



Student Learning Outcomes for Non-Instructional Units (2007-2008)

Directions: Complete Sections “A” through “C” at the beginning of each academic school year (once prompted). Sections “D” and “E” (which deal with actual results and use of results) should not be completed until the end of each spring term. Keep comments brief and use 9 point font. In doing so, your document should not exceed one page.

Department or Division: Student Records		Department or Division Chair/Director/Dean: Lori Chisem, Darren Allen		
Academic School Year: 2007-2008				
Department or Division’s Mission: To provide services that enable students to enroll in classes with minimum effort and to maintain 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.				
A. Student Learning Outcomes (3-5)	B. Assessment Methods	C. Expected Results	D. Actual Results Obtained	E. Use of Results
Students within the reach of your division or department, should demonstrate the following proficiencies:	List what methods you plan on using to measure each student learning outcome.	List what intended results you expect to see if the outcome is reached. Results should be measurable.	When you assessed and measured your outcomes, what results did you find? Be specific.	Now that you have your results, how do you intend to use these results to improve your division or department?
1. Student will demonstrate a working knowledge of registering online via web.	1. Report from AS400 of students who registered for classes online each semester.	1. Create a base line of online service usage by students.	1. 335 students used the on-line registration system during the fall, spring and summer 2007-08 year. Fall 07-08: 87 students Spring 07-08: 126 students Summer 07-08: 122 students	1. Data indicates that our students are able to select classes based upon his/her degree plan to register online. Our office will continue to encourage students to take advantage of not having to stand in long lines during registration by registering for classes early via web. The goal is to increase the number of students who pre-register online by 15% each semester.
2. Student will demonstrate a working knowledge of updating contact information via web.	2. AS400 report of request for contact information changes by students.	2. Create a base-line of on-line service usage by students to update contact information.	2. 279 students visited the student suite and updated their personal information, employment information, and emergency contact information from February 2008 – July 2008.	2. The ability to have the most up-to-date information on our students is vital to notification of class closings, schedule changes, etc. Our department will promote and encourage students to view their personal information and make sure that we have the most current data on file. This will allow our office to provide better customer service to our students.