

UNIVERSITY OF WEST GEORGIA
ANNUAL REPORT
Fiscal Year 2007 (July 1, 2006 to June 30, 2007)

DEPARTMENT OF Registrar
Name of Department Head Bonita Stevens
Name of Person Completing Report Bonita Stevens

1*	Departmental Mission/Vision Statement (<i>url only, required</i>)	http://www.westga.edu/~registra/mission.htm
2*	Departmental Statement of Goals, Process to Assess These Goals, and Assessment Results (<i>url only, required</i>)	http://www.westga.edu/~registra/mission.htm
3*	Give an Example of How your Department Used the Assessment of Goals and Outcomes to Change/Improve a Process (<i>required</i>)	
	Based upon feedback from students, faculty and the UWG administration, we needed to improve the system for late registration and drop/add following the drop for non-payment of advance registration fees. Before Spring Semester 2007, students who did not advance register and students who needed to adjust their advance registration schedule were required to wait until the first day of the semester to do so. Beginning with Spring Semester 2007, working in conjunction with the Offices of Financial Aid and Student Financial Services, procedures were changed which allowed students who missed advance registration or who needed to drop/add could do so within a few days following the drop for non-payment. This change gave students six days to register or drop/add before the semester began. First day class rolls were more accurate. Students did not need to spend part of the first three day of class seeking permission to add a class, and graduate students had additional time to register following the completion of fall semester.	
4*	General Statement of Department Condition (<i>required</i>)	
	We experienced an unusual amount of turnover during FY07. A staff member passed away at the beginning of Fall Semester, two staff members left for higher paying positions, and one staff member resigned. We again had a staff member out for an extended period of time due to a family illness. In order to provide the level of service to which all staff members aspire, we need additional staff to help with the increased workload in transfer articulation, and the ever-increasing need for technological based services and data/procedural requirements imposed by the Central Office. We also would like our temporary position funded by RPG funds for FY08 to become a permanent position so we can better serve juniors and sophomores in the degree evaluation process. For the most part, the staff is enthusiastic about their jobs and want to serve the students, which is endorsed by the satisfaction surveys the students have completed at the at the information counter.	
5	Departmental Achievements	
	<ol style="list-style-type: none"> 1) The Assistant Registrar for Graduation developed a degree/major brochure for students detailing how to run and read a web evaluation. The same information was added to the Scoop. 2) For Spring graduation alone, 753 degree evaluations were processed by the end of the drop/add period. During the first 8 days of Spring Semester, 260 students were contacted who were not meeting degree requirements, 90 students deferred graduation, 76 were later cleared by substitutions or late adds, 67 remained pending, and 72 did not enroll Spring. 3) We successfully completed a major conversion to Banner 7 working out problems with the new concurrent curriculum arrangement which resulted in a delay of one day in completing all end-of-term processing for Fall Semester. 4) We ran concurrent enrollment data submissions for all three semesters using different processes and verifications for SIRS, CIR, and the Academic Data Mart Warehouse. 5) We contracted with the National Student Clearinghouse to use their web-based transcript ordering process and tested the process with plans to go live in FY2008. 6) Three staff members again attended a full-week beta testing session of the XML transcript process. 7) We developed new version of the academic calendar for 2008-2009 academic year. 8) The State of Georgia Department of Audits and Accounts for conducted an audit of our compliance with BOR policies on the awarding of in-state tuition status and out-of-state fee waivers. 85 student records were audited and 'no glaring errors were found'. 9) We worked with the Offices of Admissions, Student Financial Services, Financial Aid, and Information Technology Services to devise a means to implement the guaranteed tuition plan for UWG. We kept abreast of the frequent changes to the plan and made the necessary adjustments to our procedures and processes. 10) We worked with the Graduate School and the International Student Coordinator in implementing the BOR's Student Mandatory Health Insurance Program. 11) We worked with the Office of Financial Aid in planning for a Call Center to handle phone inquiries for both offices. 	
6	Staff Productivity	
	Five support staff and one administrative staff member attended the GACRAO mid-year workshop. The Registrar attended the annual Georgia Summit Conference, and the Associate Registrar attended the GACRAO annual meeting. The Registrar continues to serve as chair of the USG Student Information Reporting advisory committee, and serves on the Georgia Best Practices Committee and the USG Data Warehouse Data ID Team. One staff member serves on the Staff Advisory Council. One staff member served as a CSI advisor. An administrative staff member won the Student Services Employee Divisional Award. One administrative staff member was granted a BBA degree, and three staff members are working on degrees, two at the graduate level.	

7	Student Achievements
8	Other Awards, Distinctions, and Achievements

UPON COMPLETION

Please email completed report to:

Institutional Research and Planning
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REMINDER—Include paragraph of departmental accomplishments in your email.