

Office of the Registrar and Institutional Research
Strategic Plan
2012-2017
(Subject to modification as resources and priorities evolve)

Mission:

The mission of the Office of the Registrar and Institutional Research is to support the academic mission of the College; to ensure the integrity, confidentiality, and security of educational records; to interpret and implement academic policies; to collect and report accurate data pertaining to the College; and to meet the academic needs of students, faculty, and staff by providing quality services.

Vision:

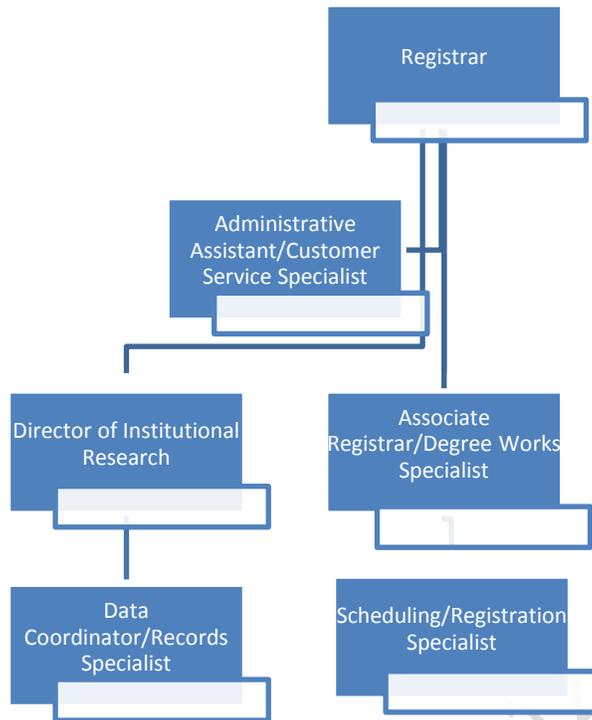
The Office of the Registrar and Institutional Research aspires to continuously improve

1. service to students, faculty, staff, and alumni in relation to the development of course-related information, enrollment, registration, grade reporting, and graduation that is accurate, timely, and professional
2. functioning as a liaison between the academic units and the administration related to the implementation, enforcement, and monitoring of policies regarding academic information and practices
3. leadership in the efficient and cost-effective securing of all education records as they are defined under the Family Educational Rights and Privacy Act (FERPA)
4. institutional reporting to state and federal agencies, national statistical surveys and questionnaires, and related professional organizations as well as timely response to internal requests for institutional data
5. development, coordination, and maintenance of electronic archives, management reports, and critical indicators
6. methods of reviewing and auditing records to verify the accuracy of institutional data definitions and integrity as well as coordinating with others to ensure that data are accurately collected, updated, and maintained
7. systemization of performing all Office functions

Organizational Guideline

As more of the work of the Office is data-related and data-driven, the Registrar and Institutional Research functions must become more fully integrated. In addition, as national standards for excellence increasingly presume the services provided by the office are digital and electronic, the staff needs to be better trained in specific areas of expertise and in specific database modules, while still being cross-trained to meet the most common needs of those it serves. The organizational chart of the Office of the future below illustrates moderate growth (1.5 FTE) to address increasing demand for services, better integration, higher levels of specialization, and career advancement for the existing staff. It assumes that the Registrar will continue to function as the Transfer Credit/Graduation specialist, although in an ideal situation, that would be a separate additional FTE.

Organization of the Office of the Registrar and Institutional Research



Goals, Objectives and Tasks

Goal 1. Improve customer service to past, present, and future students. [Vision 1]

Objective 1. Fully implement National Student Clearinghouse enrollment verification, degree Verification [Spring 2013], and transcript request 24/7 online services. [Fall 2013]

Objective 2. Arrange to have all student records stored in Espanola and El Rito digitalized so that graduates and other past students can always have their academic records readily accessible.

Task 1.2a In concert with the Admissions Office contract to have all records files over 3-5 years old and stored at the El Rito campus digitalized. [by 2017]

Task 1.2b Begin and maintain practice of scanning all active student files. [by 2015]

Objective 3. Advocate for single sign-on web portal so information can be customized for students and accesses (email, transcript requests, etc..) made more user friendly

Objective 4. Advocate for consolidated student and academic services area in the Montoya Building for student one-stop “shopping” that includes more computer stations for admissions applications, registration, course schedule checking, payment plan sign-up, midterm and final grade checking, unofficial transcript printing, etc.

Objective 5. Promote continuous improvement in Office services.

Task 1.5a Implement periodic student evaluation of Registrar Office services such as registration, scheduling, etc. [spring 2013]

Goal 2. Support higher student course completion [Vision 2]

Objective 1. Improve communication between Registrar's Office and Institutional Advisement regarding pre-and co-requisites, registration deadlines, course sequencing, etc...

Task 2.1a Arrange to have a Registrar Office representative regularly meet with Advisement team and serve as liaison from Curriculum Committee

Objective 2. Fully implement withdrawal process that requires advisor consultation and sign-off

Task 2.2a Work with Banner Coordinator to make as much of process as possible electronic [fall 2012]

Objective 3. Support Financial Aid and Advisement in better communicating consequences of course drops and withdrawals.

Goal 3. Support higher student graduation rates [Vision 2]

Objective 1. Fully implement and maintain Degree Works as advising and academic progress tracking tool

Task 3.1a Complete initial implementation and training for use of Degree Works using 2012-2014 catalog [Spring 2013]

Task 3.1b Scribe at least 5 previous catalogs in Degree Works [Fall 2013]

Task 3.1c Update degrees and degree requirements in Degree Works annually in concert with Curriculum Committee.

Task 3.1d Increase Registrar Office capacity to maintain Degree Works by assigning its maintenance to Associate Registrar and create new Scheduling/Registration Specialist position [Spring or summer 2013]

Objective 2. Provide the timeliest possible information to students and advisors about transfer credit evaluations and other academic progress matters

Task 3.2a Implement Banner Transfer Credit Articulation module [spring or summer 2013]

Objective 3. Assist department chairs in improving course availability by analyzing course distribution throughout the day and week each semester

Task 3.3a Implement Banner room scheduling module. [2013-2014]

Goal 4. Improve campus understanding of and compliance with FERPA. [Vision 3]

Objective 1. Formalize annual dissemination of FERPA rights information to students beyond publication in catalog.

Task 4.1a Make FERPA information part of enhanced student orientation [fall 2013]

Objective 2. Increase awareness of FERPA among faculty

Task 4.2a Develop FERPA online training module for faculty

Task 4.2b Have semester brown-bag lunch FERPA discussion with faculty [beginning fall 2012]

Goal 5. Provide the highest quality institutional data in response to all reporting and other data requests an efficient and timely manner. [Vision 4]

Objective 1. Continue to report institutional data to state and federal agencies including NMHED, NMCUP, IPEDS, HLC, Carl D. Perkins, and Title V

Task 5.1a Annually provide trend data beginning December 2013

Objective 2. Continue to administer national statistical surveys including Noel-Levitz, NSSE and FSSE

Objective 3. Continue to respond to questionnaires and other requests for information such as those from NMDOL, NCES, the Bureau of Labor Statistics

Objective 4. Enhance response to internal data requests

Task 5.4a Compile semester Data Request Logs to identify and develop Frequently Requested Statistics [beginning summer 2012]

Objective 5. Grow the capacity of the Institutional Research function by 1 FTE by assuming primary supervision over the Office's Data Coordinator/Records Specialist staff person [2013]

Goal 6. Enhance the development and implementation of the Data Mart tool which archives institutional data and provides management reports for the academic sector [Vision 5]

Objective 1. Maintain annual Data Mart updates, including adding new indicators as requested by users for program reviews and accreditation

Objective 2. Evaluate Data Mart's protection of sensitive and confidential student information [annually beginning in spring 2013]

Objective 3. Provide targeted Data Mart demonstrations and user training

Task 6.3a Pilot user Data Mart training in summer 2012

Goal 7. Improve processes for institutional data verification [Vision 6]

Objective 1. Assume responsibility for semester and end of year NMHED eDear reporting

to assist with data submission and verification

Task 7.1a Step up training in eDear submission beginning in fall 2012

Objective 2. Assume responsibility for monthly National Student Clearinghouse Submissions

Task 7.2a Begin training in NSC submission in fall 2012

Objective 3. Stay up-to-date in Banner training as new modules create links to old and new tables that affect all institutional data and reporting

Goal 8. Provide appropriate professional development opportunities for the Office staff so that they can confidently pursue the other goals. [Vision 7]

Objective 1. All professional staff should attend, whenever possible, at least one state, regional or national meeting per year. [beginning 2012-2013]

Objective 2. All staff should receive the Banner/Ellucian training with qualified consultants, including receiving written step-by-step procedures manuals, necessary to maintain current modules and implement new modules.

Objective 3. Professional staff should have access to appropriate webinars, books, and other resources to keep up-to-date on FERPA and other legal issues.

Implementation

Much of the work of the Registrar's Office relies on IT, and that will only increase going forward. Since the conversion to Banner in 2005, the Registrar's Office has had various staff members learn enough programming and other standard IT functions that the college as a whole does not provide to get by. The Office cannot, however, continuously improve its level of support for the college's two and four-year mission without the addition to the college's IT Department of a database administrator, at least one programmer, at least one applications developer, unit analysts, and a college webmaster. The successful achievement of all of the goals listed above ultimately depends on the college having a full-staffed IT Department appropriate for a four-year institution of higher education.

Monitoring

It will be the responsibility of the Registrar, with the assistance of the Associate Registrar and the support of the Provost, to marshal the resources to achieve the unit's objectives on whatever timetable those resources allow as well as to coordinate achieving those objectives that require collaboration with other units.