Project Summary: Registrar/ 2014 Summit Evaluation

Project Details

Goal and desired outcomes of the program or service: The purpose of the Summit is to educate and inform advisors and scheduling coordinators about key processes, policies, and new developments within the Registrar’s Office.

Goal of assessment: Measure satisfaction and solicit feedback from Summit attendees

Population sampled: Staff who attended the Registrar's Office Summit event on 12/2/2014

Respondents: 27
Administration Type:
- dept email

Summary of Key Findings (Did your assessment accomplish your assessment goal? Was the desired outcome of the program or service achieved? Describe why/why not and what was learned. Include data to support your statements.)

81.48% of responders rated their overall experience as Excellent or Good. The survey indicated that 62.96% of responders indicated they believed the Summit was Extremely or Very Useful.

- Sessions on Graduation, Scheduling, and Registration were noted as helpful.
- Attendees appreciate the booklet as well as time to ask questions

Suggestions include the following:

- Include sessions or content specifically related to graduate students
- Include information on what veteran students need to do to get benefits
- Some sessions may not have had enough content to fill their time and ended early; some speakers could be more prepared; perhaps TED talk format of 15-20 minute presentations with time for questions
- Offer every session during each round so that attendees do not have to miss something.
- Include signs with session titles on or near the doors

Actions Taken/Planned based on the findings from this assessment:
The feedback from the surveys will be used to improve the Summit for the future.

Alignment
Student Affairs Key Activity:
Departmental Key Activity: *Staff Excellence*

Departmental goal this project addresses:

Our goal is to develop staff service excellence. Hosting the Summit helps our supervisors (presenters) interact with and better understand the needs of advisors and scheduling coordinators and respond to their questions. Advisors benefit by becoming more familiar with the policies and practices of the Registrar’s Office so they can better advise students. Scheduling coordinators are supported in planning and communicating so that course offerings are published as efficiently as possible. Another goal was to more effectively communicate our office’s value to various constituencies and the Summit is one endeavor towards that end.

Departmental Key Activity: *Seamless Navigation*

Departmental goal this project addresses:

Our goals related to seamless navigation include scheduling classes and registering students. This event is intended to support staff members involved in both critical functions. The Summit event supports seamless navigation by helping advisors and scheduling coordinators better understand and navigate our processes towards the end of serving students better. Positive responses from attendees indicate this goal is being fulfilled.