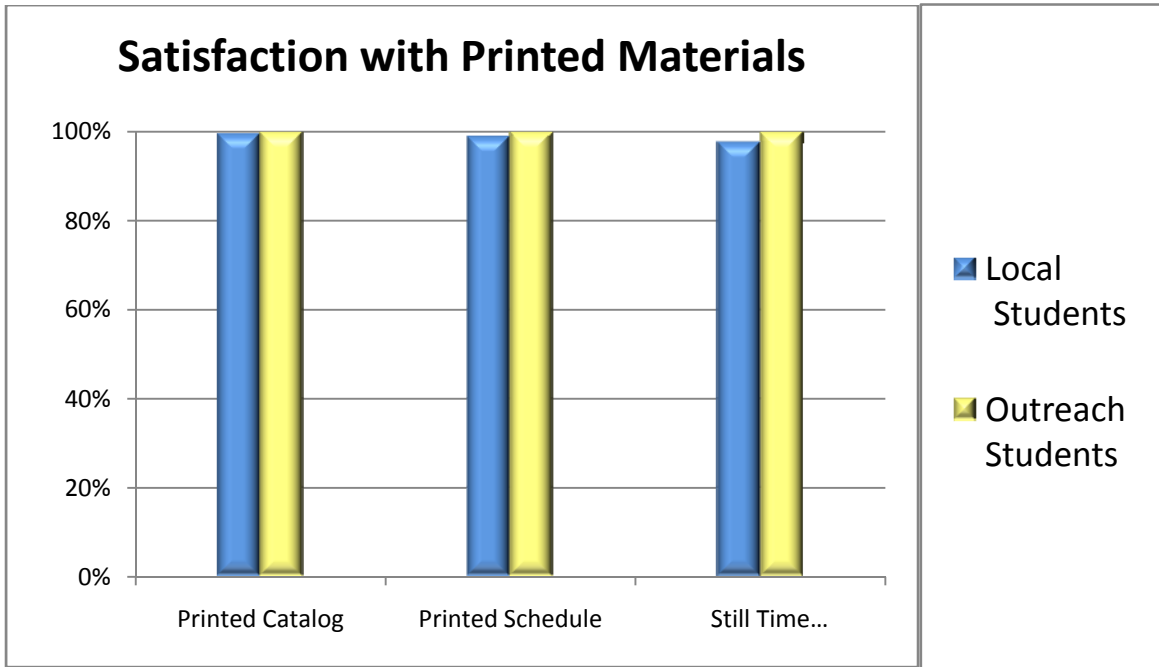
**Student Survey Results**  
Select Questions Presented



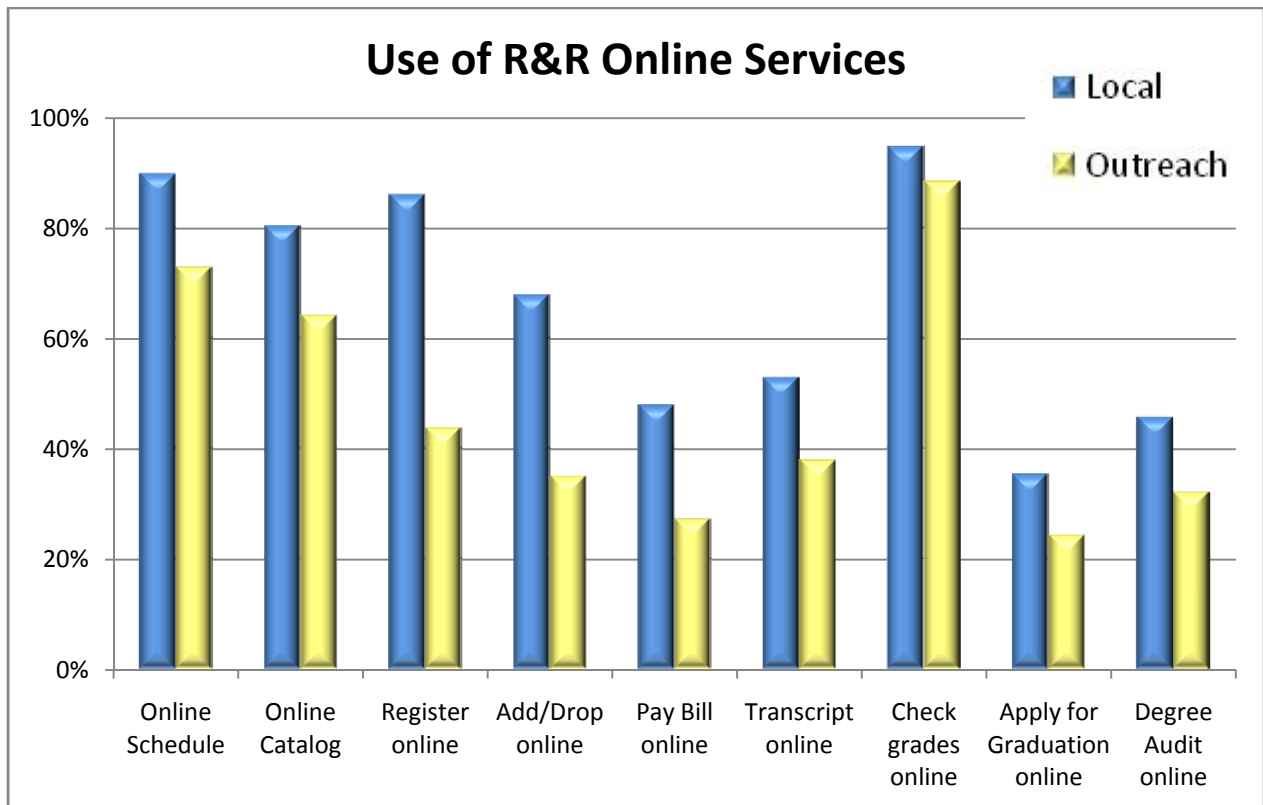
"Frequent" and "Occasional" Responses,  
percentage of those who expressed an opinion



"Have Used" Responses, percentage of all responses

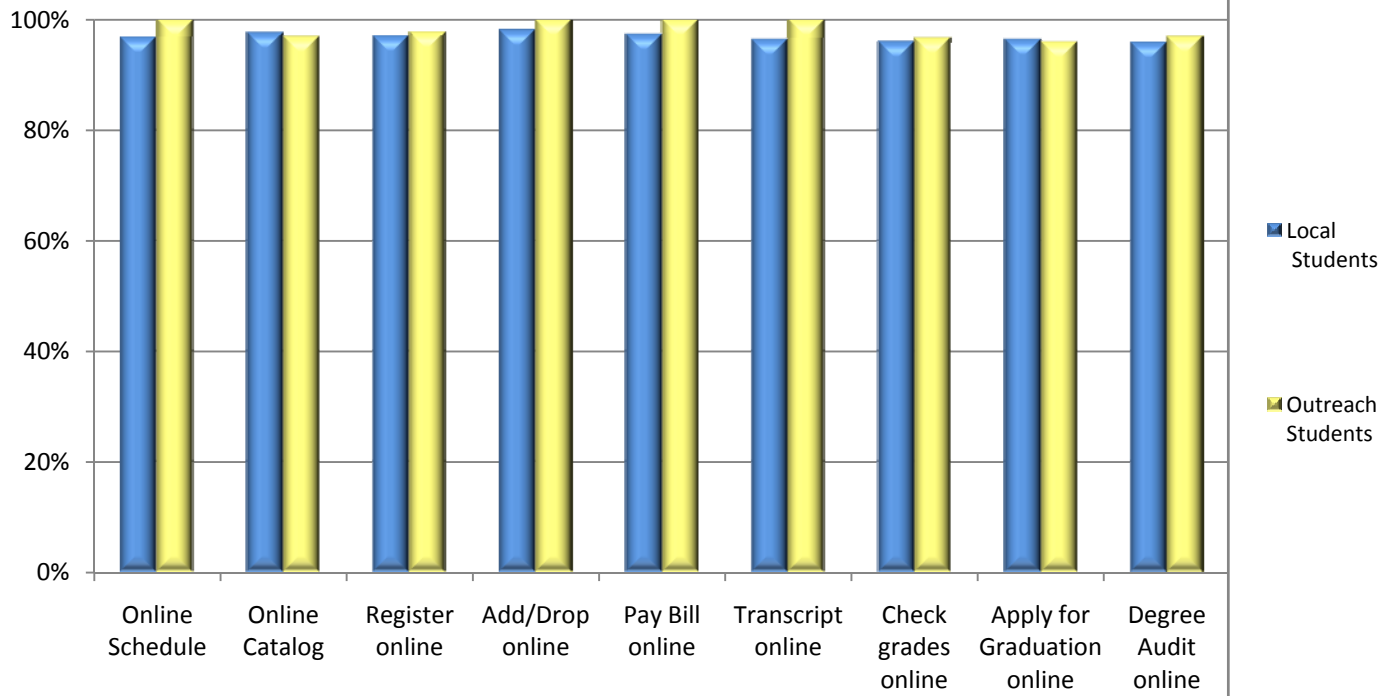


Combined "Very Satisfied" and "Somewhat Satisfied" Responses, percentage of those who "Have Used"



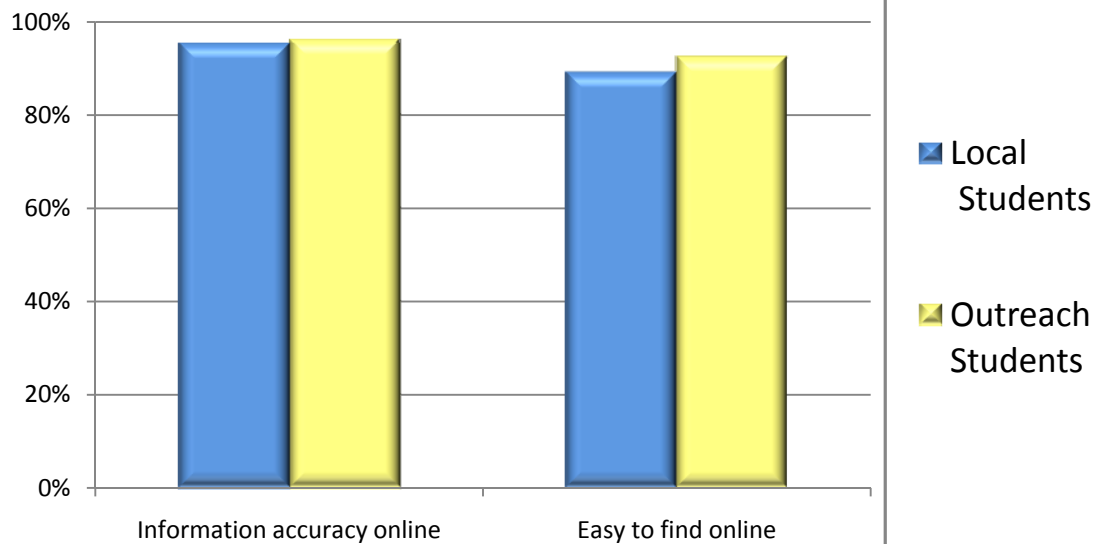
"Have Used" Responses, percentage of all responses

## Satisfaction with R&R Online Services



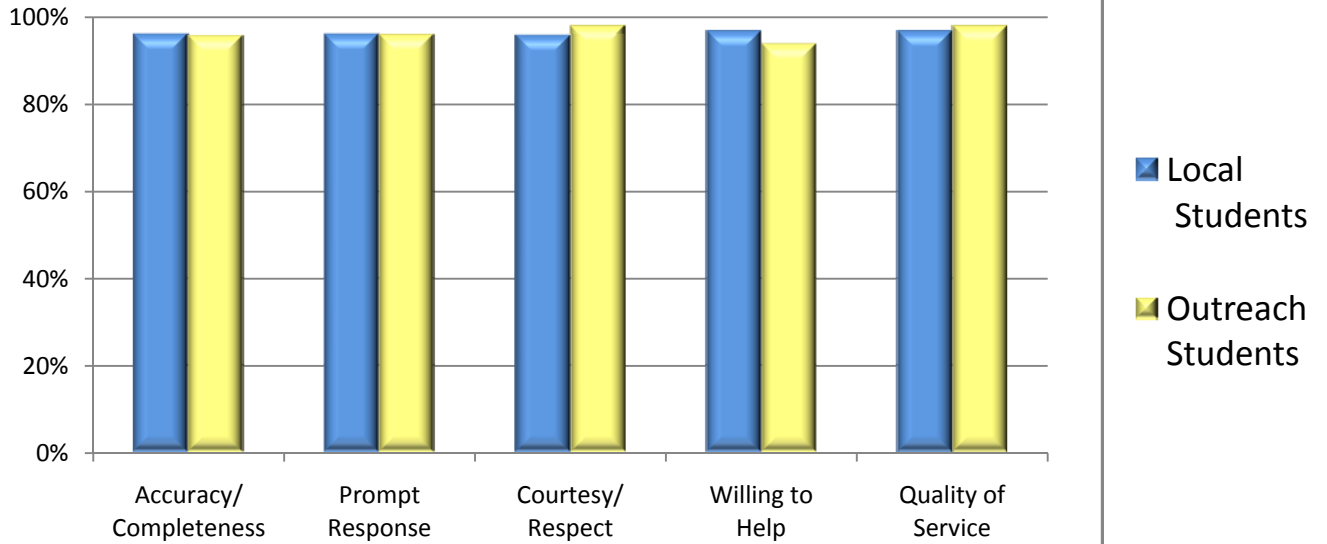
Combined "Very Satisfied" and "Somewhat Satisfied" Responses, percentage of those who "Have Used"

## Satisfaction with R&R Online Services



Combined "Very Satisfied" and "Somewhat Satisfied" Responses, percentage of those who "Have Used"

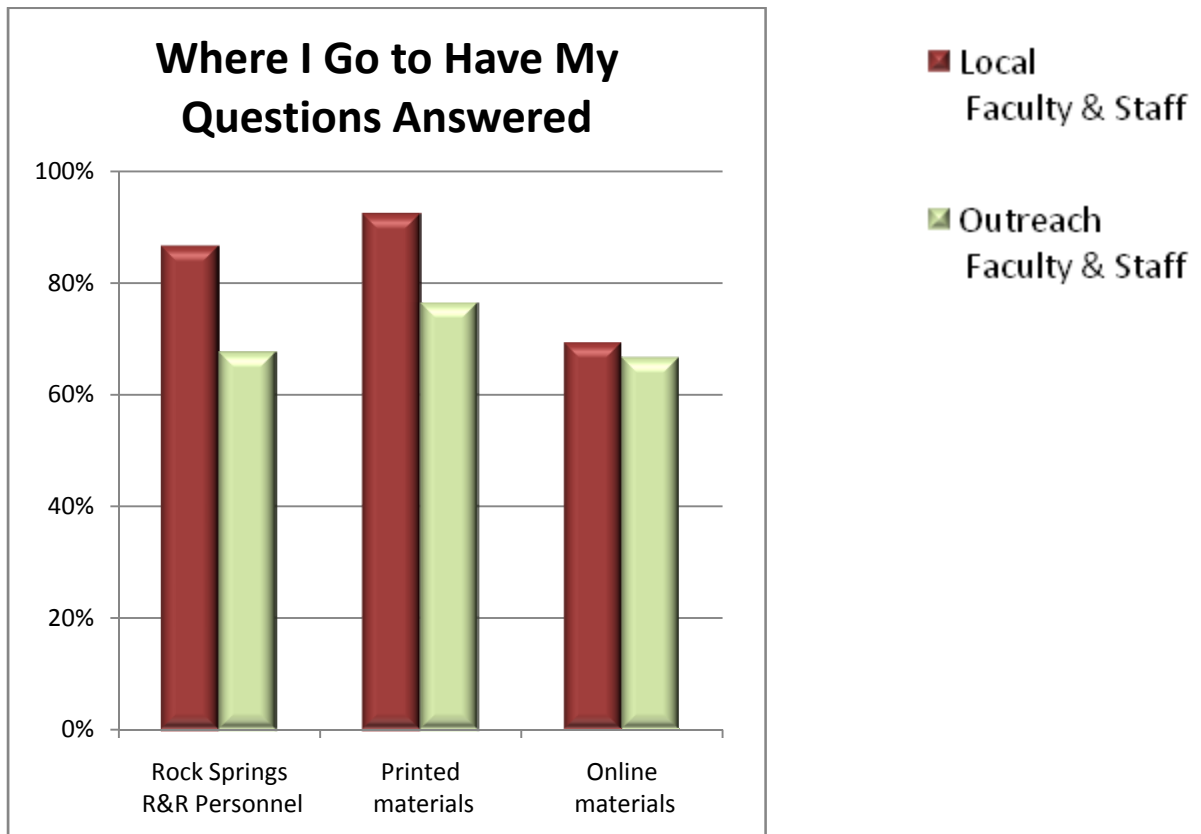
## Satisfaction with Rock Springs R&R Staff



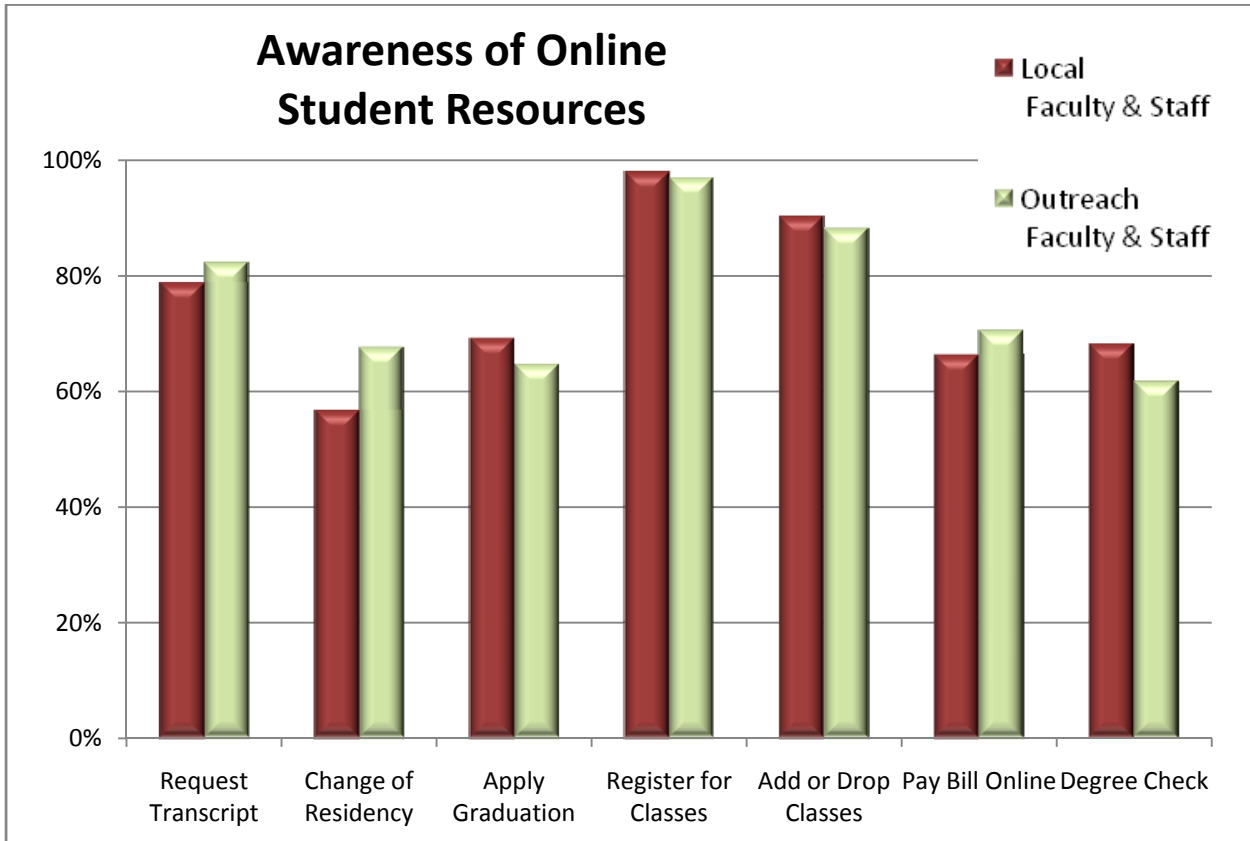
Combined "Frequent" and "Occasional" Responses, percentage of those who expressed an opinion

## Faculty Survey Results Select Questions Presented

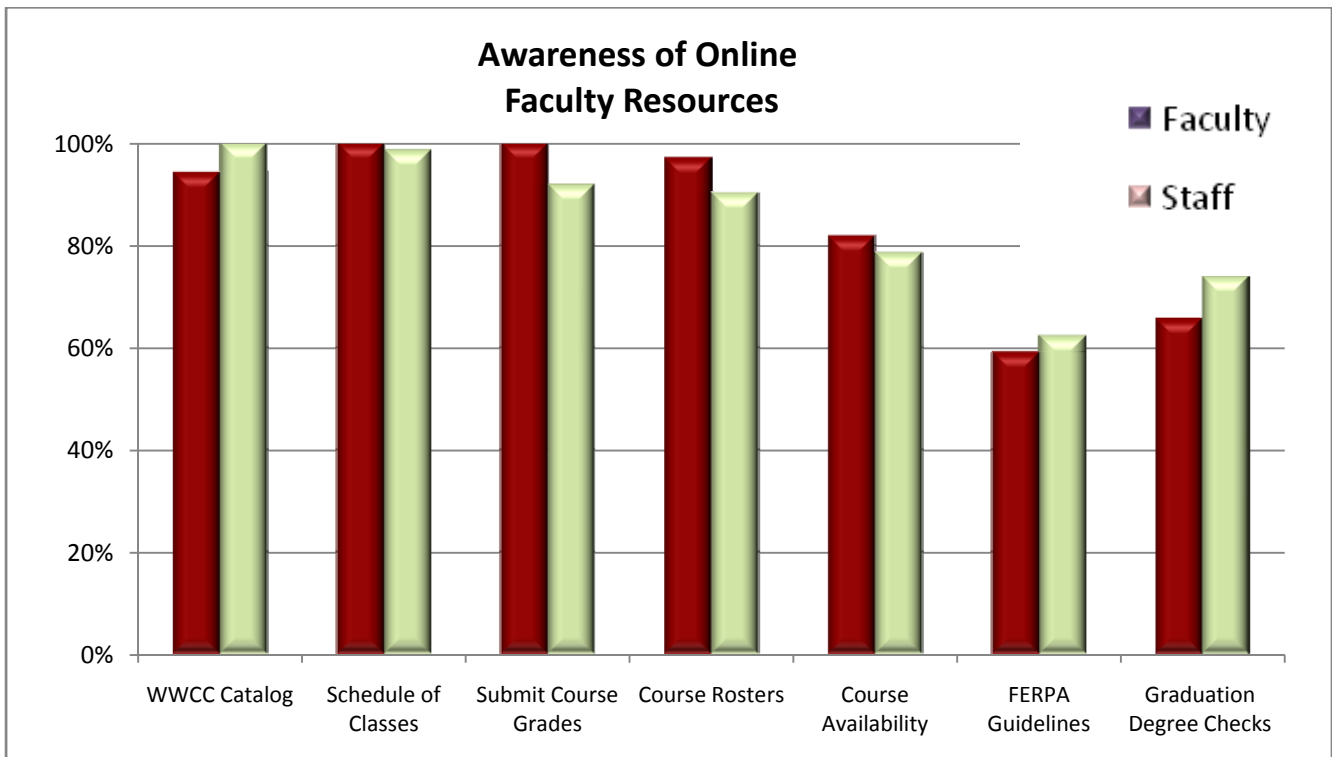
### Where I Go to Have My Questions Answered



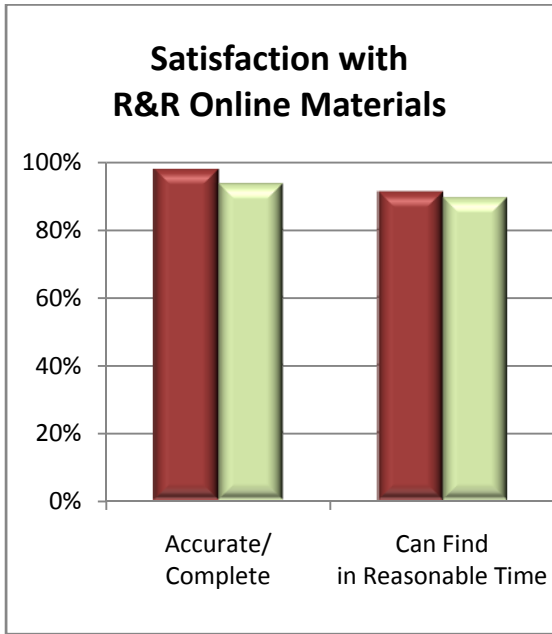
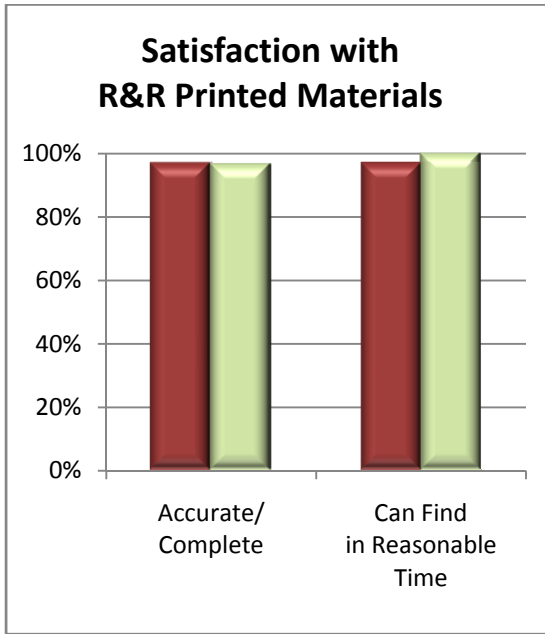
Combined "Frequent" and "Occasional" Responses



Yes Responses, percentage of those who expressed an opinion

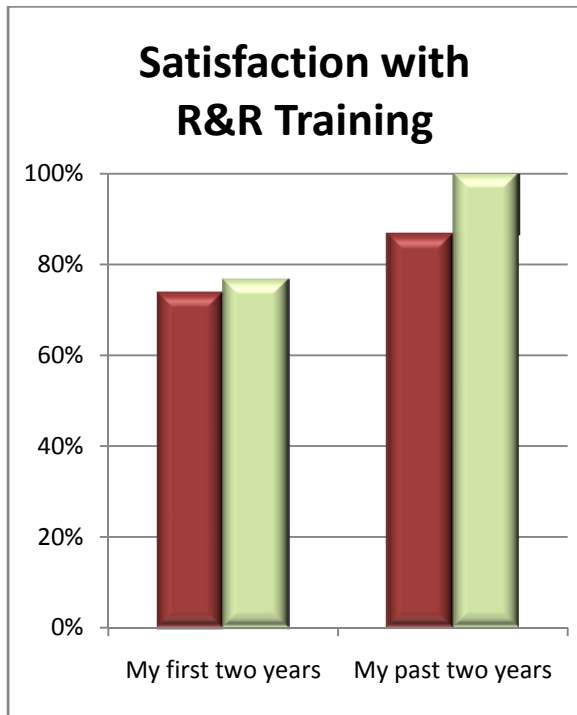


Yes Responses, percentage of those who expressed an opinion



■ Local Faculty & Staff  
■ Outreach Faculty & Staff

Combined "Very Satisfied" and "Generally Satisfied" Responses, percentage of those who expressed an opinion



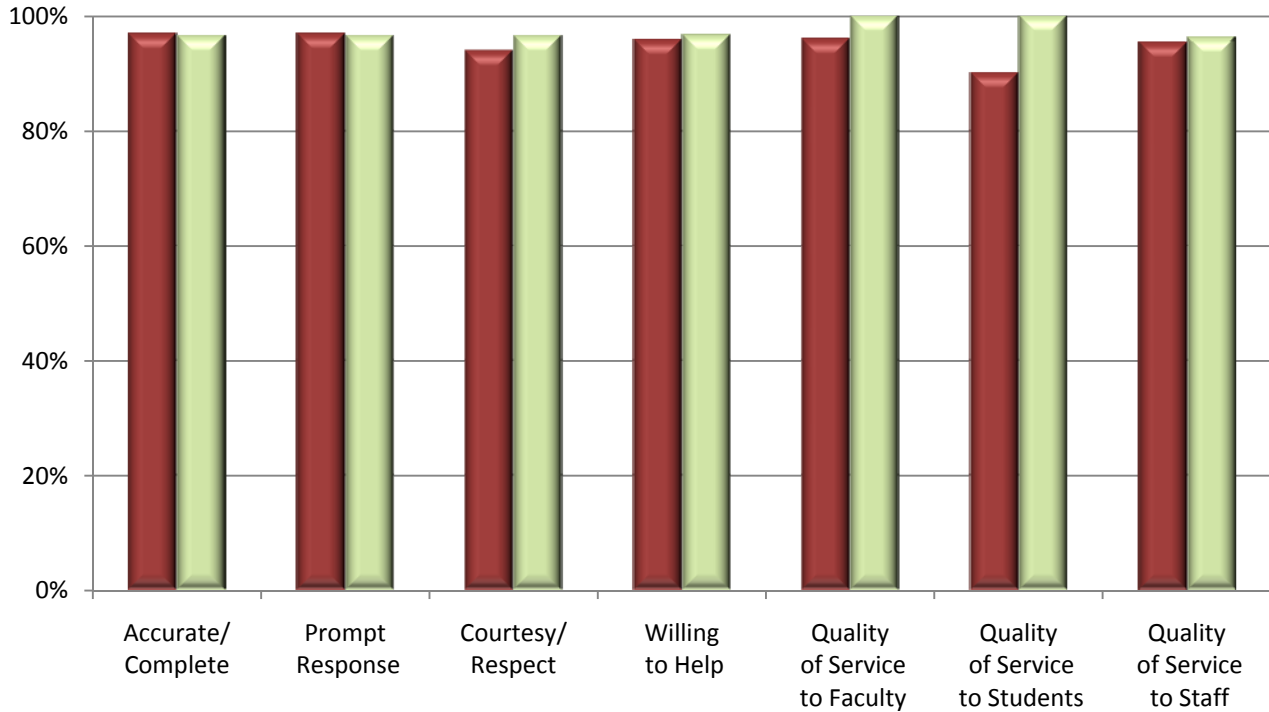
■ Local Faculty & Staff  
■ Outreach Faculty & Staff

Combined "Very Satisfied" and "Generally Satisfied" Responses, percentage of those who expressed an opinion

## Satisfaction with Rock Springs R&R Personnel

Local Faculty & Staff

Outreach Faculty & Staff



Combined "Very Satisfied" and "Generally Satisfied" Responses, percentage of those who expressed an opinion