

**UNIVERSITY OF WEST GEORGIA**  
**ANNUAL REPORT**  
**Fiscal Year 2009 (July 1, 2008 to June 30, 2009)**

**DEPARTMENT OF Registrar**  
*Name of Department Head* Donna Haley  
*Name of Person Completing Report* Donna Haley

<b>1*</b>	<b>Departmental Mission/Vision Statement</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/registrar">http://www.westga.edu/registrar</a>
<b>2*</b>	<b>Departmental Statement of Goals, Process to Assess These Goals, and Assessment Results</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/registrar">http://www.westga.edu/registrar</a>
<b>3*</b>	<b>Give an Example of How your Department Used the Assessment of Goals and Outcomes to Change/Improve a Process</b> ( <i>required</i> )	
	The recent downturn in the economy has created much opportunity for non-traditional students and alumni to return to school or begin a new job search. In either case, a great number of these require an academic transcript from a period before the implementation of the Banner Student system. The transcript process for these is totally manual and must be pulled from the paper files and copied. The implementation of Xtender imaging software makes the processing and turnaround time easier and more technologically sound. The transcripts are scanned into the system and then printed from the employees work station which eliminates the tedious searching and refilling of the paper files and has significantly reduced error.	
<b>4*</b>	<b>General Statement of Department Condition</b> ( <i>required</i> )	
	The department has under gone much change during the year. A new Registrar began duties on September 15 and brought innovation and change to the office. The much needed technical position was filled in March and with the university assuming responsibilities for eCore, an eCore registration position was added to assist distance education students through the process and manipulate the data between the CampusVue and Banner systems. Overall the department is experiencing growing pains as the Registrar imposes her vision to improve service and staff accountability.	
<b>5</b>	<b>Departmental Achievements</b>	
	With the addition of the Assistant Director of Operations position, the department has been able to decrease the turnaround time on transcripts, verifications of enrollment/degrees and update the departmental website. We have also implemented the Xtender Imaging System to image all records of enrolled students, collaborated with Financial Aid to Install a new phone message system to display a more professional image and allow ease in dispensing information or directing calls when human intervention is not available. The staff has begun updating individual job tasks/office procedures that will aid in allowing others in the office to give exceptional customer service during times when a primary person is absent.	
<b>6</b>	<b>Staff Productivity</b>	
	Due to the current budget situation, most of the professional conferences were cancelled or changed to WIMBA sessions. The department was able to send the : <ul style="list-style-type: none"> <li>➤ Registrar to the BOR Banner Boot Camp conference in Athens to learn about GA Enhancements to the system, to the quarterly ARCHE meeting in Norcross and to the mandatory NCAA Gulf Coast Conference meeting in Pensacola</li> <li>➤ Assistant to the Registrar to the VA conference in Atlanta to receive information on the new veterans benefits</li> <li>➤ Associate Registrar to an AACRAO (web) seminar on Managing the Registrar's Office</li> </ul> Several staff members were also able to view WIMBA sessions on topics including Academic Data Mart, Tuition Reclassification, Race and Ethnicity changes, on-line Graduation Applications and Banner 8.x implementation. <p>The department is in the midst of implementing DegreeWorks software to enhance advising and graduation tracking practices. We are also working on processes to streamline the production of the schedule of classes and the preparation and publishing of the university catalog.</p>	
<b>7</b>	<b>Student Achievements</b>	
<b>8</b>	<b>Other Awards, Distinctions, and Achievements</b>	

**UPON COMPLETION**

Please email completed report to:

Institutional Research and Planning

Tara Pearson

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678-839-6449

REMINDER—Include paragraph of departmental accomplishments in your email.