Section 1. Goals and Accomplishments

**Goal 1:** Utilize advancements in technology

Deliver quality customer service - Transcript requests and fulfillment included 58,898 transcripts being produced for current and former students. - All written comment cards were evaluated and those requesting a response were contacted. - Four new employees attended Quality Service Plus seminars within 30 days of employment. - Marketing of changes in processes occurring as a result of transition to new Banner system was developed, including a web naming contest. - TSI correspondence reduced the number of students needing to test on the first day of orientation to 449, a substantial reduction from the previous year’s total of 895.

**Goal 2:** Promote a positive work environment - Four quarterly staff and student assistant employment recognition awards were given to deserving employees. - Supervisors met with each staff member twice during the year to discuss excellence and performance goals. - Staff members have access to an internal site to submit comments and questions regarding the business practices of the office. - Departmental newsletters are distributed quarterly and allow for all staff participation in the submission of news and other items. - An internal volunteer committee developed activities to celebrate work anniversaries, birthdays and holidays, as well as develop other morale-building activities.

**Goal 3:** Strengthen accountability - All staff participated in Banner training in preparation for the transition to the Banner student system. - An, athletic compliance and certification timeline tool was developed to aid in communication between the Registrar’s Office and the Athletic Academic Office. - campus departmental information is available to all OR staff via the internal website. - Additional process, procedure, and policy information was added to the Registrar calendar and was made available to all Registrar staff.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
### OFFICE OF THE REGISTRAR

**Area/Unit Specific Information**

Section 3a. Quantitative Information

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There is No Area Specific Data in Fall Section.
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Section 3b. Qualitative Information.

There is no qualitative information for the current year.
Commentary:

The Office of the Registrar strives to create a dynamic customer service oriented environment for students, staff and faculty. By reformatting paper documents

Implementation Plan:

There is no implementation plan for the current year.