

ASSESSMENT REPORT FOR

University Registrar

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

October 27, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society... Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission Statement:

To serve students and faculty by providing information, assist students in the pursuit of the proper courses in their chosen degree program, provide for an accurate registration process, and maintain student academic records in a correct and timely manner.

Intended Administrative Objectives:

1. Provide good service to students and faculty.
2. Implement streamlined transcript production procedures.
3. Plan, coordinate, and streamline general registration process.

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Intended Administrative or Educational Support Objective:

1. Provide good service to students and faculty.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Spring 2003 Student Opinion Survey question, "How helpful was the University staff during the registration process?" should show 80% of student data responses in the "helpful" or above category.

1a. Summary of Assessment Data Collected:

Based on the 2003 Student Opinion Survey results, 77.6% of student data responses were in the "helpful" or above category.

1a. Use of Results to Improve Unit Services:

Changes in the registration procedures will be implemented from March 2004 through August 2004. We will continue to monitor the satisfaction level of students. This objective will be an on-going assessment.

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Intended Administrative or Educational Support Objective:

2. Implementation of streamlined transcript production procedures.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Compare transcript production through a FOCUS report from comparable weeks in 2002 and 2003 for an increase in distribution of workload.

2a. Summary of Assessment Data Collected:

Information collected from FOCUS report SRTRANS1 for the periods of August 5 to 9, 2002 and from August 4 to 8, 2003. Reports indicated that in 2002 one of twelve operators produced more than 15 transcripts compared to the 2003 report where five of eleven operators produced more than 15 transcripts.

2a. Use of Results to Improve Unit Services:

Data indicated there was an increase in the distribution of workload. Will continue to monitor this process.

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Intended Administrative or Educational Support Objective:

3. Plan, coordinate, and streamline registration process.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Spring 2003 Student Opinion Survey question regarding satisfaction with "General Registration Procedures" will show 80% of responses in the "satisfied" or above category.

3a. Summary of Assessment Data Collected:

Based on the 2003 Student Opinion Survey results, 72% of student data responses were in the "satisfied" or above category.

3a. Use of Results to Improve Unit Services:

Changes in the registration procedures will be implemented from March 2004 through August 2004. We will continue to monitor the satisfaction level of students. This objective will be an on-going assessment.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
2003 Student Opinion Survey	SACS Resource Room Killam Library Building Room 334-C
FOCUS Report (SRTRANS1)	SACS Resource Room Killam Library Building Room 334-C

