

**Institutional Effectiveness Unit Plan (Phase I) for 2007-2008**

**Directions:** Use 9 point font when completing this form. First, complete columns A-D. Make sure your Unit Outcomes are targeted, essential and measurable. Columns E & F (which serve to assess whether your goals were reached and how you intend to use the results) will *not* be completed until the end of the cycle in the spring.

**Unit:** Student Records

**Unit Administrator:** Lori Chisem, Darren Allen

**Unit'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.

Number each Outcome in each column	<b>A. Unit Outcomes (3-5)</b>  Should be measurable. Use percentages where possible. <u>Be brief.</u>	<b>B. Outcomes Link to Institutional Goals &amp; Strategic Indicators</b>  List the goal numbers and the corresponding Strategic Indicator letters (i.e., Goal 1; Indicators B & C; Goal 2; Indicators A-C, etc.)	<b>C. Methods of Assessing the Outcome</b>  List what methods you plan on using to measure each outcome (i.e., exit exam results, portfolios, surveys, board exams, etc.)	<b>D. Budget Implications</b>  If your outcome has budget implications (costs that will exceed \$499), list them here.
	1. 100% dissemination of information on FERPA to students by August 2008.	1.Goal 2: Indicator A, E Goal 6: Indicator D	1. Brochures, PSY100 syllabus, new student orientation, annual notification	1. None noted.
	2. Student surveys will reflect that 90% of the customers who responded were satisfied or very satisfied with services received by records office.	2.Goal 2: Indicator A, E Goal 6: Indicator D	2. Student perception survey and/or Graduates survey.	2. None noted.
	3. Approximately 500 pre-existing and re-entering student records will be scanned for record security and space allocation by June 2008.	3.Goal 2: Indicator A, E Goal 3: Indicator D, E	3. Raw data from the number of records scanned, and admission report of number of student re-admitted to the college.	3. None noted.
	4. 100% of new programs and areas of concentration will be built with degree plans, as well as, pre-existing program updated to reflect new catalog changes for 2007-08 year.	4. Goal 1: Indicator A Goal 2: Indicator B, E, F	4. Report listing 2007-08 degree plans and completion dates; sample of actual degree plans.	4. None noted.

**Unit Plan--Part II: Directions:** As noted on page one of this plan, complete columns E & F at the end of the planning cycle in the spring. As you report under each column, be sure to carry over the numbers which represent each outcome you are addressing.

**E. Actual Results Obtained**—When you assessed and measured your stated outcomes, what results did you find? Be clear and concise in your reporting.

1. FERPA brochures for students were developed to specifically address issues pertaining to privacy of student records. Students receive FERPA information as a component of PSY100, as well, as annual notifications through blackboard.
2. The Graduate student survey administered May 2008 reflects that 92% of the student responses concerning the admission and records office were very satisfied or satisfied with the service and found the staff to be knowledgeable and helpful of their areas.
3. Only 486 students re-entered during the 2007-08 academic year which required that old records be pulled and scanned for easy retrieval. Although the goal was 500, only 486 actual student records were identified for this goal. Accordingly, 100% of the applicable records were scanned.
4. 100% of pre-existing degree plans were updated and 100% of new programs/areas of concentration were completed based upon the 2007-09 student catalog.

**F. Use of Results**—Now that you have your results, how do you intend to use these results or, if implemented early, how have you used these results to improve your overall unit for the upcoming academic year? **NOTE:** After you list how you intend to use these results, be sure to include such improvements in your new Unit Plan for the upcoming academic year.

1. FERPA brochures are distributed in PSY 100 Orientation class to all students, as well as, Policies to include Family Education Rights and Privacy Act is discussed during the class. Also, new students are introduced to FERPA during new student orientation for incoming students each semester. Annual notifications are sent via email or blackboard each fall semester. Lawson State has not had any complaints filed with the Family Policy Compliance office concerning violation of student records. Continual notification to students of policies concerning their records, assures that our office is committed to protecting the rights and privacy of our students and as a result the number of complaints concerning office concerning office procedures are reduced.
2. The results of the surveys will help identify areas where improvements are needed to better serve our students/customers. As a result of all records being scanned and indexed, our office is able to process changes, transcript requests, clear holds, and correct data. This allows better communication between the two campuses when dealing with student problems
3. The Records office on either campus can better assist students regardless of where their records are housed, thus providing better customer service to students. The more pre-existing records that are scanned the easy at which students records can be retrieved and reviewed. Also, scanning of old existing files provide for more space allocation, as well as, faster response time to transcript requests and subpoenas.

4. Up-to-date accurate degree plans, as well as, new degree plans allow better advising. Students will be able to clearly predict courses needed to complete an award. This will allow students to apply for graduation earlier. Reports can be retrieved from these degree plans to determine class needs for scheduling purposes. Notifications to students who are within 60% of completion of an award can now be made for prospective graduates under the 2007-09 catalog in associate degrees, certificates and short-certificate programs.