DEPARTMENTAL MISSION & ASSESSMENT

1. Departmental Mission & Goals


Departmental Goals [Align with institutional goals in 5 below]

Our main goals for the 2009-10 academic year were to (1) rationalize the degree evaluation, university catalog, and academic transcript and (2) enhance customer service and direct support processes by opening a First Stop Center.

2. Assessment Summary: Results of Student Learning Outcome Goals Addressed This Academic Year

Degree Evaluation: Successfully implemented SunGuard DegreeWorks aka Wolf Watch. The evaluation/advisement tool began its tenure with the summer/fall 2010 advisement period and will become the sole degree evaluation source for students graduating summer 2010 (July 31).

University Catalog: Purchased and installed SmartCatalog software and will unveil a totally on-line version of the university catalog in fall 2010.

Academic Transcript: Implemented an on-line (Banner) application to request transcripts.

First Stop Center – Through collaboration with VP Enrollment Management and Financial Aid, the new Enrollment Services Center which will provide Registrar, Financial Aid and limited Bursar functions opened in July.

3. Changes/Improvements Made as a Result of Assessment

Reduced dependency on the Student Clearinghouse to process requests for transcripts; students can now order a truly “free” transcript from Banweb.

Relocated Registrar’s Office to introduce the Enrollment Services Center, a first stop for students seeking assistance with Financial Aid, Registrar and Bursar administrative matters.

STRATEGIC PLAN UPDATES

The Strategic Plan (2010-2015) is designed to shape the University of West Georgia for the next five years in such a way as to place it as a destination university, particularly among peer universities in the state of Georgia and among those universities in the nation granting doctoral degrees in programs that balance liberal arts education with professional preparation.

4. What are your targeted expectations by 2015 for the strategic plan?

Units will be able to recruit and retain the best qualified faculty and staff by improved compensation and working environment.

Overall enrollment of 15,000 with satisfactory faculty and staff to foster the growth.
The local community will have grown and have the ability to engage the university community culturally and recreationally.

5. Identify the strategic plan goals pursued by your department during this academic year:

<table>
<thead>
<tr>
<th>No.</th>
<th>Institutional Strategic Plan Goals (SPG) (2010-15)</th>
<th>Check the SPG pursued</th>
<th>Indicate your Departmental Initiatives that correspond to applicable institutional SPG</th>
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<tbody>
<tr>
<td>i</td>
<td>Every undergraduate academic program will demonstrate a distinctive blending of liberal arts education, professional competencies, and experiential learning, preparing students to be ethically responsible and civically engaged professionals in the global economy of the 21st century.</td>
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<td>ii</td>
<td>Every undergraduate student will be advised to take advantage of one of multiple available learning communities. Learning communities that are available to students will include communities organized by living arrangement, by year in program, by other co-curricular associations – Honors Program, Advanced Academy, Band, Athletics, Debate, or program in the major.</td>
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<td>iii</td>
<td>The University will endeavor to increase enrollment in and graduation from graduate programs, including doctoral programs, that have as their mark a practical professional purpose, experiential learning opportunities, and an intellectual program informed by a foundation of liberal education.</td>
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<td>iv</td>
<td>The University will maintain an environment that is safe and conducive to learning.</td>
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<td>v</td>
<td>The University community will provide a balanced variety of cultural, recreational, leisure, and informal education programming opportunities for faculty, staff, and students that enhance the quality of campus life.</td>
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<td>vi</td>
<td>All units will strive to improve the compensation and working environment of faculty and staff in order to recruit and retain the best individuals.</td>
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<td>vii</td>
<td>The University will endeavor to increase our overall enrollment to 14,500 by the year 2015.</td>
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<td>Improve and expand course development, scheduling and registration strategies which allow the department and students more autonomy. Conduct analysis of resources (including human) needed to support and sustain increased enrollment.</td>
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<td>viii</td>
<td>With our enrollment growth, West Georgia will remain committed to the following targets of academic quality: faculty-student ratio of 18 to 1; average class size of 29; full-time to part-time faculty ratio of 4.4 to 1.</td>
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<td>ix</td>
<td>West Georgia will develop several new facilities to improve quality along with meeting capacity demands due to enrollment growth</td>
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<td>x</td>
<td>Capital Campaign: The Development Office will prepare for a capital campaign to assist in meeting the long-term needs of the University of West Georgia.</td>
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</table>
Communication and Marketing: The Office of University Communications and Marketing (UCM) will internally and externally promote the missions and goals of the strategic plan. This will be achieved by aligning the institution’s integrated marketing plan (advertising, visual identity standards, web presence, media relations, etc.) with the strategic plan.

Community Relations: The University will engage the local community educationally, culturally and recreationally.

6. How did you measure successes/failures toward your expected goal(s)? What metrics are being used?

Most of the departmental goals were implementation based. Measurement is/was based on advancement toward the completion of the goal.

7. Describe some notable achievements toward selected goal(s) during this academic year.

Restructured and dedicated the RPG position in the Registrar’s Office to degree audit development, training and maintenance. The DegreeWorks degree evaluation has increased student engagement in their progress towards graduation, strengthened the face time with advisors and improved the accuracy of degree evaluations.

Eliminated the manual distribution of (paper) copies for updating the university undergraduate catalog; utilizing the Banner course catalog (SCACRSE) as sole source for course descriptions.

8. What resources could have helped you achieve or exceed your goals for the year? How would you have used them to facilitate/improve the work of your department?

Additional funding and human resources in the department and in ITS would have allowed us to better achieve or even exceed our implementation based goals. Would have used them to prevent the sacrifice of service to the students and university community.

9. Departmental Accomplishments

- Implemented DegreeWorks Advising/Degree Audit Software
- Made Significant progress towards a “paperless” Readmission Process
- Introduced a Banner on-line transcript request system
- Implemented SmartCatalog software
- Processed 845 applications for readmissions (753 enrolled)
- Received 20,605 transcript requests producing 27,680 transcripts
- Processed 1217 requests for Degree verifications
- Received and processed 1528 graduation applications and fees, processed 1901 (includes replacement/duplicate) diplomas, awarded 1407 UG degrees
- Processed 400 requests for VA certification; certified 325 veterans in 2010.
- Received 1955 transcripts for evaluation; 1172 enrolled. Processed 580 Advanced Placement scores, 225 received credit, 1195 total hours awarded.

UPON COMPLETION

Please email completed report to the Vice President of your Division & to:

Institutional Research and Planning
Tara Pearson
tpearson@westga.edu
678-839-6449