



**Unit Plan Annual Narrative
(2006-2007)**

Directions: Use the "Unit Plan Narrative Guide Sheet" to complete this planning form. Be sure that under each section, you write a narrative which discusses all elements listed under each heading. If a particular element does not apply to your area, note that within your narrative. Again, this form should be completed as a narrative, not bulleted.

Department/Unit: Records Office

Unit Administrator: Lori Chisem, Registrar
Darren Allen, Assistant Dean

Date: June 16, 2007

A. Unit Description

a. Connection of the unit to the institutions' role and mission

The Office of Student Records seeks to help fulfill the College's missions through its mission of providing services that enable students to enroll in classes with minimum effort and maintaining an accurate profile of the student's tenure at the college. The registrar and staff accurately maintain academic student records and comply with the institutional, state, and federal regulations that apply to retention, release, and disposal of student records.

b. Unit Achievements

The following achievements were reached within the Office of Student Records during phase III:

The Office of Student Records emphasized maximum use of new and emerging technologies during this planning year. Electronic digital imaging has been integrated into our daily operations for currently enrolled students and back scanning of historical data. We believe that the student's perception of the office provides them with effective, efficient and quality service. It is a direct result of the increased use of technology and the application of federal privacy laws.

Instructors no longer turn in grade sheets or grade books for recording. Grade books are electronically pulled out of the Blackboard system to store in imaging system for easy retrieval and attendance verifications. Also, a system has been devised to collect attendance data on students who stop attending or never attend classes each semester.

Social security numbers are no longer being used as id numbers. All students' social security numbers have been changed to random student numbers for college wide use. However, social security numbers will be retained on official transcript for consistency in identification between college(s), universities, and other germane and legitimate agencies, institutions, and entities.

Implementation of National Student Clearinghouse to verify student degrees and attendance has reduced the volume of calls and requests from employers, companies, insurance companies and students in the records office. This process allows for updating older student data via online services. Procedures for handling verification calls were developed as to how one should respond to companies, schools, employer concerning the new Degree Verification process.

B. Unit Effectiveness

- a. Staff description within unit- In the Birmingham Office, one full time staff person is associated with student records; one other full time staff person shares duties between admissions and student records. In the Bessemer Office, two full time staff persons are associated with student records; student services personnel provide partial office coverage.
- d. Customer Service / Satisfaction of 2007 revealed that 90% of students surveyed in student perception and graduation surveys indicated that they were either satisfied or highly satisfied with the services provided by the Office of Student Records.

C. Value Added

a. Staffing needs:

A majority of telephone inquiries and visits occur on the Birmingham campus, which often overwhelms personnel. Nevertheless, customer services in-services have seemingly equipped staff at making students and visitors comfortable with wait time and the processes in place to assist them. This cannot continue successfully relative the continued growth of the College without an increase in personnel.

b. Resource needs:

The department has been well funded in terms of supplies and equipment. However, with additional concurrent user license will be needed with increase use and dependence on the digital imaging system. There are currently six such licenses with two concurrent licenses available for use on the internet. Currently, staff must exit and re-login continuous as to ensure the availability of a user license between offices and campuses. Three new computers and secretary chairs are needed for the Records office on the Bessemer campus.

The Office of Student Records strives to empower students to become the *primary* persons for review of the records for accuracy and consistency. We will continue to promote use of the available online student services suite and expansion of its use through stand-alone self-service kiosks for retrieval and printing of student information.

Space re-assignment will be reviewed for the Birmingham campus. Office personnel will begin scanning all files into the digital imaging as to make additional space available. This will allow privacy for personnel from the Bessemer campus to work when on the Birmingham campus.

c. Recommendations:

New / revised policies & procedures- Limited staffing facilitated a change in the processing time of official student transcripts of grades. The Office now enforces a twenty-four hour processing period unless otherwise available. However, most transcript requests received before 3:00 p.m. are processed and mailed the day of request. Any requests received after this time is mailed the following business day. This has enabled the Office to manage student expectations by exceeding the perceived time of processing.

Records staff often times are consumed with students and telephone calls and often times find it difficult to distress, reflect and adjust to new policies and changes in the office. Therefore, we recommend changing our hours of operation during non-peak times to allow office time to review policies, procedures and professional development. The changes are as follows: Monday and Tuesday (7:30am – 7pm), Wednesday, Thursday & Friday (7:30am – 5pm); with rotating shifts on Saturday (9:30am – Noon) to accommodate the Saturday students.