

<b>College of Charleston Assessment Template</b>		<b>Date form Completed:</b>  <b>10-13-11</b>	
<i>Please copy completed form into Compliance Assist. Thank You.</i>			
<b>Program Name and Type:</b> Registrar's Office- Academic Support <b>Contact information for Program Assessment Coordinator: Cathy Boyd</b> <b>Email: boydc@cofc.edu</b> <b>Phone: 843-953-1826</b> <b>Office address: 160 Calhoun Street, Lightsey Center Room 281</b> <b>Administrative Unit director</b> (deans, vice presidents, etc.) receiving assessment updates: Don Burkard, Assistant Vice President for Enrollment Planning			
<b>Does this program follow specialized accreditation standards (e.g., NCATE, AACSB)?</b> ___(Yes) X_(No) <b>Name of the accrediting organization</b> _____ <b>Date of last program review for the accrediting organization</b> _____ <b>Date of next program review for reaccreditation</b> _____			
<b>Program/Department Mission Statement:</b> The Office of the Registrar supports the academic and enrollment goals of the College. We seek to provide effective registration and record-keeping services by serving as a support system for students, faculty and administrative units. We strive to ensure the academic integrity of the institution by recording, auditing, updating, storing, transmitting, retrieving and communicating all pertinent information relating to academic student records in an efficient, accurate and timely manner, thus rendering quality professional service to all our constituents.			
<b>Unit or School Mission:</b> The Division of Enrollment Planning provides the highest standards of excellence in managing enrollments. The division actively identifies, counsels, recruits and enrolls high caliber students whose experiences and talents demonstrate that they and the College of Charleston will benefit by their enrollment. The Enrollment Planning Division serves in a leadership capacity by offering services that promote student success, retention and graduation rates.			
<b>Assessment Plan (first two columns)</b>		<b>Assessment Report (all four columns)</b>	
<b>Program Goal or Student Learning Outcome</b> <i>What will students know and be able to do when they complete the program? Attach Curriculum Map.</i>	<b>Assessment Method and Performance Expected</b> <i>How will the outcome be measured? Who will be assessed, when, and how often? How well should students be able to do on the assessment? Attach Rubric.</i>	<b>Assessment Results</b> <i>What does the data show?</i>	<b>Use of Results</b> <i>Who reviewed the findings? What changes were made after reviewing the results?</i>
1. Transcript evaluations will be performed for all accepted students on a timely basis and those students notified when evaluations have	<ul style="list-style-type: none"> <li>▪ The current transcript evaluation process will be reviewed and adjustments made to reduce the time between the date the transcript was received and the date the</li> </ul>	Rough data indicates transcripts for most incoming spring 2012 students were evaluated	The Associate Registrar reviewed the findings and adjusted initial goals to reflect differences in spring and fall admission

<p>been completed.</p>	<p>transcript was evaluated. Records will be kept on the length of time elapsed during processing, both before and after improvements. The goal is to reduce this time to no more than two weeks. (Currently, the time elapse can sometimes be many weeks to months, when the process flow does not work correctly.)</p> <ul style="list-style-type: none"> <li>• Programming will be put in place for e-mail notification to students of the completion of an evaluation of transfer credit.</li> </ul>	<p>within two weeks of receipt or two weeks after accepting an offer of admission (the more recent date being the one used in the calculation). For fall 2012 students, the goal will be to evaluate a student's transcript prior to his/her Orientation session. Transcripts received after Orientation session will be evaluated within two weeks of receipt.</p> <p>Programming for e-mail notifications ceased in February 2012, when the staff member working on the project moved out-of-state.</p>	<p>numbers. The new goals are as follows: the spring semester goal will be evaluation of transcripts within two weeks of receipt or two weeks after accepting an offer of admission (which ever date is more recent). The fall semester goal will a transcript evaluation prior to a student's Orientation session or within two weeks if the transcript is received after Orientation.</p> <p>A staff member will be identified who can resume this project as soon as possible.</p>
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<p>2. Increased number of students pre-cleared for graduation at an earlier date.</p>	<ul style="list-style-type: none"> <li>▪ Create workflow for notifications sent to all graduation applicants regarding their graduation status.</li> <li>▪ Investigate “real-time” changes (i.e., withdrawing from a course) create process to trigger warning notifications.</li> <li>▪ Investigate DegreeWorks Planner tools; explore how these tools may help students and their major advisors manage degree requirements.</li> <li>▪ Revisit dates for SSB Graduation Application availability for possibility of opening earlier.</li> <li>▪ Develop comparison reports for analysis to monitor number of students applying for graduation with the goal of increasing the number of seniors who apply and pre-clear earlier by 5% over the next two years.</li> </ul>		
<p>3. Accurate and up-to-date curriculum in the undergraduate catalog, in Banner, and in the degree audit system which match the inventory held by CHE.</p>	<ul style="list-style-type: none"> <li>▪ Create an RO Curriculum Committee to thoroughly review proposals and communicate needed changes BEFORE the official Curriculum Committee meeting.</li> <li>▪ Give input on new course and program forms to ask departments to provide</li> </ul>		

	<p>full course or program wording FOR THE CATALOG.</p> <ul style="list-style-type: none"> <li>▪ Develop reporting and processes to both edit and maintain programs of study in Banner, Degree Works, CHE, and the undergraduate catalog. They should be 100% in agreement on curriculum currently offered.</li> </ul>		
<p>4. Continuous systems improvements to enhance services to constituents.</p>	<ul style="list-style-type: none"> <li>▪ Develop customized INB registration form for academic departments to better serve their students.</li> <li>▪ Procure and implement eTranscript software to better serve our alumni.</li> <li>▪ Develop distributed course section building functionality for the academic departments.</li> <li>▪ Develop online faculty and student forms with workflow for faster, more efficient processing.</li> <li>▪ Develop and create a Life GPA webpage.</li> </ul>		
<p>5.</p>			
<p><b>Additional Outcomes or Comments:</b></p>			