

## REPORT OF THE OPR REVIEW COMMITTEE: REGISTRAR'S OFFICE

Committee: Dick Haven (chair), Steve Anderson, Matt Jurvelin, Kim Marino, Barb Monfils, Elena Pokot, Pam Warren and Cherrie Yoss

### **1. What are the major or measurable objectives of the office?**

Most objectives are clearly identified, appropriate and measurable. Objective # 2's claim of providing "humane services" does not appear to be measurable and lacks clarity. Self-study needs to directly link findings and responsibilities to objectives. Data involving "counts" lacked context.

### **2. How do these objectives relate to the Division's and the University's goals?**

In general, the Registrar's Office objectives related directly to the Division's and the University's goals.

### **3. What outcomes indicate whether these objectives are being met?**

Anecdotal evidence indicates that the objectives are being met. Survey data regarding WINS was helpful but data regarding the Registrar's Office general operation also needs to be ascertained.

### **4. Have personnel and financial resources been reallocated to meet the goals?**

The Committee was not able to assess. More specific information about resource reallocation to meet stated goals and objectives was needed. Report lacked internal and external benchmarks.

### **5. What improvements are necessary for the office to reach objectives not met?**

Establish an ongoing process to collect quantifiable data and establish benchmarks.

As noted in self-study:

- Develop and expand training of student workers regarding client interaction skills.
- Develop a process to recover records in the event of a disaster (the sooner, the better).

### **6. What modification of existing objectives or development of new objectives are made for the next five-year period?**

The Registrar's Office should have an objective related to client interaction and the delivery of client services. The OPR Review Committee agrees with the self-study report regarding:

--Conduct more (*and ongoing*) cross training of staff and responsibilities to develop back-up expertise so that knowledge is shared and services can continue to be provided when key staff members are absent.

--Develop a data warehouse for use by campus faculty and staff to directly access various curricular and student reports.

--Develop electronic workflow strategies and processes, within PeopleSoft, to enable better information sharing and communication between campus offices and with students.

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**Overall Comment:**

In general, the Registrar's Office is providing excellent technical services in a timely manner. As noted in the self-study, interpersonal client interaction needs to be improved.